



## North East Joint Transport Committee

Tuesday, 15th November, 2022 at 2.30 pm

Meeting to be held in a Whickham Room - Gateshead Civic Centre

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## AGENDA

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1. <b>Apologies for Absence</b>	
2. <b>Declaration of Interests</b>	
Please remember to declare any personal interest where appropriate both verbally and by recording it on the relevant form (and submit it to the Democratic Services Officer). Please also remember to leave the meeting where any personal interest requires this.	
3. <b>Minutes of the meeting held on 12 July 2022</b>	5 - 10
4. <b>Notes of the inquorate meeting held on 18 October 2022</b>	11 - 14
5. <b>North East Enhanced Bus Partnership</b>	15 - 132
6. <b>Forecast of Capital Outturn 2022/23 - Period to 30 September 2022</b>	133 - 146
7. <b>Revenue Budget Proposals 2023/24 and Updated Forecast of Outturn 2022/23</b>	147 - 168
8. <b>South of Tyne and Wearside Loop Strategic Outline Case</b>	169 - 188
9. <b>Consultation Principles</b>	189 - 194
10. <b>Transforming Cities Fund Tranche 2 - Grant Funding Agreements</b>	195 - 200
11. <b>Transport Plan Progress Report</b>	201 - 210
12. <b>Bus Service Improvement Plan Review</b>	211 - 216

13. **Making the Right Travel Choice Strategy**

**217 - 306**

14. **Date and time of next meeting**

The next meeting will be held on 20 December 2022 at 2.30pm in the Bridges Room, Gateshead Civic Centre.

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## **NORTH EAST JOINT TRANSPORT COMMITTEE**

### **DRAFT MINUTES FOR APPROVAL**

**DATE:** 12 JULY 2022

Meeting held: Bridges Room, Gateshead Civic Centre

### **COMMITTEE MEMBERS PRESENT:**

Councillor: M Gannon (Chair)

Councillors: E Scott, K Kilgour, R Wearmouth, and E Gibson

### **IN ATTENDANCE:**

Statutory Officers: M Barker (Monitoring Officer – Transport)  
P Darby (Chief Finance Officer)  
T Hughes (Managing Director, Transport North East)

Officers: M Wilson, M Jackson, D Gittins, J Bailes, R Birch, M Kearney, E Goodman, A Graham, H Jones, J Sparkes, G Mansbridge, R Forsyth-Ward, G Kelly and R Patterson

### **13. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Cllr Carl Johnson, Cllr Glen Sanderson, Mayor Jamie Driscoll and Patrick Melia.

### **14. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **15. MINUTES OF THE PREVIOUS MEETING HELD ON 14 JUNE 2022**

The minutes were agreed as a correct record subject to the wording being amended in Item 8, paragraph 1 to read;

“The Chair invited Mr D Shaw, representing SENRUG and Railfuture North East to speak to the Committee regarding the North East Rail and Metro Strategy. Mr Shaw advised the Committee that the organisations he was representing were

generally supportive of the proposals within the Strategy despite the fact that it did not include some projects that the groups felt were important. The groups would continue to lobby for these new projects to be included at a later stage but there was still a clear need to produce a shorter and more 'user friendly' version of the current strategy for public consumption. This should include a section providing a much better description of the local rail and Metro journeys that would be possible once all of the projects in the strategy had been completed. In addition, the groups had identified a number of 'quick wins' including a local service on the ECML to the north of Newcastle and an express service to Teesside using the ECML and the Stillington Line. These would not require substantial unfunded infrastructure changes and would help to bolster the credibility of the strategy."

## **16. 2021/22 REVENUE BUDGET AND CAPITAL PROGRAMME OUTTURN**

The Committee received a report on the outturn position in relation to the 2021/22 Transport Revenue Budget and Transport Capital Programme.

It was reported that there was an underspend on the Retained Transport Levy budget of £0.100m.

Durham County Council, Northumberland County Council and Nexus underspent against the revenue grant awarded by £0.935m, £0.589m and £9.395m. These underspends were retained by the three bodies. The Nexus underspend included exceptional and one off items totalling £5.14m.

Tyne Tunnel usage was higher than forecast. This resulted in an increase in retained reserves to circa three months revenue or circa £10m at 31 March 2022.

The Transport Capital Programme Outturn 2021/22 was £113.112m, £28.8m below the revised budget. The capital programme had been largely funded by government grant, together with £10.5m of reserves.

An overview of programmes was provided in the report to the Committee and it was confirmed that as at 31 March 2022 the JTC reserves totalled £30.902m. £29.969m being earmarked for specific projects, including £9.8m in relation to the Tyne Tunnels, and £933,000 in an unallocated general reserve.

**RESOLVED:** The North East Joint Transport Committee agreed to note the report.

## **17. 2022/23 REVENUE BUDGET AND CAPITAL PROGRAMME UPDATE AND 2023/24 BUDGET SETTING PROCESS**

Committee received a report showing the initial forecast of outturn for the 2022/23 Transport Revenue and Capital budgets.

The Nexus outturn position showed that it is still expecting to need to use £5.6m of reserves to balance the budget for the year. The forecast however showed that

expenditure would be £10.6m above budget, due to increased energy costs, additional security costs on the Metro and additional bus subsidies to mitigate the impact of bus service reductions implemented by the operators. These additional costs had been offset by further efficiency savings in year and the receipt of additional one off government grant funding.

Tyne Tunnel usage has returned to pre-pandemic levels. There was a forecast £230,000 contribution from reserves for the pedestrian and cycle tunnel.

It was forecast that there will be a £123,000 overspend for the TNE team, mainly due to staffing costs, other than that the forecast is largely in line with the original budget. The additional staffing costs were being mitigated by additional grant income.

The Capital Programme updated forecast was noted. The capital programme had been updated to reflect the underspends carried over from 2021/22 and additional grant funding secured since the budgets were set. Total capital expenditure was now forecast to be £317.8m in year - £38m more than the original budget.

The committee were provided with an overview of the proposed approach for the 2023/24 budget setting process, leading up to the JTC Committee meeting on 17 January 2023 where the budget would need to be agreed,

**RESOLVED:** The North East Joint Transport Committee:

- (i) Noted the report;
- (ii) Agreed the revised budget and capital programme for 2022/23 which takes into account grant funding awarded since the original budget was set and slippage and reprofiling arising from the 2021/22 outturn;
- (iii) Noted the proposed budget setting process for 2023/24 and beyond, including the key dates for the Committee to consider and ultimately agree budget proposals for next year.

## **18. TRANSFORMING CITIES FUND TRANCHE 2 – GRANT FUNDING AGREEMENTS**

The Committee received a report seeking approval to allocate £3,225,660 of funds from the Transforming Cities Fund to the Nexus Metro Park and Ride Enhancements scheme, subject to successful appraisal through the North East Transport Assurance Framework.

It was confirmed that the business case is being considered and the scheme has a strong strategic case offering value for money.

If agreed, £80m of TCF funds would be committed, leaving £23.6m in the remaining devolved pot to allocate.

**RESOLVED:** The North East Joint Transport Committee;

- (i) Approved the Metro Park and Ride Enhancements scheme and released the associated £3,225,660 of funds from the TCF Devolved Pot to enable the project to commence.
- (ii) Instructed officers to prepare and sign a Grant Funding Agreement with Nexus for the delivery of the Metro Park and Ride Enhancements Scheme.

## 19. TRANSPORT PLAN PROGRESS REPORT

The Committee received an update report on progress in relation to the objectives of the North East Transport Plan. The new Metro fleet is on target to deliver the first new Metro train to the region by the end of the calendar year.

In terms of the Bus Partnership, the Enhanced Partnership Plan and Scheme were submitted to the DfT on 30 June 2022. Feedback is awaited before formal proposal and confirmation of funding.

Bus and Metro passenger numbers have recovered well but there are still a proportion of passengers missing. As the government has confirmed that not further Covid support funding will be paid after October, it is likely that further reductions will be made to bus service levels and frequencies.

It was confirmed that eight out of the ten dedicated EV chargers for the taxi and private hire industry under the Go Ultra Low taxi project, are now live. It is expected that the final two chargers will go live over the summer.

A decision by government over whether to proceed with the A1 Morpeth to Ellingham dualling scheme has been delayed until December 2022. The Committee supported a swift conclusion to this as a priority for the area.

**RESOLVED:** The Committee noted the contents of the report.

## 20. NORTH EAST 'MAKING THE RIGHT TRAVEL CHOICE' STRATEGY – AGREEMENT TO CONSULT

The Committee considered a report seeking agreement to progress to consultation on 'Making the Right Travel Choice' Strategy.

The strategy aims to encourage car users to switch one journey per week to public transport, walking or cycling. This could result in 200 million additional trips per year being made by sustainable transport, thus improving the environment and the health of local people.

It was noted that 1 in 4 adults in the region are classified as physically inactive, this could be improved through sustainable travel. The strategy will also reduce

the number of cars on the roads and the level of emissions. It was estimated that over 90 million car trips are under one mile, therefore this provides an opportunity for those journeys to be switched to sustainable travel.

The strategy focuses on behaviour change and through research findings, eight personas have been developed to help people identify with and use them as a guide.

Subject to JTC approval, consultation will commence from 20 July 2022 until 14 September 2022. The proposed approach to the consultation is through a public engagement campaign to understand what help is needed for car users to switch one journey a week, and a stakeholder consultation on the draft strategy itself. The findings from the consultation will help develop the strategy and help understand which areas to focus on. The findings will be reported to JTC in October.

The Committee agreed this was a realistic approach to encourage increased use of sustainable travel and suggested incentivising people may be beneficial.

**RESOLVED:** The North East Joint Transport Committee:

- (i) Granted approval to proceed with the public engagement campaign;
- (ii) Agreed to undertake consultation on the draft Making the Right Travel Choice Strategy with stakeholders.

## **21. DELEGATIONS TO THE PROPER OFFICER FOR TRANSPORT**

The Committee received a report seeking delegation to the Proper Officer for Transport for the creation of new posts below the level of Deputy Chief Officer to carry out its transport function.

**RESOLVED:** The North East Joint Transport Committee agreed to the following delegation to the Proper Officer for Transport:

*The creation of posts below the level of Deputy Chief Officer to carry out its transport function, subject to the availability of budget provision.*

## **22. DATE AND TIME OF THE NEXT MEETING**

The next meeting of the Joint Transport Committee will be held on 13 September 2022 at 2.30pm, venue to be confirmed.

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## **NORTH EAST JOINT TRANSPORT COMMITTEE**

### **DRAFT NOTES FOR APPROVAL**

**DATE:** 18 OCTOBER 2022

Meeting held: Bridges Room, Gateshead Civic Centre

#### **COMMITTEE MEMBERS PRESENT:**

Councillor: M Gannon (Chair)

Councillors: E Gibson, N Kemp, and E Scott

#### **IN ATTENDANCE:**

Statutory Officers: M Barker (Monitoring Officer – Transport)  
P Darby (Chief Finance Officer)  
T Hughes (Managing Director, Transport North East)  
S Ramsey (Lead Chief Executive – Transport)

Officers: J Bailes, J Fenwick, R Forsyth-Ward, M Jackson, H Jones,  
L Keating, C Mordue, S McNaughton, G Mansbridge, E Reynard  
and J Sparkes.

### **23. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor Carl Johnson, Councillor Graeme Miller and Councillor Glen Sanderson.

The Monitoring Officer advised that the meeting was inquorate. The Chair and Committee agreed to continue with the meeting and discuss the items on the agenda, noting that no decisions could be made by the Committee today. Any items which required a decision would be presented at the next scheduled meeting on 15 November 2022. If required, an extraordinary meeting of the Committee would be arranged.

### **24. DECLARATIONS OF INTEREST**

There were no declarations of interest.

## **25. MINUTES OF THE PREVIOUS MEETING HELD ON 12 JULY 2022**

The minutes could not be agreed and would be considered at the next quorate meeting of the Committee.

## **26. TRANSPORT PLAN PROGRESS REPORT**

The Committee considered a report which provided an update on progress made across a number of Delivery Plan categories in implementing the objectives of the North East Transport Plan and achieving the vision of 'moving to a green, healthy, dynamic and thriving north east.'

Work continues to plan on the new Metro fleet with the first train on target to be delivered to the North East by the end of the year. The 12 week line closure between Pelaw and South Shields to facilitate the Metro Flow project commenced on 12 September 2022.

Public transport played a crucial part in achieving a successful Great North Run in September, with both Metro and the Shields Ferry transporting large numbers of runners and spectators between the start and finish and home at the end of the event.

A pilot scheme has been launched offering young people (18 to 25) who have recently left local authority care in Newcastle and Gateshead free travel on local bus and Metro services across the region.

The Government's Growth Plan, published on 23 September 2022, states that Government will act to accelerate a list of infrastructure projects, including a number of transport schemes in this region.

