



# Central Region Fare Changes May 17

2 May 2017

Dear colleague,

With effect from Sunday 21 May 2017 there will be some changes to fares and products priced by Northern. General details on fare changes across the network are included on page 4 of this brief.

As there are additional changes in Central Region, which will affect our stations specifically, these elements are explained below in more detail. You will find more details about the fare changes to the products listed below in documents accompanying this brief.

## **Off-Peak Day Return/Cheap Day Return (CDR)**

CDR fares in Greater Manchester will increase by up to 50p, taking the maximum fare to £5.90.

These tickets continue to provide customers with excellent value for money compared with other areas on our network and remain competitively priced versus other modes of transport across the region.

## **Advance Purchase (AP) – route Northern only**

Changes have been made in relation to the provision and price of Advance Purchase tickets across specific routes in the region. Some routes have seen flow introductions, others have been removed and some will see a price change.

AP flows have been removed on routes which are underused and where there is no demand for the product. We have introduced flows to meet other service patterns and to accompany future timetable changes and price changes have been made to bring the product to a more sustainable level and/or provide the best value for our customers.

The terms and conditions of this product remain unchanged.

## Advanced Purchase on the Day (APOD)

This is a new product for Northern and will be available for customers to book from 21 May 2017. APOD is an extension of our current AP product however it provides customers, on specified routes, with the ability to purchase an AP ticket on the day of travel, up to 15 minutes before their journey departure time.

APOD fares are subject to all the current terms and conditions, with the addition that tickets are **only** available to buy from the Northern app or website, with fulfilment via m-ticket.

APOD is limited to specific routes across Central, West and East regions only. Accompanying this brief you will find a document containing a list of stations where APOD will be available. More information about this new product will be released in a separate brief in due course.

## Wayfarer

The price of the TfGM managed Greater Manchester (GM) Wayfarer will change from 21 May 2017. A new GM Child Wayfarer will be introduced at half the price of an Adult Wayfarer and the GM Concessionary Wayfarer will be specifically for those over 60 and will change in price.

Fare changes are included in the table below:

<b>Day Ranger</b>	<b>Adult</b>	<b>Child</b>
GM Rail Ranger	£6.40	£3.20
GM Wayfarer Adult / Child (new)	£13.00	£6.50
GM Wayfarer Concessionary (anyone over 60)	£8.00	n/a
GM Wayfarer Group+	£26.00	n/a

These tickets have seen a price freeze over the past few years. The aim of these changes has been to achieve greater consistency in the different tiers of the product and to better reflect the wide ranging multi-modal benefits that the product provides versus single mode alternatives of both bus and rail.

## Further information

To help illustrate these changes to any customers that may ask you will find a network wide retail brief at the end of this brief which also outlines the changes in West, East and North East regions.

Accompanying this brief you will also find documents containing a list of stations in the region affected by the CDR change and details of AP changes by stations and the routes where APOD will be launched.

We appreciate that some customers may feel unhappy about these changes and may challenge you with questions. Below is a list highlighting the improvements already made in the region and the many still to come, which it may be helpful to share with any customers that ask;

- The increases are not made lightly and we remain committed to further improving the services and facilities we offer to our customers.
- There will be no changes to Transport for Greater Manchester concessionary fares.
- We continue to invest in the region, working with our partners, to develop significant improvements to the railway.
- The change in CDR fares is part of our ongoing work to bring consistency to fares across the Northern network – despite the changes these fares continue to offer excellent value for money.
- Despite changes to AP fares, these tickets still provide customers with the great value and the ability to choose the best time to travel at off-peak times.
- AP tickets are only valid from and to the origin and destination, date, time and operator specified on the ticket and railcards can be used on tickets before 09.30 without a minimum fare.
- The new APOD product provides customers with great savings that are still available for customers even for last minute travel.
- Wayfarer tickets offer customers the freedom to travel easily using buses, trains and trams and this product offers a more cost effective approach than single ticket multi-modal transport options.
- Northern are committed to providing customers with the cheapest fare available and giving customers choice in how and when they book their ticket.

More information on fare changes across the network is available on The Shed.

If you have any questions regarding the changes in Central Region specifically, please send them to [centralregioncommunications@northernrailway.co.uk](mailto:centralregioncommunications@northernrailway.co.uk).

## Appendix 1 – Network wide retail brief

### Northern fares and product changes brief from 21 May 2017

With effect from Sunday 21 May 2017 there will be a number of changes to fares and products priced by Northern.

#### General fare changes

There have been no general price increases with the exception of Off-Peak Day Return (CDR) wholly within the Greater Manchester ticketing area. Some fares may have changed in other areas where we have removed anomalies or repriced a line of route.

##### 1. Off-Peak Day Return (CDR)

Apart from within the TfGM area – very few changes.

