

From: [redacted]
To: [redacted]
Subject: FW: Season Tickets
Date: 25 July 2014 15:23:38

EMAIL 0005

-----Original Message-----

From: [redacted]
Sent: 20 May 2014 13:02
To: [redacted]
Cc: [redacted]
Subject: Season Ticket Agreements First and Arriva

My summary of the meeting yesterday with Arriva. Please let me know if you are happy for me to progress?

Joint Ticket (Arriva / First) Leicester City area and all of County, including Burton College

- Cost to LCC per year (180 days @ per day)
 - Reimbursement split Arriva and First Leicester
 - LCC can issue passes on behalf of Leicester City Council and FE Colleges*
 - Passes valid for college days only
 - Passes valid for 1 return journey per day
 - Passes limited from point to point only (ie. Glenfield to Leicester College)
 - Ticket will only be issued if the journey cannot be completed using a single operator ticket
- *Suggest an admin charge is made to FE Colleges of per ticket issued*

Single Operator Ticket (Arriva) Leicester City Area and County wide including Burton College

- Cost to LCC per year (180 days @ per day)
- LCC can issue passes on behalf of Leicester City Council ONLY
- Passes valid for college days only
- Passes valid for 1 return journey per day
- Passes limited from point to point only (ie. Glenfield to Leicester College)

Single Operator Ticket (First) Leicester City Area

First Leicester were not willing to offer any reduction on their already discounted City season ticket price of . However, they have agreed in principle to allow LCC to issue season tickets with the above same restrictions for use on First Services for per year.

All season ticket agreements will be treated in confidence.

These above agreements do not preclude LCC seeking agreements with other bus operators and buying season tickets on other bus operators services. In order to ensure fairness and equality when selecting which bus operators ticket to purchase, LCC will select the most appropriate ticket based on the following criteria in this priority order.

1. The cheapest option (best value over the year)
2. The nearest appropriate service (Shortest distance from students home to point of access - bus stop served)
3. The most frequent service (Number of suitable services at the stop per hour)

For example, where Arriva and First operate the cheapest ticket option, and the cost to us is the same we will look to see which service (bus stop served) is nearest to the student. If the nearest bus stop is served by both First and Arriva, then the company with the most frequent services (number of suitable buses per hour at that stop) will be selected.

*Sustainable Travel Group
Environment and Transport
Leicestershire County Council*

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EMAIL 0004

-----Original Message-----

From:
Sent: 12 May 2014 13:58
To:
Cc:
Subject: RE: Season Tickets

Arriva have come back to me on my suggestion (option 2 highlighted below) to discuss separately single operator season tickets, where the journey can be done with one operator, and have a further meeting to discuss a joint operator ticket for only those students that required a journey on both First and Arriva services.

This reduces the revenue risk for each company as the current number of students requiring a joint ticket is around compared to the joint tickets we currently issue. I know that you were unwilling to consider a reduced LCC First season ticket as your commercial pass already offers a reduction. However, for those students on 'low income' who LCC are required to purchase a pass on their behalf, we would like a way to facilitate the issuing of a LCC first season pass direct rather than sending them through your ticket office process. As the LCC season ticket will be restricted to 2 journeys a day on college days only most of our students only attend 3 days a week, a small reduction on your commercial price would seem appropriate.

Are you willing to meet with LCC and Arriva to discuss further the joint season ticket as above? If so can you offer some dates?

We need to have our Post 16 Transport Policy published by the 31st May so earlier the dates the better.

Happy to discuss if you want to give me a call.

Thanks

-----Original Message-----
From: April 2014 15:18
To:
Cc:
Subject: FW: Season Tickets

Apologies for the long email. Please see the attached breakdown of % splits of current journeys on First and Arriva that we purchase.

Firstly, I must state that there are some assumptions as to usage. Where a student has 2 choices (Arriva or First) it is impossible to know which they are taking. The data assumes that where the journey is solely within the city then a First service would be taken, however in reality it could be an Arriva where available. The figures are based on 2013-14 and include bus passes issued on behalf of remote colleges. I will try and send a revised spreadsheet with remote college students taken out. Also, a reminder that a number of the journeys included in the data will be cheaper to buy direct from Arriva/First than pay to LCC. Therefore, the amount of single operator journey will not come through LCC in future but may result in a direct purchase from yourselves.

My evaluation of the 2013-14 data is as follows.