The Committee was advised that since the publication of the report, Go North East have announced a fare increase which will take effect on 23 October 2022. In addition, industrial action has taken place by Stagecoach drivers in Sunderland and there is also industrial action planned by Arriva drivers in the north of the region next week.

Councillor Gibson asked for clarification on the Go North East fare rise and was advised that it ranged from 40p – 80p depending on the fare. Councillor Gibson commented that this was a substantial amount in the current climate and would have a big impact on those travelling by bus.

Councillor Gibson welcomed the pilot scheme for young people.

## **27. NORTH EAST BUS PARTNERSHIP**

The Committee were provided with an update on the North East Bus Partnership. Following the publication of the Bus Service Improvement Plan in October 2021 and the indicative funding award from Government of £163.5m in April 2022, the statutory process of establishing an Enhanced Partnership continues.

As part of the process drafts of the EP Plan (which capture the intent and ambition of the BSIP) and of the EP Scheme (which sets out the actions of the EP) must be presented to bus operators so that they have an opportunity to object if they do not agree with what is proposed.

Following this objection period, a period of statutory consultation will commence. The EP Scheme is at an advanced stage of drafting but continues to be work in progress.

Confirmation of the funding allocation is still awaited from Government.

The Chair advised that the report would be presented again at the next meeting of the Joint Transport Committee when the recommendations could be discussed and agreed, subject to the meeting being quorate.

## **28. TRANSPORT BUDGET 2023/2024**

The Committee received an update on the process and timetable for the approval of the levies and other budgets relating to the Joint Transport Committee. The report set out the context and initial strategy for the development of proposals for these budgets in 2023/24 and into future years.

The budget proposals will be further developed and consulted upon in the coming months, and decisions on the levies and other aspects of the Transport Budget will be taken by the JTC on 17 January 2023.

Proposals for the Durham and Northumberland levies will be driven by the Transport budgets for those authorities which are being prepared in tandem. The Tyne and Wear levy is largely determined by the grant required by Nexus, with £2.1m currently retained to fund costs relating to the former Tyne and Wear Integrated Transport Authority and contributions to the work of Transport North East (TNE). It is recommended that this retained levy amount is kept at the same level for 2023/24.

The current recommendation is for the top slice of the Local Transport Plan (LTP) Integrated Transport Block grant funding towards the TNE team to be maintained at the current level of £0.500m (equal shares equating to £0.063m per authority).

Based on the initial estimates, indications are that it will be necessary to increase the Tyne and Wear Transport Levy in both 2023/24 and 2024/25, as reported during the 2022/23 budget setting process. Initial forecasts suggest an increase to the levy of 4% (£2.6m) in 2023/24 and 3.75% (£.5m) in 2024/25 will be necessary.

Nexus is experiencing significant inflationary budget pressures, particularly in relation to high voltage power, and the position relative to the Medium Term Financial Plan (MTFP) presented to the JTC in January 2022, the position for 2023/24 and beyond has worsened significantly.

In order to set a break-even budget on the Tyne Tunnels, an increase will be required to the tolls for Class 2 and Class 3 vehicles early in the 2023 calendar year. A report will be presented to the Tyne and Wear Sub Committee for consideration and decision at their meeting on 3 November.

Members of the JTC will be aware that increases in the shadow tolls, which are used to determine the contract payments to the concessionaire (TT2), are driven by inflation. Unless the actual tolls keep pace with these increases the Tyne Tunnels account will not be balanced and income generated will fall short of the expenditure incurred in servicing the debt charges and meeting the contractual obligations to TT2.

A detailed report outlining Transport Budget proposals for 2023/24 will be presented to the JTC in November.

## **29. NORTH EAST ACTIVE TRAVEL STRATEGY UPDATE**

The Committee were updated regarding work to develop a North East Active Travel Strategy, a key commitment in the North East Transport Plan.

The Active Travel strategy will set out how the region will enable people to walk, cycle or wheel short journeys they'd usually make by car, such as those under two miles, and support those already travelling actively. This change will boost the physical and mental wellbeing of our residents and enhance our environment and economy.

The draft strategy will be considered at the next meeting of the Joint Transport Committee in November for approval to progress to a public consultation. The strategy will be updated following the consultation and approval to publish will be sought from the Committee in March 2023.

## **30. DATE OF NEXT MEETING**

The next meeting will take place on Tuesday 15 November at 2.30pm in the Whickham Room, Gateshead Civic Centre.

## North East Joint Transport Committee

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**Date:** 15 November 2022  
**Subject:** North East Enhanced Partnership  
**Report of:** Managing Director, Transport North East

### Executive Summary

Following the publication of our Bus Service Improvement Plan (BSIP) in October 2021, and the indicative funding award of £163.5 million in April 2022, our region continues on its journey towards the establishment of an Enhanced Partnership (EP).

As part of the statutory process of establishing an EP, drafts of the EP Plan (which capture the intent and ambition of the BSIP) and of the EP Scheme (which sets out the actions of the EP) must be presented to bus operators so that they have an opportunity to object if they do not agree with what is proposed. Following this objection period, a period of statutory consultation will commence.

This report recommends that JTC notes and provides feedback on the attached advanced draft, and delegates authority to officers to make any further required changes to the EP Plan and Scheme so that both documents can be finalised in a timely manner so that consultation can proceed.

Following consultation a finalised version of both the EP Plan and Scheme will be presented to the JTC for final review and approval, planned for January 2023.

### Recommendations

The North East Joint Transport Committee is recommended to:

- (i) agree the draft EP Plan and Scheme which will be presented to bus operators for the Objection Period and for Statutory Consultation;
- (ii) agree delegated authority for the Managing Director, Transport North East following consultation with the chair of the JTC and the Monitoring Officer to make amendments to the plan and scheme following the operator objection period and prior to the statutory consultation.

## 1. Background Information

- 1.1 The National Bus Strategy published by the Department for Transport (DfT) on 15 March 2021 set out the opportunity to deliver better bus services for passengers, through reform of how services are planned and delivered. The Bus Service Improvement Plan (BSIP) is our region's response to this strategy.
- 1.2 The North East's BSIP has been indicatively awarded £163.5 million through the government's competitive funding pot to improve bus services. We are awaiting final settlement of this funding, assuming full award, we will begin to deliver schemes targeting our BSIP Key Performance Indicators (KPIs) to improve bus patronage, modal share, performance and customer satisfaction.
- 1.3 Fortuitously, the national strategy aligns with our region's published Transport Plan aspirations. A successful BSIP will help us to deliver its objectives and is a required step to forming an Enhanced Partnership between JTC and bus operators.
- 1.4 The Partnership will build on existing close collaboration between local authorities and bus operators. Once the EP goes live customers will begin to experience the following far reaching benefits on the bus network:
- New ticketing products, set out in the table, which will enable cheaper, simpler, multi-operator and multi-operator fares, something we know is a top priority for users and will attract more passengers to the network.

Product	Price
Under 22 single	£1
Under 22 regionwide day ticket (multi-modal)	£3
County Durham (multi-operator)	£4
Northumberland (multi-operator)	£5
Tyne & Wear (multi-modal)	£6
Two-Zone (multi-modal)	£6.50
Regionwide (multi-modal)	£6.80

- Many new services and improved services, delivering new routes to connect communities and improving frequencies and operating hours for existing services.
- Speed up buses and make them more reliable through Bus Priority Infrastructure and Intelligent Transport Systems Investments, allowing users to rely on buses and attracting more people to use their local services. These will be along the major bus corridors stated in Schedule 2 of the EP scheme.
- Introduce a major Park and Ride site in the region, to offer a sustainable transport option into urban centres, combating air pollution and congestion and stimulating growth in our centres.
- Investment focused on connectivity in rural areas such as 'on demand' 'Demand Responsive Transport' and small, rural focused 'Pocket Park and Ride' sites.

- Updating outdated bus stops and stations in the region to correct safety or accessibility issues that may be barriers to travel.
- Ensuring services run as a cohesive network, including branding and enhanced passenger information. This will be in the form of a new website and app as well as additional staffing and offline information.
- A Code of Conduct and Bus Passenger Charter will also be agreed, ensuring that bus users and bus operators work together ahead of any network changes and passengers can come to expect consistent standards throughout the network.

### **The EP Plan and Schemes process**

- 1.5 The DfT is currently reviewing the draft formal documentation that we have developed and that outlines how the BSIP will be delivered and makes an EP. This comprises:
- an EP Plan: the high-level vision and objectives for bus services in the local area; and
  - one or more EP Scheme(s): which set out greater detail of how the visions and objectives of the BSIP will be achieved, including any commitments made by the local authorities or standards to be met by bus operators. We will only be producing one scheme which covers the whole EP area, the legislation allows to have multiple schemes which only apply to more specific geographical areas, i.e. one bus corridor.
- 1.6 Transport North East (TNE) has been working with the DfT to finalise the draft EP Plan and Scheme that were submitted at the end of June 2022. At the time of writing there are still some elements of the EP Scheme that are to be agreed with DfT to allow for funding to be confirmed and for the statutory process to start. The drafting of these points has yet to be reviewed fully by partners. Once all partners are satisfied with the proposed document the consultation process can begin. During the “operator objection” period, operators of qualifying services within the EP area can submit any objections they may have to the content of the Plan and Scheme. Following this “operator objection” period, if no objections are received or upheld, Statutory Consultation may then take place.
- 1.7 Provisional milestones:
- 16 November 2022 – 13 December 2022: Operator objection period
  - 16 December 2022 – 27 January 2023: Statutory consultation period
  - 21 February 2023: Meeting of the North East Joint Transport Committee to approve the Enhanced Partnership
  - 28 February 2023: Commencement of the EP
- 1.8 In the event that an objection is received from an operator, which meets the criteria to be a valid objection, the JTC will need to discuss the contentious measures in the plan and / or scheme with the operators to resolve them by either amending

them or removing them. Once the revisions have been made to the Plan and / or Scheme it will be necessary to rerun the objection period.

- 1.9 There are two criteria under which objections could cause the need for changes to the EP Scheme or Plan:

Criterion One

The combined registered distance of all the qualifying local services operated by objectors is at least 25% of the total registered distance of all local bus services operated by all bus operators in the relevant EP area, And

- (i) where there are four or more operators in the relevant EP area, at least three are objectors; Or
- (ii) where there are less than four operators in the relevant EP area, all are objectors.

Criterion two

At least 50% of the total number of operators of qualifying local services within the relevant plan or scheme area have objected and the combined registered distance of the qualifying local services operated by the objectors in the relevant area is at least 4% of the registered distance of all local bus services operated by all bus operators in that area.

- 1.10 Our region's EP Plan replicates our BSIP, confirming the shared aspiration of JTC, bus operators and partners to deliver the extensive improvements to our bus network outlined in that document.
- 1.11 The EP Scheme, in its current form, contains initiatives and actions to be delivered early in the currency of the EP, commitments to develop other interventions where details are still being finalised and includes commitments made by LA7 members, Nexus and bus operators. These commitments to develop will be updated in the EP scheme through the use of the variation mechanism, this is set out in Section 8.6 of the EP scheme and follows a process where both affected operators and local authorities agree the variation before it is formally agreed by the JTC.
- 1.12 Governance  
Currently, meetings between JTC, bus operators and other partners involved in the delivery of bus services are informal in status.
- 1.13 The BSIP, and therefore the EP Plan and Scheme, set out an intention for a governance structure to be introduced to oversee the operation of the EP and the delivery of the commitments made by the partners in order to achieve the shared objectives. The making of an EP Scheme provides an opportunity to introduce this governance.
- 1.14 The EP Scheme refers to an Enhanced Partnership Board and Local Bus Boards, the full terms and membership of which have yet to be finalised. However, it is important to note that changes to the EP Plan and Scheme, along with the allocation and expenditure of BSIP funding, will be decisions which can only be made by JTC. Therefore the role of the Enhanced Partnership Board and Local Bus Boards will be advisory and they will make recommendations based on the shared

objectives and operational needs of the Partnership, which TNE officers will report to the JTC, or in some cases relevant highways authorities, for decision

## **2. Proposals**

2.1 This report proposes that:

JTC approves the content of the draft EP Plan and Scheme (Annex A and B of this report) for inclusion in an operator objection and statutory consultation process;

Subject to relevant consultation, the Managing Director, Transport North East is given delegated authority to make amendments to the EP Plan or Scheme following the operator objection period and ahead of consultation if this becomes necessary;

## **3. Reasons for the Proposals**

3.1 Without an EP Plan and Scheme, an EP cannot exist under the Bus Services Act 2017. Our BSIP funding is also conditional on an EP being put in place and the need to take the EP Plan and Scheme through an operator objection period and statutory consultation have been outlined earlier in this paper.

3.2 Not delivering an EP would substantially limit our ability to fund and deliver improvements to the bus service needed in the region. We know these investments are hugely important to all communities and a failure to deliver an EP, and therefore BSIP, will be a missed opportunity in terms of the economic, health, social and environmental benefits they will bring.

