

BARNSLEY BUS PARTNERSHIP CONSULTATION

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**Report created by:
Data Services Team**

Data formatting: Gemma Smithurst & Dori Krasznai

Analysis: Dori Krasznai & Sam Ghebremicael

Context: Dori Krasznai & Janice Ellams

*Topline summary
report*

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1. Executive summary

This report details the topline findings of the Barnsley Bus Partnership Consultation that took part between 13 June and 31 July 2016. The consultation introduced the proposal to members of the public and illustrated the planned changes to the existing network in their local area. Feedback was then gathered through consultation questionnaires and other methods. A total of 1162 responses were received via survey forms, 609 (52.4%) web based and 553 (47.6) paper based.

Consultation aims and objectives:

- To allow the residents of Barnsley to have their say on the proposed network changes
- To develop bus services throughout Barnsley and the surrounding areas for the benefit of the public
- To offer high quality, reliable and accessible services
- To provide value for money fares
- To determine public perception of the current problems and experiences when travelling by bus in Barnsley
- To capture public perception of the proposal and build and maintain dialogue with local communities, businesses and commuters

Participating operators include: Globe, Waterson's, Stagecoach and TM Travel.

1.1 Key highlights

- 41.2% (479) of all respondents are aged 65 or over. 45-54 is the second biggest age group after those aged 65 and over.
- Over 90% of respondents are currently users of the bus and primarily more frequent buses would encourage them to travel more often. 44% (583) of respondents travel on the bus 5 or more times a week which is closely followed by those who travel 3-4 and 1-2 days a week.
- Shopping and hospital/doctors are the main journey purposes overall and when looking at service specific results as well and this is mostly driven by age groups 65-74 and 75+.
- 51.5% (649) of respondents use an elderly/disabled pass while 36.9% (429) consider themselves disabled. 23.4% (272) of all disabled respondents have mobility issues which are the most frequently chosen type of disability.
- Those who purchase tickets valid for one bus operator only mainly do so because of the availability of a single operator on the route they use. This result was to be expected as Stagecoach has the largest share of the network in the Barnsley area. More people would be willing to pay a 5% increase for a multi-operator ticket than 10% however most would not be willing to pay more at all.
- The general opinion is that the proposed changes will negatively impact on people's journeys, making them *much* worse. Combined with those who think it will make their journeys only a bit worse this opinion represents 66.8% (1118) of all responses.
- A large number of comments were received via email, questionnaires and letters. Two main problematic areas have been identified through analysis; Penistone & surrounding villages and Ward Green & surrounding areas.
- An extensive selection of appendices is available at the end of this document which offers additional valuable information about the consultation.

2. Methodology

The consultation ran for 7 weeks between the 13th of June and 31st of July 2016. Responses received after the closing date have been included in the analysis.

Consultation materials (website, maps) introduced the proposed new network for Barnsley and showed the bus routes in the area as well as a guide as to what the nature of the change is for each specific service.

The consultation used a range of specific techniques to engage with MPs, local elected members, parish councilors, stakeholders, bus operator staff (including bus drivers), and members of the public. It also used a series of methods to ensure outreach, engagement and provide contact for anyone requiring further information or assistance in completing the questionnaire.

3. Analysis

3.1 Rate of response

A total of 1162 consultation responses were received, 52.4% (609) online and 47.6% (553) on paper based questionnaire forms. Additionally some comments were received via direct emails to SYPTE.

94% (1098) of responses were submitted by individuals/households/families while 3% (39) were from groups, 2% (25) didn't state.

3.2 Demographics

Age group 65-74 has the highest number of respondents compared to the rest of the age groups and when combined with those aged 75+ they represent 41.2% (479) of all respondents. There are 15% more female respondents than male.

