

North East Joint Transport Committee, Tyne and Wear Sub-Committee

Friday 30th November, 2018 at 1.00 pm

Meeting to be held at Nexus House, 33 St James' Blvd, Newcastle upon Tyne NE1 4AX

AGENDA

Page No

1. **Apologies for Absence**

2. **Declarations of Interest**

Please remember to declare any personal interest where appropriate both verbally and by recording it on the relevant form (to be handed to the Democratic Services Officer). Please also remember to leave the meeting where any personal interest requires this.

3. **Revision to Metro Fares and Ferry Fares 2019**

1 - 16

4. **Date and Time of Next Meeting**

31 January 2019, 2.00pm

Contact Officer: Tel: (0191) 2116146 E-mail: lynn.camsell@northeast.gov.uk

To All Members

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North East Joint Transport Committee, Tyne and Wear Sub-Committee

Date: 30 November 2018

Subject: Revision to Metro and Ferry Fares 2019

Report of: Managing Director (Transport Operations)

Executive Summary

This report proposes to freeze the price of single and day fares for both adults and young people (aged 18 and under) when purchased using a Pop smartcard, as part of a package that seeks to minimise the impact of price rises whilst generating additional revenue to offset increases in the operating costs of both Metro and the Shields Ferry.

The proposals contained within this report are designed to maintain the good value Metro and Ferry offer passengers and encourage patronage growth through a recommended package including:

- Freezing the price of single and daily capped fares on both Metro and Ferry for young people aged 18 and under, bought with a Pop blue smartcard;
- Freezing the price of adult single and daily capped fares on both Metro and Ferry for the second consecutive year when bought with a Pop Pay As You Go (PAYG) smartcard;
- Retaining a 60% discount on Metro season tickets for young people aged 18 and under, compared to the equivalent adult Metro season ticket price;
- Retaining a similar 30% discount on Metro student season tickets;
- Retaining the Corporate Metro Season ticket scheme, offering discounts for tickets purchased through an employer and easy monthly payments for customers;
- Reducing the price of Ferry season tickets to encourage take up amongst regular travellers;

- Noting an intention to freeze the price of the Metro Gold Card at £12 per year for Tyne and Wear residents and £24 for non-Tyne and Wear residents;
- Noting an intention to freeze the price of the Nexus child concessionary fares at £0.60 for a single journey and £1.10 for unlimited daily travel on all bus, local rail services, Metro and Ferry.

On Metro, adult single, day and transfare paper tickets would rise by the minimum amount of 10p, as would child single, day and transfare tickets (although the Nexus concessionary fare for Under 16s in possession of a Pop card offers an excellent value for money alternative). Adult customers using Pop PAYG will benefit from a greater discount of 40p on single journeys and 50p per day compared to the equivalent paper single and day ticket prices on both Metro and Ferry.

Metro season tickets and other miscellaneous tickets will increase in line with the Retail Price Index (RPI) or by 10p, whichever is the lowest.

This matter was presented for consideration by the North East Joint Transport Committee, Tyne and Wear Sub-Committee on 21st November 2018. Unfortunately that meeting was not quorate and a decision could not be made. The decision is required promptly to enable ticket machines to be updated with revised fares in time for the changes to be effective from 2nd January 2019.

Recommendations

The North East Joint Transport Committee, Tyne and Wear Sub-Committee is recommended to approve the proposed Metro and Ferry fares as set out in the main body of this report to be effective from 2nd January 2019.