3.3 The proposal that, the Managing Director, Transport North East is given delegated authority to make amendments to the EP Plan or Scheme will enable requests by the Department for Transport to be reflected. This could become necessary following the operator objection period and ahead of consultation.

## **4. Alternative Options Available**

4.1 The proposals recommended in this report are considered to be the most efficient and effective way to take forward the North East's BSIP. All relevant stakeholders have been involved in the preparation of the draft EP Plan and Scheme and no clear and significant alternative proposals have been put forward for consideration by the JTC.

## **5. Next Steps and Timetable for Implementation**

5.1 Subject to approval, the EP Plan and Scheme will be distributed to operators on 16 November and will then go to statutory consultation on 16 December. Ongoing work will be undertaken in the development of the EP Scheme.

## **6. Potential Impact on Objectives**

6.1 A successful EP will help us to deliver the objectives of the North East Transport Plan. In particular, the EP will support a green recovery through the provision of an attractive form of sustainable transport.

## **7. Financial and Other Resources Implications**

- 7.1 Failure to deliver an EP Plan and Scheme(s) will prevent the North East from accessing any new government funding for buses (both capital and revenue support). Additional government funding streams could also be affected, such as the Bus Service Operators Grant (BSOG), which will only be available for services operated or measures taken under an EP. Failing to deliver an EP has the potential to affect future, wider funding allocations for transport in the North East from the government, as they will take into account LTAs' performance with respect to the policies set out in the National Bus Strategy.
- 7.2 In its first iteration, the Scheme is assumed to be without additional cost to JTC as costs will be met from our eventual BSIP funding award, as well as underspending against that grant funding provided in the current year to establish the BSIP and EP which will be carried over in an earmarked reserve at year end. It is assumed that development work, for example that being undertaken associated with a logo to represent the new network and for website development can be met with Bus Capability Grant funding provided by the DfT for the development of the EP; and with BSIP funding once this becomes available.
- 7.3 All actions within the EP Scheme will be funded through our BSIP award, or are costs already met by Nexus, Durham County Council and Northumberland County Council. It should be noted that the EP Scheme contains a measure requiring Nexus, Durham County Council and Northumberland County Council to maintain their secured service and concessionary travel budgets at the actual spend of FY2022/23 (excluding LTF funds) for the duration of the EP.
- 7.4 As our funding award is currently indicative, in the event that this funding will not be forthcoming, to the extent that costs cannot be met from available TNE budgets, local authorities would be requested to act as funder of last resort. If required, this would be subject to a separate future report to the JTC. It should be noted that section 6.3 of the EP Scheme states that the facilities and measures are subject to funding being available and allows for these facilities and measures to be removed from the Scheme using the variation mechanism set out in section 8.6 of the EP Scheme.

## **8. Legal Implications**

- 8.1 The EP follows a statutory framework requiring legal notices and formal agreements. The EP will become legally binding upon the LTA, LAs and Bus Operators. Specialist legal advice has been sought in support of the development of the EPs, particularly, in relation to subsidy control and competition law matters.

## **9. Key Risks**

- 9.1 Failure to comply with the requirements of the National Bus Strategy would likely prompt the withdrawal of our indicative BSIP funding award. This would represent a

wasted opportunity for the region and lead to uncertainty around the prospects for the bus network without investment into reform.

- 9.2 We will continue to work with central government to ensure that a change of priorities will not jeopardise the delivery of our EP scheme. Communication is ongoing to address any issues and ensure that the full funding allocation can be delivered.
- 9.3 It has been indicated previously that the provision of future central government funds for transport will be dependent on the ambition and delivery of our EP. This is likely to apply to all future funding bids such as investments in our region's roads. It has also been directly stipulated that bus operators in areas without an EP or franchising agreement will not be eligible for the Bus Service Operators Grant once it has been reformed. This grant allows operators to recover some of the cost of their fuel and the removal of this fund would threaten the viability of many of the region's secured and commercial services.
- 9.4 We have previously had to adapt to changing timescales by the DfT, for this stage of the process this could mean a deadline for making our EP is put in place, or feedback is not received to our expected timeframe. Our Bus Team has been equipped with additional resource to respond to this and ensure any changes to our EP Plan and Scheme can be made at short notice. We will make a further request to JTC if these requests from DfT are material to the EP.
- 9.5 If we are to receive any operator objections that require the objection period to be repeated, without delegated authority to repeat these steps this process would need to go back to the JTC. Given the tight time scales associated with this project, this would cause significant delays and likely prevent the EP from being delivered to timescale.
- 9.6 The interventions which are set out in the EP Scheme have been drafted to mitigate the risk of leaving authorities with long term commitments without central government financial support. There is also the option to remove interventions from the EP Scheme if funding is not available or it is found to be undeliverable

## **10. Equality and Diversity**

- 10.1 While everyone will benefit from the increased availability of cheaper, reliable and more attractive bus services we know that this will have a larger impact on certain groups. From our stakeholder groups we have heard directly about the impact bus services have on users who are less likely to have access to private vehicles, such as those with certain disabilities, those with lower incomes and young people. In our own independent research older residents, those not in education, employment or training and black and minority ethnic residents were all more than twice as likely to be frequent bus users, when compared to the North East population as a whole. BSIP initiatives such as cheaper fares with more reliable and frequent services will give greater freedom to many people to access jobs, education healthcare and social support.

## **11. Crime and Disorder**

11.1 There are no specific crime and disorder implications arising from this report.

## **12. Consultation/Engagement**

12.1 The process for developing and implementing an EP necessitates statutory consultation with bus operators and a number of groups identified as key stakeholders. These stakeholders will be contacted directly and include neighbouring authorities, police forces, traffic commissioners and transport organisations, such as Bus Users UK and Transport Focus.

12.2 In the production of the BSIP, detailed consultation was undertaken with partners, stakeholders and the public, as reported to JTC on 21 September 2021. Close collaboration has also been ongoing with partners in the development of the EP Plan and Scheme. In addition, LA7 officers have been briefed on the content of this report and LA7 and Nexus lawyers have reviewed draft versions of the EP Plan and Scheme and offered comments on drafting.

## **13. Other Impact of the Proposals**

13.1 None

## **14. Appendices**

14.1 Draft Enhanced Partnership Plan – Appendix 1  
Draft Enhanced Partnership Scheme – Appendix 2

## **15. Background Papers**

15.1 North East Bus Service Improvement Plan: [TNE-BSIP\\_FINAL.pdf \(transportnortheast.gov.uk\)](#)

Bus Back Better – The National Bus Strategy: [Bus Back Better \(publishing.service.gov.uk\)](#)

The Bus Services Act 2017 – Enhanced Partnerships Guidance: [The bus services act 2017: enhanced partnerships \(publishing.service.gov.uk\)](#)

JTC Report – Vision for Buses (item 9): [\(Public Pack\) Agenda Document for North East Joint Transport Committee, 13/07/2021 14:30 \(northeastca.gov.uk\)](#)

JTC Report – Bus Partnerships (items 9 and 10): [\(Public Pack\) Agenda Document for North East Joint Transport Committee, 15/06/2021 14:30 \(northeastca.gov.uk\)](#)

Bus Service Improvement Plan outline resourcing form (the content of this document is exempt from publication pursuant to paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972)

## **16. Contact Officers**

16.1 Philip Meikle, Transport Strategy Director

E-mail: [philip.meikle@transportnortheast.gov.uk](mailto:philip.meikle@transportnortheast.gov.uk)

Heather Jones, Head of Enhanced Partnerships

E-mail: [heather.jones@transportnortheast.gov.uk](mailto:heather.jones@transportnortheast.gov.uk)

## **17. Sign off**

- The Proper Officer for Transport:
- Head of Paid Service:
- Monitoring Officer:
- Chief Finance Officer:

## **18. Glossary**

BSIP – Bus Service Improvement Plan

EP – Enhanced Partnership

JTC – Joint Transport Committee

NBS – National Bus Strategy

LTA – Local Transport Authority

LA – Local Authority

DfT – Department for Transport

BSOG – Bus Service Operators Grant

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**TRANSPORT NORTH EAST**  
**ENHANCED PARTNERSHIP PLAN**

**THE NORTH EAST JOINT TRANSPORT COMMITTEE ENHANCED PARTNERSHIP PLAN FOR BUSES IS MADE IN ACCORDANCE WITH SECTION 138G(1) OF THE TRANSPORT ACT 2000 BY:**

**The Durham, Gateshead, South Tyneside and Sunderland Combined Authority** known as the North East Combined Authority ("**NECA**") (comprising of the local authority areas of Durham County Council, Gateshead Council, South Tyneside Council and Sunderland City Council).

**The Newcastle Upon Tyne, North Tyneside and Northumberland Combined Authority** known as the North of Tyne Combined Authority ("**NTCA**") (comprising of the local authority areas of Newcastle City Council, North Tyneside Council and Northumberland County Council).

**Tyne & Wear Passenger Transport Executive ("**Nexus**")** of Nexus House, 33 St James' Boulevard, Newcastle upon Tyne, NE1 4AX;

**The County Council of Durham** of County Hall, Aykley Heads, Durham, DH1 5UZ (**Durham**);

**The Borough Council of Gateshead**, Civic Centre, Regent Street, Gateshead, NE8 1HH (**Gateshead**);

**Newcastle City Council**, Newcastle Civic Centre, Barras Bridge, Haymarket, Newcastle upon Tyne, NE1 8QH (**Newcastle**);

**The Council of the Borough of North Tyneside**, The Quadrant, The Silverlink North, Cobalt Business Park, North Tyneside, NE27 0BY (**North Tyneside**);

**Northumberland County Council**, County Hall, Morpeth, NE61 2EF (**Northumberland**);

**The Council of the Borough of South Tyneside**, Town Hall & Civic Offices, Westoe Road, South Shields, NE33, 2RL (**South Tyneside**); and

**The Council of the City of Sunderland**, City Hall, Plater Way, Sunderland, SR1 3AA (**Sunderland**).

## **1. INTRODUCTION**

- 1.1. Over 154 million journeys a year were made by bus in the North East before the Covid pandemic. Buses provided essential services during the pandemic, and bus ridership is making a rapid recovery as restrictions are lifted. The North East Joint Transport Committee (the "**NEJTC**") want the bus network to play an even greater role in bringing healthy and fair economic growth across the region and play an important role in tackling the climate emergency in the region
- 1.2. Buses are essential to delivering the vision set out in the North East Transport Plan 2021-2035 (the "**Transport Plan**"): a green, healthy, dynamic and thriving North East. Increasing the share of travel by bus will support the Strategic Economic Plan for a growing and decarbonised economy. Buses are uniquely well placed to give access to work and training opportunities for everyone, and they can help with the health of our region too through lower carbon emissions and they are easy to integrate with walking, cycling or other active travel for part of the journey as well as being part of a wider public transport network incorporating the Tyne and Wear Metro and the Shields Ferry.
- 1.3. The below table gives an overview of the key objectives of the Bus Service Improvement Plan (the "**BSIP**") and how, subject to adequate funding, it will work together with the EP Plan and EP Scheme to deliver better bus services for local people and wider local transport plan objectives.

<i><b>BSIP Objectives</b></i>	<i><b>EP Approach</b></i>
1. Repair the damage caused by Covid-19 to bus ridership numbers	<ul style="list-style-type: none"> <li>• Maintain and promote good standards of hygiene and cleanliness across bus fleets and public transport infrastructure.</li> <li>• Ensure that sufficient funding is available to maintain the current network and secure ‘socially necessary’ services once the Bus Recovery Grant ceases.</li> </ul>
2. Grow bus patronage	<ul style="list-style-type: none"> <li>• Improve facilities and information provision onboard buses, in stations and at stops, and online.</li> <li>• Develop and introduce a new, regionwide logo for public transport complementary to existing operator brands.</li> <li>• Introduce more attractive and relevant ticketing options.</li> <li>• Expand and improve routes and services within the network, including new demand responsive services, as well as better connections beyond our boundaries.</li> </ul>
3. Grow bus modal share	<ul style="list-style-type: none"> <li>• Expand and improve routes and services within the network as well as better connections beyond our boundaries.</li> <li>• Introduce more attractive and relevant ticketing options.</li> <li>• Commit to and consult on infrastructure improvements which prioritise and promote the bus network as part of a multi-modal public transport network.</li> <li>• Develop and implement marketing campaigns to provide the bus network with increased public exposure.</li> </ul>
4. Increase customer satisfaction amongst users of the bus network	<ul style="list-style-type: none"> <li>• Improve facilities and information provision onboard buses, in stations, at stops and online.</li> <li>• Introduce more attractive and relevant ticketing options.</li> <li>• Expand and improve routes and services within the network as well as better connections beyond our boundaries.</li> <li>• Ensure staff have adequate training to assist with journey planning and maintain high standard, as well as creating new roles in order to facilitate the rollout of improvements.</li> <li>• Develop and implement a Bus Passenger Charter and network change processes with a view to establishing community engagement, accountability, and review at the heart of all improvements.</li> </ul>
5. Make buses faster, more punctual and more reliable	<ul style="list-style-type: none"> <li>• Expand and improve routes and services within the network as well as better connections beyond our boundaries.</li> <li>• Commit to and consult on infrastructure improvements which prioritise and promote the bus network.</li> <li>• Commit to targeted infrastructure interventions on particularly salient corridors/pinch points.</li> </ul>
6. Make buses greener	<ul style="list-style-type: none"> <li>• Develop and implement changes to vehicles and supporting infrastructure pursuant to the regions green vision.</li> </ul>

1.4. This document fulfils the statutory requirements set out by the Bus Services Act 2017 of an Enhanced Partnership (EP) Plan. Initially, this will facilitate the introduction of a single EP Scheme covering the whole area covered by this EP Plan. Over the Plan period, other potential EP Schemes may be proposed by the JTC, Transport North East (“TNE”) on behalf of the NEJTC, constituent authorities, Nexus or bus operators. The EP Scheme will place binding commitments on partner organisations to provide enhancements and ensure on-going provision of high-quality bus services.

