Fares and NeTEx Workshop

Manchester

November 2018
Objectives of this session

- Discuss further features that are more complex to implement
  - Discount Rights
  - Coaches
  - Dynamic Prices
Modelling complex products

- Multiple products in one package
- Products supported by multiple operators
- Large scale tariffs
Some types of Complexity found of fares

- **More complex Products & Tariff structures**
  - E.g. Capped Pay as You Go

- **Compound products / offers:**
  - Multiple products in one package
    - E.g. Oyster, Plusbus
  - Products that are available both as separate offers and as single purchase
    - E.g. Plusbus

- **Products supported by multiple operators**
  - Tariff structures covering large networks
    - E.g. *Plusbus*
  - Local variation in rules?

- **Complex rules for a fare product, notably**
  - Day types / Timebands / Fare demand types
    - E.g. *Metro & rail peak/offpeak into London*
    - Plusbus exceptions Night buses after 11.30
  - Exclusions / inclusions of services
    - E.g. all Metrobus in Crawley region except and line 4
  - Eligibility conditions

- **Combining rules specified at different levels**
  - E.g. Temporal Validity conditions on tariff, product, sales offer
Additional Tariff Structures & Product Types

Capped Sales Rights
Sales Discounts
## Complex UK Bus Fare Products

Discount cards, etc

<table>
<thead>
<tr>
<th></th>
<th>Fare Product</th>
<th>Peak / Off Peak</th>
<th>(Can) or Must be Account Based</th>
<th>Notes</th>
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<tr>
<td><strong>Sales Discount</strong></td>
<td>Sales Discount Right</td>
<td>✔️</td>
<td>✔️</td>
<td>E.g. like a Railcard</td>
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<tr>
<td></td>
<td>Capped Sales Discount Right</td>
<td>✔️</td>
<td>✔️</td>
<td>PAYG e.g. Oyster</td>
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<tr>
<td><strong>Usage Discount</strong></td>
<td>Usage Discount Right</td>
<td>✔️</td>
<td>✔️</td>
<td>Rebate for use, e.g. mileage</td>
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<tr>
<td><strong>Stored Value</strong></td>
<td>Amount of Price Unit</td>
<td>-</td>
<td>✔️</td>
<td>Stored value</td>
</tr>
<tr>
<td><strong>Entitling Product</strong></td>
<td>Third Party Product</td>
<td>-</td>
<td>-</td>
<td>E.g. Military Pass</td>
</tr>
</tbody>
</table>
Some Exclusions Not needed?

- **Fare Structures**
  - Mileage based distance fares?
  - Routing Constraints
Complex Sales Offers

Multiple Product Bundles
Capped Pay as You go
Describing a complex product – TfL Oyster
Fares example - Tfl Oyster

- FARE ZONES
- USER PROFILEs
- TYPEs OF TRAVEL DOCUMENTs
- FARE PRICExs
- FARE PRODUCTS
- SALES PACKAGES
- MODEs
- FARE DEMAND FACTOR
- TIME INTERVALs
- GROUP TICKETS
Fares example - Tfl Oyster

- **FARE ZONEs**
- **FARE PRICEs**
- **FARE PRODUCTS**
- **GROUP TICKETS**
- **TIME INTERVALs**
- **DISCOUNT RIGHTS**
- **MODEs**
- **SALES PACKAGEs**
- **USER PROFILEs**
- **TYPES OF TRAVEL DOCUMENTs**

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What’s in an Oyster?

- **TIME INTERVALS**
  - Day, Week, Season

- **FARE DEMAND**
  - Peak, Offpeak

- **Oyster Pay As You Go**
- **Oyster Contactless**

- **PRE-ASSIGNED FARE PRODUCT**
- **AMOUNT OF PRICE UNIT**
- **CAPPED SALE DISCOUNT RIGHT**
- **SALE DISCOUNT RIGHT**
- **USAGE DISCOUNT RIGHT**

- **CUSTOMER ACCOUNT**

- **TARIFFS**
  - 5+reward

- **Underground**
- **TFL Rail**
- **DLR**
- **Trams**
- **Buses**
- **River**

- **Customer**
- **Usage Account**
- **Capped Discount Right**
- **Sale Discount Right**
- **Usage Discount Right**
Sales Offer Packages & Accounts