1. Background Information

- 1.1 Both the Tyne and Wear Metro and Shields Ferry operate with a broad range of tickets designed to offer flexibility, choice and value for money to the diverse passenger base carried. The ticket ranges are subject to an annual review to ensure they remain fit for purpose and align with the priorities of local authority partners. The policy objectives underpinning the pricing proposals contained in this report and to be implemented on 2nd January 2019 are:
- Maximise patronage;
 - Maximise revenue;
 - Increase prices in line with the Retail Price Index (or as close as possible to RPI);
 - Encourage the move to smart ticketing, in particular PAYG and Pop blue; and
 - Maintain structured and transparent pricing.
- 1.2 The scope of the fares review for January 2019 covers the commercial ticket ranges of both Metro and Ferry which encompass the following ticket types:
- Adult commercial tickets (Single/Day/Transfare/Metro Season);
 - Pay As You Go;
 - Child (under 16) commercial tickets (Single/Day/Transfare);
 - Discounted tickets for students and young people aged 18 and under;
 - Discounted season tickets allowing cheaper travel for employees of registered companies who purchase season tickets in bulk;
 - Other miscellaneous tickets, for example tickets that add Metro travel to a rail journey or enable the transportation of a whole class of school children.
- 1.3 The proposed Metro fare changes contained in this report are set against a backdrop of a convergence of challenging factors including weak retail sales, decreasing leisure visits, low wage growth and changing travel patterns. Whilst Metro revenue remains in line with the overall base budget set for 2018/19, patronage is in decline due in part to a reduction in sales of third party products i.e. Network One multi-modal tickets and a reduction in the number of journeys being made by Metro season ticket holders. Whilst any increase in fares is undesirable from a passenger's perspective, it should be borne in mind that the Metro's operations are publicly subsidised. Therefore fare revenue needs to grow in order to help offset increases in Metro's cost base. However, Nexus and local authority partners also have an objective to grow patronage on both Metro and the Shields Ferry. As such, the proposals contained in this report are designed to strike a balance between these two often conflicting objectives.
- 1.4 In 2015 the TWSC agreed the first step in the process to a more structured pricing model for Metro, where the ratios between various ticket types are set in relation to one another. This is intended to make the Metro product range more transparent and easier to understand. The fare ratios are set out in appendix A and this

proposal seeks to continue with that objective to the extent possible whilst balancing against the other objectives.

1.5 In addition, since launching PAYG in 2015 Nexus has sought to make this product attractive for those customers currently purchasing single and day tickets, in line with the strategy of moving customers away from paper tickets to smart and making it easier for passengers to access the best value ticket for them. To achieve this, a differential between the price of PAYG and the equivalent paper product was established when PAYG was first introduced. This proposal also continues with that objective.

2. Proposals (Metro)

2.1 The January 2019 fares review seeks to retain a number of positive features identified in previous reviews of Metro and Ferry fares:

- Increased PAYG discounts for adults versus the equivalent paper ticket price;
- Simple and affordable single and capped daily fares for young people aged 18 and under accessed through the Pop blue smartcard;
- 60% discount on season tickets for young people aged 18 and under versus the equivalent adult fare;
- 30% discount for students versus the equivalent adult fare;
- Discounted annual tickets when purchased through an employer;
- A carnet of ten Ferry Fingle tickets for the price of eight.

2.2 A number of further enhancements are proposed for 2019 with the common aim of increasing customer satisfaction with the ticket purchase experience. This includes expanding the available ticket ranges at some of Nexus' existing retail channels, launching a new retail website and simplifying and speeding up the smartcard application process.

2.3 The specific enhancements proposed are:

- 4 Week multi-modal (Network One) tickets available for purchase at Metro ticket machines (TVMs);
- New and improved web retail site supporting smartcard applications as well as an expanded ticket range available for sale; and
- Removal of photographs on all commercial, student and 18 and under smartcards to simplify and accelerate the card application process.

2.4 This proposal recommends an increase of Metro fares from 2nd January 2019 by a weighted average of 3.2% which is exactly in line with the Retail Price Index (RPI) as at July 2018 (the figure against which fare changes in the UK rail industry are benchmarked). The increase to fares is necessary to help contribute to the financial targets required by the Nexus Medium Term Financial Strategy whilst balancing the associated impact on patronage.

- 2.5 The 2018/19 base budget for the aggregate Metro farebox i.e. including Nexus' own product range, the Gold card concessionary ticket sales and third party tickets, predominantly Network One is £46.099m. Despite an expected shortfall in the income received from third party products, a small surplus in the sales of Nexus' own products has ensured we remain in line with the overall base budget for 2018/19.
- 2.6 The constraint of only increasing fares in multiples of ten pence is applicable to all tickets sold at Metro TVMs and on the Ferry. This ensures sufficient levels of change are available across the network and that prices are easier to communicate and understand. It should be noted that increasing fares in multiples of ten pence could result in percentage increases above the level of inflation for individual ticket types considered in isolation. Despite this, overall proposals across products and incorporating anticipated changes in customer behaviour, remain on average in line with the level of inflation (RPI July 2018).