1.5. The EP Plan initially covers a three (3) year period from **[date to be inserted]** The EP Plan will be reviewed by **[date to be inserted]** and at least annually thereafter.

1.6. Any variation to this EP Plan shall be made in accordance with section 138L Transport Act 2000.

- 1.7. If it is determined to revoke this EP Plan this shall be done in accordance with section 138O Transport Act 2000.
- 1.8. In accordance with statutory requirements for an EP Plan, this document includes:
  - 1.8.1. Details of the area covered
  - 1.8.2. Factors affecting the local bus market
  - 1.8.3. A summary of passengers' experiences of using bus services and the priorities of users and non-users for improvements
  - 1.8.4. Trends in bus journey speeds and the impact of congestion on bus services
  - 1.8.5. Objectives that are sought for bus service provision
  - 1.8.6. Interventions needed to achieve the desired outcomes

## 2. COMPETITION TEST

The making of the Enhanced Partnership has been subject to the Competition Test set out in Part 1 of Schedule 10 of the Transport Act 2000. The assessment, undertaken by NECA and NTCA, concludes that the scheme does not have and is not likely to have a significantly adverse effect on competition and any effects on competition are proportionate to the achievement of those purposes.

## 3. AREA COVERED BY THE ENHANCED PARTNERSHIP PLAN

- 3.1. North East England is a diverse region encompassing large and densely-populated conurbations, a surrounding geography of commuter towns and semi-urban villages and a much larger hinterland of former mining villages and beyond them sparsely populated rural and coastal communities.
- 3.2. As such, this EP Plan covers seven local authority areas in the North East, consisting of two combined authorities:
  - 3.2.1. The NECA (comprising of the local authority areas of Durham County Council, Gateshead Council, South Tyneside Council and Sunderland City Council).
  - 3.2.2. The NTCA (comprising of the local authority areas of Newcastle City Council, North Tyneside Council and Northumberland County Council).
- 3.3. These Combined Authorities are Local Transport Authorities in their own right. They discharge their transport functions jointly through the NEJTC, which is a statutory body responsible for transport policy and delivery across the region.
- 3.4. TNE is the name of the officer group that supports the NEJTC in developing and delivering transport and strategy across the region.
- 3.5. "Nexus" is the trading name of the Tyne and Wear Passenger Transport Executive, responsible for delivering passenger transport in Tyne and Wear, including owning and operating the Tyne and Wear



Figure 1.1

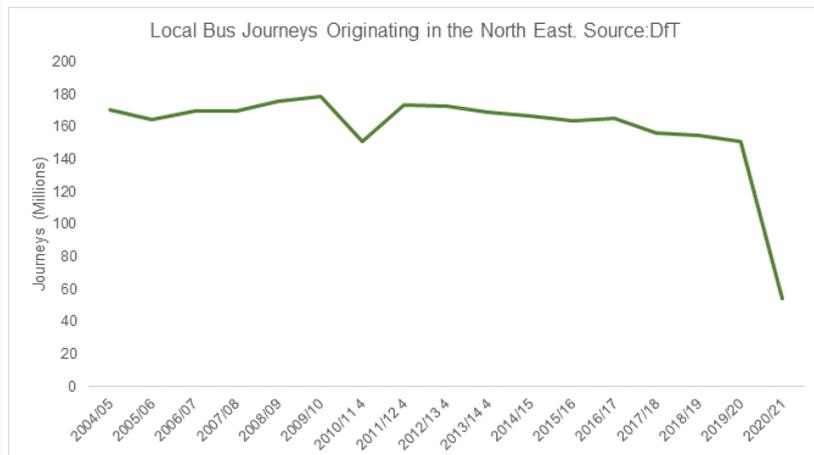
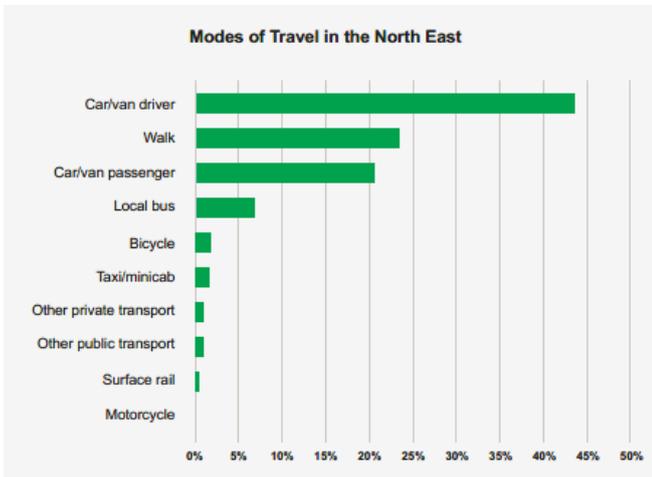
Metro and the Shields Ferry. Tyne and Wear is a largely urban sub-section of the region covering the local authority areas of Gateshead, Newcastle, North Tyneside, South Tyneside and Sunderland.

**4. A SUMMARY OF ANY AVAILABLE INFORMATION ON PASSENGERS' EXPERIENCES OF USING BUS SERVICES IN THE AREA AND THE PRIORITIES OF USERS FOR IMPROVING THEM**

- 4.1. TNE talked to the people and businesses in the North East through an informal engagement campaign called ‘the Big Bus Conversation’, to understand what people think needed to be done to encourage bus use.
- 4.2. TNE established a Stakeholder Forum for businesses, services such as health and education, advocates for equalities groups and passenger and community representatives. Stakeholders contributed by email and through attendance at four multi-media events, which were well attended, both online and in person. The most rural parish councillors welcomed the ability to participate virtually, since ‘more buses to more places’ is their primary need. The DfT presented to the Stakeholders and took part in discussion, as did "NEbus", the name of the local bus operators’ association encompassing the providers of services across the North East. The events gave insights into the planning and delivery of Demand Responsive Transport (DRT), customer service for people with extra needs and ways to support businesses and services to increase the use of bus by their staff and customers.
- 4.3. Before the pandemic, local buses accounted for 6.4% of journeys made in the North East (a measurement called “modal share”), in comparison to 64.1% by car and van. However, 49% of people told TNE that they would be open to using buses more often. This shows a strong potential for significant growth in bus use.
- 4.4. However, just over a quarter of people told TNE that they’re “not the kind of people who get the bus”, highlighting a problem with the perception of bus services. This does not match people’s experience on the ground; bus user satisfaction in our area is 91% according to Transport Focus.
- 4.5. When TNE asked about the barriers to using the bus more often, people said that bus fares are too high, they don’t trust buses to turn up on time, buses are slow and they don’t always go where people need them to. Cleanliness and maintenance are also important to people in light of the Covid-19 pandemic.

**4.6. Bus Modal Share**

4.7. The below graph shows the percentage of trips by head in the North East according to DfT data (note that this currently includes journeys in the Tees Valley). Car and van use, either as a driver or passenger, accounts for 64.1% of journeys made in the North East, in comparison to local buses which account for 6.4%. With 49% of people in our market research indicating that they would be open to using buses more often, there is a strong potential for significant growth in bus modal share from the current position.

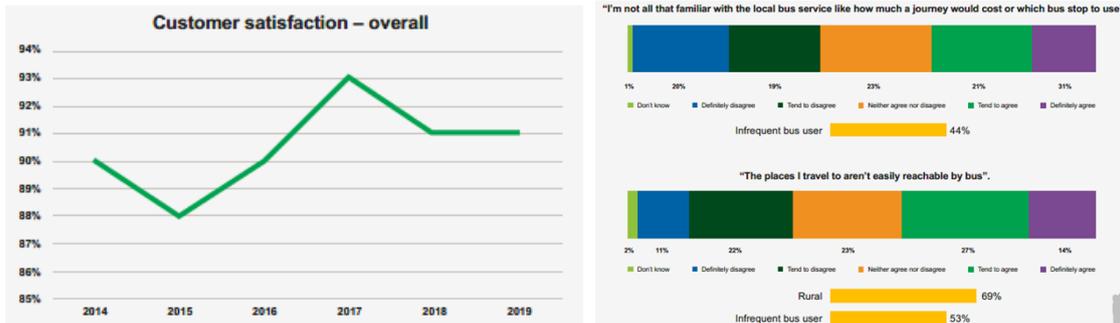


**4.8. Patronage**

- 4.9. Bus patronage has been declining for many decades although in recent years the picture has been more varied. There are a number of reasons for this, and qualitative market research data shows that a quarter of those aged 75+ feel that ‘bus times don’t fit their needs’. This is especially important as people in this age bracket are most at risk of social isolation, with many seeing the bus as a lifeline to human connection.
- 4.10. Market research showed that 75% of our Black, Asian and Minority Ethnic (BAME) communities who are car users say they would consider switching to the bus for some journeys. There is therefore a real opportunity to grow patronage in our BAME communities if barriers are removed.
- 4.11. The picture builds as TNE explored the data relating to those living in rural areas. 28% of people living in rural parts of the North East said that ‘the places [they] travel to aren’t easily reached by bus’ according to market research.

**4.12. Customer Satisfaction**

- 4.13. The below graph, based on data from Transport Focus, shows that 91% of people using bus in the North East were satisfied with their journey. While this is higher than the national figure of 89%, there is still room for improvement. 69% of respondents to market research rated local bus services as excellent or good. However, for people in rural locations only 22% were positive about local bus services, compared to 30% who shared negative responses.



- 4.14. Many people who use buses in our region do not have another means of transport available to them. In Tyne and Wear alone 89% of bus users have no car available to make the journey and therefore they need the bus to be on time, clean and have the necessary facilities they need for comfort and convenience. Improving customer satisfaction will be key to maintaining existing customers and keeping the patronage of those who make the change from car to bus.
- 4.15. Currently, 54% of the region’s bus fleet is not at the engine emission standard of Euro 6 or higher.
- 4.16. When TNE consulted the public as part of the Big Bus Conversation many people were also mindful of unnecessary carbon emissions coming from bus engines.
- 4.17. Additionally, the independent market research report provides further insight into barriers to bus use. One of the barriers identified was a lack of knowledge about service provision and fares: 34% of people who responded agreed with this, rising to 52% of those who class themselves as infrequent users.

**5. A SUMMARY OF ANY AVAILABLE DATA ON TRENDS IN BUS JOURNEY SPEEDS AND THE IMPACT OF CONGESTION ON LOCAL BUS SERVICES**

- 5.1. Services are inevitably tailored to geography, demographics and markets, with frequent services in the metropolitan and urban areas and more targeted services connecting many other key locations. “Secured services”, which are bus services that are tendered and contracted by the local authorities and Nexus, respond to social need where commercially operated services are not viable, often in rural or remote areas, places that are hard to serve as part of an existing bus route, or at the extremities of the day.

5.2. **Reliability**

5.3. Reliability was a concern for many during independent research for the Big Bus Conversation. The sentiments expressed below demonstrate just how crucial it is that buses turn up. Buses connect people to work, education, healthcare and social events – all of which are essential when it comes to living a healthy and well-balanced lifestyle, which is something we want for the people of the North East. When buses fail to arrive, it has a knock-on effect on each of these things, which undoubtedly puts people off using the bus service again.

