

SERVICE CHANGE PROTOCOL

1. Network Change Impetus

A key part of the Sheffield Area VPA is to bring stability to the network to build customer confidence, however it is appropriate we respond to future demand and changes in travel patterns and whilst it is acknowledged that registration of services with the Traffic Commissioner is the Operator's right, it is essential that full discussion and negotiation between individual Operators/the Council/SYPTE (and other Operator(s) in the case of a Qualifying Agreement service) takes place before registration.

2. Public & Stakeholder Suggestions

In order to ensure that the Parties respond to passenger demand, members of the public will be encouraged to provide comments and suggestions and each Party will keep a record of requests which will be used as inputs under the 'Network Review' process of the agreement. This should be aligned to the 'Customer Service Plan'.

3. Operator Feedback

Operators having any difficulties with the timetables or operational issues should share the specific issues in detail with SYPTE/SCC and offer suggested improvements based on experience gained. Operators will of course, in many cases, be able to deliver their own solutions and will report these to SYPTE, in consultation with another Operator(s) in the case of a Qualifying Agreement service.

4. Internal Network Planning

SYPTE officers will keep the Operators aware of developments in the area to allow the Parties to prepare plans to ensure these developments are adequately served.

5. Timetable change procedures

After one year from the launch of the Sheffield Area VPA, Operators will only undertake no more than one major change to timetables each year in line with the following programme for timetable amendment dates. Minor timing changes will be permitted on 2 further dates. Timetable changes will take place as follows:

- First Sunday in September (minor and major change) to coincide with schools returns
- Last Sunday in January (minor change)
- Last Sunday in April (may be varied by agreement to avoid Easter bank holidays) (minor change)

In addition the normal downturn in service frequencies during the school summer holidays on frequent interval services may be permitted.

Where timetables are identified as operating outside punctuality compliance then provision is made for a minor timetable change only to rectify this and any associated corridor service to maintain coordination at the earliest opportunity. Exceptions to these conditions are as per the 4xY Agreement and by agreement with SYPTE/SCC.

6. Timetables

It is the intention of the Partnership that public consultation should take place before major changes take place as part of the network review process. It is therefore proposed that for the major changes the following action should be taken:

- Operators to advise SYPTE/SCC 91 days before scheduled September change dates of their intentions.
- SYPTE determine with the Operator(s) concerned the most appropriate consultation plans.
- When appropriate, consultation takes place over the following 14 days.
- From this consultation the SYPTE/SCC discusses with Operator(s) the proposed network changes.
- Final decision 77 days before implementation.
- 56 days registrations submitted.

Action	Days
Discussion with SYPTE/SCC	91
Consultation complete	77
Revised plans agreed	63
Registrations submitted	56

During the period between 77-63 days SYPTE/SCC/Operator(s) involved will look at options and undertake amendments if needed.

For other changes, including the other 3xY dates it is not anticipated that there will need for consultation although a briefing may be needed and therefore the time frame will be:

Action	Days
Inform SYPTE/SCC of intention	91
Details	77
Registration	56

Where a QA is in place an Operator wishing to make a change must notify SYPTE, using the 'major changes' notification period. SYPTE will contact other Operators involved in that QA, as well as SCC