Journey Splits

- () % of all journeys are taken on Arriva only services as they are the only option for these students
- () % of all journeys are more likely to use both operators services
- () % of all city only journeys, although allocated to First, may be taken on an Arriva service in some circumstances

Therefore, based on journeys taken I believe the split is somewhere between

Arriva % / First % and Arriva % and First %

The middle ground would suggest Arriva % / First %

Revenue Splits

As Arriva run more services outside of the city (passes) they attract the larger revenue £ instead of () £

- £ () % of all ticket revenue is for Arriva only journeys as these are the only option for these students
- £ () % of all ticket revenue is for joint pass
- £ () % of all revenue, although allocated to First only journeys, may taken on an Arriva service in some circumstance

Therefore, based on revenue I believe the split is somewhere between

Arriva % / First % and Arriva % and First %

The middle ground would suggest Arriva % / First %

This is the best evaluation I can provide and I know it can be interpreted in either direction. I think it leaves us with 2 options.

1. Try to reach an agreement for a replacement for the x and a at new rates and new revenue splits

OR

2. Look at 3 different passes. Arriva Only, First Only and a Joint Pass. This protects the revenue for both companies where the students is only needing to use that companies service and the split only happens on the small number of passes (currently) used on both services, therefore reducing the revenue risk for both companies whilst still retaining those students who would have been faced with purchasing a commercial ticket from both companies.

Apologies for the length of the email. It would be much easier to discuss the detail and the logic 'face to face' so it's probably best to arrange a further meeting. Happy to receive comments and your availability to meet.

Thanks

<< File: First-Arriva data Review April 2014 final complete.xls >>

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EMAIL 0003

-----Original Message-----

From:
Sent: 28 April 2014 10:08
To:
Cc:
Subject: RE: Season Tickets

Hi

As I stated in my email, there is an element of assumption which is subjective and can be argued either way. A lot of the city only journeys are more suited to First's service provision as they tend to penetrate the estates and operate more frequently in many areas.

The only certainty with all the information is those journeys that must be taken either part or all on an Arriva service. The revenue splits suggest that this is £ (all Arriva only) and potentially at least % of the joint passes (£ divided by 2) £ .

Totalling £ (%)

This leaves the city only passes (£) which cannot be clearly identified as to which service(s) are being used. If this is split 50/50 it adds a further £ to Arriva's revenue. Totalling £ (%) which is the top end estimate.

I have tried to give the range of revenue splits as best I can without any actual passenger usage information.

As I feared, now the debate on revenue splits has been started I now think it best to seek separate agreements for a First and Arriva only season tickets and look at a joint ticket arrangement for the small amount of students that will require a joint pass. This way the revenue risk is reduced and we are only debating the joint pass rate based on the existing students totalling £ at current reimbursement rates. If we were to agree a new rate somewhere around the £ per pass as you suggested, the total revenue would be £ for these students. So even if the existing % splits were agreed (Arriva % and first %), both companies would see an estimated 45% increase in revenue for the joint pass in 2014-15 based on £ per pass.

I don't think we will be able to accurately determine the actual usage between First and Arriva services, so I believe it will require both companies to come to an agreement based on the information we have available. Either way, the only way either company can lose based on the existing splits, is if a joint pass rate cannot be agreed and facilitated out to colleges and students stop travelling by bus or colleges decide to look at providing contract services for those longer journeys.

I am happy for either party to suggest a way forward. I think it would be useful for us to meet again and discuss the options available. I'm happy to facilitate the meeting if both First and Arriva wish to meet again.

Regards
Ashley

-----Original Message-----

From:
Sent: 27 April 2014 20:57
To:

Season Tickets

Thanks for this.

I am not sure I understand why you have allocated all Leicester only journeys to First. This does not seem logical given our level of service in the City.

I don't quite understand where your total % splits come from. Please can you explain how you have reached these figures:

Arriva % / First % and Arriva % and First %
The middle ground would suggest Arriva % / First %
Arriva % / First % and Arriva % and First %
The middle ground would suggest Arriva % / First %

Thanks

4 Westmoreland Avenue
Thurmaston
Leicestershire
LE4 8PH

Sent: 25 April 2014 15:18
To:
Cc:
Subject: FW: Season Tickets

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Arriva % / First % and Arriva % and First %
The middle ground would suggest Arriva % / First %

Revenue Splits

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Apologies for the length of the email. It would be much easier to discuss the detail and the logic 'face to face' so it's probably best to arrange a further meeting. Happy to receive comments and your availability to meet.

Thanks

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Environment and Transport
Leicestershire County Council*

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-----Original Message-----

From:
Sent: 28 March 2014 17:02
To:
Cc:
Subject: Leicestershire Plus 16

Dear

Thank you very much for confirming Arriva's position on the additional commercial ticket we requested.

