



SPT Ticketing Update

Committee Strategy & Programmes

Date of meeting 26 November 2021

Date of report 16 November 2021

Report by Acting Chief Executive

1. Object of report

To provide an update about SPT's activities in relation to public transport ticketing, including Subway Smartcard ticketing, multi-operator tickets such as ZoneCard, and SPT's role in the Nevis Technologies Joint Venture. In addition, to provide members with the wider context about public transport ticketing beyond SPT's direct responsibility.

2. Background

Ticketing has a key role to play in the delivery of an excellent transport system meeting the needs of the people of Strathclyde, and is an important aspect of SPT's work both in strategic planning and in transport operations.

SPT has the following key roles relating to public transport ticketing:

- As a local transport authority; and
- As a public transport operator (Subway).

Local Transport Authority

In relation to multi-modal and multi-operator travel, the Transport (Scotland) Act 2001 requires that an authority such as SPT "*shall from time to time determine what ticketing arrangements should be made available for their area*" and "*whether the required ticketing arrangements are being made available*".

Where required to meet the needs of the travelling public, the authority should then seek to make a "*ticketing arrangement*", which is a voluntary agreement, with relevant operators. Should it not prove possible to make such an arrangement, the authority may enforce a ticketing scheme, for which participation is mandatory.

Under a previous iteration of the same legislation, SPT determined a requirement for a multi-modal, multi-operator ticket which led to the ZoneCard Ticketing Arrangement as well as the Daytripper ticket. These are both commercial ticketing arrangements which operators participate in voluntarily. SPT administer the ticketing arrangements but decisions about the arrangements are made by the participating operators in collaboration with SPT.

In addition, SPT administers the Roundabout ticket for rail and Subway travel.

Regional Transport Strategy

The Regional Transport Strategy (RTS) is a key document informing SPT's future plans and activities. The role of ticketing has been considered during the ongoing development of the new RTS. Consultation on the RTS Case for Change has highlighted the importance to public transport users of smart and integrated ticketing as well as affordability of public transport fares.

Public transport operator

SPT as operator of the Glasgow Subway operates a fully smart ticketing system with a flexible range of ticket options available to customers.

Other ticketing roles

SPT is also a key stakeholder in a joint venture company, Nevis Technologies, delivering ticketing solutions for operators throughout Scotland.

SPT also administers the Strathclyde Concessionary Travel Scheme, which is reported separately to the Strathclyde Concessionary Travel Joint Committee. The concession scheme is delivered via the National Entitlement card delivered on behalf of Transport Scotland.

3. Current developments

There are a number of ongoing developments which could impact on SPT's ticketing work and future plans for further smart integration, including:

Mobility as a Service (MaaS)

Mobility as a Service (MaaS) is a concept to evolve transport payment and ticketing across a range of modes into a single integrated customer-facing service. SPT continues to monitor developments in this area and is a member of MaaS Scotland.

As part of developmental work for the new Regional Transport Strategy and the Glasgow Local Transport Strategy, SPT and Glasgow City Council (GCC) have jointly commissioned a report to scope options for MaaS in Glasgow and Strathclyde, and this will inform future work in this area. The report is nearing completion and will be reported in due course to a future committee.

Affordable Fares Study

SPT has recently appointed consultants to carry out an affordable fares study. This study aims to develop a concept, measure and regional policy for affordable fares, will feed into the RTS development process, and will be reported to a future committee.

Free Under 22 Bus Travel (Young Persons' Free Bus Travel Scheme)

A significant development which affects various aspects of SPT's work is the introduction of free bus travel for Under 22s by Transport Scotland.

From the end of January 2022 anyone resident in Scotland aged under 22 will be eligible for free bus travel across the country, using a National Entitlement Card (which may be a 'Young Scot' card). This extension of free travel to under 22's is supplementary to:

- Free bus travel for 60+/disabled National Entitlement Card holders (Transport Scotland);

- Free bus, rail and Subway travel for Visual Impaired National Entitlement Card holders (Transport Scotland); and
- Concessionary fare travel on rail, Subway and ferry for 60+/disabled National Entitlement Card holders within the Strathclyde area (Strathclyde Concessionary Travel Scheme).