Gender	Not Stated	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	TOTAL
Female	2	52	36	74	101	41	72	142	133	653
Male	1	38	33	57	69	32	58	129	54	471
Not Stated*	3	2		2	6		4	9	12	38
TOTAL	6	92	69	133	176	73	134	280	199	1,162
	0.52%	7.92%	5.94%	11.45%	15.15%	6.28%	11.53%	24.10%	17.13%	

The majority of respondents, 90.7%, live in the S36, S75, S70, S35, S71, S73, S74, S63 and S72 areas, 2.4% (28) however didn't state their postcode*. Home postcodes have been mapped out and can be found in Appendix A. For the full list of postcodes submitted please refer to Appendix B.

36.9% (429) of all respondents consider themselves to have a disability. The most frequently chosen type of disability is mobility issues which are followed by hearing, hidden disabilities and visual incapacity. For more details on this please see section 3.6 Disabled respondents.

Postcode Area	Respondents	
S36	215	18.5%
S75	195	16.8%
S70	185	15.9%
S35	182	15.7%
S71	112	9.6%
S73	50	4.3%
S74	41	3.5%
S63	41	3.5%
S72	33	2.8%
Not Stated	28	2.4%

*top 93%, list not complete

3.3 Bus travel

Over 90% of respondents stated they currently use the bus. The biggest proportionate difference in user vs non-user is within those aged 16-24 where only 1 respondent stated they did not use the bus. The highest number of non-users is from the age group 35-44 and the highest number of users are those aged 65-74.

Do you currently use the bus?	Not Stated	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	TOTAL	%
Yes	4	89	63	113	160	68	117	258	178	1,050	90.4%
No	0	1	5	18	15	3	13	13	14	82	7.1%
Not Stated	2	2	1	2	1	2	4	9	7	30	2.6%
TOTAL	6	92	69	133	176	73	134	280	199	1,162	100.0%

Respondents were asked what would encourage them to use the bus more frequently (multiple choices allowed). 40.8% (724) of responses stated more frequent buses, which is the most frequently chosen option overall and within individual age groups as well. Most of these respondents live in the S36, S70, S35, S75, S71, S73, S63, S74 and S72 areas (in descending order of number of respondents from 144 to 22) and travel by services 23/23A/24, 92, 29, 8/8A, 25, 66, 34, 300, 7/7A, 21, 203, 7, 22X and 57. Better connections and more reliable services were chosen nearly the same number of times while the least frequently chosen response was cheaper tickets.

What would encourage you to use the bus more?	Not Stated	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	TOTAL	%
More frequent buses	2	66	45	93	122	53	70	164	109	724	40.8%
Cheaper tickets	0	44	20	30	42	15	17	7	3	178	10.0%
Better connections	0	34	40	53	80	20	50	100	56	433	24.4%
More reliable service	0	51	29	51	73	26	52	100	57	439	24.7%
TOTAL	2	195	134	227	317	114	189	371	225	1,774	100%

Those who use the bus were asked to list which services they use the most often. It should be noted that responses were given in a free text format therefore analysis was a manual exercise. Where more than 1 service number was mentioned by one respondent each number was counted once but similar routes were combined for better analysis.

The services used by most respondents are 23/23A, 24, 29/28/28A/X28/30, 92, 21/21A, 7/7A, 57 / 59, 8/8A, 67/67A and 25*. A total of 86 services or service groups were submitted by respondents. For the full list of services mentioned see Appendix C. In case of disabled respondents most used services are quite similar with the addition of service 203 and 21.

*lists not complete

Service	Frequency	Service (disabled only)	Frequency
23/23a	384 15.7%	23	51 12.7%
24	253 10.4%	92	31 7.7%
29/28/28A/X28/30	152 6.2%	8/8a	24 6.0%
92	145 5.9%	24	20 5.0%
21/21A	106 4.3%	7/7a	14 3.5%
7/7A	98 4.0%	7&7a	14 3.5%
57 / 59	94 3.9%	203	12 3.0%
8/8A	92 3.8%	21	12 3.0%
67/67A	81 3.3%	66	11 2.7%
25	77 3.2%	20	9 2.2%
66	70 2.9%	23A	9 2.2%
20	69 2.8%	34	9 2.2%
34/34A	61 2.5%	7	9 2.2%
300	50 2.0%	25	7 1.7%

In addition respondents had the option to comment on up to 3 services of their choice. For each service chosen they also could state how often they used it, what purposes they travelled for and how the proposed changes would impact on their bus journey on this specific route/service.