As you will be aware we currently have the joint season ticket arrangement with you and First whereby we issue the joint passes to students and we reimburse you and First at the following rates:

| | | | |
|--------------------------|-------|------------|--------------------|
| Joint County Pass | £ | per day (£ | per year) - |
| Arriva | % = £ | per day (£ | per pass per year) |
| First Leicester | % £ | per day (£ | per pass per year) |

| | | | |
|------------------------|-------|------------|--------------------|
| Joint City Pass | £ | per day (£ | per year - |
| Arriva | % = £ | per day (£ | per pass per year) |
| First Leicester | % £ | per day (£ | per pass per year) |

This is what makes up the approximate £ of reimbursements we make to Arriva each year. This arrangement has served all parties well for a number of years and I ask whether any consideration can be given to either:

- A joint non-commercial season ticket the same as the current arrangement (**above**) but at a new negotiated rate AND/OR
- An Arriva non-commercial season ticket that the County issue direct to it's eligible students and reimburse you at a rate somewhere similar to the current arrangement above

If the only long distance season ticket available from Arriva is your £475 midland saver commercial ticket, then the authority will continue to receive a significant number of travel applications from students for our £425 subsidised travel option. We will then have to look at the best season ticket option available around the county or consider procuring closed contracts (school buses) where this is cheaper.

In addition, I am aware that the Leicestershire Colleges have significant concerns regarding the increase in travel costs to their students, particularly those which travel out of the city, and need to use both First and Arriva services. The combined cost of 2 commercial season tickets (over £800) will deter students from using bus services to travel to college, or discourage students from attending college at all, encourage students to travel by car or to choose a college nearer to their home. Either way I'd expect a significant drop in usage in Arriva and First services without the option of a joint season ticket, resulting in a vast reduction in the £ the County currently reimburse Arriva for this travel.

I am also aware that colleges are considering procuring contract buses to retain students, an action that we do not promote but unfortunately may have to consider ourselves where this is cheaper than the cost of the **commercial** season tickets.

I totally understand that Arriva have no obligation to work with the local authorities or colleges to promote and sustain bus travel to colleges, but wanted you to be aware of the potential loss in revenue should we be unable to secure something additional to the single Arriva commercial season tickets. I'm sure we would all benefit if we can find some way of working together on this matter.

Thank you for your consideration in this matter. I am expected to report back to the college and my own senior management team next week so a swift response would be welcomed.

Regards

-----Original Message-----

From:
Sent: 28 March 2014 11:17
To:
Subject: FW: Leicestershire Plus 16

Hi

We did discuss this and have decided against introducing an additional ticket. The existing student tickets already represent a substantial saving on our standard saver ticket. Effectively we are giving away weekend travel for free in our existing ticket, so there would be no discount for a ticket that restricted to college days only.

Regards

4 Westmoreland Avenue
Thurmaston
Leicester
LE4 8PH

go,get on! logo

From:
Sent: 27 March 2014 16:09
To: t
Cc:
Subject: RE: Leicestershire Plus 16

Thank you for your commercial prices for the forthcoming year.

At our meeting back in January we discussed the possibility of Arriva offering either:

- a cheaper commercial Leicestershire College Saver for Post 16 college students with restrictions on travel within Leicestershire on college days only

AND/OR

- a non-commercial season ticket agreement to replace the £ currently agreed for the Council to purchase season tickets on students behalf

As you know we currently buy approximately £ worth of season tickets from Arriva on behalf of ourselves, the City Council and Post 16 colleges. Can you confirm whether either of the above options have been considered and whether you are able to come to some agreement on these?

As you are aware Leicestershire CC, the City Council and the Post 16 Colleges need to advise students of transport costs prior to college enrolments and our transport applications go live next week. Therefore, it is extremely important that we are aware of the options Arriva can offer so a swift response to my email would be very much appreciated.

Regards

-----Original Message-----

From:
Sent: 27 March 2014 14:14
To:
Subject: RE: Leicestershire Plus 16

Hi

Apologies for delay in sending the new prices, but they have now been agreed as:-

Student Saver Ticket prices from August 2014.

Midlands Area

Academic Year

£ Earlybird price to 31.08.14 £

Term

£ Earlybird price to 31.08.14 £

Leicester Local Area

Academic Year

£

Term

£

Loughborough Local Area

Academic Year

£ Earlybird price to 31.08.14 £

Term

£

Coalville and Ashby Local Area

Academic Year

£

Term

£

For students attending Burton & South Derbyshire College:

Academic Year

£

Regards

From:
Sent: 21 March 2014 13:41
To:
Subject: RE: Leicestershire Plus 16

Many Thanks

-----Original Message-----
From:
Sent: 21 March 2014 12:45
To:
Cc:
Subject: Re: Leicestershire Plus 16

Hi

I now have details and will send the prices to you on Monday.

Regards

Regards

Arriva Midlands

Sent from my BlackBerry wireless handheld - Please excuse spelling and brevity

From:
Sent: Friday, March 21, 2014 11:44 AM
To:
Cc:
Subject: RE: Leicestershire Plus 16

Hi

I hope you had a good break.

