

To:

Councillors, Parish Councillors, MPs,
Community Groups

Your Ref

Our Ref

Ask For **David Young**

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13 May 2015

Dear Colleague

In March I wrote to you to confirm that as part of the upcoming public transport changes there will be new and improved ways to purchase tickets and travel passes.

I appreciate that due to the number of single and multi-operator ticketing options available it can sometimes be confusing for customers.

To help make things easier the process for buying tickets and applying, renewing and replacing passes have been simplified and explained in posters and leaflets that are on display in our Interchanges and attached to this letter.

I thought this was the perfect time to update you on the options available.

TICKETING

There are new ways to purchase travel tickets making it easier and more convenient for our customers. The attached 'Travel Tickets' poster has been produced to clearly show all the ticketing options available and where they can be purchased from.

As well as the traditional sales on bus, tram and at rail stations there are a range of modern options available:

Payzone

Many of our customers have already started using Payzone to purchase smart tickets from around South Yorkshire. Over 300 shops, many in local and rural areas, are now selling a range of 7 and 28 day TravelMaster tickets. This means you can get an unlimited bus, tram and train travel ticket without having to travel to an Interchange.

**SOUTH YORKSHIRE PASSENGER
TRANSPORT EXECUTIVE**

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**CUSTOMER
SERVICE
EXCELLENCE**



You can find out where your nearest shop is by visiting <http://www.payzone.co.uk/store-locator>

Once there simply go to the counter and request the ticket you want to purchase through Payzone. There is a 50p additional charge if a Smartcard needs to be purchased, if you already have one then this can be topped up for free.

Smart kiosks

Smart ticketing kiosks at Interchanges have been popular with passengers who enjoy a quick and easy way to purchase and top-up their Smartcards with a range of TravelMaster tickets. Additional machines have now been installed meaning you can now pay by cash as well as debit or credit card.

Further tickets are to be launched as smart in the coming months giving you more choice and flexibility than ever before.

Smartphones

First bus tickets can be purchased through an mTicket App on a smartphone. We will shortly be launching our own TSY m-Ticket which will sell a range of TravelMaster day tickets.

PASSES

I appreciate how important it is for pass holders to be able to apply, renew or replace their pass with the minimum of fuss or inconvenience.

As the 'Travel Passes' poster shows there is now a range of different ways that ENCTS Senior, ENCTS Disabled, 16-18 Student and 11-16 Megatravel pass holders can do this, they are:

- **Online** - at travelsouthyorkshire.com/passes by registering for a MyTSY account.
- **By post** – print a form from our website or collect one from a Customer Service Desk
- **By phone** - ring Traveline on 01709 51 51.

At this time only Replacement Passes and renewal of ENCTS Senior Passes are available by phone. In addition to this Disabled Passes are not available online yet but will be soon.

To help make things easier there is now a Customer Post Box in all Interchanges which can be used to drop off any completed forms. The box is located at the Customer Service Desk.

Travel South Yorkshire website

Our Travel South Yorkshire website has been updated to ensure that all the information our customers need is in one place. There is a new and improved [Tickets and Passes section](#) on the website which provides all the details your constituents will be looking for. The section links to 'MyTSY' which gives users the chance to create their own account which can be used for passes, to personalise travel tools and to comment on all aspects of your public transport.

Further details will be communicated on this and other changes before the Information Centres close on Saturday 30 May 2015.

Please print or forward on these posters to those who you feel will benefit from the information within them.
Yours sincerely

A handwritten signature in purple ink, appearing to read 'D. Young', is positioned above the printed name.

DAVID YOUNG
INTERIM DIRECTOR GENERAL