GlasGo Bus Alliance

GlasGo Bus Alliance (GBA) is “a partnership formed of the leading bus operators in Glasgow and the surrounding area”.¹

The GBA manifesto includes a number of commitments, which include “Multi-operator fare capping introduced by end of 2023 through investment in tap on tap off readers on all operator buses” as well as working with rail and Subway operators to “introduce tap and cap ticketing schemes across all public transport modes by the end of 2024”.

4. Multi-operator ticketing

Integrated multi-operator ticketing is an essential component in delivering SPT’s strategic aims for delivering an excellent transport system.

ZoneCard

ZoneCard is a multi-operator, multi-modal transport ticket covering bus, rail, Subway and ferry. ZoneCard tickets can be purchased with validity from one week up to one year. The ZoneCard ticketing arrangement has been in existence for around 30 years and is administered by SPT on behalf of the participating operators.

ZoneCard is governed through a Forum of the main operators (including a representative of smaller operators). This collaborative and collegiate approach to planning and decision making has proved an effective way to deliver an integrated multi-modal ticket highly valued by customers throughout the Strathclyde area.

More than 385,000 weeks of ZoneCard tickets were sold during 2019-20 with value exceeding £10 million.

In 2020-21, ticket sales were significantly affected by the coronavirus lockdown and travel restrictions. Around 81,000 weeks of ZoneCard tickets were sold with a value of around £1.6m. Into 2021-22, ticket sales at the time of writing have been higher than the previous year as public transport continues to recover.

Throughout 2020 and 2021 SPT has continued to work closely with many employers such as the NHS and other organisations such as Local Authorities to supply ZoneCard tickets for essential travel to work and education.

However, SPT and the ZoneCard participating operators recognise that ZoneCard in its current format does not meet the evolving needs of customers for flexible travel arrangements.

ZoneCard developments

- Smart ZoneCard

Following a review of ZoneCard, and development of a new simplified Zone Structure, as previously reported – SPT and the ZoneCard participating operators have been

¹ <https://glasgobus.com/wp-content/uploads/2021/10/GlasGo-Bus-Alliance-Manifesto-2021.pdf>

progressing with development of a modern, smart, flexible redesign of the ZoneCard ticketing arrangement.

This is the subject of an ongoing procurement exercise and will aim to provide a smartcard ticket easily accessible to customers, easier to understand than the existing format, and flexible to the customer's needs.

A customer will simply require a single ticket on a single smartcard to tap onto buses and in/out of rail and Subway ticket gates. The smart ZoneCard will also include online purchase and a wider range of ticket options including multi-day tickets.

The timescales for development and implementation will be outlined following conclusion of the procurement process and appointment of a supplier.

- **ZoneCard Online Diary Survey**

As previously reported the long-running ZoneCard Diary Survey has been moved online in recent years to improve efficiency. No diary survey was carried out during 2020 or early 2021 due to ongoing disruption to customer travel patterns.

A diary survey has been carried out in October 2021. The diary survey website was developed by an external company; however, a new site has now been developed in-house by SPT, significantly reducing ongoing costs to maintain and upgrade the website. This is a direct result of improved capacity and skills within SPT's Digital team.

Zonecard diary information is used as the basis of confirming the revenue allocation and commercial decisions relating to Zonecard.

- **Pricing**

As a result of the ongoing project to modernise ZoneCard, and some uncertainty around individual operator ticket pricing, the ZoneCard participating operators have agreed to keep ZoneCard prices unchanged in January 2022.