Third Party Entitlement

Customer Account

Photo Card

Account-Linked Card

Anonymous Card

16-25 Railcard

Freedom Pass

Disabled ID

Child - Zip

Youth - Zip

Student

Senior

Veteran

Transport for London
Sales Offer Packages & Accounts

THIRD PARTY ENTITLEMENT

CUSTOMER ACCOUNT

Photo card

Account linked card

Anonymous Card

16-26 Railcard

Freedom Pass

Disabled ID

FARE PRICE

UK NeTEx Fare Profile

Moving Britain Ahead
Pay as you go products

1. Simple pre-payment for each trip from stored value on card
Products – Prepaid CHARGING MOMENT

**CHARGING MOMENT**

*When is payment made?*

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**PURCHASE WINDOW**

Can purchase within window: before (or maybe even during) travel

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**EXCHANGING**

Allowed window

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**REPLACING**

If lost etc Allowed window

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**REFUNDING**

Allowed window

---

**END USE**

Destination

---

**SPACE**

Origin

---

**TIME**

18 UK Bus Fare NeTex Profile

Moving Britain Ahead
Pay as you go Trips

Each trip is prepaid at set price
Pay as you go - Trips - Capped

Each trip is prepaid at a set price up a limit within a time Interval, there may be further charging moments to just at end of period.
Moving Britain Ahead

Pay as you go Trip – Contactless Capped

All trips are post paid at end of interval, capped if set price is reached

VALIDITY PERIOD Of card
Notes on Complex Sales Offers

- Quite straightforward to use existing NeTEx data elements to describe.
  - SALES OFFER PACKAGE + SALES OFFER PACKAGE ELEMENT + FARE PRODUCT
  - ENTITLEMENT REQUIRED / ENTITLEMENT GIVEN can be used to state prerequisites

- Potential semantic complexity as to use
  - how to interpret combining conditions at different levels

- Important to modularise products into manageable groupings – use Version Frames
  - Eg Separate FARE FRAMEs for different types of Product
Modelling Multioperator Fares
Interoperating fares – eg Plus Bus: Zonal add on for rail tickets

Zones around country
- Multiple participating Bus operators
- Sold via rail sales channels

NeTEx UK Profile - Bus Fares with NeTEx
PLUS BUS – National bus fare trip supplements

- Available as
  - Zonal day pass origin and destination stations
  - Zonal Season pass origin and destination stations

- Coverage
  - City wide Tariff zones around stations,
  - Named operators & Lines
  - Local exceptions

- Sales Packages / Distribution / Media
  - Add-on purchased with rail ticket /season pass
  - Bought separately to rail ticket or season pass
  - As paper ticket, on smartcard some areas

- Further discounts
  - Rail cards
    - Peak/off peak restrictions on railcard discounts

- Product Owner: JSP: Branding?
Plus Bus tariff - Crawley

**SALES PACKAGES**

**USER PROFILES**

**FARE PRODUCTS**

**FARE ZONE**

**TIME INTERVALS**

**FARE PRICES**

Moving Britain Ahead

NeTEx UK Profile - Bus Fares with NeTEx

Railcard holders get 1/3 off the adult price of PLUSBUS day tickets.

Senior Railcard holders get 1/3 off the adult price of PLUSBUS day tickets, upon presentation of their valid Senior Railcard, as follows:

- **NETWORK Railcard (Annual Gold Card)**
  - 3 off the adult price of PLUSBUS day tickets for towns and cities located in the South East of England, upon presentation of their valid Network Railcard (Annual Gold Card), as follows:
    - Mondays to Fridays after 10:00 hours;
    - Saturday, Sunday, Bank Holidays any time.
    - The £13 minimum fare restriction does not apply to PLUSBUS day ticket purchases.

- **Two Together Railcard**
  - Holders get 1/3 off the adult price of PLUSBUS day tickets, upon presentation of their valid Two Together Railcard, as follows:
    - Mondays to Fridays after 09:30 hours;
    - Saturday, Sunday, Bank Holidays any time.
    - You must buy 2 tickets at the same time.

- **16-25 Railcard, 26-30 Railcard & HM Forces Railcard**
  - Holders get 1/3 off the adult price of PLUSBUS day tickets, upon presentation of their valid 16-25 or 26-30 Railcard or HM Forces Railcard, at all times.
  - The £12 minimum fare restriction does not apply to PLUSBUS day ticket purchases.

