

Staff Bay Flexi Subsidised Bus Ticket FAQs: 2023-24

1. What is the difference between a subsidised Unirider bus pass and the subsidised Bay Flexi bus ticket option?

The subsidised Unirider bus pass is intended for frequent year-round bus commuting to campus at least 2 days each week. This is available through the flexible benefits scheme to salaried substantive staff. Grade 1 to 4 staff can qualify for a free (fully subsidised) Unirider bus pass. Payments for Grade 5 and above Unirider bus passes are via monthly salary deductions.

The subsidised Bay Flexi day ticket bundles are intended for less frequent bus commuting to campus no more than around 1 or 2 days per week. These are available through the Online Store to purchase as an up-front payment but with huge discounts. A limited offer of Bay Flexi tickets each academic year is available to casual / PGA teaching staff.

The level of subsidy provided by the University is very similar between the Bay Flexi products and the Unirider bus pass for staff on Grade 5 and above. The option you choose depends on your pay grade, eligibility and how frequently you commute to campus by bus.

2. Are the Bay Flexis for one journey each?

The Stagecoach Bay Flexi tickets are for full days rather than for individual journeys, so the Bay Flexi 10, for example, provides 10 days of subsidised bus commuting between home and work. Your allocation of remaining days left on your mobile ticket will only be reduced by 1 day once you use the product on a different day. They do not need to be used on consecutive days.

3. How much is the saving / subsidy on these tickets?

The saving is significant and very similar to the level of discount on the subsidised Unirider bus passes for staff on Grade 5 and above. The Bay Flexi 10 is worth £38.50 to other members of the public but for eligible University staff it costs just £12. The Bay Flexi 20 is worth £77 but for eligible University staff it costs just £24. The equivalent cost is just £1.20 per day, or 60p for your journey to work and 60p for your journey home.

4. Who is eligible for the subsidised Bay Flexis?

The subsidised Bay Flexi bus tickets are available for salaried substantive staff. Casual / PGA teaching staff also qualify with a restricted offer of eligibility.

Casual / PGA teaching staff are eligible only for the following:

- Casual / PGA teaching staff who are contracted to work for the University between 1 and 189 hours per annum (<0.1 FTE) are eligible to purchase 1 x Bay Flexi 10 ticket per academic year (1 Oct – 30 Sept). Maximum of 10 days subsidised bus commuting per year.
- Casual / PGA teaching staff who are contracted to work for the University 190 hours or more per annum (>0.1 FTE) are eligible to purchase either 1 x Bay Flexi 20, OR up to 2 x Bay Flexi 10 tickets per academic year (1 Oct – 30 Sept). Maximum of 20 days subsidised bus commuting per year.

Honorary / visiting staff, External Examiners, Consultants, ERS staff and zero-hour staff are not eligible and should not submit an order.

Casual / PGA teaching staff should check their annual contracted hours over their 30-week or 52-week contract(s) before applying for a subsidised Bay Flexi 10 or 20. All orders are verified. Ineligible orders cannot be processed but payment will still be taken.

Any campus residents are not eligible and the subsidised Bay Flexis can only be used for commuter or business journeys for the purpose of paid employment by Lancaster University.

5. Can I order more than one Bay Flexi at a time?

Yes, you can. For example, substantive staff could order a Bay Flexi 50 and a Bay Flexi 30 at the same time to give you a total of 80 days of subsidised bus commuting to campus. These would be treated as two different products within your Stagecoach Bus App.

Please plan ahead and decide how many days you think you will need for the academic year ahead and then place your order for whatever combination of Bay Flexi that suits your bus commuting requirements.

6. When and how will I receive my Bay Flexi tickets once I've placed my order on the Online Store?

Once your order is received, we will first verify that you are eligible for the product(s) you have ordered. Tickets ordered during September, but before 24th September, will be distributed during the

final week of September. Tickets ordered on or after 25th September will be distributed within 5 working days from your order being submitted.

