



# **SYDNEY BUSES**

**(A DIVISION OF THE  
STATE TRANSIT AUTHORITY OF  
NEW SOUTH WALES)**

**2003 SUBMISSION**

**TO THE**

**INDEPENDENT PRICING AND REGULATORY  
TRIBUNAL**

**MAY 2003**

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## Executive Summary

This is a submission to the Independent Pricing and Regulatory Tribunal (the Tribunal) for its review of fares for Sydney Buses, the largest of the three divisions in the State Transit Authority of New South Wales. Separate submissions have been prepared for Sydney Ferries and Newcastle Services.

The operating environment and market characteristics for each of these divisions are different. These differences are reflected in the funding and investment requirements and farebox recovery profiles of each business. It is considered that previous, consolidated submissions have meant that many issues unique to the divisions have not been adequately aired.

Sydney Buses is an essential component of Sydney's public transport system. Sydney Buses provides a safe, clean, reliable service to approximately 600,000 customers per week day. Sydney Buses achieves a 99.5% reliability rate and a 96% on-time running rate.

Sydney Buses delivers 16,000 trips per weekday, including about a quarter of all journeys to the Sydney CBD. This costs \$1.3 million dollars per day, 50% of which is met by the fare.

The proportion of the cost of the service met by the fare has declined in recent years. Since 1997-98 costs have risen by 37%, whilst the fare has only increased by 19%.

The increase in costs is driven by several factors including a 300,000 increase in the number of trips a year provided, fuel costs and the acquisition of new buses.

All new buses since 1999-2000 are air-conditioned, wheelchair accessible and LPG powered to reduce pollution. At the current rate of replacement the entire fleet will be wheelchair accessible by 2015. \$50 million per year is spent on meeting our commitment to an average fleet age of 12 years.

150,000 trips a day are provided free to school children.

145,000 trips a day are subsidised for the elderly and other concession card holders.

Sydney Buses supports special community events such as ANZAC Day, providing free travel to all veterans to ensure the entire community can participate in this important national day.

Taking into account transport for school children, concession fares and free travel for ANZAC day and other special events, the government funds 31% of the total cost of providing Sydney's bus network.

The on-going provision of safe, clean and reliable bus services at an affordable price is an important contribution to daily life and to the urban development, environmental and social policy objectives of Government.

The threat to the City from increasing car use continues to grow. Between 1980 and 2000, Sydney's population increased by around 20%. Over the same period, car ownership increased by 47% and car use increased by 58%. This growth is unsustainable. Clearly, the community must be provided with an effective alternative to the private car.

It is a matter for the Tribunal to determine what increase is affordable and over what period it should be introduced.

As IPART is aware, a Ministerial Inquiry is being conducted into public transport funding and investment. Given this, State Transit seeks fare increases in line with CPI and asks that service improvements also be taken into account whilst longer term pricing paths are considered by the inquiry.

## **1 Introduction**

Sydney Buses has a key role to play in meeting the current and future transport requirements of Sydney. The on-going provision of safe, reliable and comfortable bus services makes an important contribution to daily life and to the urban development, environmental and social policy objectives of Government, a key component of which is to limit the growth of passenger car use.

The challenges posed by increasing car use continue to grow. Between the early-1980s and late-1990s, Sydney's population increased by around 20%. Over the same period, car ownership increased by 47% and car use, as measured by vehicle kilometres travelled, increased by 58%. While this is clearly a reflection of economic growth, it is ultimately unsustainable. The community must be provided with effective transport alternatives to the private car.

To maintain the role that Sydney Buses plays in securing Government transport and broader policy objectives, State Transit highlights the importance of securing adequate funding for Sydney Buses. This needs to take into account the need to provide for increasing demand as it relates to bus fleet and staffing requirements.

If funding is inadequate, Sydney Buses' service quality and asset replacement requirements are at risk.

Sydney Buses endeavours to achieve balanced outcomes that satisfy the expectations of all stakeholders: passengers, employees, Government and the general public. Funding is an essential ingredient in this objective.

Recognition by the Independent Pricing and Regulatory Tribunal (the Tribunal) of the role of fares in the funding model is essential to these objectives.