Adult Single and Day fares

- 2.7 As part of the overall proposal to increase Metro fares by a weighted average of 3.2%, the price of adult single and daily-capped fares will be frozen for passengers travelling with a smartcard (Pay As You Go) for the second consecutive year. Single and day fares purchased without a smartcard will be subject to a £0.10 increase as will transfare and add-zone ticket prices as outlined in appendix B. With no charge for a PAYG card, switching from single and day tickets to PAYG is a simple and quick process. PAYG cards are available online, in TravelShops and at selected Payzone outlets.
- 2.8 Since launching PAYG in 2015, Nexus has sought to make this product attractive for those customers currently purchasing single and day tickets, in line with the strategy of moving customers away from paper tickets to smart and making it easier for passengers to access the best value ticket for them. The proposals contained in this report continue with this objective by increasing the discount of PAYG versus the equivalent single or day ticket price. Passengers switching to PAYG can take advantage of its immediate and significant savings with each journey proposed to offer a saving of £0.40 versus the equivalent single ticket price and a saving of £0.50 versus the equivalent day ticket price.
- 2.9 To date in 2018/19, 9% of adult short-term passengers have opted to use PAYG over single and day tickets, an increase of over 3% since the same time last year. The fares proposition for January 2019 assumes this take up will grow by up to a further 3.5%.

Season products – One week, four week and annual

- 2.10 The price of One Week, Four Week, Annual and Corporate Metro Season tickets will all increase in line with the level of inflation (RPI 3.2% July 2018) as shown in appendix C.

Fares for students and young people aged 18 and under

- 2.11 The price of the Child Commercial Single, Child Day and Child Transfare tickets (for children aged under 16 who do not have an 'Under 16 Pop Card') will all increase by the minimum £0.10. The proposed prices are shown in appendix B. An alternative for under 16s in possession of an Under-16 Pop card is the Nexus child concessionary fare; at £0.60 for a single journey and £1.10 for a Child All-day Ticket (CAT) which can be used on all bus and local rail services, the Shields Ferry and Metro, this represents excellent value for money (these fares are not considered within this report).
- 2.12 Following a successful launch in January 2018, the price of single and daily capped fares for young people accessed through the use of the Pop blue smartcard are proposed to be frozen. The card is available to anyone aged 18 and under irrespective of whether they're in full time education or not. To date over 5,600 Pop blue cards have entered circulation which represents a Pop blue card in the hands of 15% of the eligible Tyne and Wear population. The Pop blue cards have been used to make over 190,000 journeys on Metro, Shields Ferry, local rail services and bus since their launch in January.
- 2.13 The price of season tickets offered to both young people aged 18 and under and students will all increase in line with inflation (RPI 3.2% July 2018) and will retain the minimum of a 60% and a 30% discount respectively versus the equivalent adult fare as shown in appendix C.

Gold Card

- 2.14 Although the pricing of Gold Card and other concessionary products continues to be managed as part of the budget process, Nexus intends to maintain the price of the annual Gold Card at £12 for Tyne and Wear residents and £24 for non-Tyne and Wear residents.

Concessionary child fares

- 2.15 The pricing of concessionary child fares, namely the concessionary child single ticket and the Nexus Child All Day ticket (CAT) are also managed separately as part of the budget process. However Nexus also intends to freeze the price of these tickets at £0.60 and £1.10 respectively. The CAT ticket is available to Tyne and Wear residents in possession of an under 16 Pop card and allows unlimited travel on bus, local rail services, Metro and Ferry throughout the whole of Tyne and Wear for just £1.10 per day.

Miscellaneous tickets

- 2.16 The following miscellaneous ticket types will increase in price in line with inflation as outlined in appendix D:
- Business Pass
 - Conference Pass
 - Class Pass
 - Metro Rail Add on fares (six ticket types).

