



Drivers' and Conductors' Guide for South Yorkshire

AUTUMN 2017



INTRODUCTION

This guide has been compiled to provide guidance for drivers and conductors of public transport operators in South Yorkshire.

The information contained within is accurate as of **4 September 2017**.

If you would like to provide feedback on this guide, please write to:

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Notable Changes

- The 16-18 Student Pass has been replaced with the 16-18 Travel Pass.
- The MiCard and Mega MiCard schemes have now finished. The MiCard is no longer valid for travel. An in date Mega MiCard effectively becomes a MegaTravel Pass and should be treated as such.
- The Student Hopper Term and Student CityBus Term tickets are being withdrawn. There will be none in circulation after 22nd September.

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CONTENTS

16 - 18 Travel Pass	6	MegaTravel Pass	5
Advice for dealing with invalid passes and tickets	16	On Board ETM Information	15
BConnect.....	7	Parking Services Officer.....	12
Boundary Map.....	18-19	Police & Community Support Officer	12
CityBus.....	7	Rail Issued TravelMaster.....	13
CityWide.....	8	RConnect.....	7
Civil Enforcement Officer.....	12	Scratchcards.....	10
Community Safety Warden.....	12	Smartcard Information	14
Counterpart Information.....	14	Student CityBus.....	11
DeveloperMaster	10	Student Hopper.....	11
DonConnect	7	SYConnect	8
ENCTS Mobility.....	4	SYConnect+	9
ENCTS Senior Citizens	4	SY Connect 18 / 20 / 25	8
Extended Period Products	10	Term TravelMaster	9
Get About	8	TravelMaster 18 / 20 / 25	9
Get About +	9	Travel Zones Definitions.....	22
ID Card for Monitoring Staff	13	Useful Contacts	24
Map Key	20-21	Zero Fare Extension Card	5
Mega MiCard	5	Zero Fare Pass	5

CONCESSIONARY TICKETS ENCTS



ENCTS SENIOR CITIZEN

- Valid on bus, tram and train.
- Valid between 0930 and 2300 on weekdays and all day at weekends/bank holidays throughout England.
- Free on bus & tram. **Half fare on train for South Yorkshire residents travelling wholly on the South Yorkshire rail network.**



ENCTS MOBILITY

- Valid on bus, tram and train.
- Valid at any time throughout South Yorkshire.
- South Yorkshire residents' passes are also valid on **Northern** trains between South and West Yorkshire, at any time
- Valid between 0930 and 2300 on weekdays and all day at weekends/bank holidays throughout England.



- Symbol denotes that holder may be accompanied by a carer.
- Pass is still valid if carer not present. A fare paying age child can be a carer.

Carer travels FREE of charge:

- Only when travelling with passholder.
- On bus and tram when the journey starts in South Yorkshire.
- On train if pass bears the Travel South Yorkshire logo.



- This symbol is present if the passholder is blind or partially sighted.
- Customer is not required to scan their card.

CONCESSIONARY TICKETS YOUTH PRODUCTS



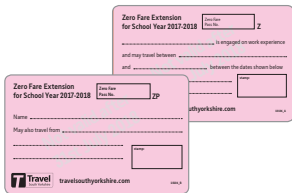
ZERO FARE PASS

- Valid on bus and tram.
- Valid on school days until 1900.
- Also valid on train if stated on pass under 'conditions'.



ZERO FARE EXTENSION CARD

- Extension cards are issued by schools/colleges.
- Valid with a Zero Fare Pass bearing the same number.
- Adds additional validity to Zero Fare Pass.



MEGATRAVEL PASS

- Valid on bus, tram and train.
- Valid throughout South Yorkshire at any time.
- Entitles holder to concessionary fare on bus and tram (currently 80p) and half fare on rail services in South Yorkshire.



MEGA MICARD

- The MiCard scheme ended on 31st March 2017, and all benefits that were associated with it were removed.
- Any Mega MiCards in circulation that are still in date simply act like a MegaTravel Pass (see above entry for specific information on that scheme).



CONCESSIONARY TICKETS YOUTH PRODUCTS



16-18 TRAVEL PASS

- Valid on bus, tram and **Northern** trains throughout South Yorkshire, at any time.
- Entitles holder to the current concessionary fare on bus/ tram, and half fare on **Northern** trains.
- Now valid through August if still in date.



BUS ONLY



CityBus

- Any bus in the Sheffield Zone.
- 1 Day, 7 Day and 28 Day available.
- Issued onto smartcards on board.
- Some day tickets may be on paper ETM stock.