State Transit appreciates that the Tribunal's determination will be influenced by our verification that an efficient cost structure has now been achieved by Sydney Buses and that any proposed increases in fares should not adversely impact on patronage.

## **2 Financial Position**

The Sydney Buses revenue base essentially comprises farebox revenue and payments made in accordance with Government policy, as follows:

- reimbursement of free and concession travel for school children, pensioners and other groups nominated by Government.
- The provision of non-commercial services at levels that exceed contract minimum service levels (this is nominated as the Service CSO).
- Reimbursement of the gap between fares charged by State Transit and those charged by public sector operators (this is nominated as the Pricing CSO).

The total of these payments from Government has been capped at a level below State Transit's entitlements, and as a result, this revenue base is insufficient to fund operating expenditure and a provision for the replacement of assets. Until the mid-1990s, Sydney Buses fleet replacement and key service enhancements were funded by the sale of surplus assets. In recent years, the continued investment in new fleet and the maintenance of service quality has been supported through borrowings. However, State Transit has now reached the prudent upper limit of its debt carrying capacity.

The on-going provision of Sydney Bus services that are consistent with Government requirements and community expectations will only be achieved by increasing reliance on the limited Government budget funding support or by closing the funding gap with appropriate fare increases. However, further increases in total Government funding to State Transit are most unlikely and, as significant cost cuts are not possible, the farebox must be the prime source of revenue in future.

It is important in this context to reduce the uncertainty that has characterised the funding cycle in recent years. State Transit has consistently argued for endorsement of a medium-term pricing path for Sydney Buses and this is essential to the business planning process and ultimately, the scope and quality of services.

Government faces increasing demands for funds both within and outside the transport portfolio. Accordingly, there is a limit to the funding that can be allocated to State Transit. In this context, an appropriate balance needs to be established between meeting the Sydney Buses funding requirement through the farebox and from Government contributions.

Significantly, the contribution made by passengers towards recovering the efficient costs of Sydney Buses has declined over the past six years. In 1997/98, almost 60% of the costs of providing Sydney Buses services were recovered through the farebox. In 2002/03, this is expected to fall to less than 50%.

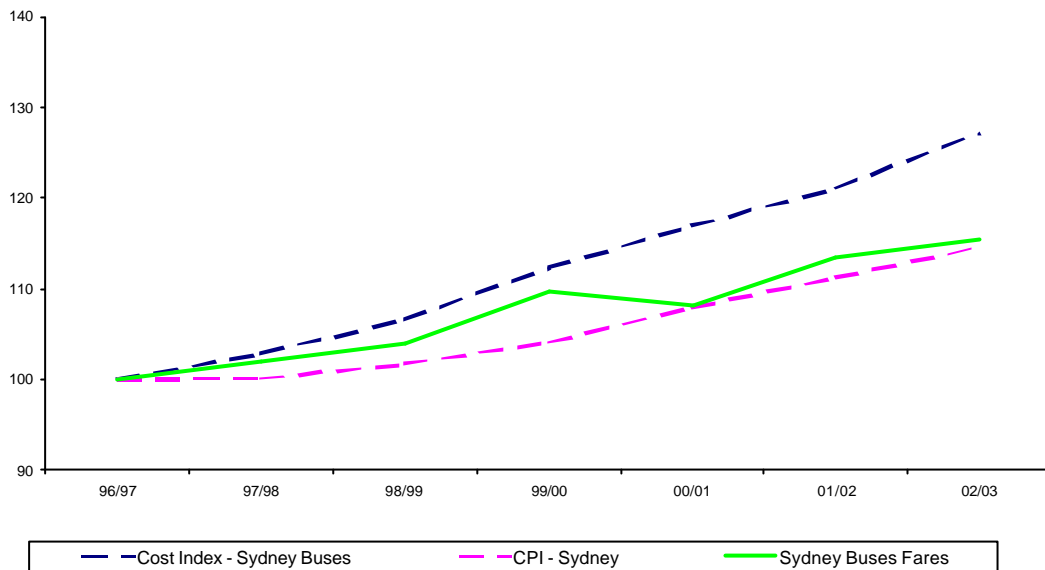
This trend occurs because fares have lagged behind the efficient cost index. Between 1997/98 and 2002/03, costs increased by 37%. Over the same period, Sydney Buses farebox increased by only 19% in nominal terms.