5.3.1. “We need real-time digital information on street bus stops as not everyone has internet, and there are problems in winter with reliability.” (Big Bus Conversation)

5.4. **Punctuality At The Start Of A Journey**

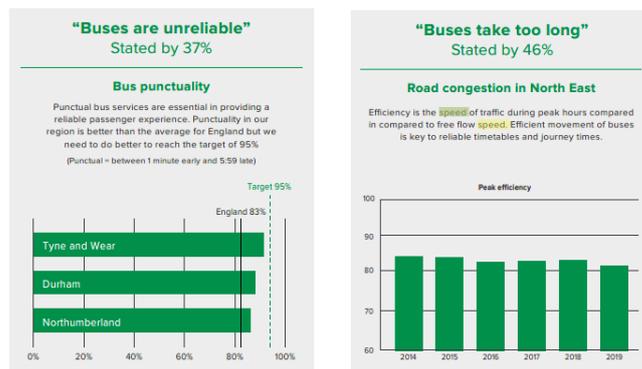
5.5. The buses in the EP Plan area have better punctuality than average for England, however they fall short of the 95% punctuality target (a bus running no more than 5 minutes late or 1 minute early on at least 95% of occasions).

5.6. Punctuality is intrinsic to efficient bus travel and the continued use by the public of the bus network.

5.7. A lot of people, especially those from low-income households without cars, rely on the bus to make connecting journeys on different modes of public transport in order to get from A to B. When the start time of a bus journey is delayed, this has the consequence of halting someone’s planned multi-modal journey, and again will most likely result in a lack of trust and confidence in the bus network. It may bring with it social and economic repercussions for the traveller, for instance if this makes them late for work or a social engagement.

5.8. **Punctuality At Timing Points**

5.9. Punctuality in the region has suffered from the rise in traffic post pandemic. In autumn 2021, a blended figure of operator data showed almost 20% of buses arriving at stops more than 5 minutes late or 1 minute early. During lockdown, performance on the least punctual routes increased to 96%, showing what can be achieved if buses have a clear run. Travelling by bus usually takes longer than travelling by car and one of the reasons for this is because of the amount of times buses are required to stop along routes. There is scope to introduce measures which reduce congestion, increase bus priority or provide more direct services, especially at peak times, to further reduce journey times and address passenger feedback such as the responses to a 2019 Nexus Insight Panel survey shown in the graphs below:



5.10. **Average Bus Speeds**

5.11. The speed of a bus journey can be an off-putting factor when making a travel choice. Bus services need to be as quick and efficient in terms of journey time as possible, to respond to feedback from the Big Bus Conversation that included:

5.11.1. “Conductors on buses needed to speed up journeys”;

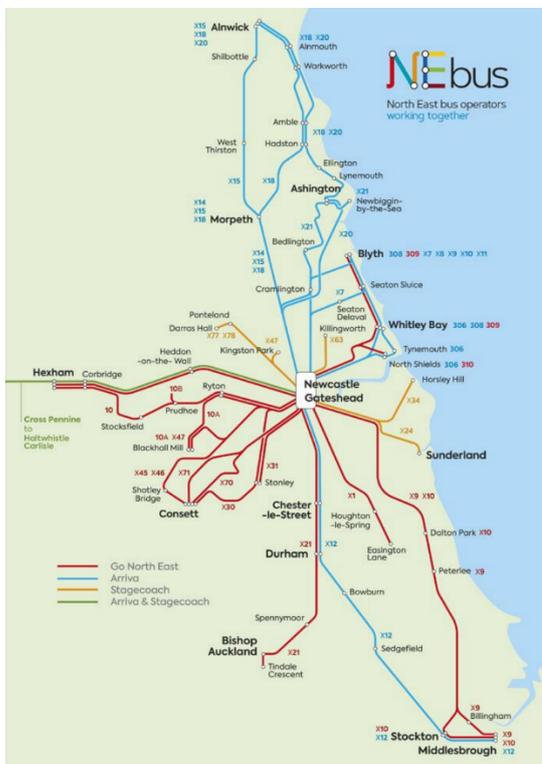
5.11.2. “An Oyster card system would speed up bus boarding”;

- 5.11.3. “More BUS ONLY lanes and traffic light priority for buses, and an end to speed humps or chicanes on bus routes”, and
  - 5.11.4. the need for “shorter journey times with better links between Durham, Washington, Sunderland and Newcastle”.
- 5.12. Others think there is work to be done to introduce more express shuttle services to key locations from small villages that have minimal stoppage along the route (Big Bus Conversation), and this is backed up by the market research carried out.

## 6. AN ANALYSIS OF CURRENT LOCAL BUS SERVICES

### 6A THE CURRENT BUS MARKET IN THE NORTH EAST

In the North East we currently have 3 large bus companies who operate the majority of services in the region: Stagecoach North East, a trading name of Busways Travel (“**Stagecoach**”), Arriva North East, a trading name of Arriva Northumbria Limited (“**Arriva**”) and Go North East Limited (“**Go North East**”). The ‘big three’ operate over 1907 buses throughout the region, below shows an approximation of the main bus routes operated by the three large operators in the region:



- Arriva tends to cover rural areas in County Durham and Northumberland, often covering longer distances and stretching into remote areas such as north Northumberland.
- Stagecoach’s services are often more urban with many shorter distance, high frequency services in Newcastle. They also operate ‘town’ services in Sunderland and expresses services between Newcastle and South Shields and Newcastle and Sunderland.
- Go North East operate within Tyne and Wear, Durham and Northumberland. Unlike Stagecoach or Arriva they operate many services in Gateshead and also have many longer distance services serving Sunderland, Washington and Consett.

It is currently estimated that 10% of the current network are services secured by local authorities, operated by a mixture of the large operators and small operators. Smaller operators make up a vital section of the bus market in the North East with many providing a number of services with companies such as Stanley Travel employing 83 people with 70 vehicles.

Smaller operators tend to offer a mix of some commercial services, secured services as well as private hire services such as coach hire, taxi services and novelty vehicle hire. There is some regional variation in the make up of the commercial and secured network with all commercial services in Northumberland operated by Arriva and Go North East, where as there are many commercial services operated by small operators in Durham.

## 6.1. CUSTOMER EXPERIENCE

### 6.1.1. Real Time Passenger Information (RTPI)

- 6.1.1.1. RTPI systems at stops and stations are limited throughout the North East and where they do exist, they can be unreliable and function poorly. The information that is available is not always real-time, as the systems work from scheduled data where they cannot match a vehicle to a trip. This means in many cases, the information provided to customers is incorrect.

### 6.1.2. Information Off-Bus

- 6.1.2.1. In the North East, each of the large operators, some smaller operators, Nexus and the Local Authorities have their own websites and digital platforms which present pre-journey information relevant to their organisation in differing styles and to varying degrees of timelines. Interactive network maps are available through some Local Authorities and Nexus which have the scope to be expanded to be regionwide. In addition, third-party apps can be used to display transport options between any two locations, usually with live timing.
- 6.1.2.2. Printed timetables are currently provided at all stops in Tyne and Wear and selected stops in Durham and Northumberland. Leaflets are available in a limited number of places.
- 6.1.2.3. The Urban Traffic Management Control ("UTMC") centres currently monitor traffic flow without specific attention to bus, meaning that messaging about disruption on the road network is at a general level to inform motorists and not, necessarily, made relevant to bus users. The Transforming Cities Fund (TCF) is carrying out an intervention to provide smart signals on key corridors throughout the region, an additional element of work is looking at how these smart signals can communicate with RTPI information from buses to allow for signal priority to any late running service. This intervention is still underway at the time of writing.
- 6.1.2.4. Some bus operators also use their social media channels to notify customers of delays and changes in real-time

### 6.1.3. Network Branding

- 6.1.3.1. The North East has multi-operator individual branding, along with that of Nexus, Traveline and Network One. Network One is the trading name of Network Ticketing Ltd, a limited company which provides a range of multi-modal and multi-operator tickets in respect of travel on bus, Metro, the Sunderland to Blaydon rail line and the Shields Ferry in the North East. The existing branding is strong on an operator basis and there is extensive route-specific branding along key corridors. Modal branding in Tyne and Wear is very strong, with consistent information across geographical locations in Tyne and Wear. However, from a customer perspective, the complex range of brands, different fare offers and complex timetables have significant limitations and are not tied together through a unified transport logo.

### 6.1.4. Information At Bus Stops

- 6.1.4.1. The quality of information provision at bus stops varies widely throughout the region. All stops in Tyne and Wear have impartial, customised printed timetables whereas this is not the case in Durham or Northumberland.

6.1.4.2. A limited few have real-time information and some stops across the region lack any kind of passenger information. Shelter provision is discussed in detail in the Highways and Infrastructure section (see subsection 10.6.7). Real-time information displays are currently installed at close to 420 stops out of approximately 13,100 across the region (just over 3%), and where it is present, it can be unreliable and functions poorly. In addition QR codes are provided at all bus stops in Tyne and Wear allowing access to real time information by customers with a smartphone or similar device.

#### **6.1.5. Customer Safety**

6.1.5.1. All major North East bus operators, including nearly all independent operators' fleets, are fitted with CCTV cameras inside and out, to provide a safe and secure environment. Some operators' CCTV is supported by audio recording. Operators continue to invest as technology evolves. The majority have invested in additional safety measures including a vehicle location system, using mobile technology which quickly pinpoints the location of any bus or incident in real-time, improving response times and passenger support.

6.1.5.2. As part of the statutory requirement to provide the bus open data digital service internet site with automatic vehicle location data, all buses must be fitted with this Automatic Vehicle Locator (AVL) as of 7 January 2021, so all buses' live locations will be available. Except at bus interchanges, there is no dedicated CCTV at bus stops. Lighting is also inconsistent, with rural areas in particular often having very little lighting at bus stops.

6.1.5.3. Northumbria Police and Crime Commissioner, working in partnership with Nexus, successfully bid for Safer Streets funding from the Government, which will be used to improve transport and park safety in Northumberland and Tyne and Wear with an £800,000 investment in CCTV, Metro safety volunteers, increased lighting and a new reporting app.

#### **6.1.6. Information On The Bus**

6.1.6.1. Approximately 40% of the fleet of the main operators is currently fitted with next-stop audio-visual (AV) technology.

6.1.6.2. Large operators are committed to purchasing audio-visual equipment as part of the standard specification for new buses, but small operators are led by contractual agreements in which an enhanced specification for equipment is not standard.

#### **6.1.7. Customer-Facing Colleagues**

6.1.7.1. Customer feedback varies between groups with elderly and disabled passengers complimenting customer-facing colleagues on very high standards of empathy and care, whereas teenagers are less complimentary. Certificate of Professional Competence (CPC) driver training is carried out by operators; however, this is designed to maintain professional skills and meet the needs of the individual organisation, and customer service elements are not co-ordinated in terms of content across the board.

#### **6.1.8. Ride Experience**

6.1.8.1. All buses are wheelchair accessible, which makes boarding, alighting and moving through the bus easier. Other improvements targeted at people with extra needs also make the journey better for everyone else such as 'Stop' buttons which can be palm-operated, within the reach of every seat; voice and screen information about the next stop. Although buses carry commercial advertising NEbus operators recognise that there is a greater commercial return from building customer confidence. On buses in the North East, the advertising vinyls show the bus journey map, how to contact customer service, how to access the Wi-Fi, and other messages that make the customer feel they are in a cared for and high-quality environment.

6.1.8.2. Many buses on flagship routes come with Wi-Fi and charging points as standard. Around 40% of buses on the network have Audio/Visual technology installed.

### **6.1.9. Information At Stations And Interchanges**

- 6.1.9.1. Digital real-time bus information displays already exist in some key rail and Metro interchanges in the region but need upgrading and updating in line with the introduction of a new information system.
- 6.1.9.2. Signage directing customers who are interchanging between bus towards their next bus stop location is also limited.

### **6.1.10. Customer Charter (Beyond The Bus)**

- 6.1.10.1. Each of the region's main operators have their own customer charters. They broadly align on common themes including safety; information provision; fares and reliability of services. They also outline the complaints procedure and the rights of customers. Smaller operators typically don't have customer charters.

## **6.2. FARES AND TICKETING**

### **6.2.1. All Day Multi-Modal Ticket**

- 6.2.1.1. The region has some of the base characteristics of a fully integrated multi-modal public transport network, such as smart card ticketing and multi-modal tickets, yet people find the offer difficult to understand, especially non-users.
- 6.2.1.2. The closest product to a regionwide multi-modal capped ticket currently is offered through Network One as an Explorer ticket at a current price point of £10.90 for an adult, £5.70 for a child (under 15) and £20.60 for a family of up to two adults and three children for one day. The ticket does offer some extensions beyond the region into North Yorkshire. It is scarcely marketed beyond the Network One website.
- 6.2.1.3. Other multi-modal tickets are offered by Network One as one week, four week and annual tickets. The price is based on a Network One zonal model which consists of 5 zones and the NTL 'plus' area which covers Northumberland and County Durham. Network One Zones are inconsistent with those which have been established by bus operators for their own bus tickets and Nexus for Metro product ticketing.