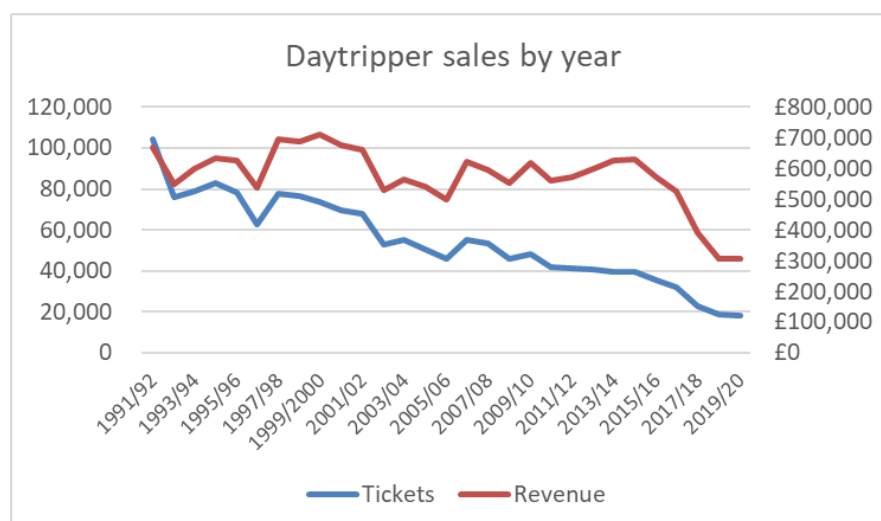
Daytripper

Daytripper is a commercial ticketing arrangement between participating operators, administered by SPT on the operators' behalf. It offers all-day multi-operator/multi-modal travel for groups of adults and under 16s.

A previous report to S&P Committee in November 2020 highlighted that the sustainability of the Daytripper ticket was in question. This was before the announcement of free bus travel for under 22s. During 2021, the majority of operators took a decision to withdraw the Daytripper ticket from use.

Demand for the Daytripper ticket was in long-term decline, even before the impact of the coronavirus pandemic from 2020-21 onwards.

- Historic ticket sales peaked at more than 100,000 Daytripper tickets sold in a year (1991-92);
- For the five years from 2010-11 to 2014-15, ticket sales significantly reduced, averaging approximately 40,000 per year; and
- In 2018-19 and 2019-20, ticket sales were less than 19,000 per year – a drop of more than 50% in five years and more than 80% from the historic high.



The figure shows the consistent and long-term decline in Daytripper ticket sales. For some years regular price increases meant that total ticket revenue stayed relatively constant (although in real terms taking into account inflation, revenue was reducing).

Revenue is shared between participating operators and the amount received by each operator has reduced significantly in recent years.

The introduction of free bus travel across Scotland for all Under 22s will further reduce demand for the Daytripper ticket (which is specifically aimed at multi-modal travel for groups comprising both adults and under 16s).

Daytripper does not provide a seamless customer experience. The format of the Daytripper ticket (paper ticket with scratchcard panels) is outdated and does not work on rail ticket gates, Subway ticket gates, or bus ticket machines. The ticket is also relatively expensive to produce, despite not offering any of the benefits of a smart/digital product.

Consideration was given to converting Daytripper directly to a smart product; however this would be uniquely challenging due to Daytripper being a group ticket – smart ticketing systems (particularly rail and Subway ticket gates) are designed to provide access for one customer per ticket.

As a result of the above, the majority of participating operators and SPT have concluded that Daytripper is no longer viable, and that there are good alternative options available for customers. These include:

- Free bus travel across Scotland for all Under 22s (from January 2022), over 60s and eligible disabled NEC holders;
- Roundabout (Rail plus Subway day ticket);
- Plusbus (Rail and bus day ticket); and
- Individual operator offers including ScotRail 'Kids for a Quid', and a wide range of flexible modern ticketing options on bus, rail and Subway.

In addition, the ongoing work to modernise ZoneCard will provide customers with new flexible ticketing options to meet their travel needs.

Daytripper is a scratchcard-style ticket covering a three-year period and the existing ticket stock expires at the end of 2021.

Daytripper tickets will continue to be accepted for travel until 31 December 2021 in line with the validity of the ticket stock. From 1st January 2022 Daytripper tickets will no longer be accepted for travel (and no Daytripper tickets exist with validity for 2022 onwards).

The timing also aligns with seasonal demand for Daytripper tickets, which is typically highest in the summer and lowest in the early part of the calendar year.