The significant decline in farebox cost recovery in recent years demonstrates the need to increase the farebox contribution to overall funding requirements.

Over the last seven years, fare increases have been significantly below the cost index. Unit rates of cost (for inputs such as labour, fuel, tyres and others) have increased by 27.3% over that time while fares increased by only 15.5%.

The following graph and table illustrate this situation.

### Sydney Buses- Fares & Cost Indices



	96/97	97/98	98/99	99/00	00/01	01/02	02/03
Cost Index - Sydney Buses	100.00	102.89	106.67	112.41	117.05	121.18	127.29
CPI - Sydney	100.00	100.08	101.74	104.15	108.02	111.26	114.60
Sydney Buses Fares	100.00	101.96	104.05	109.69	108.15	113.34	115.53
BCA Fares	100.00	101.50	105.05	109.88	112.30	117.47	122.38

Sydney Buses and its workforce have been committed to a program of workplace reform in order to achieve long term viability. However, its financial position has continued to weaken. As a consequence, Government has been placed under increasing pressure to fund the shortfall.

### Capital Expenditure

The main component of the Sydney Buses capital expenditure program is for bus replacement. Buses have an economic life of roundly 20 years, and this generally coincides with the contractual obligation that the average life of a bus fleet must not exceed 12 years.

The following table provides a summary of the Capital Works Program.

	<b>\$ M</b>				
	<b>02/03</b>	<b>03/04</b>	<b>04/05</b>	<b>05/06</b>	<b>06/07</b>
Bus Fleet	10.4	50.0	53.9	52.9	55.4
Depot Infrastructure & Facilities	3.9	8.3	16.7	7.9	8.3
Information Technology & Communications	5.3	5.6	2.0	1.1	1.0
Other	0.3	0.2	0.2	0.2	0.2
<b>Total</b>	<b>19.9</b>	<b>64.1</b>	<b>72.8</b>	<b>62.1</b>	<b>64.9</b>

The Tribunal has previously questioned the specification of buses expressing concern that they may be over-specified or else simply too costly.

While the most recent bus acquisitions have been vehicles powered by natural gas which does involve higher capital costs but these are more than offset by the savings in fuel costs. In just about all other aspects, State Transit's new buses are industry standard. Features such as low floors, air-conditioning, retarders and anti-lock braking systems are now common throughout public and private bus fleets and many are regarded as essential safety measures.

Bus specifications are governed by OH&S, Australian Design rules, the RTA, Transport NSW and State and Federal Disability Discrimination legislation that apply equally to State Transit and other operators.

The main difference between State Transit's new bus specifications and many private operators is the inclusion of a centre door which is required for quick exit to improve dwell times at bus stops in the more densely populated areas which we serve. This factor is important as peak hour conditions and road congestion is much heavier in State Transit's area of operation.

The only other difference in the capital costs of State Transit's buses, compared to those of private operators, relates to the risk strategy adopted. State Transit sets more extensive warranty, contractual and whole of life performance requirements and conditions than its private sector counterparts and this is essential given the much more demanding duty that our buses have to provide. This strategy has paid off handsomely over the years as many manufacturing and design issues have been rectified free of charge under our long term warranties.



### 3 Fares setting framework

From a purely commercial perspective, the determination of Sydney Buses fares is well suited to an efficient costs (including provision for asset replacement) or 'building block' model. Under this approach which is used extensively for industries such as electricity, gas, water and sewerage, the revenue requirement is aligned with the efficient costs of service provision. Prices can then be struck based on the expected demand for the service in question.

State Transit has now realised all achievable efficiency gains identified in the Sydney Buses Cost Efficiency Study undertaken in 1998 under the Tribunal's oversight. This has resulted in a number of reforms across the Sydney Buses business over the past five years encompassing operations, maintenance, procurement and administration. The impact of these reforms on bottom line performance is not easily demonstrated in cost reduction because of general increases in labour and running costs, as well as additional costs associated with delivering enhanced service quality in areas such as passenger safety and security and passenger amenity (e.g. maintenance costs associated with the increasing proportion of air conditioned buses). Sydney Buses has also stepped up its revenue protection activities at the recommendation of the NSW Audit Office. Costs of the Integrated Transport Information Service are also significantly higher than for the STA/SRA system that it replaced.

