

To:

Councillors, Parish Councillors, MPs,  
Community Groups

Your Ref

Our Ref

Ask For **Clare Cocken**

Direct Line **0114 221 1327**

Email [Clare.Cocken@sypte.co.uk](mailto:Clare.Cocken@sypte.co.uk)

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Dear Colleague

Since SYPTE announced that there would be a 10% budget reduction for 2015/16 I have wrote regularly to inform you of the changes as a result of savings totalling £7.6 million.

As you can imagine the process has been a difficult one but after a thorough consultation process we agreed to a number of changes that would have an impact on public transport users throughout South Yorkshire. Perhaps the biggest of these will take place this weekend when our Travel Information Centres close.

The Travel Information Centres in Sheffield, Meadowhall, Barnsley, Doncaster and Rotherham Interchange will open for the final time on Saturday 30 May 2015. In addition to this Arundel Gate Travel Information Centre will remain open from Monday 1 June but will operate as an Interchange only.

I am aware that not everyone is pleased about these closures and I acknowledge that it will take time for some customers to adjust and adapt to the changes. Ultimately, the truth is that, in this current financial climate the cost of running the Travel Information Centres was simply not sustainable.

However, it was never just about money; it is about moving to a modern way of dealing and interacting with you and offering the best customer service possible through a range of channels to suite everyone's needs.

### **Our new and improved channels are waiting for you**

A lot of the feedback we receive from customers suggests that many of you now demand the latest technology and fresh, innovative new ways to transact and interact. Here is what we can offer:

## 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.

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 ticket machines

These are available at all our Interchanges and offer a range of TravelMaster tickets which can be paid for by both cash and card. Once you've topped up for the first time then you can use the card again and again. It is quick, easy and only takes a few minutes.

## [Travelsouthyorkshire.com](http://www.travelsouthyorkshire.com):

Our Travel South Yorkshire website remains the place to go for your public transport journey planning tools, travel updates and information, advice and news.

There is now a new [ticket and passes](#) section which provide all the details you need to know about the wide range of options available throughout the region. There is also a new [popular destinations](#) page which shows you how to get to places such as hospitals, schools and swimming baths by public transport.

There is also a mobile site available for customers who want to use our website on the go.

## MyTSY

'MyTSY' is a brand new service we have launched on the Travel South Yorkshire website and I am really positive about both what it offers now and will in the future.

'MyTSY' offers an opportunity to sign up for a personalised account which can then be used to:

- *buy TravelMaster Annual tickets online – a full range of tickets will be available to buy soon*
- *apply for, renew and replace a range of travel passes including ENCTS Senior and Disabled.*
- *save your favourite journeys and timetables through a range of new and improved personalised travel tools*
- *submit feedback on any aspect of public transport or make a service request*

Although the account is easy to use it may be difficult to get to grips with at first, especially if you are not a regular internet user. To help with this there is a basic guide attached to explain how it works and understand what it offers.

## **M-Ticketing**

Further channels will be available in the coming weeks including 'M-Ticketing, which offers customers the opportunity to purchase bus and tram tickets on their smartphone.

## **The traditional ways are still available**

Although we now offer a range of modern and new channels it is vital that the traditional ways are still there for customers who may not have access to the internet or a smartphone.

## **Customer Service desks**

Customer Service desks have been installed at each Interchange and provide a range of operator paper timetables and information leaflets. These will be manned by customer service assistants during the day who will be ready to help with any query you have.

There is also Drop Boxes available should you need to post a pass application or renewal and are unable to do this online.

## **Traveline**

Traveline will remain open seven days a week from 7am to 10pm on 01709 51 51 51 to answer any public transport queries.

## **Information Kiosks**

Our Information Kiosks are really simple to use and allow customers to use the travel tools available on the website without needing access to the internet.

If you would like help using one then ask at the Customer Service desk and they'll give you a run through.

## **A future focused on you**

I hope all this reassures you that although the Travel Information Centres are closing our focus remains on giving you the best possible customer experience in an efficient and effective way.

Please make sure you sign up to a ['MyTSY' account](#) and try the other channels we offer that will help enhance your public transport travels throughout 2015.

Yours sincerely

**CLARE COCKEN**  
**CORPORATE COMMUNICATIONS AND ENGAGEMENT MANAGER**