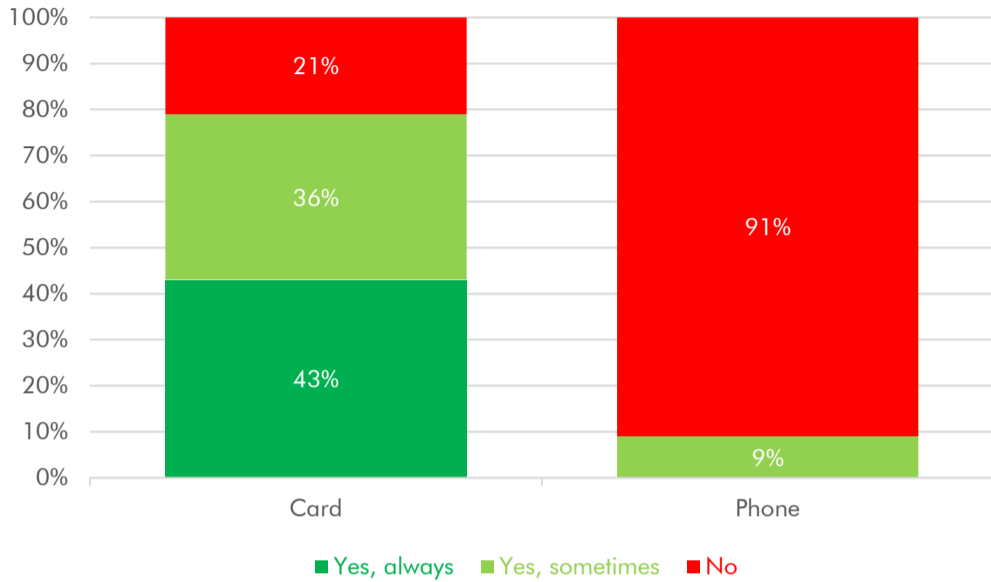
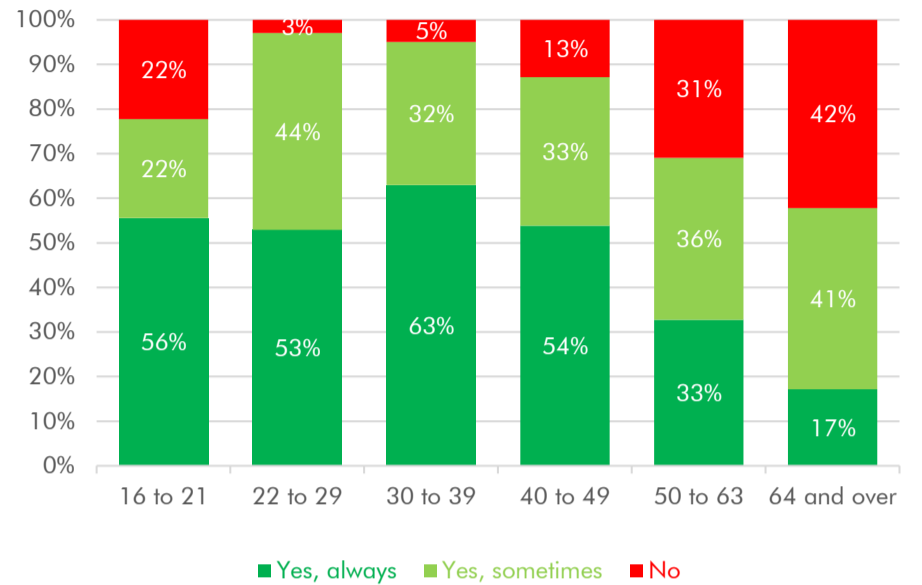


October 2018: Contactless payment and Account Based Ticketing

When the facility is available, do you use a card or mobile phone to make contactless payments?



When the facility is available do you use a card to make contactless purchases? (by age)