However, the relationship between efficient cost and farebox revenue is only one of a number of considerations relevant to the fares determination process for a major public transport provider like Sydney Buses. Other considerations include social equity, environmental and affordability issues. State Transit accepts that the Tribunal will need to take such issues into account in making its determination and acknowledges that the proper forum for this is the independent review of public transport funding that was recently announced by the Minister for Transport Services.

From an economic perspective, the management of the external costs associated with increasing levels of car ownership and use in Sydney is a major policy issue for Government. These costs include:

- Road congestion: reductions in average speeds and associated increases in travel time and ultimately, the need for more road space
- Road accidents: costs associated with loss of life, injuries and incident costs such as damage to vehicles and property, attendance by emergency services, legal costs and so on
- Road damage: pavement damage and associated incremental road maintenance costs
- Air pollution: costs associated with health effects, property damage and visual impacts (i.e. smog)
- Greenhouse gases: costs associated with greenhouse gas emissions particularly carbon dioxide
- Noise pollution: reduction in quality of life associated with traffic noise

Sydney Buses makes a significant contribution to minimising these external costs. Many passengers carried by Sydney Buses might otherwise use a private car to complete their journey resulting in increased road congestion, road accidents and pollution.

The key to maintaining and potentially increasing the Sydney Buses share of the transport task relative to the private car lies in continued investment in service quality consistent with community expectations. Sydney Buses has and will continue to pursue the highest standards across all service quality dimensions including service reliability, passenger safety, comfort, vehicle cleanliness and passenger information.

A passenger service charter will be published for Sydney Buses in the second half of 2003. State Transit has developed a draft charter and a consultation program is currently being developed to support the finalisation of this document. It will provide a framework whereby State Transit can provide a 'guarantee of service' in areas such as on-time running, bus presentation and customer safety and security. As a means of ensuring the transparency of this commitment, key performance statistics pertaining to on-time running, service reliability and customer complaints will soon be published on the State Transit website ([www.sta.nsw.gov.au](http://www.sta.nsw.gov.au)).

The strength of Sydney Buses' processes for managing service delivery is reflected in its recent accreditation as a 'quality endorsed' organisation in accordance with the international standard ISO 9001:2000. The need to demonstrate on-going compliance with ISO 9001:2000 will ensure that the highest levels of customer service are maintained both internally and externally.

Some of the service improvements made in recent years have required significant investment to implement and, in some cases, the full benefits have yet to be realised. However, the payback period for investments in service improvements is lengthened under a regime of low fares, reducing the funds available to maintain services and invest in further service improvements.

Relative to service levels and service quality, State Transit considers that fare levels have a limited impact on the demand for Sydney Buses services. Non-users of public transport consistently rate fare levels in the bottom half of the top 10 factors that discourage their use of public transport, a fact again highlighted in recent research conducted with Sydney residents. Research completed by AC Nielson in March 2003 revealed that service quality and security issues are of 'greater concern' than the cost of public transport fares to Sydney residents. Personal security and crime (47%), service reliability (22%), number of areas served (13%) all attracted greater "first mentions" than the cost of fares (10%).

Meeting the dual objectives of maximising revenue raising efficiency and minimising the social impact of fare changes implies that fare increases should be skewed significantly towards the commuter-oriented products, specifically the TravelTen and TravelPass. The demand for these products is less responsive to fare changes (i.e. relatively price inelastic), than are cash single ride tickets.

A further rationale for targeting fare increases at commuter-oriented products is the fact that the morning peak hour demand for Sydney Buses' services drives the size of the bus fleet which, in turn, shapes the Sydney Buses cost structure. While outside the Tribunal determination process, it is important to recognise that travel undertaken on the \$1.10 Pensioner Excursion Ticket (PET) makes a significant contribution to the AM peak demand for Sydney Buses services. On average, around 20% of weekday PET boardings on Sydney Buses services are made before 9.30 AM.