- **Disabled Persons Railcard**
  - Holders get 1/3 off the adult price of PLUSBUS day tickets, upon presentation of their valid Disabled Persons Railcard at all times, when purchased with the following rail ticket types:
    - Off-Peak Day Singles, Off-Peak Day Returns;
    - Anytime Singles, Anytime Returns;
    - Advance fares.
    - Disabled Persons discounts are valid during the morning peak hours.

- **Family&Friends Railcard**
  - Adult travellers get one third off the adult PLUSBUS day ticket price upon presentation of their valid Family&Friends Railcard:
    - outside of the South East of England at all times;
    - in the South East after the Monday to Friday morning peak period (excluding Bank Holidays) for a journey wholly within the South East region.
  - times of off-peak services vary by route, but generally related to the availability of Off-Peak tickets.

**USER PROFILEs**

**FARE PRODUCTs**

**TIME INTERVALs**

**FARE PRICES**

**SALES PACKAGES**

**USER PROFILES**

**FARE ZONE**
Modularise; references may be internal or external
How to partition a Multi-operator product

- Plusbus Prices
- Plusbus Product definitions
- National Rail Travel Products
- National Rail Railcard Products
- Operator specific Lines & exceptions
- Common Plus Bus definitions
- National Stop & Plusbus Zone definitions (NPTG & NAPTAN)
Standard UK Rail Trip products

- Single
- Return
- Single, Anytime
- Single, Off-peak
- Single, Advance
- Period return, Anytime
- Period return, Off-Peak
- Day return, Off-peak
- Anytime GSOP
- Off-peak GSOP
- Advance GSOP

SALES OFFER PACKAGEs
1/3 off rail fares with our range of Railcards.

https://www.railcard.co.uk/about-railcards/
UK Rail card products

- Single FARE PRODUCT
- Multiple SALES OFFER PACKAGEs
  - Different USER PROFILEs
  - Shared properties defined by GROUP OF SALES OFFER PACKAGEs
Further Aspects of Modelling Fares

Prices
Fare Tables – Organising Price Combinations

- Different PRICEABLE OBJECTs can be associated with Table, Row, Column and Cell
- Cell references the price for the combination
Metrobus 1 - Dissected

SALES PACKAGE

USER PROFILE

DISTANCE MATRIX ELEMENTs

FARE ZONEs

USER PROFILE

PRICEGROUPs ➔ FARE PRICE

NOTICE ASSIGNMENTS ➔ NOTICE

UK NeTEx Fare Profile
Fare Table - Layouts

- Tabular representations can be represented.
- Efficient encoding in XML – Avoids repetition of common properties.
Fare Tables – Formatting

- Presentation of fares in tabular form
  - Table of price cells
  - Row or column can be another nested table
  - Can have row and column headers
  - Notices may relate to any element

Nestable Fare Tables – Formatting

<table>
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<tr>
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<th>Col2</th>
<th>Col3</th>
<th>…</th>
<th>ColM</th>
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<td>Cell 1,2</td>
<td>…</td>
<td>…</td>
<td>Cell 1,m</td>
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<tr>
<td>Row1</td>
<td>Row2</td>
<td>…</td>
<td>…</td>
<td>RowN</td>
</tr>
</tbody>
</table>

Notice1
Specifying Complex Conditions

Parameter Assignments
Using Parameters #1

- Generic Assignment:
  - List of parameters. Can be Ored or ANDed
    - Eg 1<sup>st</sup> Class | Second Class
    - E.g. 1<sup>st</sup> Class & Private Compartment | 2<sup>nd</sup> Class & Couchette Berth

  - Can be used to build complex conditions:
    - Eg Travel times for zones.
    - Exceptions toPlus bus services
    - Timebands into London etc
Assignments can be ANDed and ORed together and nested to build complex conditions.
Instances for a typical Fare Product & Sales Offer

**Scoping & Temporal Parameters**

- **FARE STRUCTURE ELEMENTs**
- **DISTANCE MATRIX ELEMENTs**
- **TIME INTERVALs**
- **TARIFF ZONEs**
- **OPERATORS**
- **USER PROFILEs**
- **DAY TYPEs**
- **MODEs**
- **Etcetera**