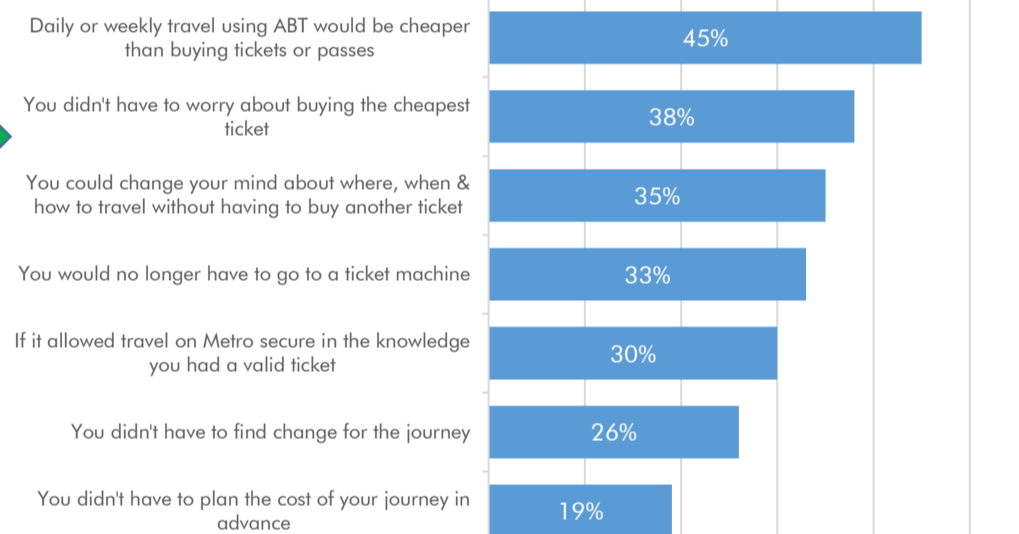


Account Based Ticketing (ABT for short) removes the need to buy a ticket in advance of travel, passengers simply tap in and out (using a contactless card or mobile phone) on each journey and are billed for their travel afterwards at the best possible fare.

Account based ticketing has all the benefits listed here.

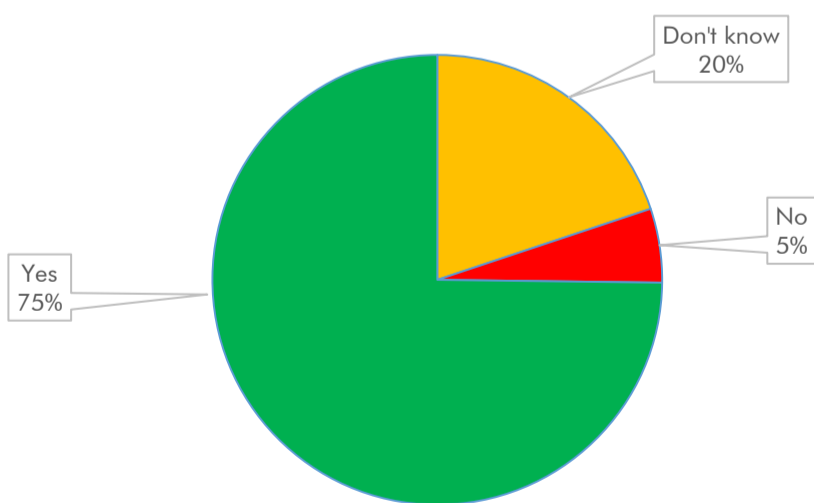


What would make Account Based Ticketing more attractive to you? (tick all that apply)

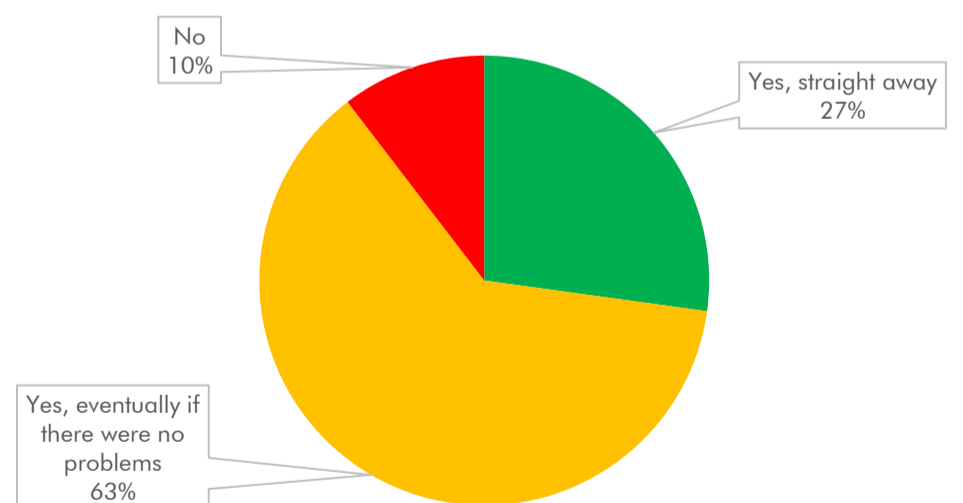


Source- 105 non concessionary or non annual pass holders who expressed concern about ABT

If Account Based Ticketing were available on the Metro, would you use it?



Would you trust Account Based Ticketing to charge you the best price?



Nexus responds

We shared the responses you gave us with **David Bartlett, Head of Business Change and Technology**, who said, "Nexus recognises that the way people pay for goods and services is changing. On average, there are approx. 109m cards in the UK, which can be used for contactless payment, and these cards make payments of around £3900m every month – and that figure is growing by 150% every year.

There are also nearly 500k contactless terminals in the UK, which take 416m transactions every month. This means that the average contactless value payment is less than £10.

Pay as you Go (PAYG) guarantees the best value fare on Metro compared to single or day tickets but is a little inconvenienced by having to carry a separate card. That's why Nexus have been working with Transport for the North to bring in Account Based Ticketing using contactless payments. This will allow a customer to touch 'in and touch out' with a contactless card in exactly the same way as the current Pop PAYG or season ticket with the best value fare being deducted from your bank account. At £25m+ for a back office and another £2.5m to upgrade the ticket barriers and validators it can only be justified if all bus, rail and metro operators across the north sign up.

In the meantime, we are exploring alternative technologies that can bring in some of the benefits of Account Based Ticketing in different ways.