Staff Bay Flexi Subsidised Bus Ticket FAQs: 2023-24

1. What is the difference between a subsidised Unirider bus pass and the new 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 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. Some casual staff will also be able to benefit in due course (details to be announced in October).

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 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 new day.

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 to use the subsidised Bay Flexis?
The subsidised Bay Flexi staff tickets are initially available only to staff who have a substantive employment contract with the University. However, in October 2023, the University is committed to reviewing actual numbers of casual staff for 2023-24 with the intention of offering some eligibility for the subsidised Bay Flexi products for 2023-24. This is in recognition of casual staff employment commuter travel requirements. Details will be announced later in October following further engagement with the staff unions.

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

Yes, you can. For example, you 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 at any time on or before 24th September 2023 will be distributed during the week commencing Monday 25th September. Tickets ordered on or after 25th September 2023 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 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.

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

Yes, you can. 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.

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