With the exception of the 'across the board' fare increase in 2000, coinciding with the introduction of the Goods and Services Tax, State Transit has pursued the strategy of adjusting TravelTen and TravelPass discounts since the early 1990s. The effective discounts offered by these products remain well outside the range previously endorsed by the Tribunal (i.e. 15% to 20%):

- TravelTen discounts range from 15% to 31%
- TravelPass discounts range from 34% to 47%

State Transit has also continued to review the impact of its pricing strategy for Sydney Buses on the proportion of on and off-bus ticket sales. Following a period where the cash single ride ticket market share increased somewhat, it would now appear to have stabilised at around 20%.

State Transit will continue to monitor the impact of annual fare determinations to ensure that the proportion of on-bus sales remains at a low level. From an operational perspective, a number of incentives exist to minimise the proportion of on-bus ticket sales including minimising bus dwell times, thereby improving service reliability and reducing bus run times together with reducing cash handling and security costs.

Integrated ticketing, to be introduced in 2006, is also expected to play an important role in reducing the proportion of on-bus (cash) ticket sales. Under Integrated Ticketing Smartcard, we expect the number of cash sales to fall significantly so that the TravelTen will be our core ticket.

The new ticketing system will also provide the opportunity to consider a range of innovative fare system policies that cannot be supported by existing technology. However, it is not intended to introduce significant reform to fare structures in the short-term that might otherwise dilute the initial goal to enable the use of all public transport through a single, common ticketing medium.

#### **4 The fares proposal: What we are seeking**

Significant cost efficiencies have now been realised and service network changes continue to be adjusted to demand but the financial situation continues to decline. On this basis, there is clearly a case for a fares increase.

It is important that the Tribunal notes the fare level required to recover efficient costs, but it is a matter for the Tribunal to determine the path to this fare level. Without a real increase in fares, State Transit will require additional funding relief to meet its financial commitments. Alternatively, it would have to increase debt beyond the current level.

However, given the independent review about to commence, State Transit believes that a holding pattern is appropriate and suggests a modest rise to match CPI plus such increment as the Tribunal considers appropriate to respond to the increasing cost base.

For the Tribunal's information, each 1% increase in fares will yield additional revenue of \$1.63M p.a.

## **5 Impact on customers**

The affordability of the fare increases proposed by Sydney Buses can be evaluated against research results revealed in the Australian Bureau of Statistics (2000) "1998-99 Household Expenditure Survey" Cat. No. 6535.0.

This revealed:

- (a) Across all income groups in Sydney the proportion of household expenditure directed to public transport ranges from 0.6% to 0.9%.
- (b) Whilst average bus fares in private bus operator areas was significantly higher than in State Transit's area, average income was some 40% higher in State Transit's area compared to the private operators' areas.

On this basis our proposed fare increases would appear to pass the "affordability test".

### **Affordability Comparison**

The current fares for State Transit bus services are substantially lower than other transport services. For example, Sydney bus fares are on average 23% lower than the current fares charged by private bus operators under the Metropolitan Fare Scale. The cash fare for a 4 kilometre bus trip from Central Station to Lilyfield using a State Transit bus service is a modest \$2.60 for an adult passenger (and just \$1.89 at TravelTen rates). The same trip on light rail costs 38% more or \$3.60 per trip. The cost of travelling the same distance by taxi is some 3.7 times more expensive than a bus fare at \$9.50 per trip. Even ancillary charges associated with private motor vehicle usage such as bridge and motorway tolls are more expensive (note the Eastern Distributor toll soon to rise to \$4.00). In any comparison, the affordability of State Transit bus fares compared to other modes of transport is very high.

