

## **WP3.1 TICKETING ARRANGEMENTS – THE CUSTOMER OFFER**

### **Background and Assumptions**

This document outlines the ticketing solution to be deployed as part of the Doncaster Area Voluntary Partnership Agreement (VPA). The preferred ticketing solution uses smart technology but as this will not initially be available to all operators, there will be an initial, transitional phase using paper tickets and/or counterparts. Both paper and smart ticketing will be available from implementation in May 16', dependant on operator technology.

### **1. Fares for Individual Journeys**

#### Fares Co-ordination

- 1.1 Under the partnership approach there can be no network wide co-ordination of fares (as opposed to multi-operator prepaid ticket prices) between operators. As such, operators will continue to set their own fares for individual journeys. For convenience these are referred to here as 'single fares' though in fact there is no barrier to operators offering return fares or multi-journey tickets should they wish to do so.

#### Fare Geography and Publicity

- 1.2 To enable simplified and efficient communication of single fares information to customers, it is the Partners' desire to work together to agree common fare change locations and nomenclature across the VPA network. Partners will investigate the feasibility of displaying such ticket information by web.
- 1.3 Linked to the above, service change information will be issued, where practicable, in advance of changes at bus stops where space is available. Resource limitations are such that SYPTE cannot guarantee to replace all on-stop information at one time, particularly at times other than timetable change dates. SYPTE will display "valid at" dates on price information. SYPTE will use reasonable endeavours to remove out-of-date price information when this becomes necessary.

#### Concessionary Fares

- 1.4 Concessionary fares will continue to be available on the VPA network as determined and varied from time to time by South Yorkshire Combined Authority/Transport Committee, at the present time it is envisaged the child fare to become commercial in April 2017, however operators note this will likely result in a price increase.

#### Smart Ticketing Implications

- 1.5 During both the initial phase and the subsequent smart ticketing phase, adult and child single fares will continue to be payable using cash. The VPA Partners plan to explore the possibility of Pay As You Go smart ticketing, however any commitments are not yet agreed.
- 1.6 The details of the potential South Yorkshire's Pay As You Go implementation remain to be agreed and some of the later phases involve technical developments. Two phases may be envisaged:

- i) Passengers can pay fares using stored value on smartcards (note that all concessionary smartcards include purses so this would include older people travelling in the morning peak period on weekdays)
- ii) Introduction of “capping” meaning that no-one will pay more than a single, agreed, advertised day or period ticket price.

## **2. Prepaid Tickets**

### Network Integration

Customers will be able to choose from three levels of integration across the VPA network:

- i) Single operator prepaid tickets – valid on the services of a single bus operator
- ii) Multi Operator products
- iii) Zone TravelMasters – valid on all bus and train services in Doncaster or any mode across South Yorkshire (depending on zone purchased).

TravelMaster Panel shall set the prices of all Multi Operator product ranges.