When analyzing specific routes answers are split by service number; however for the purposes of summarizing in the below tables all responses have been combined (also include answers submitted without a specific service number).

Generally speaking most of those respondents who stated their frequency of travel use the bus on a weekly basis, 44% (583) of which as often as 5 times a week, 30% (396) 3-4 times a week and 26% (329) 1-2 days a week. About 13% of all responses indicate less frequent use; once a fortnight or less.

How often would you use this service?	Not Stated	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	TOTAL	%
5 or more times a week	1	63	56	77	110	42	68	90	76	583	34.8%
3-4 days a week	2	26	18	32	50	33	48	109	78	396	22.3%
1-2 days a week	0	19	11	41	42	19	35	102	60	329	18.5%
Once a fortnight	0	2	6	16	12	10	7	33	14	100	5.6%
Once a month	0	3	1	7	10	5	9	16	3	54	3.0%
Less than once a month	0	3	5	15	17	6	13	17	6	82	4.6%
Not stated	3	5	7	12	13	4	13	44	29	130	7.3%
TOTAL	6	121	104	200	254	119	193	411	266	1,674	100%

In terms of journey purpose shopping has proven to be the most popular choice of respondents when looking at combined results for all services commented on with 22.2% (1004) of all responses received.

This is followed by hospital/doctors, social/leisure and visiting friends and relatives (the latter two receiving nearly the same amount of responses), personal business, work, education and other - in descending order. It should be noted that this question allowed multiple choices.

When looking at individual responses (if more than 1 service used for any purpose they are only counted once) the order is: shopping, hospital/doctors, visiting friends and relatives, social/leisure, personal business, work, education and other.

For what journey purposes would you use this service?	Not Stated	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	TOTAL	%
Work	2	78	55	88	90	39	44	24	5	425	9.4%
Education	1	69	42	64	68	25	39	27	7	342	7.6%
Shopping	2	53	59	61	115	68	131	302	213	1,004	22.2%
Visiting friends/relatives	3	51	51	56	92	37	83	189	123	685	15.1%
Personal business	3	25	23	34	56	36	71	188	118	554	12.2%
Hospital/Doctors	2	28	45	41	89	49	95	233	183	765	16.9%
Social/Leisure	3	57	43	63	87	41	91	204	99	688	15.2%
Other		1	3	2	10	5	4	28	12	65	1.4%
TOTAL	16	362	321	409	607	300	558	1,195	760	4,528	

51.5% (649) of respondents use an elderly/disabled pass this is followed by 24.6% (310) who purchase a ticket that's valid on one bus operator only. Only about 8% (105) of respondents buy a ticket that's valid on any bus operator while multi modal tickets are the least popular choice with 6.5% (82). It should be noted that Stagecoach have the largest share of network in the area.

Which tickets do you currently use?	Not Stated	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	TOTAL	
Elderly/Disabled	1	8	17	26	51	19	75	264	188	649	51.5%
Valid on one bus operator	2	40	35	70	68	40	39	12	4	310	24.6%
Valid on any bus operator	1	22	5	21	30	7	10	4	5	105	8.3%
Multi modal		10	11	14	24	5	9	6	3	82	6.5%
Other	2	25	4	23	25	9	13	7	5	113	9.0%
Not Stated	0	0	0	0	0	0	0	0	0	0	0.0%
TOTAL	6	105	72	154	198	80	146	293	205	1,259	

Slightly less than half of all respondents, 42.5% (494) travel frequently using different bus operators, somewhat fewer do so infrequently while about 16% (182) never use different bus operators. It should be noted that Stagecoach are the dominant operator in Barnsley.