Affordability Comparison			
	Mode		
1	Bus	State Transit adult TravelTen fare for a 4km trip	\$1.89
2	Bus	State Transit adult cash fare for a 4km trip	\$2.60
3	Light Rail	Adult cash fare from Central to Lilyfield using Light Rail - a 4km trip	\$3.60
4	Monorail	Standard adult fare per loop (2 kms)	\$4.00
5	Taxi	Flag fall and distance cost for 4kms does not include 20% surcharge at night	\$9.50
6	Taxi	Flag fall and distance cost for 4kms from Sydney Airport including proposed levy by Sydney Airport Corporation of \$2.50	\$12.10

However, the affordability of fare increases also needs to be considered against the background of the 'safety net' provided by concession fare policies. Policies pertaining to free and concession travel for groups including students, pensioners and unemployed people all ensure that transport disadvantaged groups will continue to have affordable access to Sydney Buses services.

For the purpose of assessing the impact of fare increases, Sydney Buses' customers can be broadly categorised according to four market segments<sup>a</sup>

### Full-fare adults

Almost half of all trips on Sydney Buses are made by full fare paying customers (47%). Those passengers who are travelling for commuting purposes use discounted tickets such as TravelTens and TravelPasses. Full-fare paying customers, more than any other group, have the ability to pay higher fares.

### Pensioners

The second largest group of Sydney Buses' customers are pensioners (aged and other pensioners) who receive concession fares including the \$1.10 Pensioner Excursion Ticket. Almost one in five Sydney Buses customers (i.e. 20%) is a pensioner.

### School Children

School children also account for one in five or 20% of Sydney Buses boardings. Most travel by school children is for education purposes and 13% of all trips are made using a school pass issued under the School Student Transport Scheme (SSTS). For non-education trips, children pay a half fare.

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a Based on data contained in 'Bus Users in Sydney', Transport Data Centre, December 2000.

## **Other Users**

Adults in part or full-time study are another key group of bus customers, comprising 10% of the Sydney Buses market. Many tertiary students receive concession fares. Apart from pensioners and students, other groups of customers also receive concession fares. In total, one third of all trips on Sydney Buses are made on concession fares.

Given that the demand for Sydney Buses services is generally unresponsive to fare changes at the aggregate level (i.e. price inelastic), the modest fare increases proposed in this submission should not have any adverse effect on patronage.

## **6 Service Quality**

Sydney Buses service quality is achieved in a number of key areas including safety, reliability, convenience, comfort, service and efficiency. In providing services across a substantial network (18 hours a day, 7 days a week) Sydney Buses believes that it already achieves very high standards of service quality, however, it is committed to improving its performance to achieve better outcomes.

There are many initiatives that are being pursued at present and the following are provided as examples of these improvements :

### **Better Buses Program**

This program is undertaken on a regional basis where bus routes and timetables are restructured to meet the changing needs of the area. The objective is to provide bus services on routes where they are most needed by passengers improving bus utilisation and occupancy and enhancing commercial outcomes. Sydney Buses has already implemented the Better Buses program in the Eastern and North West sectors of its operations. The program is planned to extend to the Warringah Peninsula and the South West sector in the near future. Better Buses supplements the ongoing review of individual routes whenever changes in demand require a change in route structure and timetable.

### **Passenger Information Service (131500)**

Sydney Buses provides a passenger information service through the 131500 number that can be accessed by phone or internet. In addition to information about timetables and advice about trip planning, this facility also enables customers to comment about any aspect of the service with which they are not satisfied. The facility is also of key importance to the significant community consultation that precedes any service changes. It will be enhanced by the development of a bus stop numbering system which is currently under development.

## **Bus Priority**

In addition to the bus priority lanes that have been established on the Northern Peninsular, Victoria Road and the Central Business District, the system has been extended to parts of Parramatta Road. Other priority initiatives include trials with the RTA to co-ordinate traffic lights in a manner that enables buses to operate as closely as possible to the timetable. These initiatives have the potential to achieve significant improvements in trip duration times, especially in peak hours. To achieve the significant benefits available from these measures State Transit has co-ordinated the involvement of key agencies including the police, the RTA and local councils.

## **7 Performance measures**

### **Key Performance Indicators (KPIs)**

Sydney Buses performance against Key Performance Indicators (KPIs) has continued to reflect the commitment to reliable, convenient, efficient, courteous, comfortable and safe public transport services.