Sheffield

RConnect

- Any bus in the Rotherham Zone.
- 1 Day, 7 Day and 28 Day available.
- Issued onto smartcards on board.
- Some day tickets may be on paper ETM stock.



Rotherham

D^{on}Connect

- Any bus in the Doncaster Zone.
- 1 Day, 7 Day and 28 Day available.
- Issued onto smartcards on board.
- Some day tickets may be on paper ETM stock.



Doncaster

BConnect

- Any bus in the Barnsley Zone.
- 1 Day, 7 Day and 28 Day available.
- Issued onto smartcards on board.
- Some day tickets may be on paper ETM stock.



Barnsley

BUS & TRAM



- Any bus and tram in the Sheffield zone.
- 1 day, 7 day, 28 day and annual products available.
- Issued on smartcard onboard.
- Some day tickets may be on paper ETM Stock.

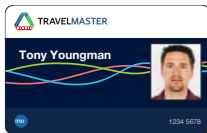


- Any bus and tram in the South Yorkshire zone.
- 1 day, 7 day and 28 day products available.
- Issued on smartcard onboard.
- Some day tickets may be on paper ETM Stock.



SYCONNECT 18/20/25

- Any bus and tram in the South Yorkshire zone.
- 1 day, 7 day and 28 day products available.
- Issued on personalised smartcard from Travel South Yorkshire ticket machines.



- Valid on bus and tram in the county of South Yorkshire at any time.
- For passengers over 11 years old, valid only in conjunction with a valid MegaTravel or 16-18 Travel Pass.
- 1 day and 7 day products available.
- Valid only on day of purchase.

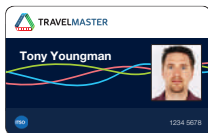


BUS, TRAM & TRAIN



TRAVELMASTER 18/20/25

- Any bus, tram and train in the South Yorkshire zone.
- 1 day, 7 day and 28 day products available.
- Issued on personalised smartcard onboard.



- Valid on bus, tram and train in the county of South Yorkshire at any time.
- Valid only on day of purchase.
- For passengers over 11 years old, valid only in conjunction with a valid MegaTravel or 16-18 Travel Pass.
- 1 day and 7 day products available.



- Any bus, tram and train in the South Yorkshire zone.
- 1 day, 7 day and 28 day products available.
- Issued on smartcard onboard.



NOTE: formerly known as TravelMaster Gold. Some TravelMaster Gold products remain in circulation and remain valid.

see page 13 for example counterparts

TERM TRAVELMASTER

- Any bus, tram or train in the South Yorkshire zone.
- Term 1, 2 and 3 products available.
- Issued onto personalised smartcards.
- Issued with a counterpart for rail use



BUS, TRAM & TRAIN



EXTENDED PERIOD

- Any bus, tram and train in the South Yorkshire zone.
- These are used just like a standard smartcard and should be scanned against on board readers or handheld readers used by tram conductors.
- These can also be used as flash passes if a service is not smart or if the card reader fails.



Note: whilst the TravelMaster Gold has been rebranded SYConnect+, extended period products (such as the TravelMaster Gold Annual) remain valid until the expiry date.

DEVELOPERMASTER

- Any bus, tram and train in the South Yorkshire zone.
- This is a flash pass and not a smartcard.
- This design is being phased out. From 7th February 2018 there should be none of this design in circulation
- SYConnect+ Annual tickets issued to non-personalised smartcards and accompanied by paper Counterparts are succeeding the old design



SCRATCHCARD

- Any bus, tram and train in the South Yorkshire zone.
- Available in 1 day and 7 day products
- These must be correctly scratched and the laminate must be sealed in order for the scratchcard to be valid.



CITYBUS & STUDENT HOPPER



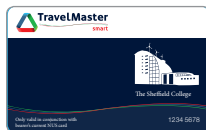
- Any bus in the Sheffield zone.
- 7 day product.
- Term 4 tickets are valid until 22nd September 2017 and may be accompanied by a Counterpart. After this date, the Term product is withdrawn.
- 7-Day and Term tickets are issued onto College/ University bespoke TravelMaster Smartcards.



STUDENT HOPPER

- Any bus or tram in the South Yorkshire zone.
- The Term 4 ticket is valid September 2017 and may be accompanied by a Counterpart. After this date, the Student Hopper product is wholly withdrawn.
- Term tickets are issued onto College / University bespoke TravelMaster Smartcards.