How often do you travel using different bus operators?	Not Stated	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	TOTAL	
Frequently	1	37	30	52	88	31	61	123	71	494	42.5%
Infrequently		42	20	53	55	28	45	99	57	399	34.3%
Never	1	11	15	22	21	10	24	36	42	182	15.7%
Not Stated	4	2	4	6	12	4	4	22	29	87	7.5%
TOTAL	6	92	69	133	176	73	134	280	199	1,162	

Those who stated they used a ticket valid only on 1 bus operator were also asked why they choose to purchase this type of ticket, the answer to that in the vast majority of cases being that only one operator worked on the routes used. A few respondents stated they had a choice of operators but they decided based on performance, while some get better value for money when purchasing these tickets.

Why do you buy a ticket valid for a single bus operator?	Not Stated	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	TOTAL	
Only one operator works the route(s) I use	2	30	29	51	42	34	30	5		223	71.9%
I have a choice of operators but choose a ticket based on services or performance		2	4	2	10	1	1		1	21	6.8%
Better value for money		3	2	5	6	2	1			19	6.1%
Not Stated		5		12	10	3	7	7	3	47	15.2%
TOTAL	2	40	35	70	68	40	39	12	4	310	

The majority of respondents who use a single operator ticket would not be willing to pay for a multi-operator one (valid on all buses). More of those who would be willing to pay an increased fee would agree to a 5% growth than to a 10% rise in price.

How much more would you be willing to pay for a multi operator ticket valid on all buses?	Not Stated	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	TOTAL	
Nothing	2	22	19	31	33	18	17	2	1	145	46.8%
5% more		9	13	15	18	13	9	4		81	26.1%
10% more		5	3	11	7	5	6	1	1	39	12.6%
Not Stated		4		13	10	4	7	5	2	45	14.5%
TOTAL	2	40	35	70	68	40	39	12	4	310	

3.4 Impact of changes

59.7% (1000) of all responses received stated the proposed changes would negatively impact on bus journeys, making them *much* worse. An additional 7% (118) stated the changes would make journeys a *bit* worse. This means the majority of responses, 66.8% (1118), have stated an expected negative impact on future journeys. “Make much worse” is an especially strong opinion amongst those aged 65-75, 75+, 45-55, 35-44 and 60-64, but this option received the most responses in all age groups overall. 12.5% (210) said the changes will make no positive or negative impact on bus journeys, and about 10% think they will improve them.

How will the proposed changes affect your journey?	Not Stated	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	TOTAL	
Improve a lot		17	9	6	25	10	10	24	21	122	7.3%
Improve a little		10	6	4	5	2	2	7	4	40	2.4%
Neither	1	25	17	32	37	17	22	41	18	210	12.5%
Make a bit worse		11	5	9	19	4	17	38	15	118	7.0%
Make much worse	3	55	61	134	143	82	117	244	161	1,000	59.7%
Not stated	2	3	6	15	25	4	25	57	47	184	11.0%
TOTAL	6	121	104	200	254	119	193	411	266	1,674	

3.5 Promotion

When asked how respondents heard about the consultation most respondents selected “Other” and submitted separate comments which include “word of mouth”, “parish council”, “friend” and “Barnsley Chronicle”. For a full list of comments submitted see Appendix D.

Other is followed by Poster at Interchange, Poster or map on bus, direct email from SYPTE and Map at Customer Service Desk at Interchange.

How did you hear about this consultation?	TOTAL	
Direct email from SYPTE	125	9.5%
Poster in Interchange	177	13.5%
Drop-in event	60	4.6%
Map at CS Desk at Interchange	105	8.0%
Poster or map on bus	170	12.9%
RTI screens at Interchange	13	1.0%
RTI screens at bus stop	23	1.8%
Media	92	7.0%
Facebook	94	7.2%
Twitter	26	2.0%
Online	72	5.5%
Other	357	27.2%
TOTAL	1,314	

3.6 Disabled respondents

A total of 429 respondents stated they considered themselves to have a disability; this is 36.9% of all respondents. They are represented with the highest numbers in the age groups 65-74 and 75+.