Pricing Proposals (Ferry)

- 2.17 In line with the proposals identified for Metro, the price of the Ferry Single and Day tickets are proposed to be frozen for passengers who purchase them using a smartcard. The same tickets purchased without using a smartcard will be subject to the minimum £0.10 increase. Passengers can opt to switch to using a PAYG smartcard and benefit from a £0.40 discount on every journey and a £0.50 discount across the day.
- 2.18 The Adult Transfare, Child Single and Child Transfare tickets will all increase by the minimum of £0.10, again in line with the Metro proposals. The constraint of only increasing fares in multiples of ten pence does result in percentage increases above the level of inflation and in the case of Ferry with the majority of its tickets having this constraint, an overall weighted fares basket above the level of inflation at 4.1% versus RPI of 3.2%.
- 2.19 The Ferry carnet product will increase in line with the single ticket price to maintain its structure of a book of ten single tickets for the price of eight. The price of 1 Week and 4 Week season tickets will be reduced by £0.20 and £0.80 respectively to encourage take up amongst regular travellers and support the objective of structured and transparent pricing ratios.
- 2.20 The price of Ferry tickets for young people aged 18 and under and in possession of a Pop blue smartcard will be frozen at £1.00 for a single journey and £2.00 for unlimited travel across the day.
- 2.21 With a weighted average basket of 4.1% across the Ferry ticket range, this proposal can be expected to generate additional revenue of £0.007m in 2019/20. Prices of Ferry tickets are shown in appendix E.

Pricing Proposals (Car Parks)

- 2.22 In addition to the price of Metro and Ferry tickets, consideration has also been given to the fees charged at Nexus' six pay and display car parks on the Metro network (Bank Foot, Callerton Parkway, Four Lane Ends, Northumberland Park, Regent Centre, and Stadium of Light). The current fee has been £1 a day per car since 2012, a real terms price reduction when factoring inflation. While the ability to increase the pay and display price and be more flexible with pricing would be desirable in order to remain on a par with the operational costs, an associated reduction in car park occupancy could be expected.
- 2.23 The current pay and display ticket machine are also life-expired and don't allow change to be offered or non-coin payments to be made – moving prices away from a round figure without supporting additional payment methods is likely to decrease customer satisfaction. The requirement for new car park payment infrastructure has been identified as part of a wider review into improving our park and ride offering together with our local authority partners and set in the context of contributing to local air quality improvements and reducing road congestion. It is therefore recommended to maintain the current car parking prices until the wider review and associated Nexus Park and Ride strategy has been completed.

3. Reasons for the Proposals

3.1 The proposals contained in this report are intended to ensure a balanced approach to the policy objectives outlined in section 1 of this report.

4. Alternative Options Available

4.1 A number of alternative fares proposals were considered as part of the review. This included a fares freeze to generate additional demand as well as a proposal with a weighted fares basket above the level of inflation to prioritise revenue above the other policy objectives.

4.2 A fares freeze was considered but discounted due to the fact that although it protects the patronage loss that is likely to be experienced by implementing the recommended proposal, it comes at the full expense of all of the additional revenue that would be generated and as such a fares freeze scenario is deemed to be unaffordable.

4.3 A scenario to prioritise revenue by proposing a weighted fares basket above the level of inflation was also discounted as a result of its impact on patronage. Whilst a 4.5% weighted basket scenario could be expected to generate an additional £0.100m above the recommendation contained in this report, this would come at the expense of 0.150m fewer journeys. The proposals contained in this report are therefore designed to adopt the most balanced approach to incorporating all of the policy objectives.

4.4 Option 1 – The North East Joint Transport (Tyne and Wear) Sub-Committee may accept the recommendations set out in section 2 of this report.

4.5 Option 2 – The North East Joint Transport (Tyne and Wear) Sub-Committee may not accept the recommendations as set out in section 2 and instead accept one of the alternative options highlighted in section 4 of this report.

4.6 Option 3 - The North East Joint Transport (Tyne and Wear) Sub-Committee may not accept the recommendations as set out in section 2 of this report and as such opt not to implement any increase to Metro and Ferry fares from 2nd January 2019.

5. Next Steps and Timetable for Implementation

5.1 Should the Sub-Committee approve the proposed fare changes set out in this report, the new fare levels will come into force on 2nd January 2019.

5.2 A further report will be submitted in January 2019 in which the Joint Transport Committee will consider the 2019/20 budget. The budget proposal will, subject to approval, take account of the Metro and Ferry fare changes contained in this report.

