

Stakeholder News



1 April 2015

Dear Colleague

Our New Quarterly E-Newsletter

Welcome to the April edition of our E-Newsletter keeping stakeholders informed and up to date on the latest public transport news.

Tram Track Replacement Works 2015



The third year of essential engineering work to replace worn out sections of Sheffield's tram tracks began on Saturday 28 March between Hillsborough and Infirmary Road.

The project will see over 22 kilometers of tram track replaced to future-proof the Supertram network. The new rail will improve passenger comfort and reduce noise in areas where the track is currently worn.

The majority of the Supertram network will be running as normal; however the works will cause some disruption to the yellow and blue routes. The purple route will operate as normal.

Bus replacement services will be in operation to minimize the disruption to passengers and staff will be at key stops at peak times to help customers with information and advice.

[Find out more](#)

MyTSY



Bus, Tram and Train customers in South Yorkshire will soon be able to sign up and receive personalised journey information in one handy dashboard as well as easily manage their timetable updates, tickets, applications, email alerts and more.

MyTSY will be launched this Spring and will be the one-stop-shop for all their Travel South Yorkshire needs.

Each section of MyTSY will be mobile friendly making it easier to find the information whilst out and about.

[Find out more](#)

Improved Access to Employment: Pennine Foods

SYLTE understands the importance of a reliable and convenient public transport service to help people access employment, and we regularly work with local businesses to make sure services are meeting staff needs.

Large local employer, Pennine Foods in Sheffield, told us that the 120 bus service arrives later than needed for some staff to get to the factory's early shift. We worked with our Sheffield Bus Partnership colleagues First South Yorkshire and Stagecoach Sheffield to change the timetable of the service so that it runs a few minutes earlier and arrives in time

This small change, possible through the Sheffield Bus Partnership (SBP) agreement, has provided Pennine Foods employees with the option of choosing the bus as a realistic alternative to the car, and using sustainable transport for their journey to work.

Real Time Information (RTI) Displays at Tram stops

South Yorkshire Passenger Transport Executive (SYPTe) in partnership with Stagecoach Supertram, is currently installing Real Time Information (RTI) displays at 44 tram stops across the network. The screens will count down the number of minutes before the next tram is due to arrive, providing customers with reassurance that the tram is on its way. In exceptional circumstances the displays will also inform customers of delayed or cancelled services and the reasons behind the disruptions, for example, extreme weather conditions or incidents on the track.

At the majority of stops, there will be at least one display per platform, and in most cases, a double-sided display will be installed on a free-standing pole rather than inside the shelter. This will ensure that it is clearly visible from wherever people are standing on the platform. However, at some stops, where space is limited, the display will be installed on one of the poles supporting the tram stop name sign.

The works are being carried out by Fone-Alarm Installations Ltd and are expected to be completed by mid-May 2015.

In addition to the above, works are being carried out this month to replace the tram shelters at Shalesmoor. New shelters will be installed on both platforms with the outbound platform receiving a new, larger shelter to accommodate more passengers. Both platforms will receive seating and a new bin.

Self-Serve Tools

We have been working hard to develop more tools to help customers find and access the travel information they need in ways that are convenient to them.

Visit travelsouthyorkshire.com to see a great range of tools to help plan journeys by public transport in South Yorkshire on a computer or mobile such as [journey planner](#), [ticket finder](#), our [interactive map](#), [live departures](#) etc.

As you are aware SYPTe will soon stop producing printed copies of bus, tram and train timetable leaflets but the information will still be available in many easy ways:

- Departure screens in the [Interchanges/Stations](#)
- At your bus/tram stop or stand
- [Information kiosks in the Interchanges](#)
- Operator produced timetables for some routes
- travelsouthyorkshire.com - download timetables, register for email updates and view live departures
- Traveline - call 01709 515151

Customers can also apply and renew their travel pass online.

Keeping in Touch

If you have any enquiries you can also keep in touch via [Facebook](#) or on Twitter:

- [@TSYalerts](#) - for the latest travel updates, disruptions and travel enquiries
- [@TravelSYorks](#) - for travel news, information, promotions and competitions



For travel advice and assistance please contact TraveLine 01709 51 51 51 or e-mail traveline@sypte.co.uk

If you no longer wish to receive these messages, please e-mail Rachel.Cowling@SYPTe.co.uk