Disabled?	Not Stated	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+									
Yes	2	33.3%	15	16.3%	23	33.3%	38	28.6%	68	38.6%	28	38.4%	51	38.1%	90	32.1%	114	57.3%
No	4	66.7%	77	83.7%	46	66.7%	95	71.4%	108	61.4%	45	61.6%	83	61.9%	190	67.9%	85	42.7%
TOTAL	6	92	69	133	176	73	134	280	199									

Mobility issues are chosen by 23.4% (272) of all disabled respondents as their type of disability (51% of whom are aged 65 or over), this is followed by 7.7% (89) for hearing, 6.6% (77) for hidden, 5.6% (67) for visual and 5% (58) for mental health. Most disabled respondents live in the S70, S75, S36, S35, S71, S74, S73, S63 and S72 areas*. 9 disabled respondents didn't state their postcode.

*list not complete

Disability Type	Respondents	
Mobility	272	23.4%
Hearing	89	7.7%
Hidden	77	6.6%
Visual	67	5.8%
Mental Health	58	5.0%
Prefer not to say	29	2.5%
Other	26	2.2%
Learning	21	1.8%
Speech/Language	7	0.6%
<i>All who ticked at least one of the above</i>	428	36.8%
TOTAL RESPONDENTS	1,162	

Postcode Area	Respondents	
S70	100	23.3%
S75	66	15.4%
S36	63	14.7%
S35	52	12.1%
S71	45	10.5%
S74	20	4.7%
S73	15	3.5%
S63	11	2.6%
S72	11	2.6%
<i>Not Stated</i>	9	2.1%

Most disabled respondents use the bus on a weekly basis, 16.1% (270) as often as 5 or more times a week. Only about 3.7% use the bus once a fortnight or less frequently. Age groups 45-54, 60-64 and 75+ represent the highest number of respondents within those who travel 5 or more times a week.

How often would you use this service?	Not Stated	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	TOTAL	
5 or more times a week	0	12	27	32	52	20	46	34	47	270	40.7%
3-4 days a week	1	4	10	10	28	12	18	36	45	164	24.7%
1-2 days a week	0	6	3	12	16	7	7	33	33	117	17.6%
Once a fortnight	0	1	2	3	3	2	0	10	8	29	4.4%
Once a month	0	0	0	1	2	4	1	6	2	16	2.4%
Less than once a month	0	0	0	1	3	2	6	8	1	21	3.2%
Not stated	1	2	1	5	8	0	2	10	18	47	7.1%
TOTAL	2	25	43	64	112	47	80	137	154	664	

Shopping is the most frequently chosen journey purpose in case of disabled respondents as well; however this is very closely followed by hospital/doctors.

For what journey purposes would you use this service?	Not Stated	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	TOTAL	
Work		7	19	24	32	5	25	8	4	124	6.3%
Education		14	28	32	38	17	30	11	6	176	8.9%
Shopping	1	7	30	22	50	25	60	113	123	431	21.9%
Visiting friends/relatives	2	6	27	21	42	16	47	74	69	304	15.5%
Personal business	2	4	12	15	26	13	32	74	65	243	12.4%
Hospital/Doctors	2	10	30	30	52	25	61	94	111	415	21.1%
Social/Leisure	2	6	23	18	32	20	33	64	48	246	12.5%
Other			1	1	5	3	1	13	4	28	1.4%
TOTAL	9	54	170	163	277	124	289	451	430	1,967	

Over 65% of respondents with disabilities stated the services they commented on would become much worse if the proposed new network was implemented.

How will the proposed changes affect your journey?	Not Stated	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	TOTAL	
Improve a lot		4	3	2	10	5	5	10	13	52	7.8%
Improve a little		3	1		4		1		3	12	1.8%
Neither		4	4	8	15	3	6	8	13	61	9.2%
Make a bit worse		3			3		7	15	9	37	5.6%
Make much worse	2	10	35	50	66	39	57	89	87	435	65.5%
Not stated		1		4	14		4	15	29	67	10.1%
TOTAL	2	25	43	64	112	47	80	137	154	664	

3.7 Comments

PostcodeArea	No of comments	
S70	266	19.2%
S36	263	19.0%
S35	227	16.4%
S75	218	15.7%
S71	103	7.4%
S63	67	4.8%
Not Stated	52	3.7%

Each respondent had the opportunity to comment on up to 3 different services and as a result we have received 1387 free text comments via questionnaires. Most of these relate to a specific service, however many were submitted as a general comment or without specifying the service.