6. Potential Impact on Objectives

6.1 The proposals in this report are intended to ensure the continued operation of the Metro within the subsidy levels available, whilst also being mindful of achieving the policy objectives outlined in section 1 of this report.

7. Financial and Other Resources Implications

7.1 The fare revenue forecast for 2018/19 is expected to be in line with the budget of £46.099m.

7.2 The budget proposal being developed for 2019/20 assumes an increase in fare revenue of £0.743m against the 2018/19 budget, increasing the 2019/20 budget to £46.842m. Of the £0.743m increase, £0.439m is expected to be generated by the fares proposal detailed in the report.

The 2019/20 budget also includes underlying growth along with the planned customer improvements and target marketing outlined in the report. This is shown in the table below:

	£m
2018/19 Forecast	46.099
Fare proposal impact	0.439
Underlying growth	0.304
2019/20 Budget	46.842

8. Legal Implications

8.1 There are no direct legal considerations arising from this report.

9. Key Risks

9.1 There are no specific risk management considerations arising from this report.

10. Equality and Diversity

10.1 There are no specific equality and diversity considerations arising from this report.

11. Crime and Disorder

11.1 There are no specific crime and disorder considerations arising from this report.

12. Consultation/Engagement

12.1 There are no specific consultation / community engagement considerations arising from this report.

13. Other Impact of the Proposals

13.1 There are no other direct environmental or economic considerations arising from this report.

14. Appendices

- 14.1 Appendix A – Structured pricing targets.
- 14.2 Appendix B – Proposed single and day ticket prices.
- 14.3 Appendix C – Proposed season ticket prices.
- 14.4 Appendix D – Proposed miscellaneous Metro ticket prices.
- 14.5 Appendix E – Proposed Ferry prices.

15. Background Papers

- 15.1 There are no specific background documents for consideration linked to this report.

16. Contact Officers

- 16.1 Huw Lewis, Customer Services Director, Nexus
Email: Huw.Lewis@nexus.org.uk
Tel: 0191 203 3112.

17. Sign off

- 17.1
 - Head of Paid Service: ✓
 - Monitoring Officer: ✓
 - Chief Finance Officer: ✓

18. Glossary

- 18.1 **Network Ticketing Ltd (NTL)** – Provider of multi-modal transport tickets.
- 18.2 **Pay As You Go (PAYG)** – a smart card that allows passengers to top up in advance and pay for journeys as they are made.
- 18.3 **Retail Price Index (RPI)** – a measure of inflation published monthly by the Office for National Statistics.

Appendix A

Price Matrix Structural Targets				
Product	2018 Ratio	Proposed 2019 Ratio	Target ratio	Relates to
PAYG Daily Cap 1 Zone	1.7	1.7	1.8	PAYG Single 1 Zone
PAYG Daily Cap 2 Zones	1.5	1.5	1.8	PAYG Single 2 Zones
PAYG Daily Cap All Zones	1.5	1.5	1.8	PAYG Single All Zones
Day 1 Zone	1.7	1.6	1.8	Single 1 Zone
Day 2 Zones	1.5	1.5	1.8	Single 2 Zones
Day All Zones	1.5	1.5	1.8	Single All Zones
Metro Season 1 Week 1 Zone	3.6	4.3	3.5	PAYG Daily Cap 1 Zone
Metro Season 1 Week 2 Zones	3.9	4.5	3.5	PAYG Daily Cap 2 Zones
Metro Season 1 Week All Zones	4.3	4.8	3.5	PAYG Daily Cap All Zones
Metro Season 4 Week 1 Zone	3.5	3.5	3.5	Metro Season 1 Week 1 Zone
Metro Season 4 Week 2 Zones	3.5	3.5	3.5	Metro Season 1 Week 2 Zones
Metro Season 4 Week All Zones	3.4	3.4	3.5	Metro Season 1 Week All Zones
Metro Season Annual 1 Zone	11.1	11.1	11	Metro Season 4 Week 1 Zone
Metro Season Annual 2 Zones	10.5	10.5	11	Metro Season 4 Week 2 Zones
Metro Season Annual All Zones	8.8	8.8	11	Metro Season 4 Week All Zones
18 and under Season 1 Week All Zones	0.4	0.4	0.4	Metro Season 1 Week All Zones
18 and under Season 4 Week All Zones	0.4	0.4	0.4	Metro Season 4 Week All Zones
Student 4 Week Inner Zone	0.7	0.7	0.7	Metro Season 4 Week 1 Zone
Student 4 Week All Zones	0.7	0.7	0.7	Metro Season 4 Week All Zones
Student Annual Inner Zone	0.7	0.7	0.7	MetroSaver Annual 1 Zone
Student Annual All Zones	0.6	0.6	0.7	MetroSaver Annual All Zones