Roundabout

The Roundabout ticket is a commercial arrangement between ScotRail and SPT as operator of the Subway, and allows a customer all-day travel on Subway and rail (within a specified area).

The Roundabout ticket is currently issued in paper ticket form; however, customers also have the option to purchase both Subway and ScotRail smart tickets onto a single smartcard (provided by Subway, ScotRail and other operators).

5. Subway

Subway ticketing overview

The Subway provides a quick and convenient transport option for around 13 million journeys per year (2019-20) and offers a flexible range of convenient and good value ticket options for customers. Smart ticketing was one of the first parts of the Subway modernisation programme to be implemented and plays an essential role in providing convenient, good value travel to Subway customers.

Customers have several choices in relation to Subway tickets. The best value tickets are available on smartcard, and when purchased online. "Single use" tickets can be purchased for single, return or all-day travel, at adult and child prices.

For single, return and all-day travel, passengers can also use Pay As You Go (PAYG) credit loaded onto a smartcard. This offers better value fares compared with single use tickets, with the total payable in a day capped at the return price (for any number of journeys). Eligible concession customers (60+/disabled) can load PAYG credit onto their National Entitlement Card and benefit from concession fares under the Strathclyde Concessionary Travel Scheme.

Season tickets are available on smartcard only, for a week, 28 days, 10 weeks, 6 months and a year, and for adults and for children. Season tickets typically offer best value for regular travellers - for example a weekly ticket is better value than paying PAYG fares for five days in a week.

Registered smartcards are available free of charge for adults and children. These require registration online and feature the customer's name and photograph on the card. Customers also have the option to purchase an anonymous smartcard in stations for £3.00.

An anonymous smartcard can only be used for PAYG credit and season tickets up to 28 days (all at adult fares only), while a registered card (adult or child) can also be used for long term season tickets.

Customers can purchase tickets in stations at the ticket office or ticket vending machine. Customers with a registered smartcard can purchase tickets online and seamlessly collect the ticket onto their smartcard the next time they travel on the Subway. Currently season tickets are discounted online to incentivise purchase (reducing queues at ticket offices) and the 10-week season ticket is exclusively available online.

Recent trends in ticketing and payment

Subway usage and ticket purchasing choices have been significantly affected by the pandemic and resulting travel behaviour changes.

Around 13 million journeys were made on Subway in 2019-20, reducing to around 2.5 million in 2020-21 (lockdown-affected). Current estimates for 2021-22 suggest there may be around 7 million journeys this year.

As a result of changing travel patterns, a lower percentage of customers are using Subway season tickets or ZoneCards and a higher percentage of customers are using single/return/day tickets or PAYG credit.

PAYG offers a highly flexible and convenient option for all Subway travel patterns and provides better value for customers than purchasing single/return/day tickets. The PAYG option has been promoted to customers through a marketing campaign as restrictions have eased and more people have returned to travelling to work and education.

A higher percentage of customers are choosing to buy tickets at Subway ticket vending machines (TVMs) instead of the Subway ticket office. The most recent data shows more than 50% of tickets were purchased at TVMs compared to 42% for the same period two years ago.

A higher percentage of customers are choosing to pay by card instead of cash. This includes contactless card payments which were introduced at Subway ticket offices and ticket vending machines in early 2020. The most recent data shows that 75% of transactions were paid by card compared with 50% for the same period two years ago. In revenue terms, 81% of Subway ticket income was paid by card compared with 61% in the same period two years ago.

The importance of card payments has increased substantially, driven at least in part by a desire from customers for contact-free transactions during the coronavirus pandemic.

It is important to note that 25% of transactions paid by cash still represents more than 3,000 cash transactions per day at current levels of demand. The availability of a cash purchase option remains essential for many customers.

Customers continue to benefit from smartcard interoperability on Subway and can load Subway PAYG or season tickets onto a range of other smartcards including ScotRail and McGill's as well as any National Entitlement Card.