As you can imagine the Post 16 College Group are keen to know whether you have a proposal and what this may be.

Can you get in touch when you are back.

Thanks

-----Original Message-----

From:
Sent: 12 March 2014 12:48
To:
Cc:
Subject: RE: Leicestershire Plus 16

Hi

I have received a response from the Business Development Manager and the Area Director - their suggestions/amends to my proposals have gone to the MD to give him the opportunity to amend if required.

I'm hoping by tomorrow this will all be sorted as I'm on holiday next week and want to get this dealt with.

I'll get back to you with final prices ASAP.

Regards

From:
Sent: 12 March 2014 12:40
To:
Cc:
Subject: RE: Leicestershire Plus 16
Importance: High

Hi

I have been chased by the colleges about whether you had a decision about our discussions regarding season tickets?

The Post 16 group and ourselves and the city are all reaching the deadlines for publications so we really need to know if there is any progress.

Would really appreciate an update.

Thanks

-----Original Message-----

From:
Sent: 25 February 2014 10:03
To:
Cc:
Subject: RE: Leicestershire Plus 16

Hi

I was wondering whether you had come to a decision about post 16 passes for 2014-15.

We really need to start our publicity very soon and an indication of your intentions would be extremely useful

Thanks

-----Original Message-----

From:
Sent: 06 February 2014 09:13
To:
Subject: FW: Leicestershire Plus 16

Hi

Can you confirm the payments agreement the county and city have with Centrebus Holdings Ltd - or is it a Centrebus wide agreement.

In addition what arrangements the city and county has with Stagecoach?

Regards

From:
Sent: 06 February 2014 07:58
To: t
Subject: Leicestershire Plus 16

Hi,

Further to our discussions about the LCC plus 16 conundrum I was wondering what happened at Hinckleybus in terms of this group of passengers?

I also wondered what, if anything, Stagecoach did in the County for post 16 people.

Thanks

4 Westmoreland Avenue
Thurmaston
Leicestershire
LE4 8PH

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EMAIL0001

-----Original Message-----

From:
Sent: 18 March 2014 13:35
To:
Subject: RE: Leicestershire Plus 16 UPDATE

Arriva

I did not receive any further information from [redacted] so at this point I have nothing that I can confirm regarding Arriva, although his email suggests that they are considering a proposal. We are hoping that Arriva will offer a limit travel ticket (College days only) for a commercial price somewhere between their local student saver £350 and Arriva Midlands £465. [redacted] is away on leave until next week.

Arriva currently have the following commercial tickets:
Arriva Student Midlands Saver £465 Travel unlimited on any Arriva service within the midlands area (see attached)
Arriva Leicester Local Student Saver £360 Travel limited on any Arriva service within the Leicester Local Area (see attached)
Arriva Loughborough Student Saver £350 Travel limited on any Arriva service within the Loughborough Local Area (see attached)

First Leicester

First have confirmed that they have various commercial ticket options available ranging from 10 trip, weekly and termly tickets. From our meeting I recall their current prices were as follows:

College Season Ticket £340 per year (travel on any First Leicester Services)
College Termly Tickets Autumn £168 - Spring £120 - Summer £96 (Total £384) (travel on any First Leicester Services)
30 journey ticket (15 days) £32 (180 days £384) (travel on any First Leicester Services)
10 journey ticket £14 (180 days £504) (travel on any First Leicester Services)

The best value ticket for full time students is £340 per year, and the best option for part time would probably be the 30 journey ticket eg. 3 days a week student 7 x £32 = 210 journeys @ £224 per year.

First were willing to consider a non-commercial scholar pass purchased through the council, but would rather discuss a combined Arriva/First agreement similar to the current agreement.

All the prices above are 2013-14 and new commercial prices for 2014-15 are generally not released until June, for commercially sensitive reasons.

Although it's not an ideal position, we will have to wait for [redacted] to share Arriva's proposals before arranging a First/Arriva meeting to discuss the combined scholar ticket possibilities. Best we can hope for is to meet the week commencing 24th March subject to availability.

-----Original Message-----

From:
Sent: 12 March 2014 14:43
To:
Cc:
Subject: FW: Leicestershire Plus 16

I have received the following email from Arriva this afternoon.

It's looks like Arriva have a proposal and I hope to have the detail by tomorrow/friday.

I'll get back in touch with First to chase a decision on a subsidised limited season ticket that we discussed at the meeting.

I would hope to be able to summarise the current commercial options and potential subsidised season ticket options by Friday so this can be circulated to the Post 16 colleges.

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From:
Sent: 12 March 2014 12:48
To:
Cc:
Subject: RE: Leicestershire Plus 16

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