

## **WP1.5 SERVICE CHANGE PROTOCOL**

### **1. Network Change Impetus**

A key part of the Barnsley 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/BMBC 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 Barnsley Area VPA, Operators will only undertake no more than one major change per service per year, such date taken from the anniversary date of the last time that Service was subject to a major change. Minor timing changes will be permitted on any change dates. Timetable changes will take place as follows:

- First Sunday in September to coincide with schools returns
- Last Sunday in January
- Last Sunday in April (may be varied by agreement to avoid Easter Bank Holidays)

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 prevailing service change Agreements and by agreement with SYPTE/BMBC.

## 6. Timetables

It is the intention of the Partnership that all minor timetable changes will be agreed with partners by no later than 70 days before implementation. Public consultation should take place before major changes as part of the network review process. Notification of major changes should therefore be 126 days before the proposed implementation date to enable this to take place.

Action	Days	Weeks
SYPTE/BMBC informed of proposed change	126	18
Consultation plan agreed/Conduct consultation, usually 28 days	49	7
Post consultation review/amendment complete	77	11
Plans agreed and registrations received	70	10
Registration	56	8

During the period between 77-70 days SYPTE/BMBC/Operator(s) involved will look at options and undertake amendments if needed.

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

Action	Days
Inform SYPTE/BMBC of intention	91
Details	77
SYPTE receipt of registrations	70
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 BMBC.