The majority* of comments were received from respondents who are residents of the S70, S35-36, S75, S71 and S63 postcode areas.

*list not complete

Service	No. of comments	
23	138	9.9%
No service number provided	134	9.7%
24	94	6.8%
92	92	6.6%
29	78	5.6%
8/8A	50	3.6%
67	46	3.3%
7/7a	43	3.1%
25	38	2.7%
1	30	2.2%
23a	30	2.2%
300	28	2.0%
21	24	1.7%
7	23	1.7%
66	20	1.4%
34	20	1.4%
X19	17	1.2%
67/67A	16	1.2%
23/23a/24	16	1.2%
203	16	1.2%
20	15	1.1%
97	14	1.0%
8	14	1.0%
220	13	0.9%
265	12	0.9%
59	11	0.8%
23/23a	10	0.7%
222	10	0.7%
34/34A	10	0.7%

The services that produced the most comments match the list of services respondents stated they used the most often with an additional 134 comments which were submitted without a specific service number.

For a full list of number of comments per service number and most commented services map see Appendix E.

The two main issues that were identified from the consultation feedback are concerning:

- Changes/removal of buses serving the smaller settlements in the Penistone area including Crow Edge, Ingbirchworth, Carlecotes, Holmfirth, Stocksbridge, Crane Moor, Hood Green, Thurgoland, Dodworth and Higham amongst others

- Changes/removal of buses serving Ward Green, Pilley, Blacker Hill, Mount Vernon, Tankersley, Corton Wood, Cudworth, Darfield and Wombwell.

In addition services in Goldthorpe, Robin Hood Airport, Wakefield and Rotherham also received fairly high number of comments.

Some of the services that received comments were not part of this consultation. These will be addressed separately by Transport Operators (Bus Services).

A number of comments have also been received via email through SYPTE Communications Team, which can be found in Appendix G.

3.8 Service specific analysis

3.8.1. Penistone area

General overview

574 (49.4% of all) respondents commented on various proposals relating to this area. 41.6% (239) of them are aged 65 or over. Overall 30.3% (174) of these respondents live with a disability, 58% (102) of which is mobility related which on an overall level is 17.7% of all respondents who commented on the services detailed below.

Shopping, social/leisure, visiting doctors/hospitals and visiting friends and relatives are the main reasons why these respondents travel. In 75% of cases people think the proposed changes will make their journey on these services much worse. Combined with “make a bit worse” this comes up to 84%.

Summary of comments – service specific

Note that below is the summary for the most frequently commented services, for a full list of services and corresponding comments see Appendix F and G.

Proposal to remove service 23A/24 and to operate service 23 between Stocksbridge and Penistone only

- The village of Ingbirchworth has no own facilities (surgery, shops, place of worship, etc.). The withdrawal of 24 would leave the village isolated and without a public transport link.
- Removal of these services would also cut off villages such as Hood Green, Stainborough, Crane Moor.
- Northern College needs to be linked with the surrounding villages by a bus service; these changes would make it harder/impossible for students to attend and would have a severe impact on the mental health of learners with a disadvantaged background.
- The changes would make it harder/impossible for students to access Penistone Grammar School, 1 respondent said they'd have to change colleges and re-start their entire A-levels.
- The 23A is the only Sunday service available in Thurgoland. This is also the only service that connects Deepcar with Stocksbridge.
- Proposed new route of service 23 includes Mortimer Road that has several hazardous bends and isn't wide enough to accommodate bus and farm vehicles.