Under 22 travel on Subway

The potential impact on Subway of free bus travel for under 22s (the Young Persons' Free Bus Travel Scheme) is being carefully considered. It is likely that there will be some transfer of journeys by under 22 customers from Subway to bus, and the impact of this may be long-lasting if those customers do not later return to Subway.

An estimated 17% of Subway journeys are made by customers aged under 22, equating to more than two million journeys per year. A range of Subway ticketing data is being monitored on an ongoing basis, including under 16 ticket sales, and travel by registered smartcard holders under the age of 22.

SPT is engaged in ongoing dialogue with Edinburgh Trams and Transport Scotland regarding the potential impacts on Subway patronage and revenue as a result of free bus travel for under 22s.

SPT and Transport for Edinburgh (operators of the Edinburgh Tram) have written to Transport Scotland requesting that Subway and Edinburgh Trams are included in the Young Persons'

Free Bus Travel Scheme, or that funding is otherwise provided to enable free or discounted Subway and Tram travel to be provided for under 22s. This letter is included as an Appendix to the report.

Subway car parking/park-and-ride

Park-and-ride facilities are available at Bridge Street, Kelvinbridge and Shields Road Subway stations. There are various costs associated with the ongoing maintenance of the access control and revenue collection equipment. The supplier of the equipment (Scheidt and Bachmann) has advised SPT that a number of components are now considered “end-of-life” and they are unable to guarantee the equipment can be kept in working order.

As a result, SPT has published a Contract Notice seeking to procure a replacement car park access control and revenue collection system. It is anticipated that a modern system offering additional flexibility for SPT and customers can be procured offering improved value for money.

This only relates to car park access control and revenue collection, and does not affect the ticketing equipment within Subway stations.

6. COP26 Delegate Travel

Convenient integrated ticketing is a high priority for many public transport users, as confirmed through consultation for the Regional Transport Strategy and SPT shares the aspiration to deliver a high-quality ticketing system for all customers. However, challenges remain to be overcome in the delivery of this, mainly around the commercial arrangements that all operators would require to agree to.

SPT and other operators worked closely with Transport Scotland to ensure the delivery of a COP26 delegate and volunteer travel pass on Subway and other modes, using a smartcard issued by Transport Scotland. SPT (along with other operators) made a commercial agreement with Transport Scotland and are being reimbursed accordingly.

COP26 delegate travel used existing ticketing infrastructure and back office systems, and built on work in recent years by SPT, Transport Scotland and other partners to deliver smartcard interoperability across all modes. Delegates and volunteers used a single smart ticket product on a single smartcard to access all modes. A similar arrangement is already in place for Visually Impaired customers who use their National Entitlement Card to access free travel on all modes under the Scottish National Blind Persons Scheme.

As demonstrated the technical components are in place to provide multi-modal travel on a single smart ticket. This could be on a commercial basis or a concessionary basis, subject to appropriate funding arrangements or re-imburement arrangements being in place. The work being carried out by SPT and the ZoneCard operators to develop a smart ZoneCard aims to deliver the seamless convenience of a single smart ticket providing travel on bus, rail and Subway to suit customers’ needs.

7. Nevis Technologies

History/origin of Nevis Technologies

During the development of the Subway Smart Ticketing system, a tendering exercise was undertaken to find a joint venture partner to work with SPT on the back office systems. The selected tenderer was Ecebs Ltd based in East Kilbride; SPT and Ecebs partnered to form Nevis Technologies.

Ecebs were subsequently taken over by Rambus, an American technology company. During 2019, the smart ticketing part of Rambus was purchased by the global payments company Visa. With each of these changes, the formation of Nevis Technologies was updated accordingly.

Nevis is governed by a board of directors with representation from SPT and from Visa, and there is also a management group with senior staff from both organisations.

Customers and projects

Nevis provides smart ticketing back office services to SPT for the Subway smartcard, including the smartcard customer management system and the online ticket sales facility. Nevis also provides these services to other customers including ScotRail, McGill's and Lothian Buses. Nevis is also a supplier to the Glasgow SmartZone (Tripper smart ticket for multi-operator bus travel). Nevis supplies services on a smaller scale for some SPT Community Transport operators.