The table below provides details of Sydney Buses customer-related KPIs and performance against these targets over the past four years. The table shows that:

- On-time running and service reliability has continued to comfortably exceed target levels
- Bus reliability is tracking towards target levels
- Passenger safety incidents in 2001/02 were near target levels
- Security incidents, while initially increasing in 2001/02 have declined to near target levels
- Personal injury has progressively declined in the last three years but challenges remain to meet target levels
- The fleet age profile has decreased with the introduction of additional new CNG-powered buses to the fleet

## Sydney Buses Customer-Related KPIs

KPI and 2002-03 Target	1998/99	1999/00	2000/01	2001/02
<b>Reliability</b>				
On-time running (>95%)	97.1%	97.4%	96.1%	96.2%
Service reliability (>99%)	99.5%	99.6%	99.5%	99.6%
Mechanical reliability (<15 bus changeovers per 100,000 kms)	20.65	20.51	20.89	17.68
Traffic reliability (<4 changeovers per 100,000 kms)	5.31	5.45	5.02	4.83
<b>Safety (per million passenger trips)</b>				
Safety Incidents (<1.4)		1.55	1.54	1.44
Security Incidents (<0.4)	0.44	0.40	0.51	0.41
Personal Injury (<0.8)	1.16	1.31	1.27	1.23
<b>Comfort</b>				
Average Bus Age (<12 years)	11.9	11.8	12.2	11.7
<b>Convenience</b>				
Total kilometers (kms)	70,979	74,502	77,444	77,916
Passenger revenue kilometers (>63,000)	57,209	60,049	62,420	62,800
<b>Customer Service</b>				
Complaints per 10,000 trips (<1)	0.56	0.65	0.66	0.86
<b>Accessibility</b>				
Accessible buses (% of fleet)	9.2	17.4	21.7	26.7



## IMPLEMENTATION OF 2002/03 FARES DETERMINATION

Under section 18(4) of the Independent Pricing and Regulatory Tribunal Act, State Transit is required, where there has been a determination by the Independent Pricing and Regulatory Tribunal, to include in its Annual Report particulars of how any such determination has been implemented.

A change in State Transit's fare scale, in accordance with the determination of the Independent Pricing & Regulatory Tribunal made on 24 June 2002, was made by order published in Government Gazette No 106 of 26 June 2002 effective 1 July 2002.

The following table summarises the determination made by the Independent Pricing and Regulatory Tribunal and the fare changes implemented by State Transit.

TICKET	The Tribunal Determination	Implementation
Single ride bus and ferry tickets	Adult single journey bus fares will increase by up to 3.03%. Adult single journey ferry fares will increase by 10 cents per journey.	The adult bus fares for 6-9, 10-15 and 16+ sections increased by 10 cents per journey. The adult bus fares for 1-2 and 3-5 sections remained unchanged. All adult single ferry fares increased by 10 cents per journey. All changes to the single journey bus & ferry fares were within the Tribunal's guidelines.
TravelTens and FerryTens	The price of the adult TravelTen tickets will increase by between 30cents and 80 cents. The price of the JetCat Ferryten will increase by \$1.10 per ticket. The price of other FerryTen tickets will increase by between 20 cents and 50 cents.	All changes to TravelTen and FerryTen fares were within the Tribunal's guidelines.
TravelPasses	The price of the Purple TravelPass will decrease by \$6 to \$52. The price of other TravelPasses will increase by \$1 per ticket.	All changes to TravelPass fares were within the Tribunal's guidelines.
BusTripper	The price of the adult BusTripper ticket will increase to \$9.70.	The price of the adult BusTripper ticket increased to \$9.70.
DayTripper	The price of the adult DayTripper will increase to \$13.40.	The price of the DayTripper increased to \$13.40.
Time-based tickets - Newcastle	The prices of the adult Four hour and Daily tickets will increase by 10 cents and 20 cents respectively. The price of the adult TimeTen ticket will increase by 40 cents. The prices of the adult one hour bus and the Stockton ferry single ride tickets will remain unchanged.	All changes to bus and ferry fares in Newcastle were within the Tribunal's guidelines.
School Term Pass	The price of the School Term Pass will increase by \$1 to \$38.	The price of the School Term Pass increased to \$38.