**VALIDABLE ELEMENTs** (product)

**FARE PRODUCTs**

**SALES OFFER PACKAGE ELEMENTs**

**SALES OFFER PACKAGE**

**PARAMETER ASSIGNMENTs**

- **(fare structure)**
- **(validable element)**
- **(product)**
- **(sales offer element)**
- **(sales offer)**

**NeTEx UK Profile - Bus Fares with NeTEx**

40 Moving Britain Ahead
Most Network elements, Temporal elements and product components can be used as validity parameters.
Describing Fares with NeTEx

- Pricing
- Sales Offer Packages
- Travel Specifications & Sales
- Fare Products
- Access Rights
- Tariff Structure
- Network Basis
- Common Framework

NeTEx UK Profile - Bus Fares with NeTEx
Additional Tariffs

Mileage Distance
Moving Britain Ahead

Distance

£ = distance x price per unit distance

- Price depends on distance
- Other Parameters: Rounding steps, minima and maxima.
- Distance may be in arbitrary units
- Given “Fare distance” between stops may be notional
Distance based Fares

- Distance steps specified as GEOGRAPHICAL INTERVALs
- Each interval has a price or prices

**GEOGRAPHICAL INTERVAL PRICES**

**CLASS OF USE**

**TARIFF**

**DISTANCE MATRIX ELEMENTs**

**TIMETABLE**

**SCHEDULED STOP POINTs**
Routing constraints specify an allowed envelope for travel over a network.

- The same O/D pair may have multiple alternate routings, each with a different price.
Further Aspects of Modelling Fares

VALIDation & COntrol
Transmodel 6.0
Also includes Validation & Control

Tm-P1: Core Framework
Tm-P2: Network
Tm-P3: Timing & Vehicle Scheduling
Tm-P4: Operations Monitoring & Control
Tm-P5: Fare Management, Fare Control
Tm-P6: Passenger Information
Tm-P7: Driver Management
Tm-P8: Management Information & Statistics
Transmodel Fare concepts not encoded in NeTEx

(1) Validation & Control Events

- User Interaction with system can be described as events & as log entries
  - **Sales**
    - **Registration**: Account creation, update, delete, etc
    - **Purchase, fulfilment**: Selection, payment, collection, app installation, subscription, etc
    - **After Sales**: Exchange, Refund, Reinstallation, Replacement, etc
  - **Control & Validation**
    - **Travel**: Activation, Check-in, Control, Checkout…, etc
    - **Control**: No Check in, No Check out, Repeated check-in, etc
    - **Revenue protection**: Access rights, No Proof of Travel, Suspicious behaviour, etc
    - **Security Action**: Suspend, Activate, Place on Security List, Delist, etc

- Useful for aligning fare with various standard, proprietary and informal descriptions of Fare Processes that generate data for control, clearing and settlement systems
  - eg IFM, FSM, UIC Account Based Ticketing report etc
Harmonising Fare Validation

[Diagram of fare validation process]
PURCHASE & FULFILMENT EVENTS

From SALES OFFER PACKAGE + TRAVEL SPECIFICATION

VALIDITY PARAMETERS (generic)

Purchase & Fulfilment

VALIDITY PARAMETERS (CP specific)

VALIDITY PARAMETERS (specific)

SALES TRANSACTION

Back Office
VALIDATION & CONTROL of VALIDITY PARAMETERS

From TRAVEL DOCUMENT / CUSTOMER PURCHASE PACKAGE (Media centric) or ACCOUNT (ABT)

CONTROL MEANS: From CONTROL DEVICE or TCO

Compare

VALIDATION PARAMETERS

Back Office
ACCOUNT MANAGEMENT

From CUSTOMER

VALIDITY PARAMETERS (generic)

Register / Update, etc

To CUSTOMER ACCOUNT

VALIDITY PARAMETERS

ACCOUNT PARAMETERS

CUSTOMER ACCOUNT TRANSACTION

Back Office

UK Bus Fare NeTex Profile
Fare Contract events

- Events are recorded as log entries
  - Each type of event creates a type of log entry
## Sales and Fare Transactions

- **Events to record purchase and fulfilment**

<table>
<thead>
<tr>
<th>Action Name</th>
<th>Classical</th>
<th>Media Centric</th>
<th>ABT</th>
<th>Note</th>
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Account may have media
ditto
to
## Account Events

Events to create or change a customer account

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<th>Media Centric</th>
<th>ABT</th>
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Thank You!