NOTE: all three card designs on the right are valid for both CityBus Student and Student Hopper products. Bespoke Travelmaster smartcards only valid in conjunction with valid college/university ID or valid NUS cards.



MISCELLANEOUS

POLICE AND COMMUNITY SUPPORT OFFICERS

- Any bus and tram. Police officers of any rank and special constables travel for free on production of a warrant card.
- Police Community Support Officers (PCSOs) travel for free when on duty and in uniform.



CIVIL ENFORCEMENT OFFICERS

- Any bus and tram when on duty, in uniform on production of an ID card.



PARKING SERVICES OFFICERS

- Any bus and tram in Sheffield when on duty, in uniform on production of an ID card.



COMMUNITY SAFETY WARDENS

- Any bus and tram in district of issue when on duty, in uniform and on production of this pass.



MISCELLANEOUS

ID CARDS FOR MONITORING STAFF

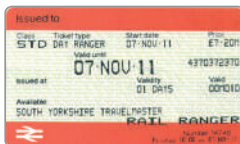
- Any bus, tram and train in South Yorkshire and adjacent areas when on duty, in uniform and on production of this ID card.



RAIL ISSUED TRAVELMASTER

- Day products are issued onto standard orange magnetic strip media.
- 7 Day and 28 Day products are issued onto pink and yellow railway tickets and must have a railway photocard alongside them.

GetAbout+  SYConnect



TICKETING MEDIA

SMARTCARD

- The majority of TravelMaster Products are now issued onto smartcards.
- Products loaded to a smartcard can be bought from Ticket Vending Machines (7 Day and 28 Day) at most Travel South Yorkshire Interchanges or on board some bus services and all trams (Day and 7 Day).
- Full price products are issued onto standard blue smartcards. Discounted age-related products are issued onto personalised smartcards.
- Customers should scan their cards against on board readers or against handheld readers used by tram conductors to validate a product.
 - If a card fails to scan try again.
 - If the card continues to fail and other cards are being read successfully then charge the customer the appropriate fare.
 - If the card fails to scan and this is due to an issue with the ETM then report this to your operator and allow the customer to travel.

Note: If a GetAbout or GetAbout + Smartcard fails to scan, but the Counterpart numbers match and the Counterpart indicates a valid product, then allow the customer to travel



COUNTERPARTS

- Some products have a paper counterpart issued alongside them. These counterparts are to prove validity on board rail services that are not yet smart.
- Where a counterpart is used the number in the top right must match the last 8 digits on any presented smartcard.
- Counterparts are not valid unless they are presented with a matching smartcard.
- In January 2017 counterparts were removed for all products other than those valid on rail services and the GetAbout ticket range.





ONBOARD ETM

- Some Day & 7 Day products are available from on board ETMs as paper tickets.
 - ETM issued paper tickets will only be issued if an operator is not able to issue smart products or for Day products where a customer does not already have a smart card.
 - ETM products will say the name of the product issued and the date that product is valid to.
-

ADVICE FOR DEALING WITH INVALID PASSES & TICKETS

This advice applies to any passes presented that are

- Altered
- Forged
- Defaced
- Out of date
- Outside of valid hours
- Outside of valid area

It also applies when

- A pass is presented without a matching photocard (if required).
- The photograph does not match the presenter of the pass
- When dealing with invalid passes and tickets, a polite attitude should always be maintained and any embarrassment to passengers should be avoided.