Future role

Nevis Technologies provides a means to develop and test emerging technologies and has an important role in the wider ticketing environment across Scotland as Transport Scotland continues to pursue widespread smartcard compatibility across all operators.

8. Committee action

Members are asked to note the contents of this report, including the various initiatives to further develop and deliver integrated ticketing solutions which support the aim of accessible and affordable public transport

9. Consequences

Policy consequences	<i>The development and delivery of smart and integrated ticketing is a key objective of our Regional Transport Strategy and the Scottish Government National Transport Strategy.</i>
Legal consequences	<i>None within this report.</i>
Financial consequences	<i>None within this report.</i>
Personnel consequences	<i>None within this report.</i>
Equalities consequences	<i>None within this report.</i>
Risk consequences	<i>None within this report.</i>

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Title Acting Chief Executive

For further information, please contact *Michael Nimmo, Ticketing Commercial Team Leader* on 0141 333 3234.

Appendix 1

08 November 2021

CONFIDENTIAL

By email only:

Mr Roy Brannen
Chief Executive
Transport Scotland

Our ref: PRJ_3305_09_03_8443LMJB
Your ref: -
Direct Dial
Direct fax:
Email:

Dear Roy,

Free travel for Under-22s on the Glasgow Subway and Edinburgh Trams

Strathclyde Partnership for Transport (SPT), the Regional Transport Partnership for the west of Scotland, and Transport for Edinburgh (TfE), the parent company of Lothian Buses and Edinburgh Trams, have joined forces to write to you requesting that the Scottish Government's free bus travel for all under-22s in Scotland be extended to include the Glasgow Subway and Edinburgh Trams.

Both systems offer quick, convenient, low carbon travel options in Glasgow and Edinburgh and it is essential that young people have the best possible opportunity to benefit from these.

SPT and TfE strongly support the Scottish Government's commitment to making bus travel free for all residents in Scotland under the age of 22 from 31 January 2022. We know that transport costs can limit young people's opportunities and travel horizons, affecting their access to education, training, employment and leisure activities. Tackling inequalities of access is particularly critical in our cities: in Glasgow, around three in every 10 children live in relative low income families and more than 40% of local areas are ranked in the highest levels of income deprivation in Scotland. Similarly, in Edinburgh an estimated 23% of children grow up in relative poverty and every ward in the city registers a child poverty rate of at least 10% after housing costs. We consider that free bus travel for under-22s is a much needed, positive step towards tackling poverty, reducing inequality and ensuring public transport can better meet the complex needs of young people and their families.

However, we also believe that the scheme should be extended to cover travel on the Glasgow Subway and Edinburgh Trams, which play an essential role complementing bus services as part of an integrated public transport network. These systems are in a strong position to deliver on the objectives of the scheme and will be disproportionately impacted if not included. This impact may affect the ability to realise the full benefits of current and future Scottish Government investment in mass transit systems in Glasgow and Edinburgh, as well as reduce the opportunity for young people to use the mode best suited for their travel needs.

Further, in extending the scheme to the Subway and Trams, there is a huge opportunity to improve integration and complementarity between those networks and local bus services, which in turn, would help support Scottish Government policies around the climate emergency, green recovery from the pandemic, and promotion of sustainable travel habits.

The Glasgow Subway

Glasgow's Subway is operated by SPT and pre-Covid carried around 13 million journeys annually across a network of 15 stations. Like other public transport modes, passenger numbers have been impacted during the Covid period, with financial year 2020/21 seeing demand for Subway travel fall as low as 20% of typical levels. The easing of restrictions means Subway is now seeing signs of recovery; however, patronage remains at around only 60% of historical demand. The resultant and on-going loss of revenue has meant Subway to date has relied on just over £16 million of Scottish Government emergency funding - part of an overall £34 million support package for light rail operators including Edinburgh Trams in recognition of the role both modes continue to play in ensuring those who need to travel during the pandemic can continue to do so.