### **6.2.2. Tickets Options For Under-19s And Region Wide Under-19 Multi-Modal Fare Cap**

- 6.2.2.1. Transport costs represent a heavy cut of the disposable income of some groups. This disproportionately affects young people, who may choose a college based on how much it costs to travel to rather than the college they actually want to go to. For young people in apprenticeships, their career prospects may be strong, but their starting salaries are lower. Even those in professional careers are on relatively low incomes when they start their career. Young people seeking less skilled work have a lower pay range.
- 6.2.2.2. This issue is particularly prevalent in the North East given the lower-than-average wages and employment levels.
- 6.2.2.3. Additionally, pockets of health and income inequalities are seen across the North East, with deprivation largely concentrated in urban areas. There are large disparities in levels of youth unemployment throughout our region.
- 6.2.2.4. Some places like Blyth in Northumberland and deprived electoral wards like Byker have youth unemployment levels of 15% and 16% respectively. By contrast, affluent areas such as Gosforth and Corbridge both have levels of 1%. This demonstrates that levels of opportunity for young people in the North East are highly uneven depending on geography. Single fares are available for Under-19s at a price point of £1.20 in some locations in the region; however, on longer distance services, for example those reaching into

Northumberland, fares at this price cannot currently be achieved without subsidy to the operators.

- 6.2.2.5. Network One currently offers a ticket aimed at the Under-19 and student market but this product is only available in one and four week iterations. There are various other tickets by different operators that are designed for young people and students but there are few similarities between these.

### 6.2.3. Family and Children Tickets

- 6.2.3.1. Only one of the region's main bus operators offers a family ticket. There are no other family specific offers available to bus passengers, however the Tyne and Wear Metro recently ran a successful trial offer where you can 'Take the Kids for Free'. This offer is now a permanent ticket option on Metro.

### 6.2.4. ENCTS

- 6.2.4.1. Under the English National Concessionary Travel Scheme ("ENCTS"), which is a national scheme, bus operators are required to carry pass holders during the core times of 09:30-23:00 Monday to Friday and at all times on weekends and Bank Holidays.

- 6.2.4.2. Three slightly different versions of the scheme, as allowed by the Transport Act 1985 and the Travel Concession Schemes Regulations 1986 apply, as there are three separate Travel Concession Authorities ("TCAs") in the North East:

6.2.4.2.1. Nexus;

6.2.4.2.2. Durham County Council; and

6.2.4.2.3. Northumberland County Council.

- 6.2.4.3. Although all schemes allow travel until the end of service, rather than 23:00, each has varying discretionary arrangements covering, for example, the treatment of the travel allowed with the pass pre-09:30.

- 6.2.4.4. Bus operators are reimbursed by each TCA using the general principle that operators should be 'no better or no worse off' as a result of carrying concessionary passengers and are therefore reimbursed for 'revenue foregone', as well as payment for the additional costs incurred by an operator due to passengers only travelling because the concession exists. The basis for the calculation of revenue reimbursement is the DfT calculator, although there are annual discussions between each TCA and each operator to agree the payments.

### 6.2.5. Care Experienced Concession

- 6.2.5.1. Care experienced young people often find it more difficult than other young people to access and stay in education, training and work. Lacking the family support that other young people have, travel makes up a large proportion of their disposable income.

## 6.3. THE NETWORK

### 6.3.1. Building on the strengths of our existing services

- 6.3.1.1. The goal is to build on the strengths of the existing network, so that the strong base of bus patronage in the North East is maintained and can then grow, ultimately safeguarding and increasing patronage levels.

- 6.3.1.2. The Covid-19 pandemic resulted in a significant reduction in bus passenger numbers. Patronage is still currently between 20% and 30% lower than the same period in 2019, although we are beginning to see slow growth. Stakeholders told us that the strong "avoid public transport" messaging of the early phases of the pandemic caused many people to

choose other options instead of the bus, increasingly relying on private cars. Stakeholders felt that to an extent, people are using that as an excuse to drive in spite of knowing now that bus travel is safe.

### **6.3.2. Consolidation To Reduce Duplication and Over-Provision**

6.3.2.1. There are particular locations across the network where there may be overprovision of bus services and therefore, there is scope on the network for consolidation opportunities under Enhanced Partnership Schemes and/or use of Qualifying Agreements (an agreement between operators which has as its object or effect the prevention, restriction or distortion of competition in the relevant area, which is certified by the local transport authority as passing the competition test under Part 2 of Schedule 10 of the Transport Act 2000 or which is exempt under section 9(1) of the Competition Act 1998). TNE has reviewed the current network in detail in order to identify what they might be.

### **6.3.3. Bus Network Improvements**

6.3.3.1. The vision to improve the bus network starts from a relatively strong position. More trips per capita are made by bus in the region than in most other English regions because there is a good network supported by well-developed bus priority measures.

6.3.3.2. Many corridors have high-frequency services, and there is an excellent and well-used network of interurban express routes running into the region's cities, which are assisted by traffic priorities to maintain high performance. In September 2020, a national survey by Transport Focus found that the biggest priority for bus passengers is more frequent services. This was fairly consistent across age groups and journey purpose and corresponds with research undertaken by TNE, especially in the Tyne and Wear area. This needs to be taken into account, as it indicates there may be potential to grow already frequent services.

6.3.3.3. However, the polycentric nature of the region means there are several towns that serve as local, sub-regional and regional centres, and many have poor links between them. Feedback from the Big Bus Conversation and stakeholder engagement confirmed that people want more and better connections between local places, not only the radial routes to the cities.

6.3.3.4. There are also many places that have few or no bus services at all. These are mainly rural areas that have very few local facilities, so people need to travel to take part in society. Low population densities have traditionally made rural areas difficult to serve viably by buses (even on a secured basis), but experience in the region and elsewhere suggests that innovative measures like Demand Responsive Transport and brokerage can be successful in filling gaps in the network.

6.3.3.5. The region already has 24-hour services on three routes from Newcastle to Chester-le-Street, Durham, Washington and Sunderland, and from Sunderland to Ryhope and Seaham. They have been very successful, improving access to jobs and supporting the night-time economy by giving people a safe way of getting home after work or going out with friends.

### **6.3.4. Demand Responsive Transport**

6.3.4.1. Currently County Durham is the only part of the region that has a comprehensive scheme of DRT that aims to complement the conventional bus service network. The Link2 service is open to everyone and aims to cater for people who do not have a suitable bus service or are unable to access regular bus services due to mobility issues. It can be used for any local journey, connecting with the bus network to travel further afield. Tyne and Wear has a taxi card system to help people with mobility difficulties travel independently. It allows them to travel with approved taxi companies at a discounted price. Members get issued with a card that is credited with a set amount of money every year - they use the money on their card to help pay towards each journey they make.

6.3.4.2. Both of these services are focused as a service for specific users for whom they are a lifeline; but they do not seek to grow modal share or bus patronage for the general population.

6.3.4.3. The region has some of the most rural communities in England with 21% of the population living in rural towns and villages. Analysis for Northumberland alone, shows that 37,000 residents of West Northumberland do not benefit from a bus service that allows for access to: key employment centres; significant further education sites; major shopping locations or evening recreation. Likewise, in County Durham, significant numbers of people live away from bus routes. In communities such as these, the car is the obvious transport mode, and there is no attractive sustainable alternative. Tyne and Wear also has rural communities in which the walking route to the main bus route may be too long for some, or the terrain may be challenging, again forcing groups of residents to the car.

6.3.4.4. Markets such as these are historically unattractive to bus operators because areas of low population density inevitably yield low passenger loadings and revenue over a higher operating distance and therefore cost. The value for money consideration of local authorities providing services is also likely to be low.

### **6.3.5. A New Technologically Enabled Offer For Home To School Transport**

6.3.5.1. In our region, 17.3% of the population are of school age, attending a total of 912 schools. School start times coincide with the busiest period on our road network each day with an estimated 132m car journeys for education being made in the North East each year. Data from Nexus shows that many parents drive children to school and that children return by public transport.

6.3.5.2. The data is backed up by verbatim feedback gathered in the Big Bus Conversation campaign and at stakeholder events, where parents reported that their need to drive to work is driven by their need to drop children at school.

6.3.5.3. The Big Bus Conversation suggests a series of barriers to bus use for home-to-school journeys, with common themes such as difficulty accessing information and the perception of safety, security and reliability of bus services being potential reasons why many don't consider the bus a viable option.

### **6.3.6. Cleaner And Greener Vehicles**

6.3.6.1. The North East bus fleet is made up of 1,352 vehicles of varying ages and emissions standards. The average age of the fleet is approximately 8.9 years, which is higher than the UK average of 8 years.

6.3.6.2. Big Bus Conversation data showed 23% of passengers surveyed were concerned about the condition and cleanliness of the bus used for their journey.

6.3.6.3. The emissions standards of the vehicles that operate in the area vary from Euro 3 to full electric (zero-emission). Over 40% of the fleet meets the Euro 6 standard, while 38% are Euro 5 and 17% are Euro 4 or lower.

6.3.6.4. There has been some investment in new, modern low emission vehicles across multiple providers over the last decade. For example, in 2013, Stagecoach deployed a fleet of bio-methane powered buses in Sunderland with a devoted gas refuelling facility at its depot in the City. More recently, in 2020, Go North East invested £3.7 million in new fully electric zero emission buses, which were partly funded by the Ultra-Low Emission Bus Scheme (ULEBS). Branded Voltra, the buses are powered by electricity that is sourced from zero-emission supplies such as solar, wind and hydro. They operate services 53 and 54 between Newcastle, Gateshead, Bensham and Saltwell Park.

6.3.6.5. However, Covid-19 has reduced investment below normal fleet replacement levels, as operators are concerned about the post-pandemic market, which means the average age of the fleet is increasing and there has been little progress to reduce emissions standards. The only confirmed vehicle orders are a further batch of nine zero emission electric buses for Go North East, which are due to be introduced in mid-2022.

## 6.4. HIGHWAYS AND INFRASTRUCTURE

### 6.4.1. Highways Network

- 6.4.1.1. There are busy arterial routes into cities and major towns which do not have infrastructure installed to a standard which meets their potential.
- 6.4.1.2. The Coast Road and The West of Newcastle Corridor are examples of this. Both play a key role in connecting people in the region to school, work and leisure, but are too often sites of congestion and pollution. The current bus routes, while frequent, do not offer a high-quality, uninterrupted experience to meet customer expectations.
- 6.4.1.3. The Coast Road (A1058) runs from Newcastle City Centre through densely populated North Tyneside to the Coast. Although the Metro does provide an alternative to private cars for many in North Tyneside, along the Coast Road itself many residents and key sites are not within a walkable distance of the nearest Metro stop. Traffic generated by Silverlink Retail Park, Cobalt Business Park, North Wallsend and other parts of North Tyneside and East Newcastle all come together on this key artery often resulting in significant traffic congestion.
- 6.4.1.4. The even more densely populated and heavily residential area of the West end of Newcastle is currently underserved by the higher speed public transport available elsewhere in the region (the Metro). Westgate Road is the direct route into the City from the A69, the main strategic road from the West of Northumberland and Cumbria into Newcastle which carries 38,000 vehicles a day. The A167 serves as the main artery into the centre of Newcastle from the A1 and the A696, the trunk route coming from Newcastle International Airport, carrying 27,000 vehicles a day. Together, this means that they are some of the busiest routes into the City.
- 6.4.1.5. These are just two examples of corridors in the region, where priority infrastructure could be improved.

### 6.4.2. Facilities For Walking To And Waiting For Buses

- 6.4.2.1. Stops and stations in the region range widely from high-quality interchanges in both rural and urban areas such as Hexham bus station and South Shields interchange, to stops with no timetable, signpost or road markings.
- 6.4.2.2. People reporting experiences of low-quality waiting provision at stops and interchanges is a serious problem for the region, with 51% of residents saying waiting at a stop is their main dislike about traveling by bus, rising to 60% for those with a mobility difficulty. Poor waiting facilities at stops acts as a deterrent to people who rarely or never use the bus, and as a barrier to those people considering changing modes. Engagement with stakeholder groups showed the differing dimensions of accessibility when walking and waiting for the bus, as well as the creativity and variation possible in these facilities.
- 6.4.2.3. Whilst two-thirds of the region's residents live within a 5-minute walk of a stop or station, many live much further away. The experience of that walk and the wait for a bus needs to compete with the convenience of car travel.

### 6.4.3. Our Park & Ride Provisions

- 6.4.3.1. Across all modes, the region has an established Park & Ride offer with current sites providing over 4,300 spaces at:
  - 6.4.3.1.1. Tyne and Wear Metro stations and bus interchanges;
  - 6.4.3.1.2. Three bus-based sites with dedicated bus links serving Durham City Centre;

6.4.3.1.3. Newcastle’s bus based Great Park site; and

6.4.3.1.4. 19 National Rail stations across the region.

