

Feedback on Concessionary Travel for Young People

Feedback has been collated from surveys, focus groups and attendance at meetings along with feedback from national research (September 2016 – February 2020).

- Leeds Youth Council
- Wakefield Youth Council
- Calderdale Youth Council
- Honley High School students
- Kirklees College students
- Swarcliffe youth group
- Leeds Millennials group
- Leeds Student Union (feedback from meeting with Bus Users UK)
- West Yorkshire Bus Strategy young people travel survey
- Transport for the North youth forum
- Yorkshire and Humber Youth Voice Steering Group
- Young people involved with the Yorkshire & Humber Youth Work Unit, North and East Youth Service and Voice and Influence Team
- Transport Focus national research: “Using the bus: what young people think”

Key themes

- Paying for bus travel should be simple, flexible & convenient
- Cost and complexity are consistently highlighted as a barrier to travel
- There is low confidence amongst young people in their awareness of the range of ticket & pass options and best value

Summary of feedback from young people on concessionary travel

Source	Date	Issues/Asks
Kirklees College: Workshop	February 2020	<ul style="list-style-type: none"> • Cost and fare increases were highlighted as an issue. • Weekly/monthly products were not seen as of use/value for money for students who only travel to college two or three days per week. • Multi-operator tickets were seen as expensive by some students who exclusive or largely travel on First buses. “Monthly are not worth it – it’s good that they are for all buses, but they are more expensive.” • Where a route is served by two operators, operator tickets are an issue (unable to buy return or operator day tickets) • There are no discounted multi operator day tickets for 19-25s
Yorkshire and Humber Youth Voice Steering Group	December 19	<p>Recommendations</p> <ul style="list-style-type: none"> • A universal young persons' ID card - similar to the over 60's that can be used on all forms of transport to secure concessionary fares. • Display ticket prices and options at bus stops - and on buses, so we know what to ask for and so do bus drivers • Cap costs for a day - similar to London and some schemes in other cities • Introduce concessionary fares or free up to 21 • Ensure all forms of payment and information are available—travel providers need to understand that young people don't necessarily have access to Apps - no smart phone, or data, so don't rely on this system of payment or communication. • Bus companies to work more together - building on their sub-regional models / routes.
Leeds Youth Council: Meeting with youth council members	November 2019	<ul style="list-style-type: none"> • Although the MyDay pass is very useful there should still be better fare integration between operators. • Having integrated fares would also make it easier to implement a system where a young person would always be offered the cheapest available fare. • Often a young person who is clearly under 16 years old will be made to pay the full adult fare. Driver should be allowed more discretion.

<p>Leeds youth Council: Workshop on Bus Information Strategy</p>	<p>August 2019</p>	<ul style="list-style-type: none"> • Information about bus fares would be good, to help you plan what ticket to buy when you plan the journey. “Trainline are able to put the fares on the website, can’t buses do that too?” • It would also be useful to say what each ticket means, not just the price, because there are so many ticket types. • Fares information is important. • There are no checks if you buy a half fare ticket. If the blue is part of the app with tickets, for me, that would be a heck of a lot easier. It would also stop people accidentally buying the full fare ticket. • Not all drivers know about the 16-18 pass. When my u16 pass was about to expire I didn’t know if there was anything for me at 16, I asked a bus driver and he didn’t think there was anything. “especially if you don’t regularly travel, you wouldn’t know.
<p>Meeting with young people and Yorkshire & Humber Youth Work Unit & North and East Youth Service and Voice and Influence Team</p>	<p>January 2018</p>	<ul style="list-style-type: none"> • Bus drivers not allowing half fare despite being in school uniform. Whilst this has recently been changed, it was noted that young people travelling at weekends and in school holidays will still need proof of age to get half fare travel • Group suggested photocards/ proof of age being available on smart phones, as a way for young people to receive half fare • Group stated that fares can often be confusing, and they are not confident they are receiving value for money, due to the different types of fares across several providers • Proof of age runs out at start of school holidays – so young people end up paying full fare in August • In some areas the young carers card gives young people free travel, but in other areas it doesn’t, however adult carers do get free travel. • Cross boundary travel is a barrier and can affect YP choice of education provider. An example was given of a young person who had been considering Manchester University, but the cross-boundary train fare was so high that she felt this was no feasible
<p>Transport for the North: Youth Forum (young people from across the North)</p>	<p>October 2018</p>	<p>Barriers:</p> <ul style="list-style-type: none"> • One person reported they can buy half price day tickets in their area but not half price weeklies/ monthlies • Want multi-operator so can use on all buses in an area • Concerned time taken when people pay on bus – people thought a bus sits for a third of its journey time at a stop • Liked cashless/ contactless and prepaid and simple/ reduce queuing on Mondays