The Subway provides direct access to seven Scottish Higher and Further Education institutions located in Glasgow. This means that 108,000 students are enrolled at institutions within the Subway catchment – nearly one-fifth of all enrolments across Scotland. It is not surprising, therefore, that many young people rely on the Subway for their everyday travel needs. SPT data shows that over 2 million Subway journeys (17%)² are made by passengers aged under 22 each year. SPT already supports young people to access Subway's best value fares through a range of information and behaviour change activities at universities and colleges and family-friendly promotions; however, free travel would clearly ensure cost of fares is not limiting any young person's opportunities.

Further, SPT's analysis of Subway travel by young people and the local bus network finds that a large number of young people who travel by Subway are likely to switch to bus to benefit from free travel. In doing so, they would lose out on the benefits of Subway's quick, convenient service which they currently enjoy. This would also lead to SPT potentially losing up to £3 million per annum, or 15% of total annual ticket revenue. This potential loss of income may affect the full realisation of benefits from the Scottish Government's £288 million investment in Subway Modernisation. Furthermore, SPT is working with our local, regional and national partners to develop the case for investment in the Glasgow Metro. The fully modernised Subway, providing 2 crucial crossings of the River Clyde and an existing smart ticketing system, will be integral to a future mass transit system for Glasgow. Significant loss of market share for the Subway may make it more difficult to make the case for investment in future mass transit for the city.

Finally, SPT believes it is important to ensure young people have travel alternatives and are able to choose the best mode for their journey. Our passengers' safety and security is at the core of our customer promise and passengers tell us they are highly satisfied with their safety when travelling with us - with 93% of passengers satisfied with personal safety at the station and 88% satisfied when on board a train.

Glasgow Subway Passenger Survey:

<https://www.transportfocus.org.uk/publication/glasgow-subway-passenger-survey/>

Edinburgh Trams

Edinburgh Trams is the award-winning operator of the city's tramway, with a vision to be an integral part of the future success of Edinburgh and the Lothians by providing world class, environmentally friendly and socially inclusive transport. With services from every three minutes to 16 locations across the city and by connecting Edinburgh Airport to the heart of the city in under 35 minutes, Edinburgh Trams offers a high-quality transport choice, for residents and visitors to the city. The addition of new services, industry-leading

² 2019-20 Subway patronage data

levels of customer service and a range of dynamic initiatives have all contributed to Edinburgh's tramway becoming one of the UK's most successful transport systems.

Transport for Edinburgh wrote to Transport Scotland Director, Alison Irvine on 27 May 2021 to express concerns regarding the consequences and financial implications for Edinburgh Trams and the Edinburgh Cycle Hire Scheme, of the proposed young persons' concession. Director Laura Murdoch's response of 15 June 2021 stated that "concessions on the Edinburgh Tram and the terms of reimbursement for them, are a matter for The City of Edinburgh Council" Further discussions with Officials have indicated that there is little appetite to include Edinburgh Trams (and the Subway) in the U22 concession scheme. Our concerns relate to the loss of annual revenue, ITRO £1.5M for the 11 months of 2022, (an estimate that will grow in line with patronage recovery) coupled with the added pressure on the bus network if U22 concessions are not available on trams, the ability of City of Edinburgh to reimburse ETL and the impact on cycle hire schemes. Why would a young person hire a cycle, when they can get a free bus?

The financial impact of this will be further compounded when Edinburgh Trams begin operations on the completed line to Newhaven in mid-2023. The annual revenue loss attributed to this policy is then expected to rise above the £3m per annum.

Given these significant consequences and concerns the City of Edinburgh Council also intend to write to The Cabinet Secretary for Finance and the Economy regarding this matter.

Conclusion

Based on the above evidence, we are sure you will agree there is a compelling case to extend free travel for under-22s to the Glasgow Subway and Edinburgh Trams. However, we recognise the potential funding complexities this may involve. As alternative, we would seek your agreement to fund the acceptance of the under-22s on both systems if included as part of local concessions schemes operating in our respective areas.

We urge you to give due and serious consideration to our proposal.

We look forward to hearing from you and would, of course, be happy to discuss this further with you.

Yours sincerely,



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