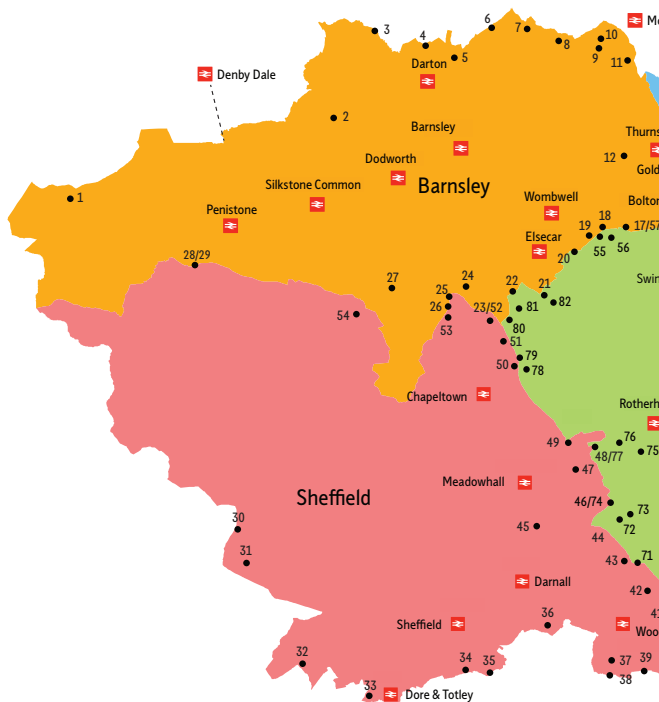
Special Conditions

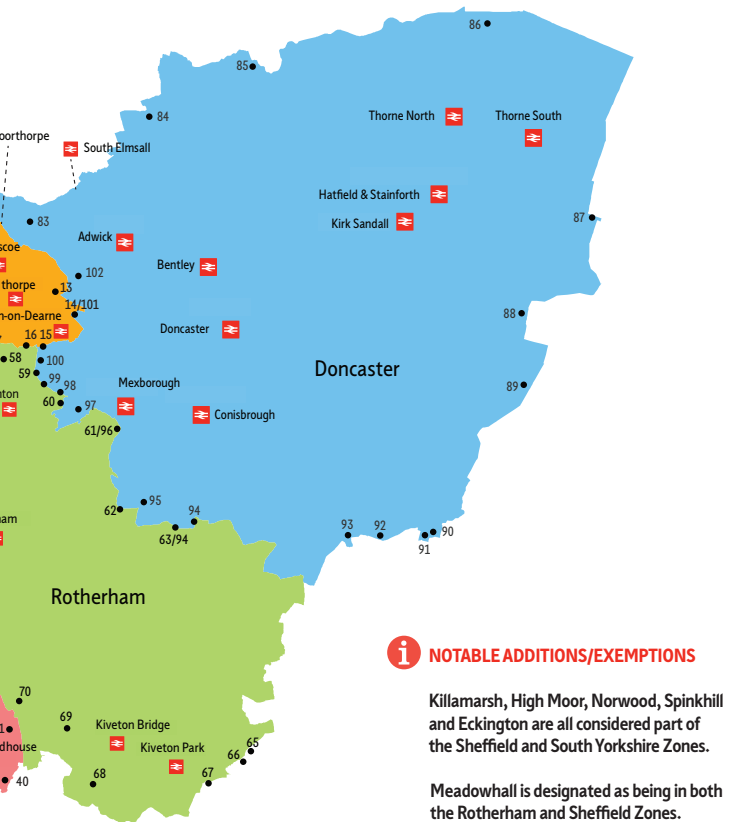
1. Please remember that some Mobility pass holders are visually impaired. If their passes are out of date, please direct them to TraveLine on (01709) 515151 to request a new pass.
2. Photocards should be withdrawn along with invalid tickets. This is essential for the subsequent investigation of withdrawn tickets.
3. Whenever a pass is withdrawn it must be attached to a completed pass misuse report and sent to the Unit/ Operations Manager in accordance with your company's procedure. Passes will then be forwarded on to South Yorkshire Passenger Executive (SYPTe) for further investigation (if appropriate).
4. Staff of participating companies will be rewarded through the 'Passwatch' scheme for each correctly withdrawn pass. For scratchcards, this only applies to fraudulent copies.
5. Whenever a pass is withdrawn, any personal property (e.g. bank cards, driving licence etc.) must be returned to the passenger. However, if the photocard does not match the presenter, any personal property must be withdrawn with the pass so it can be returned to the legal owner.

ADVICE FOR DEALING WITH INVALID PASSES & TICKETS

	Out of date	Altered or used before start date	Used at wrong time or out of area	Clerical error
Senior Citizens and Mobility Passes (except Visually Impaired Mobility Passes)	<p>Within two weeks of the expiry date: Allow concessionary travel at appropriate time and advise passenger to apply for a replacement pass.</p> <p>More than two weeks after expiry date: Charge appropriate fare, withdraw pass and file a misuse report.</p>	Charge appropriate fare, withdraw pass and file a misuse report.	Charge appropriate fare	Refer passenger to ring Traveline on (01709) 515151.
Visually Impaired Mobility Passes	<p>If their passes are out of date, please refer them to apply for a replacement pass. Please remember that holders of the English National Concession passes with the 'eye' logo are visually impaired. There is no requirement for them to scan their pass or retain any ticket you issue.</p>	Charge appropriate fare, withdraw pass and file a misuse report.	Charge appropriate fare	Refer passenger to ring Traveline on (01709) 515151.
All other passes and tickets	Charge appropriate fare, withdraw complete pass/ticket (including photocard and file Passwatch report).	Charge appropriate fare, withdraw only if altered and file passwatch report.	Charge appropriate fare.	Refer passenger to ring Traveline on (01709) 515151 (unless it has been issued by your company).