6.4.3.2. There are frequent examples of instances where people will park on roads, and in some cases, adjacent roads in housing estates to main bus routes, especially longer distance, express routes, to travel by bus.

**7. ALL THE RELEVANT FACTORS THAT THE PARTIES CONSIDER WILL AFFECT, OR HAVE THE POTENTIAL TO AFFECT, THE LOCAL BUS MARKET OVER THE LIFE OF THE EP PLAN**

7.1. This section sets out information and data about factors which affect the use of bus services in the region including:

7.1.1. Identified barriers to bus use;

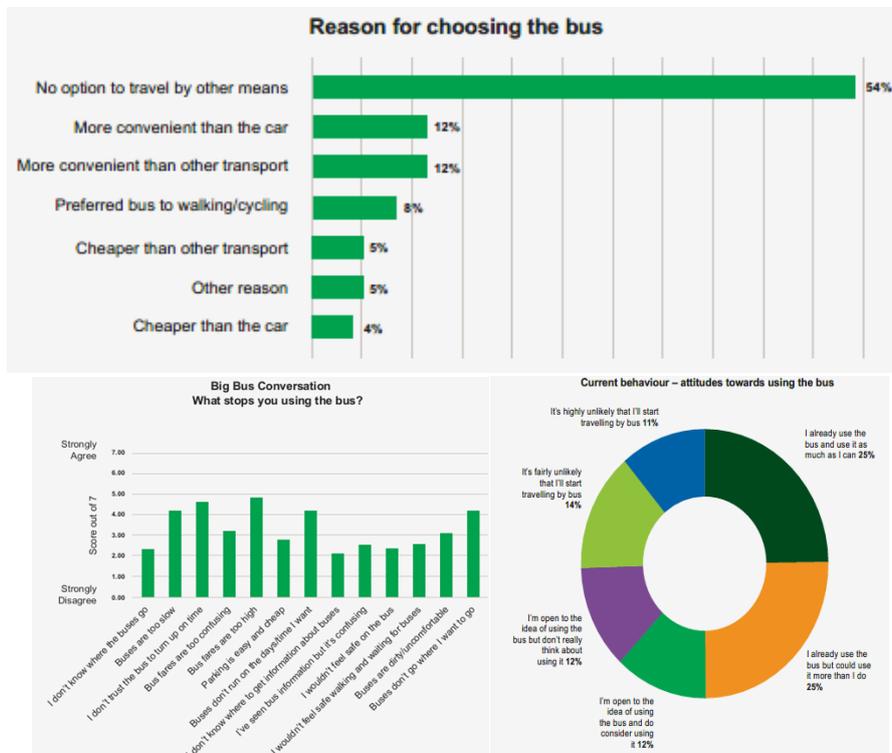
7.1.2. Perceptions and attitudes toward buses;

7.1.3. Car parking: the extent and pricing of parking provisions in towns and cities and the split between local authority and private sector provision. Also, the amount spent by each local authority in the region on parking enforcement; and

7.1.4. Other competing and complimentary factors to the bus network in the North East.

**7.2. Identified Barriers To Bus Use**

7.2.1. 1 in 5 people who are avoiding public transport are doing so because they don’t feel safe to use it at the moment. Cleanliness and maintenance are much more important now and are likely to be legacies of Covid with increased user expectations in these areas



**7.3. Car Parking**

- 7.3.1. Decisions on car parking policy sit with each of the individual local authorities and are dependent on a range of factors, such as economic policy, rurality and the range of public transport options available.
- 7.3.2. The relationship between car parking charges and public transport fares can influence how people choose to travel, because of cost and time sensitivities which drive travel behaviours. Adaptations to parking policy, carefully linked to the introduction of an improved public transport offer, can be a means of gradually switching demand towards public transport in a sustainable manner. Instruments such as workplace parking levies can also act as a funding stream to assist with attractive, sustainable alternatives to the car.
- 7.3.3. The cost of car parking, especially in relation to getting the bus, often influences travel choices.
- 7.3.4. The following tables offers a summary of parking provision and spending on parking enforcement in each of the seven local authority areas in the region.

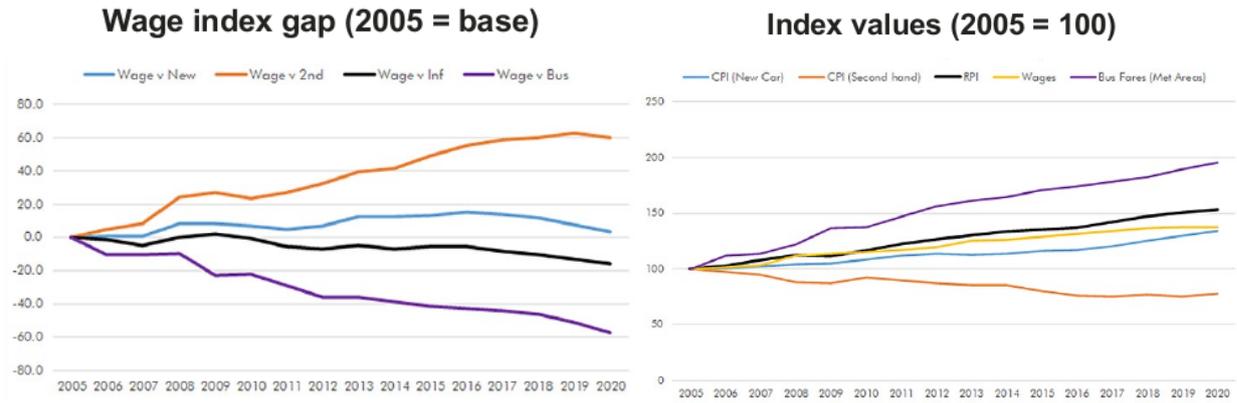
	Estimated number of LA operated spaces	Average hourly rate to park	Estimated number of private sector operated spaces*	Average hourly rate	Local authority	Budget allocated to parking enforcement
Durham	3,500	43p	2000	69p	Durham	£650,000
Gateshead	2,123	£1.04	756	92p	Gateshead	£799,000
Newcastle	6,004	£1.44	3743	£3.20	Newcastle	£2.2m
North Tyneside	2,544	95p	Unknown	N/A	North Tyneside	Part of a contract
Northumberland	11,821	0	0	N/A	Northumberland	£2m
South Tyneside	2,477	75p	270	Varies	South Tyneside	£1.1m
Sunderland	2,958	£1.15	941	£1.47	Sunderland	£950,000

- 7.3.5. TNE will explore and engage with people, businesses and the local authorities in the region over issues of car parking supply and potential deployment of workplace parking levies, congestion charging, and strategic reduction in parking spaces to see if these can be effective tools which can be adopted across the region to encourage a switch to attractive, sustainable transport options such as buses, including considering the introduction of a relationship between the cost of car parking in major centres of retail and employment and the cost of travel on public transport, where it makes economic and strategic sense to do so.

#### 7.4. Other Factors Which May Influence Competition Between Car And Bus:

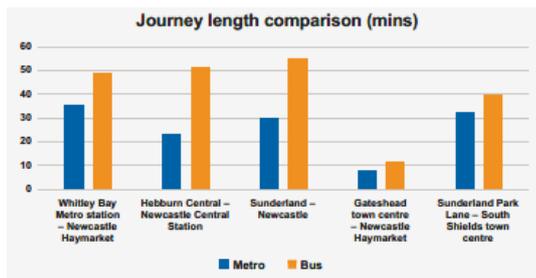
#### 7.5. Relative Affordability Of Bus And Car Travel

- 7.5.1. The relative price of bus and car has become increasingly unfavourable to bus. It can be seen from the graph on the left below that wages have not kept pace with inflation nor with the price of bus fares. The graph on the right compares wages to the cost of these transport modes. For example, the cost of a secondhand car has decreased when compared to wage growth, whereas the cost of bus fares has increased when compared to wage growth.

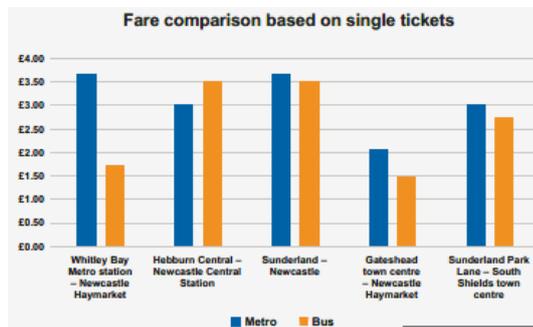


**The Tyne and Wear Metro system**

- 7.5.2. The Metro and bus networks complement each other and interchange is generally accessible and well signposted. Many people transfer from bus to Metro, whilst those who perceive interchange as a high penalty take through journeys on the bus.
- 7.5.3. The Metro appears a competitor to bus for some journeys, but it also brings people to the bus for the first leg of a journey they might otherwise make by car.
- 7.5.4. The below graph shows that for a sample of journeys that can be completed by either bus or Metro, the bus takes longer for every journey.



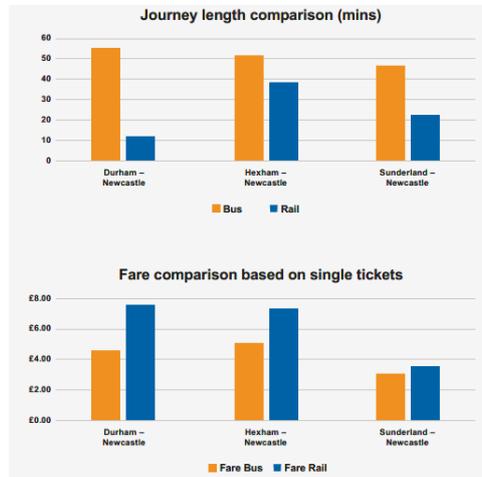
- 7.5.5. The below graph shows that for fare cost based on single tickets, buses compare favourably to Metro for some of the journeys, however Metro prices can also be cheaper, or near to the same cost. This means that the customer has a choice of transport which can depend on the customer's priorities of a faster or cheaper journey.



- 7.5.6. Nevertheless the basic structure for integrated public transport continues to exist in the region. Network One provides integrated multi-modal tickets, transport interchanges continue to see many thousands of interchange journeys each day between bus and Metro, and peoples' travel habits – often the same since childhood – continue to see a combined bus and Metro journey on many trips. Indeed for some trips a combined bus and Metro journey is the only viable public transport combination.

**7.6. The National Rail Network**

- 7.6.1. The geographic size of the region means that key centres are linked by rail, including ‘Intercity’ long distance trains. These services co-exist alongside well-used bus services, because buses serve more local places along the way and more ‘first and last mile’ origins and destinations.
- 7.6.2. The graphs below show some sample journey times and fare comparisons between rail and bus.



- 7.6.3. For most of the journeys we are aware of, it is slower to travel by bus, however it is almost always cheaper. There will therefore be a significant number of people who travel by bus instead of rail even though it takes longer.

**7.7. Integration Between Bus and Active Travel**

- 7.7.1. Active travel is wholly complementary to the bus network, especially as every bus journey starts and ends with an element of active travel.
- 7.7.2. Already, early measures are in place to promote the opportunity for multi-modal trips including bike and bus. For example, six Go North East routes have capacity to carry two unfolded bikes, and stations across the Tyne and Wear Metro system are fitted out with approximately 750 places for cycles, much of which takes the form of digitally operated cycle lockers.

**8. THE OBJECTIVES OF THE EP PLAN – IN TERMS OF HOW IT WILL IMPROVE THE QUALITY AND EFFECTIVENESS OF LOCAL BUS SERVICES IN THE CORRESPONDING EP SCHEME AREA**

- 8.1. The Transport Plan adopted by the NEJTC in March 2021 provides the strategic framework to support delivery of an improved, more seamless, coordinated and integrated transport system across the region. It sets out how transport can help support the wider goals of creating and sustaining more and better jobs in a growing and decarbonised economy, where social and health inequalities are greatly reduced.
- 8.2. The vision statement for the Transport Plan is: “Moving to a green, healthy, dynamic and thriving North East”. This vision is supported by five strategic objectives for transport in our region:
  - 8.2.1. Carbon-neutral North East;
  - 8.2.2. Overcome inequality and grow our economy;
  - 8.2.3. Healthier North East;
  - 8.2.4. Appealing, sustainable transport choices; and
  - 8.2.5. Safe, secure network.

- 8.3. They are reflective of the critical strategic issues such as the Climate Emergency declared by each of the region's Local Authorities and Combined Authorities, the ambition for a clean and green recovery from the pandemic and the need to address the health of the region.
- 8.4. Central to the Transport Plan is a policy named: “Making the Right Travel Choice”. This policy sets out the actions that need to be enabled, through interventions on the transport system, to drive progress against the objectives.
- 8.5. The policy of ‘Making the Right Travel Choices’, leaves no doubt: the region is committed to positioning buses as an appealing and sustainable transport choice which people should choose ahead of a car whenever possible.
- 8.6. The goal in North East England is to do more than just provide a sustainable transport network – it should be made attractive, so people want to use it.