Service 92 to operate Barnsley – Dodworth – Higham – Cawthorne only

- Proposed route change will leave residents of Higham, Cawthorne, Gawber, Thurlstone and Millhouse Green with little if no public transport at all. It will cut off residents of Longley Street and offshoots.
- Thurgoland and Crane Moor will have no service.
- Penistone Grammar School will not be served by a bus.
- Re-routing of this service will leave sick and disabled residents of the area without bus access to the hospital.

Proposal to remove service 25

- Removal of this service would destroy links to Crow Edge, Carlecotes, Dunford Bridge, Holmfirth and Hood Green and make them completely isolated. For those without a car these areas will be inaccessible.
- Respondents think if the new, reliable service had been advertised more, the usage of service 25 would be much greater at the time of the consultation.
- Taxis are virtually non-existent in the Crow Edge area so without a bus service a visit to a supermarket, hospital, social visits will be impossible especially for pensioners.

Proposal to remove service 300

- Service 300 is considered an extremely reliable service and also the only one that connects directly with train services from Penistone.
- Together with the loss of service 25 and route change of 92 and the lack of Sunday and evening services Millhouse Green will be facing huge transportation issues.
- It is used by many elderly people who can't get to the main road to catch service 92 which is to be removed from the area. Towngate Hill is hard to walk up on for elderly with shopping and during the winter.
- This service is a vital link to shopping facilities.
- Taxis need to be booked days in advance so they don't provide a convenient alternative to bus travel.

No changes proposed for services 93/93A/95/95A/96/97A/97

- 97 used to go on Claycliffe Road & Huddersfield Road. These residents do not currently have a bus service. The route along Gawber Road and past the hospital is already well served by Stagecoach routes 93 and 95.

Service 29 to operate between Chapeltown and Penistone only

- Journeys to Sheffield will take much longer if passengers need to change in Chapeltown. The other option would be to take the 23/23A or 24 which are also to be cancelled/re-routed. Residents of Thurgoland will not be able to travel to Penistone. Those with mobility issues/other disabilities might not be able to make journeys where they need to change.
- The 29 is an important link to Northern General hospital which if re-routed will leave some areas without a public transport link therefore a connection to the hospital.
- Bus usage is very low at the time of consultation due to the unreliability of the recent operator so some respondents think it is unfair to consult and make any changes based on this situation.
- This will remove a direct and useful link between Penistone and villages such as Oxspring, Thurgoland and Wortley and furthermore Sheffield.

Service 21 to be extended beyond Penistone to Millhouse Green, service 20 extended beyond Penistone to Cubley, no changes to service 21A/22

- The buses 20/21 leave Barnsley Interchange just minutes before the train from Leeds arrives at Barnsley station, leaving a nearly 30 minute wait for the bus.
- 21 is the only service that goes to Cubley. If the nearest service does not stop in Cubley, residents need to walk to Midhopestones along the narrow and winding part of Mortimer Road without a safe verge to get onto to avoid cars.
- Number 22 should run in the evenings as well, and not be taken off for school runs, as Dodworth children don't have a school bus to Horizon.

3.8.2. Ward Green and surrounding areas

General overview

Note that below is the summary for the most frequently commented services, for a full list of services and corresponding comments see Appendix F and G.

158 (13.6% of all) respondents commented on various proposals relating to this area. 36% (57) of them are aged 65 or over. Overall 62% (98) of these respondents live with a disability, 82% (80) of which is mobility related which on an overall level is 51% of all respondents who commented on the services detailed below.

Shopping, visiting doctors/hospitals, visiting friends and relatives, social/leisure and work are the main reasons why these respondents travel. In 71% of cases people think the proposed changes will make their journey on these services much worse. Combined with "make a bit worse" this comes up to 75%.

Summary of comments – service specific

Proposal to remove service 8/8A/8B

- Ward Green would be completely cut off without these services.
- The partial replacement 67A will cover a large area and will serve Hoyland and Wombwell before reaching other destinations, so will be full before it gets to Ward Green. In peak periods one bus will not be enough to cover all these areas.
- There are a vast number of elderly people/residents with mobility issues in the Ward Green bungalow estate who rely on these services.
- There was no drop in session available in the Ward Green area.

