

# Go North East

# Fare Changes

From 9 May 2018



# Changes to fares from 9 May 2018

From 9 May 2018, we will be revising the prices of some of our tickets.

## Why are we changing our prices?

We closely monitor our ticket sales and usage and continually review whether we are charging appropriate prices for the types of journeys being made. Our range of tickets is designed to offer flexibility and value for money whatever the journey, rewarding customer loyalty with larger savings for longer-term tickets.

Journey Type	Best Value Ticket
A single journey	Adult Single
A journey to and from the same point	Adult Return
Multiple journeys in one day	DaySaver (where available) Adult Day ticket
Multiple journeys in one week	WeeklySaver (where available) Adult Weekly Ticket
Multiple journeys in one month	Adult Monthly tickets

We're committed to the ongoing improvement of our service to our customers and our team with an annual investment of millions of pounds in new vehicles, upgrades and new technologies to provide high-quality, comfortable and environmentally-efficient buses and the latest ticketing innovations including contactless payments and a newly developed mobile app.

With a workforce of over 2,000 local people we are also committed to continuing to make Go North East a great place to work, offering training and good terms and conditions for our team.

At a time of increased costs through fluctuating fuel costs and the rising costs of running reliable and efficient services in congested areas around the North East, this fares revision will help to fund these ongoing improvements.

## How will we be letting customers know?

Prior to revising our fares we make every effort to communicate price changes directly to the customers involved. For customers who buy their ticket online or from the Go North East app, we are able to contact them directly to advise of their new price.

For on bus purchases, we will provide these customers with on-bus posters, often localised to the route or area, advising customers of changes to prices.

There are also campaigns planned to promote our ticket range to potential new customers across a number of channels.

## Buying a ticket

We now have the benefit of offering our customers contactless payments so they should be encouraged to pay this way.

You have told us that selling daily and weekly tickets on the bus is time consuming, particularly at busy times, and can cause you to be delayed. The volume of customers who currently buy their tickets from the driver means that we can't simply force customers to buy their ticket away from the bus. However, over the coming months we will be continuing to run campaigns encouraging customers to buy their tickets in advance on the Go North East app, or where applicable the key smartcard.

### Fares for young people

- £1 aged 18 and under fare will be frozen.
- From 9 May the cost of a day ticket will be £4 per day and £17 per week. Customers wanting to buy a longer-term ticket can continue to do so online, buying a pay monthly ticket now costing £68 per month.

### Family Day Ticket

- Our £10 Family Day Ticket has also been frozen.
- This ticket remains great value, covering up to two adults and three children under 16, with a minimum of one adult and one child required at all times.

## Fares for adults

### Adult Single and Return

- Our £1.50 and £1.60 single fares and £2.90 and £3 return fares will remain unchanged.
- Most single fares under £4.40 will be increased by between 5p and 10p and those £4.40 and over will increase by 20p.
- Most return fares under £4 will increase by 10p and those over £4 will increase by between 20p and 30p.

## Savers

Our range of Saver tickets offer our customers cheaper travel in a number of local areas and routes around the North East.

The majority of customers using these tickets currently use them for 2 journeys a day to and from their destination. For these customers a return ticket will continue to provide the best value option for travel.

For customers making multiple journeys across a day or week, a Saver ticket will continue to offer the best value ticket for customers. New prices are shown below:

	Validity	DaySaver	WeeklySaver
Angel	Unlimited travel on Angel 21 and between Bishop Auckland and Durham on Castles Express X21	-	£21
Auckland Castle	Unlimited travel on service 18, and between Bishop Auckland and Framwellgate Moor on Castles Express X21	£5.20	£18
Castles Express	Unlimited travel on Castles Express X21 and Angel 21	£6.30	£24
Citylink	Unlimited travel on Citylink 57 and 58	£4.10	£18
Chester-le-Street	Unlimited travel in the Chester-le-Street and Birtley areas	£4	-
Consett	Unlimited travel in the Consett area	£4	-
Crusader	Unlimited travel on Crusader 26 and 27	-	£18

	<b>Validity</b>	<b>DaySaver</b>	<b>WeeklySaver</b>
Newcastle to Metrocentre	Unlimited travel between Newcastle and Metrocentre on services 6, 6A, 10, 10A, 10B, 45, 46 and 47, as well as between Gateshead Interchange and Metrocentre on the X66	£4	£15
Q3	Unlimited travel on Quaylink Q3	£4	£15
North Tyne	Unlimited travel in the North Tyneside area, including journeys to and from Newcastle City Centre, as well as the 309 to Blyth	£4 (unchanged)	£14
Saltwell Park	Unlimited travel on Saltwell Park 53 and 54	-	£13
Seaham and Murton	Unlimited travel in the Seaham and Murton areas	£4	-
Sunderland	Unlimited travel in the Sunderland area	£3.65 (unchanged)	£12.50 (unchanged)
South Tyne	Unlimited travel in the South Tyneside area	£4	£12.50
Tyne Valley Ten	Unlimited travel between Greenside, Crawcrook, Ryton, Blaydon and Newcastle on Tyne Valley Ten services 10, 10A, 10B and 10X, as well as between Newcastle and Blaydon on Blaydon Racers 12 and 12A	-	£20
Tyne Valley Ten Plus	Unlimited travel on Tyne Valley Ten services 10, 10A, 10B and 10X. Also valid on Tynedale Express X84 and X85	-	£25 (unchanged)
Washington	Unlimited travel in the Washington area	£3.60	£15

## Adult Daily, Weekly and Monthly Tickets

Our range of adult tickets offers customers savings big savings and unlimited travel in their chosen zone.

	<b>Day</b>	<b>Week</b>	<b>Month</b>
1 Zone	£5.20	£23	£72
2 Zones	£6.70	£30	£94
3 Zones +	£8.20	£35	£110