Appendix B

Single / Day Tickets - Price changes effective 2 January 2019						
Product	2018 Price	2019 Price	Change £	Change %	Sales (000s)	Journeys (000s)
Single 1 Zone (A, B, C)	£1.80	£1.90	£0.10	5.6%	1,298	3,609
Single 2 Zone (A+B, B+C)	£2.70	£2.80	£0.10	3.7%	1,107	
Single All Zones (A+B+C)	£3.40	£3.50	£0.10	2.9%	912	
Single 1 Zone PAYG	£1.50	£1.50	£0.00	0.0%	N/A	831
Single 2 Zone PAYG	£2.40	£2.40	£0.00	0.0%	N/A	
Single All Zones PAYG	£3.10	£3.10	£0.00	0.0%	N/A	
Daily Cap 1 Zone PAYG	£2.60	£2.60	£0.00	0.0%	N/A	
Daily Cap 2 Zone PAYG	£3.70	£3.70	£0.00	0.0%	N/A	
Daily Cap All Zones PAYG	£4.70	£4.70	£0.00	0.0%	N/A	
Day 1 Zone (A, B, C)	£3.00	£3.10	£0.10	3.3%	1,114	9,007
Day 2 Zone (A+B, B+C)	£4.10	£4.20	£0.10	2.4%	1,468	
Day All Zones (A+B+C)	£5.10	£5.20	£0.10	2.0%	1,121	
Transfare 1 Zone (T1)	£2.80	£2.90	£0.10	3.6%	8	98
Transfare 2 Zone (T2)	£3.70	£3.80	£0.10	2.7%	15	
Transfare 3 Zone (T3)	£4.40	£4.50	£0.10	2.3%	25	
Child Commercial Single (A+B+C)	£0.80	£0.90	£0.10	12.5%	349	279
Child Day (A+B+C)	£1.30	£1.40	£0.10	7.7%	634	1,316
Child Transfare (T3)	£1.00	£1.10	£0.10	10.0%	21	23
Add Zone 1 Day 1 Zone (Season add on)	£3.00	£3.10	£0.10	3.3%	1	~
Add Zone 1 Day 2 Zone (Season add on)	£4.10	£4.20	£0.10	2.4%	2	~

Appendix C

Metro Season / Corporate Metro Season Tickets - Price changes effective 2 January 2019						
Product	2018 Price	2019 Price	Change £	Change %	Sales (000s)	Journeys (000s)
Metro Season 1 Week 1 Zone (A, B, C)	£10.80	£11.10	£0.30	2.8%	94	3,467
Metro Season 1 Week 2 Zone (A+B, B+C)	£16.00	£16.50	£0.50	3.1%	137	
Metro Season 1 Week All Zones (A+B+C)	£21.70	£22.40	£0.70	3.2%	60	
Metro Season 4 Week 1 Zone (A, B, C)	£37.90	£39.10	£1.20	3.2%	8	1,981
Metro Season 4 Week 2 Zone (A+B, B+C)	£55.70	£57.50	£1.80	3.2%	14	
Metro Season 4 Week All Zones (A+B+C)	£73.70	£76.00	£2.30	3.1%	7	
Metro Season Annual 1 Zone (A,B,C)	£419.00	£432.50	£13.50	3.2%	~	2,688
Metro Season Annual 2 Zone (A+B, B+C)	£585.00	£604.00	£19.00	3.2%	0.2	
Metro Season Annual All Zones (A+B+C)	£647.00	£668.00	£21.00	3.2%	1	
Corporate Metro Season (1-19 tickets)	£554.00	£571.00	£17.00	3.1%	6	
Corporate Metro Season (20-39 tickets)	£549.00	£566.00	£17.00	3.1%		
Corporate Metro Season (40+ tickets)	£544.00	£561.00	£17.00	3.1%		

Appendix C (cont.)