Proposal to remove service 7A and to operate service 7 in Blacker Hill only via Doncaster Road and Farm Road

- Residents who can't walk to High Street to catch the 67/67A will be housebound, as they won't have an alternative service to access. Will also have a profound effect on the old and disabled residents of Tankersley and Pilley.
- The unavailability of services in Pilley will isolate the village further and will not encourage people to purchase houses in the area that are planned to be built shortly.

- It will completely disconnect Mount Vernon road/ hospital from Blacker Hill in one journey and vice versa.
- There are kids in schools in Ward Green who live at Blacker Hill and kids in Worsbrough/Pilley who travel to Blacker Hill.

Proposal to increase frequency of 67A, no changes to 67

- 67a will not pass Worsbrough Health Centre for people living at Ward Green and large bungalow estate off Vernon road.
- Respondents are not sure if the 67A will include Cortonwood.
- If the 8/8A are removed the frequency of 67 should be increased as it will be impossible to keep appointments with the current running times.

Proposal to remove service 34A and to amend route of 34 to operate Shafton Green only and not via Carlton Industrial Estate

- The cancellation of 34A would hit pensioners and residents with limited mobility and vision as it would make them take an extra connection and walk longer distances. Those living on Laithes Lane would only have service 1 operated by Arriva once an hour.
- There wouldn't be a bus serving Rotherham Road and Wellgate estates where many residents are elderly. It would mean a 20 minute walk to the nearest bus stop. Also there wouldn't be services on a Sunday which would isolate elderly people.

No changes to services 6/66/N66/265

- A new business in the area commented that it would greatly benefit their staff and future recruitment if service 66 ran from Hoyland Road and Hawshaw Lane onto Ryecroft Bank and into Hoyland in the opposite direction from the current route.
- The last 265 from Sheffield only goes as far as Hoyland Common, it doesn't go to Barnsley. There is only 1 service between Sheffield and Barnsley. In cases where buses have been removed from service or broken down this is not communicated to passengers who are left waiting in the interchange.
- All respondents who commented on service 6 would like the bus to stop on Ardsley Road as many have to walk a long way to the Bank End estate which is difficult with heavy shopping or during winter.

3.8.3. Other comments

No changes to services 219/219A/218/217

- People would like the 219 to go down Nicholas Lane and Highgate Lane to provide a bus to Doncaster/Barnsley up to 6PM.
- Connecting to the 219 is not possible anymore with the X19, so visiting Wath and Wombwell is long and tedious. A service every 45 mins would benefit Great Houghton.
- It should be ensured that the 217 connects with the X19 from Doncaster in Goldthorpe.

No changes to service X19

- This service currently does not connect with the hourly running 217/218 at Goldthorpe at all times. Also runs at the same time within a minute towards Barnsley.
- Doncaster bus stop is in exchange, if it is busy with another bus the driver will go up to the next stop and the visually impaired would not know this is happening so would miss the bus.

No changes to services 59/57

- 59 Wakefield needs to be available later at night as no other buses go through Notton so people with no transport and no money for taxis become housebound after 6.30 in the evening.
- These 2 routes serve a massive area and the buses are always full and cramped.
- Better service is needed from Deepcar to different areas such as High Green/Chapelton/Grenoside/ Parson Cross to Sheffield. This way places such as the retail park and supermarket at Wadsley Bridge would be accessible.

4. Appendices

- 4.1 Barnsley Bus Partnership Map and Consultation Guide**
- 4.2 Barnsley Bus Partnership consultation questionnaire**
- 4.3 Letters received from Councils, MP-s and members of public**
- 4.4 Appendix A – Map of respondent home postcodes**
- 4.5 Appendix B – List of postcodes submitted**
- 4.6 Appendix C – Full list of services used by respondents**
- 4.7 Appendix D – Comments received about promotion**
- 4.8 Appendix E – Services commented**
- 4.9 Appendix F – All questionnaire comments submitted**
- 4.10 Appendix G – Comments via email**