BOUNDARY MAP





i NOTABLE ADDITIONS/EXEMPTIONS

Killamarsh, High Moor, Norwood, Spinkhill and Eckington are all considered part of the Sheffield and South Yorkshire Zones.

Meadowhall is designated as being in both the Rotherham and Sheffield Zones.

KEY



BARNSELY

1. Harden (Dunford Road/Flight Hill)
2. Cawthorne (Tivy Dale Road/Back Lane)
3. Haigh (Huddersfield Road/Jebb Lane)
4. Staincross (Sackup Lane/Edgehill Road)
5. Staincross (Wakefield Road/Lee Lane)
6. Royston (Station Road/Summer Lane)
7. Royston (Lund Hill Lane East)
8. Shafton (Sandybridge Lane)
9. Brierley (Frickley Bridge Lane/Hill Top)
10. Brierley (Cross Hill/Haldane Close)
11. Brierley (Common Road)
12. Thurnscoe (Clayton Lane Robert Ogde School)
13. Goldthorpe (Doncaster Road/Pickhills Avenue)
14. Barnburgh (Barnburgh Lane/Green Lane)
15. Bolton-upon-Dearne (Mexborough Road/Garbutt Street)
16. Bolton-upon-Dearne (Dearne Road/Mill View)
17. Old Moor (Manvers Way, Wetlands Centre)
18. Brampton (Brampton Road/Junction Street)
19. Cortonwood
20. Hemingfield (Tingle Bridge Lane/Tingle Close)
21. Elsecar Reservoir (Water Lane/Burying Lane)
22. Hood Hill (A6135/Kirby Lane)
23. Warren (Thornccliffe Park Industrial Estate)
24. Tankersley Manor (Westwood New Road/Wentworth Way)
25. Wentworth Park Industrial Estate
26. Howbrook (Hollinberry Lane/Holly House Farm)
27. Wortley (Penistone Road/Park Avenue)
28. Langsett (Manchester Road Midhope Cliff Lane)

SHEFFIELD

29. Langsett (Manchester Road Midhope Cliff Lane)
30. Moscar Lodge (Manchester Road/Heathy Lane)
31. Ringinglow (Ringinglow Road/Houndkirk Road)
32. Fox House (Hathersage Road/Owler Bar Road)
33. Totley (Baslow Road/Brickworks)
34. Batemoor (Chesterfield Road South/Four Lane Ends)
35. Jordanthorpe (Dyche Lane/Batemoor Road)
36. Gleadless Townend (Gleadless Road/Seagrave Crescent)
37. Mosborough (High Street/Moss House Court)
38. Halfway (Rotherham Road/Hollow Lane)
39. Halfway (Windmill Greenway/Rotherham Road)
40. Holbrook (Rother Valley Way/Station Road)
41. Beighton (Robin Lane/Woodhouse Lane)
42. Woodhouse Mill (Furnace Lane/B6200)
43. Handsworth (Orgreave Lane/Highfield Lane)
44. Catcliffe (Poplar Way/Sheffield Lane)
45. Parkway Industrial Estate (Parkway Avenue/Kettlebridge Road)
46. Tinsley (Bawtry Road/Ackworth Drive)
47. Meadowhall Road
48. Templeborough (Sheffield Road/MAGNA)
49. Meadowhall Road/M1 Junction 34
50. Chapeltown (Cowley Hill/Smithywood Road)
51. Warren (White Lane/Warren Lane)
52. Warren (Thornccliffe Park Industrial Estate)
53. High Green (Wortley Road Westwood New Road)
54. Deepcar (Wortley Road/Station Road)