18 and under/ Student Metro Season Tickets - Price changes effective 2 January 2019						
Product	2018 Price	2019 Price	Change £	Change %	Sales (000s)	Journeys (000s)
Pop blue (18 and under) Single (A+B+C)	£1.00	£1.00	£0.00	0.0%	N/A	106
Pop blue (18 and under) Daily cap (A+B+C)	£2.00	£2.00	£0.00	0.0%	N/A	
16 - 18 Metro Season 1 Week All Zones	£7.70	£7.90	£0.20	2.6%	17	114
16 - 18 Metro Season 4 Week All Zones	£29.00	£29.90	£0.90	3.1%	12	
Student Metro Season 4 Week Inner Newcastle	£26.10	£26.90	£0.80	3.1%	19	1,396
Student Metro Season 4 Week Inner Sunderland	£26.10	£26.90	£0.80	3.1%		
Student Metro Season 4 Week All Zones	£50.70	£52.30	£1.60	3.2%	7	
Student Metro Season Annual Inner Newcastle	£290.00	£299.00	£9.00	3.1%	0.2	
Student Metro Season Annual Inner Sunderland	£290.00	£299.00	£9.00	3.1%		
Student Metro Season Annual All Zones	£373.00	£385.00	£12.00	3.2%		

Appendix D

Miscellaneous Metro Tickets - Price changes effective 2 January 2019					
Product	2018 Price	2019 Price	Change £	Change %	Sales (000s)
Business Pass	£174.00	£179.50	£5.50	3.2%	~
Conference Pass	£2.70	£2.80	£0.10	3.7%	~
Class Pass - 1 Pass 1 Day	£32.10	£33.10	£1.00	3.1%	~
Class Pass - 2 Passes 1 Day	£50.70	£52.30	£1.60	3.2%	~
Class Pass - 1 Pass 1 Term	£97.40	£100.50	£3.10	3.2%	~
Class Pass - 2 Passes 1 Term	£160.60	£165.70	£5.10	3.2%	~
Class Pass - 1 Pass Annual	£250.60	£258.50	£7.90	3.2%	~
Class Pass - 2 Passes Annual	£444.50	£458.60	£14.10	3.2%	~
Single Inner Zone Rail Add On	£1.60	£1.70	£0.10	6.2%	~
Return Inner Zone Rail Add On	£2.30	£2.40	£0.10	4.3%	~
7 Day Inner Zone Rail Add On	£9.10	£9.40	£0.30	3.3%	~
Single Outer Zone Rail Add On	£2.60	£2.70	£0.10	3.8%	~
Return Outer Zone Rail Add On	£4.10	£4.20	£0.10	2.4%	~
7 Day Outer Zone Rail Add On	£16.70	£17.20	£0.50	3.0%	~

Appendix E

Ferry Tickets - Price changes effective 2 January 2019						
Product	2018 Price	2019 Price	Change £	Change %	Sales (000s)	Journeys (000s)
Pop blue (18 and under) Ferry Single	£1.00	£1.00	£0.00	0.0%	N/A	424
Pop blue (18 and under) Ferry Day	£2.00	£2.00	£0.00	0.0%	N/A	
Ferry Single	£1.60	£1.70	£0.10	6.2%	34	
Ferry Single - PAYG	£1.30	£1.30	£0.00	0.0%	N/A	
Ferry Day	£2.80	£2.90	£0.10	3.6%	58	
Ferry Day - PAYG	£2.40	£2.40	£0.00	0.0%	N/A	
Ferry Season 1 Week	£10.60	£10.40	-£0.20	-1.9%	1	
Ferry Season 4 Week	£37.30	£36.50	-£0.80	-2.1%	~	
Ferry Carnet (10 single trips)	£12.80	£13.60	£0.80	6.2%	0.3	
1 Zone Transfare	£2.80	£2.90	£0.10	3.6%	1	
2 Zone Transfare	£3.70	£3.80	£0.10	2.7%	0.2	
3 Zone Transfare	£4.40	£4.50	£0.10	2.3%	~	
Child Commercial Single	£0.60	£0.70	£0.10	16.7%	1	
Child Transfare	£1.00	£1.10	£0.10	10.0%	0.2	