		<ul style="list-style-type: none"> Solutions- what about zones from your own house and fares based on that rather than from e.g. Leeds
Leeds Youth Council: Deputation to Leeds Council	September 2018	<p>Issues:</p> <p>The near annual increases to ticket prices have a disproportionate effect on us. Our legal requirement to be in full time education or learning means that our earning potential is limited. In addition, even with a part time job, as under 18's our "national minimum wage" is £1.90/hour less than what a 19 year old earns and £3.18/hour less than what 21 year olds earn - for doing the exact same work.</p> <p>Recommendations:</p> <ol style="list-style-type: none"> 1) Can the councillors and relevant council officers play a much more pro-active role in helping young people to know how to get the best value fares and passes. We know that lots of young people aren't always aware of the discount schemes available to them and this needs to change. Joined up marketing between Metro and your Children and Families directorate would help with this. 2) Our second ask is that you lobby transport companies on our behalf. We want consistently low fares and crucially a lasting price freeze for tickets for Under 18s.
Transport Focus: Using the bus: what young people think National research.	February 2018	<p>Issues</p> <ul style="list-style-type: none"> 52% of respondents were not sure what special fares or discounts are available for young people or even if available at all. Young people find fares inconsistent and confusing. They don't know what the different fares are called or how to find out what the fare costs before they travel. Not knowing how much the fare will be is likely to worry them as they wonder if they'll have enough money or the correct change. <p>Recommendations</p> <ul style="list-style-type: none"> Offer simple, consistent, logical fare deals for young people. Make it easy to find the cost, the best ticket and how to pay.
Leeds Student Union: Feedback from meeting with Bus Users UK	November 2017	<ul style="list-style-type: none"> Need a flat rate which covers a much bigger geographical area than is currently offered by First and their £1 flat fare. Raised concerns about season passes being the type of ticket option most promoted to Students, which for many wasn't best value.

		<ul style="list-style-type: none"> • First App currently not giving price information for tickets and journeys which isn't helpful when you're on a budget.
Wakefield Youth Council:	February 2017	<p>Issues</p> <ul style="list-style-type: none"> • Fares are too high and inconsistent (why don't we have a solid fare)? • Why are we charged adult fares just because we don't have a bus pass even when in school uniform? • Why don't you always have appropriate change (other areas have tokens to exchange)
Honley High School: Bus 18 Workshop	November 2016	<p>Issues</p> <ul style="list-style-type: none"> • The cost of travelling by bus was a barrier to travel. • Travel by bus is too expensive, both for travel to school and for leisure. • Drivers should accept school uniform as proof that passengers are under 18. • Confusion about ticket types: "A Dayrider costs £2.50 and you can only use it on one type of bus, it's not worth it" <p>Recommendations</p> <ul style="list-style-type: none"> • Cheaper fares • Students in uniform should be allowed to travel for half fare even if they don't have their half fare pass with them.
Young People Travel Survey: WY Bus Strategy/ Leeds Transport Conversation	2016	<ul style="list-style-type: none"> • 33% stated "I don't always know if I have the right ticket or pass to get the cheapest price" • 58% said that "making it easier to pay for travel" was a priority for them
Calderdale Youth Council: Bus and Transport Strategy Workshop	October 2016	<p>Issues</p> <ul style="list-style-type: none"> • Bus fares are expensive for relatively short trips (£1.70) for travelling a short distance such as in Queensbury; • Bus fare zones/boundaries are complicated and disproportionate fares are charged for short journeys; <p>Proposals</p> <ul style="list-style-type: none"> • Cheaper fares, e.g. weekly half fares should be reduced;

		<ul style="list-style-type: none"> • Adoption of 'Fares Fair' policy for lower public transport fares; <p>Priorities</p> <ul style="list-style-type: none"> • Creating a bus fare structure which is fairer for young people with more lenient with regards to proof of eligibility (in situations where a child/young persons' smartcard has been left at home); • More smarter ticketing / ticketing alternatives should be introduced such as contactless payment, mobile ticketing (e.g. Arriva 'M Ticket') and Near Field Communication (NFC) payment through electronic tablets and watches;
Swarcliffe Youth Group (Leeds): Bus Strategy workshop	October 2016	<ul style="list-style-type: none"> • Cost too much • Too expensive • Can buses be cheaper for young people?
Leeds Millennials: Bus and Transport Strategy Workshop	September 2016	<ul style="list-style-type: none"> • It is cheaper and quicker for two or more people to drive than catch buses. • Bus fares are expensive in Leeds. Bus fares are cheaper in Edinburgh capped at £1 (Magic Bus). • Different bus operator tickets can be confusing especially if the colours are similar. • More flexi tickets are needed so can use over a couple of weeks. • There are too many different tickets available – don't know which one to buy • Different operator tickets. 9-5 are not office hours anymore especially with the growth of the city. One hourly service after 7pm does not accommodate for late workers. • Contactless would be better.