Your Bay Flexi ticket(s) will be sent to your Stagecoach App account registered to your Lancaster University email address. It will not be possible to send any products to another email address so you must ensure that the Stagecoach App account you are using is registered to your Lancaster University email address. If you go into the 'My Tickets' section of the app you will see your ordered Bay Flexi(s) waiting for you to activate. Please allow sufficient time for you to receive your order within the My Tickets section of your Stagecoach App.

Please do not select the Bay Flexi 10 option in the Stagecoach App for £38.50. This is the public full-price version and not the University subsidised version. Subsidised Bay Flexi tickets are purchased from the University's Online Store and not purchased through the Stagecoach App.

7. How long are the Bay Flexi tickets valid for?

Each Bay Flexi ticket is valid for 12 months from the date that we send the ticket to your Stagecoach App account, or until the date that your final day's allocation is used up on the ticket, whichever occurs first. There is no need to use the tickets on consecutive days.

8. Can I purchase the Bay Flexi tickets and a parking permit or parking scratch cards in the same academic year?

Yes, you can provided you are eligible to do so. This is another instance of where the Bay Flexi tickets are different from the Unirider bus passes. The Flexi tickets are intended for less frequent bus commuters including those that may be commuting by other modes of transport at times including by car. The Bay Flexi options provide an opportunity for staff to try out the bus when possible, with the flexibility of still being able to travel by car when desired. For some staff, the Bay Flexi tickets might provide the first stage to being a more frequent bus commuter when eventually the Unirider bus pass may then be the most cost effective option.

9. What areas are the Bay Flexi tickets valid in?

The tickets are valid in the [Stagecoach Bay Megarider Zone](#) which is the same area as the Lancaster Unirider travel zone that the subsidised Unirider bus passes are valid in. This covers the whole Lancaster and Morecambe area.

Please note that the Bay Flexis are not valid in the Unirider South area so staff commuting by bus from the Garstang area will need to opt for the Unirider South bus pass option instead via flexible benefits.

10. I already have a Stagecoach Bus App account on my mobile phone. Could I use that one?

Yes, provided that your app account is linked to your Lancaster University email address. It is a requirement of the scheme that to receive your subsidised Bay Flexi ticket from the University in the app you must be using a Stagecoach App account that is registered to your University email address.

11. Can I use the subsidised Bay Flexi ticket for personal / leisure reasons?

No, this is not permitted. As employer-subsidised products, the Bay Flexis are restricted for use only for the purpose of commuting to and from the place of work. If you require bus travel for other reasons such as for shopping, visiting family, etc. you will need to opt for another Stagecoach ticket product as subsidised travel cannot be provided for any travel that is not for University commuting or business reasons.

12. What happens if I leave the University before I've used up all my allocation of days travel on my Bay Flexi ticket?

If you leave your employment at the University before you've used up all your Bay Flexi travel days then you are required to let the University know about this so that your ticket can be cancelled. This is because the product is subsidised by the employer for current University employees only. Please contact staffbayflexi@lancaster.ac.uk. Failure to notify the University may result in your having to pay additional charges to cover the University's costs of your Bay Flexi ticket.

13. Why can't staff who are campus residents qualify for a subsidised Bay Flexi ticket?

Subsidised staff bus travel is intended for commuter travel for the purpose of undertaking paid employment by the employer, i.e. Lancaster University. Campus residents are already based at the University's primary location of employment so should not require bus travel to attend their paid employment duties on campus.

14. Why is the offer for casual / PGA teaching staff restricted in terms of Bay Flexi products available and the number of orders permitted per academic year?

This is due to the frequency of travel requirement for the purpose of the paid employment by the University for which these subsidised bus tickets are provided for. Where working hours are much lower, the requirement to travel to work for those hours is also much lower. Of course, many casual / PGA teaching staff require bus travel for other purposes too, but these subsidised tickets are not for those purposes, they are only to support commuter travel for the paid employment by the University.

If you have further queries, please send them to staffbayflexi@lancaster.ac.uk