KEY



ROTHERHAM

55. Brampton (Knollbeck Lane/ Bierlow Close)
56. Brampton (Chapel Avenue/Rother Street)
57. Old Moor (Manvers Way/Wetlands Centre)
58. Manvers (Station Road/Manvers Way)
59. Manvers (Wath Road/Bolton Road)
60. Swinton (Rowms Lane/Swinton Bridge)
61. Conanby (Doncaster Road/Hill Top Hotel)
62. Ravenfield Common (Braithwell Road/Cedar Drive)
63. Braithwell (Fish Pond Lane)
64. Maltby (Grange Lane/Autumn Drive)
65. Woodsetts (Worksop Road/Owday Lane)
66. Lindrick Common (Worksop Road, Fox Covert Garage)
67. Netherthorpe (Back Lane/Thorpe Lane)
68. Woodall (Woodall Lane/Dowcar Lane)
69. Wales (School Road/Almond Tree Road)
70. Swallownesy (Chesterfield Road, A57)
71. Woodhouse Mill (Retford Road, The Princess Royal)
72. Waverley (High Field Spring/Brunel Way)
73. Catcliffe (Poplar Way/Sheffield Lane)
74. Tinsley (Bawtry Road/Ackworth Drive)
75. Whiston (West Bawtry Road/Long Lane)
76. Canklow (West Bawtry Road/Rother Way)
77. Templeborough (Sheffield Road/MAGNA)
78. Thorpe Hesley (Upper Wortley Road/ London Way)
79. Thorpe Hesley (Hesley Lane/London Way)
80. Hood Hill (Sheffield Road/Kirby Lane)
81. Harley (Sheffield Road/Harley Road)
82. Wentworth (Barrow Field Lane)

DONCASTER

83. Clayton (Clayton Lane)
84. Barnsdale Bar (A1/A621)
85. Norton (Selby Road, Norton Common Farm)
86. Moorends (Moorends Road, Plumtree Farm)
87. Hatfield (Low Levels Bank, Goodcop Farm)
88. Wroot (Candy Bank, Candy Farm)
89. Blaxton (Bank End Road/Fifteights Road)
90. Bawtry (Gainsborough Road, Bawtry Bridge)
91. Bawtry (High Street/Market Place or Church Street)
92. Harworth (Tickhill Road/Bawtry Road)
93. Tickhill (Blyth Road)
94. Braithwell (Fish Pond Lane)
95. Micklebring (Greaves Sike Lane)
96. Conanby (Doncaster Road/Hill Top Hotel)
97. Old Denaby (Denaby Lane, The Fox Well)
98. Mexborough (Hartley Street or Bus Station)
99. Mexborough (Wath Road/Highwoods Road)
100. Adwick-upon-Dearne (Hound Hill Lane/ Sticking Lane)
101. Barnburgh (Barnburgh Lane/Green Lane)
102. Hickleton (Doncaster Road/Fir Tree Close)

TRAVEL ZONE DEFINITIONS

There are key differences in how Travel Zones are defined for the tickets within this guide, particularly between Concessionary and Commercial (TravelMaster) products. Concessionary products are valid within the Metropolitan County of South Yorkshire only. Exceptions to this rule are:

- ENCTS passes are valid throughout England
- SYPTTE issued disabled persons' passes are valid between the South and West Yorkshire rail networks (not valid for rail journeys wholly within West Yorkshire).

Commercial products are valid within the respective TravelMaster Zones, as shown on the map (p18-19). These Zones can incorporate areas that reside outside of the Metropolitan County area. For example, the Derbyshire villages of Killamarsh, High Moor, Norwood, Spinkhill and Eckington are all considered part of the Sheffield and South Yorkshire TravelMaster Zones.

Note: Special consideration must be given to the GetAbout / GetAbout + tickets. Whilst they are TravelMaster products, they are linked to the child concession scheme and are only available within the Metropolitan County of South Yorkshire.

NOTES

USEFUL CONTACTS

CONTACT	TELEPHONE NUMBER
ARRIVA	0344 800 4411
BRITISH TRANSPORT POLICE	0800 40 50 40
FIRST SOUTH YORKSHIRE	01709 566 000
G&J HOLMES	01246 863 232
GLOBE	01226 299 900
NATIONAL RAIL ENQUIRIES	03457 484 950
POWELLS	01709 700 900
SHEFFIELD COMMUNITY TRANSPORT	0114 276 6148
SOUTH PENNINE	07593 852259
STAGECOACH CHESTERFIELD	01246 211 007
STAGECOACH EAST MIDLANDS	0152 252 2255
STAGECOACH SHEFFIELD (ECCLESFIELD)	0114 246 5555
STAGECOACH SHEFFIELD (HOLBROOK)	0114 247 0777
STAGECOACH SUPERTRAM	0114 272 8282
STAGECOACH YORKSHIRE	01226 202 555
SYPTHE HEAD OFFICE	0114 276 7575
TM TRAVEL	0114 263 3890
TRAVELINE	01709 51 51 51
TRAVELMASTER	0114 221 1444
WATERSONS	01977 610 773
YORKSHIRE TIGER	01422 371 099