##### 2. Anytime Short Return (SHR / FHR)

No changes to conditions – more introduced in the North East.

SHR / FHR tickets have an outward validity of one day rather than five days on the SOR ticket. Return validity will be within a calendar month from the date stated on the ticket.

##### 3. Duo (FNW)

The terms and conditions of Duo will remain unchanged but some prices will change.

##### 4. Advance – route Northern only

The terms and conditions remain unchanged.

A number of changes have been made in relation to the provision of Advance Purchase Tickets.

The number of Standard Class Advance Purchase ticket types (DG) has increased from 5 to 8, all lines of route have been adjusted accordingly.

The number of First Class Advance Purchase ticket types (DF) remains at 3 and only a very limited number of flows have a First Class Northern only product.

Additionally DG9 will be introduced on a select number of flows e.g. Manchester to Chester Route 429; DG9 (APOD - Advance Purchase on the Day) and this will only be able to retail via Northern's Mobile App – a more detailed separate brief will be distributed in due course.

All lines of route have been affected by the changes in Northern Advance Purchase products including a number of flow deletions and creations.

## 5. Rover and Ranger fares

Settle & Carlisle line Day Ranger increases in price to £30.00 Adult / £15.00 Child and a restriction of B4 introduced. Not valid before 0845 weekdays – valid at all times weekends and bank holidays. Railcard discounts are permitted including the Dales Railcard.

## 6. Through ticketing to third party attractions / bus links;

No changes to the add-on fares for: Manchester Metrolink, Leeds / Bradford Airport bus link, Keighley & Worth Valley Railway, North Yorkshire Moors Railway or Ravensglass & Eskdale Railway.

## Central Region

### C1 – Greater Manchester (TfGM) area fares.

- No changes to Anytime Day Single (SDS), Anytime Day Return (SDR) or Weekly Season tickets (7DS).
- The majority of Off-Peak Day Return (CDR) fares will increase by up to a maximum of 50p - taking the maximum CDR fare to £5.90 within Greater Manchester. This will mean Off-Peak Day Single (CDS) fares will also increase in price.
- TfGM accompanied Child tickets remain at 60p Single and £1.20 Return.
- Metrolink - fares for travel wholly on Metrolink or through to a Metrolink Zone will not Change.
- No change to TfGM concessionary arrangements.
- No changes to Buscard Extra prices or thresholds.
- No changes to GM Traincard and GM Countycard.
- No changes to the Daysaver range of tickets.
- Revised prices of GM Rail Ranger and TfGM Wayfarer tickets are shown below. Note the Concession ticket is no longer issued for a child – a child TfGM Wayfarer ticket introduced:

<b>Day Ranger</b>	<b>Adult</b>	<b>Child</b>
GM Rail Ranger	£6.40	£3.20
GM Wayfarer Adult / Child (new)	£13.00	£6.50
GM Wayfarer Concession (anyone over 60)	£8.00	n/a
GM Wayfarer Group+	£26.00	n/a

+ Up to 2 adults and 2 children. Children must be aged under 16. Proof of age may be required.

Point to point Season tickets no longer allow the freedom of the Greater Manchester rail network at weekends and Bank Holidays – this came into effect from 2 January 2017. Customers who require a ticket that gives the freedom of the Greater Manchester ticketing area on rail, will need to purchase a GM Traincard or GM Countycard.

## **C2 – fares not wholly within the TfGM area**

- No significant changes.

## **C3 – Flows created, anomalies corrected, changes to restrictions and ticket type inserted**

- Fares from the Glossop line towards Birchwood, Padgate, Warrington, Sankey and Penketh have been adjusted to remove fare anomalies.

## **East Region**

### **E1 – Travel South Yorkshire (SYPTTE) area fares**

- Some minor change to fares wholly within South Yorkshire.
- No changes to South Yorkshire Concessionary travel arrangements.
- All TravelMaster products that are valid on rail will have a + after the name i.e. SY Connect+ or SY Getabout+.
- SY Getabout+ 7 Day and SY Connect + Annual tickets can only be purchased through TravelMaster TVMs as these are issued on Smartcard only.

### **E2 – Metro (WYCA) area fares**

- No changes to West Yorkshire Concessionary travel arrangements.
- No change to Mcards or Metro Day tickets.

### **E3 – fares not wholly within the Metro (WYCA) or Travel South Yorkshire (SYPTTE) areas**

- No significant changes.

### **E4 – Flows created, anomalies corrected, changes to restrictions or, changes to routes and ticket type inserted**

- Adwick and Bentley Off-Peak Day Return (CDR) fares to Leeds have been adjusted to remove fare anomalies and restrictions have been altered to/from Bentley to Wakefield and Outwood.
- Skipton and Cononley Anytime Day Single (SDS) fares adjusted to remove split ticketing at Steeton & Silsden / Keighley.
- Thorne Stations - Doncaster inclusive to Dronfield and Chesterfield have been adjusted to remove fare anomalies.
- Thorne Stations - Doncaster to stations to Wakefield stations have had weekly (7DS) tickets introduced and some fares have been adjust to remove anomalies crossing the South Yorkshire / West Yorkshire border at South Elmsall.
- Off-Peak Day Single (CDS) tickets removed on the Barton-on-Humber branch as they were more expensive than the Anytime Day Single (SDS) fare.

## **North East Region**

### **NE1 – Nexus area fares**

- No changes to fares wholly within the Nexus ticketing area.
- No changes to Transfare prices.
- No change to concessionary fare arrangements.

### **NE2 – fare change excluding those wholly with the Nexus ticketing area**

- Limited changes.

### **NE3 – flows created, anomalies corrected, changes to restrictions, changes to routes and ticket type inserted**

- Off-Peak Day Return (CDR) fares between Hexham - Newcastle inclusive will no longer have an evening peak restriction, these will now have a B3 restriction – valid on train's times to depart after 0900 Monday to Friday and at all times weekends and Bank Holidays.
- Anytime Short R (SHR) tickets have been introduced from Billingham, Seaton Carew and Hartlepool to Heworth and Newcastle.
- Esk Valley line, some fares have been adjusted as we work towards equalising the fares so they are the same in both directions.
- A number of route changes have been introduced changing from Any Permitted to a more specific route. These are mainly from Chester-le-Street and Durham to stations to Sunderland and the Durham Coast which will be listed as either route 'via Newcastle' or 'via Eaglescliffe'.
- Chester-le-Street to Billingham and Stockton missing fares have been introduced.

## **West Region**

### **W1 – Merseytravel (MPTE) area fares**

- Please see separate brief from Merseyrail / Merseytravel who set fares in this area.
- No changes to Merseytravel Concessionary travel arrangements or ticketing.

### **W2 – fares excluding those not wholly within the Merseytravel ticket area**

- Limited changes.

### **W3 – Lakes line (Oxenholme - Windermere)**

- Anytime Day Single (SDS) fares from Windermere to Kendal and Oxenholme have been increased (by no more than 50p) to bring these into line with other SDS fares within Cumbria. This completes the fares revision work on the Lakes Line started in January 2017.

### **W4 – flows created, anomalies corrected, changes to restrictions, changes to routes and ticket type inserted**

- Off-Peak Day Return (CDR) restrictions have been changed from the Fylde area to stations.



- Ramsgreave & Wilpshire, Langho, Whalley and Clitheroe from B1 (0930) to B3 (0900) – this brings these into line with restrictions to other stations in Lancashire.
- A number of Anytime Day Single (SDS) fares within Lancashire and Cumbria have been increased (by no more than 50p) to bring these into line with other SDS fares within Lancashire and Cumbria. In some cases the SDS fare has been reduced as these were above 90% of the Anytime Day Return (SDR) fare.
- Newton-le-Willows - Whiston inclusive to Runcorn route ‘via Liverpool’ fares have been adjusted and anomalies removed, these mirror the fares Garswood – Prescott inclusive to Runcorn.
- St Helens Central area to stations within Greater Manchester in particular to Manchester.
- Stations and stations to Manchester Airport routed ‘Via Wigan’ have had missing fares priced and where previously priced, anomalies removed.
- Runcorn to Preston / Fylde area will have a route change from ‘Direct’ to ‘Via Liverpool’.
- Penrith to Dalston / Armathwaite fare anomalies removed - these were previously cheaper than to Carlisle.
- Earlybird season tickets have been withdrawn - these were only available from Lancaster and Preston to Manchester and were inherited from TPE with the franchise change. These caused a number of re-booking anomalies and also had considerable misuse of the terms and conditions.

## Reporting anomalies and fare issues

Thanks to your feedback, we’re able to pinpoint opportunities and make improvements like we have for this fares change. Please continue to feed through any anomalies you come across via email to [retail@northernrailway.co.uk](mailto:retail@northernrailway.co.uk). Not all anomalies can be addressed at once due to fares regulations and the nature of the issue to be actioned. It is hoped to address them over time. Each email received is logged on a job tracker so the anomaly is registered and logged so that we can look at removing/solving the anomaly over time.

## For further information – please contact:

Iain Aldred  
Regional Revenue Manager West - Fares and Integration  
[iain.aldred@northernrailway.co.uk](mailto:iain.aldred@northernrailway.co.uk)

Dale Gidman  
Regional Revenue Manager East – Pricing & Revenue Management  
[dale.gidman@northernrailway.co.uk](mailto:dale.gidman@northernrailway.co.uk)