**9. WHAT OUTCOMES NEED TO BE DELIVERED TO IMPROVE LOCAL BUS SERVICES IN THE EP PLAN AREA**

- 9.1. In June 2021, the NEJTC published a high-level strategic vision document called ‘Your Vision for Buses’. This document was developed in partnership with the region’s bus operators and considers the role that buses can play in delivering the Transport Plan. In doing so, it sets out Ten Solutions for the bus network – and asks the region to consider and test these solutions. These Ten Solutions are aligned with the Government’s ‘National Bus Strategy’.
- 9.2. Key Performance Indicators (KPIs) have been developed jointly by NEbus and the NEJTC and link to the Transport Plan objectives.
- 9.3. In most cases a baseline year of 2018/19 has been chosen for the KPIs, because that was the last full financial and reporting year where bus ridership and road traffic levels were not affected by the Covid-19 pandemic.
- 9.4. Firstly it is necessary to repair the damage caused by Covid-19 to bus ridership in the region.
- 9.5. Then the intention is to progress to a position where a higher proportion of people choose the bus to travel, leading to a significantly higher number people using buses – especially for journeys to work and education and in rural areas. This will lead to growth in bus patronage.
- 9.6. This will only happen when people see tangible improvements made to bus services, which will be measured through improved customer satisfaction. For passengers to be happy buses must be punctual and reliable, and buses need to be faster and not caught in congestion.
- 9.7. Although getting more people on the bus and growing its modal share will of itself improve environmental performance, a continuous improvement in the emission standards of the bus fleet will also be targeted.



**9.8. KPIs that will need to be delivered to improve local bus services in the EP Plan area**

**9.8.1. Recovering from Covid-19**

9.8.1.1. **KPI 1:** Bus ridership to achieve 154.4m trips during the year 2022/23, returning us to the baseline level of 2018/19.

**9.8.2. Modal Share**

9.8.2.1. **KPI 2:** Modal share of buses to grow by 1 percentage point in 2023/24 from the baseline of 6.4%, and a further 1 percentage point in 2024/25.

9.8.2.2. **KPI 3:** Modal share of bus use for journeys to work and education to grow by 1 percentage point in 2023/24, and a further 1 percentage point in 2024/25.

### 9.8.3. Patronage

9.8.3.1. **KPI 4:** Bus patronage to grow by 10% in 2023/24, and then by a further 10% in 2024/25.

9.8.3.2. **KPI 5:** Bus patronage from people under the age of 25 to grow by 10% in 2023/24, and then by a further 10% in 2024/25.

9.8.3.3. **KPI 6:** Bus boarding at rural bus stops to grow by 10% in 2023/24, and then by a further 10% in 2024/25.

### 9.8.4. Customer Satisfaction

9.8.4.1. **KPI 7:** Overall bus passenger satisfaction to grow from a baseline of 91% to 92% in 2023/24 and to 93% in 2024/25.

### 9.8.5. Bus Performance

9.8.5.1. **KPI 8:** Average speed of buses to grow, relative to the average speed of general traffic, in each year of the EP Plan.

9.8.5.2. **KPI 9:** Bus reliability to be 99.5% throughout the period of the EP Plan.

9.8.5.3. **KPI 10:** Bus punctuality at point of origin to be 95% in 2022/23, 96% in 2023/24 and 97% in 2024/25.

9.8.5.4. **KPI 11:** Bus punctuality at all timing points point of origin to be 90% in 2022/23, 95% in 2023/24 and 95% in 2024/25.

### 9.8.6. Environmental Performance

9.8.6.1. **KPI 12:** Bus fleet emission standard to Euro 6 or better to be 63.2% in 2022/23, 80.8% in 2023/24 and 91.1% in 2024/25 and to be 100% at the start of 2025/26.

## 10. WHAT OVERALL INTERVENTIONS NEED TO BE TAKEN TO DELIVER THOSE OUTCOMES

10.1. Subject to adequate funding, the following improvements have been identified to deliver the strategic objectives and to achieve the targets. These measures will enhance the experience of current bus users and make bus use a more attractive proposition to those who don't currently use the bus.

10.2. Within this section are five main subsections:

10.2.1. Customer Experience;

10.2.2. Fares and Ticketing;

10.2.3. The Network;

10.2.4. Highways and Infrastructure; and

10.2.5. Delivering the BSIP through the Enhanced Partnership.

### 10.3. Customer Experience

- 10.3.1. Multi-operator ticketing and journey planning will be made available to passengers through a single dedicated website and accompanying app. We will also continue to provide leaflets and printed information.
- 10.3.2. We will develop a new and consistent logo for The Partnership that will be applied across the network, so that it becomes a recognisable symbol of public transport for the North East.
- 10.3.3. The 420 bus stops with existing real-time information will be updated to next generation systems . A further 100 stops will be updated with the technology.
- 10.3.4. We will provide clear printed information at stops and stations, including in rural areas, and maintain it.
- 10.3.5. We will improve CCTV provision throughout our entire network, ensuring coverage of every major station and stop across the region. 700 moveable CCTV cameras will be available to be deployed across the region, in areas where there is demand for them or areas where there is deemed to be a safety risk. The cameras will be remotely accessible and information from them can be accessed on an on-demand basis.
- 10.3.6. We will provide seamless service information to customers, offering a single source of truth, feeding to any connected systems for passenger information.
- 10.3.7. All newly manufactured vehicles will be fitted with enhanced next-stop audio-visual equipment, charging points and Wi-Fi as standard.
- 10.3.8. We will develop a consistent training module to be delivered to all our colleagues who fulfil a direct customer experience role.
- 10.3.9. A taxi guarantee will give disabled passengers the peace of mind that if there isn't room for their wheelchair on board, a taxi replacement will be provided for them at no extra cost if quicker than waiting for the next bus.
- 10.3.10. Turnaround cleaners will be based at bus stations throughout our network. They will be available to quickly clean any operators' bus to ensure a clean and pleasant journey on any bus.
- 10.3.11. All interchanges and rail stations will be supported with multi-modal passenger information, showing real-time information about connecting journeys.
- 10.3.12. Transport ambassadors will be available at key interchanges throughout the network to guide passengers and help them make the right travel choices.
- 10.3.13. Improvements will be made to wayfinding in major stations and interchanges through new posters showing where to catch your bus.

#### 10.4. **Fares and Ticketing**

- 10.4.1. Network One and its tickets will be valid for travel on all bus, Metro and Ferry services across the North East, as well as on rail services between Sunderland, Newcastle, Metrocentre and Blydon. It will also cover Demand Responsive Transport (DRT) services provided through our partnership. Network One, which is the trading name of Network One Ticketing Ltd, will re-brand itself as part of the launch of the new product range.
- 10.4.2. Network One will simplify its zonal structure and price multi-modal tickets more attractively.  
..
- 10.4.3. A complete pricing structure will be developed using the daily fare as the starting point. The range of products will include weekly, monthly, annual, flexi (for commuters who travel regularly but not every day) and student discount.

- 10.4.4. To further improve the offer, additional low cost, multi modal, multi operator fares will be developed to make pricing more affordable in areas that are a short distance from a zone boundary.
- 10.4.5. Our multi-modal fares will be available in two forms:
  - 10.4.5.1. a ticket purchased before travel begins (from a bus driver, via Metro retail channels, online or through an app);
  - 10.4.5.2. a price “cap” that is automatically calculated and applied when a customer uses a contactless bank card, mobile phone payment app or Pay As You Go smartcard to pay for travel. Through the BSIP we intend to put in place the back-office system and upgrade existing ticketing equipment to allow this to happen.
- 10.4.6. Our simplified multi-modal products will be displayed and advertised clearly throughout the region and will also feature in electronic and printed bus and Metro information and in specific marketing campaigns.
- 10.4.7. We will introduce tickets for under-19s across the region, with a target low cost fare for single tickets and an economical target region wide multi-modal fare cap. The mechanism for delivering this will be further explored.
- 10.4.8. The current Metro ‘Take the Kids for Free’ offer has been trialled on buses and will be explored with the aim for it to be made permanent.
- 10.4.9. We will carry out a study to examine the costs and benefits of standardisation of the local additions to the ENCTS throughout the region.
- 10.4.10. A care experienced concession will be available throughout the region. The fare to be set will be agreed through the Care Leaver Covenant.
- 10.4.11. The fares package we propose by its nature deals with integrated, multi-modal ticketing. Bus operators will continue to offer their own bespoke range of tickets which in many cases will still be the cheapest way to travel by bus.
- 10.4.12. Some fares already on offer are very attractive. For example, some operators offer cheaper fares in the evenings. We encourage all bus operators to adopt simple and affordable pricing structures and to simplify zonal pricing so that there is a common approach region-wide. Although this is out of scope for the EP, we believe that bus operators will consider it under their own decision-making processes.

**10.5. Network**

- 10.5.1. The NEJTC will work with operators with a view to securing sufficient funding to maintain their current networks once Bus Recovery Grant ceases.
- 10.5.2. The NEJTC will similarly work with local authorities and Nexus with a view to securing sufficient funding to maintain their ‘socially necessary’ (secured) services.
- 10.5.3. There will be more early morning, evening and overnight services as well as better connections beyond our boundaries.

<b>Category</b>	<b>Monday to Saturday Daytime</b>	<b>Sunday Daytime</b>	<b>Daily Evening</b>	<b>Overnight</b>
Superbus	5-10	7-15	15-30	
Interurban Express	15	30	30	
Connect	30	60	60	
Rural	60-120	120		

Remote Rural and targeted groups	DRT, Special	DRT, Special		
Night network				60

10.5.4. **Superbus** will have two variants:

- 10.5.4.1. Superbus Red Corridors will run at least every five minutes from 0630 until 1830 on Mondays to Fridays and from 0730 until 1830 on Saturdays. There will be buses every 7-8 minutes from 0830 until 1830 on Sundays, every 15 minutes during the early morning and evening.
  - 10.5.4.2. Superbus Green Corridors will run at least every 10 minutes from 0630 until 1830 on Mondays to Fridays and from 0730 until 1830 on Saturdays. There will be buses every 15 minutes from 0830 until 1830 on Sundays and every 30 minutes during the early morning and evening.
  - 10.5.4.3. Superbus services will be made more attractive by the investment in bus priority provided for in the BSIP.
  - 10.5.4.4. We will build on the success of our existing night buses by introducing them on Superbus Corridors where there is established demand.
- 10.5.5. **Interurban Express** services will knit our region together better, providing fast links into our cities and major towns from the surrounding towns and villages. Buses will run up to every 15 minutes on Monday to Saturday daytimes and every 30 minutes in the evening and on Sundays. They will operate on a ‘limited stop’ basis within cities to minimise journey times, complementing the Tyne and Wear Metro and National Rail network. Buses will provide high standards of comfort and on-board service.
- 10.5.6. **Connect** will be the network of socially and economically necessary links between the local, sub-regional and regional centres in our region, complementing the Tyne and Wear Metro, National Rail and interurban express services. Buses will run at least every 30 minutes on Monday to Saturday daytimes, hourly in the evening and on Sundays.
- 10.5.7. **Rural corridors** will be tailored to the specific requirements of the communities they serve, with buses running at least every two hours on Monday to Saturday daytimes.
- 10.5.8. We will deliver a range of improvements in the rural areas of South West Durham and West Northumberland, including better Monday to Saturday daytime services and new Sunday journeys where there is potential demand. In particular, we will introduce a new service to Kielder in the Northumberland National Park and ensure that buses run all year round to the UNESCO World Heritage site of Hadrian’s Wall.
- 10.5.9. We will also ensure that rural services are fully integrated with other bus routes and modes of transport, as we know the importance of effective connections in rural areas.
- 10.5.10. We will launch two pilot rural Demand Responsive Transport (10) operations in the second year of our BSIP.
- 10.5.11. We will partner with schools in a pilot scheme to market our new home-to-school offer and, using centrally-procured route planning technology, plan efficient bus routes to the school considering the postcodes of subscribing families.

10.5.12. We will accelerate operators' existing bus replacement programmes so that all vehicles are Euro VI standard or Zero-emission by March 2025.

10.5.13. We will trial hydrogen vehicles and install hydrogen refuelling stations to support them.

## 10.6. Highways and Infrastructure

Subject to the outcome of any required legal processes which may apply (for example where traffic regulation orders are required), we plan to deliver the highways and infrastructure interventions set out in this section 10.6:

10.6.1. We will deliver major highways interventions to accelerate bus journey times and increase punctuality and reliability on 17 of our busiest corridors in the region:

10.6.1.1. West of Newcastle (BRT), Wallsend, Coast Road (BRT), A188/A189 North Tyneside, Dunston, Bensham Road, Leam Lane, Old Durham Road, Chester Road, Sunderland, A690 Sunderland, South Shields to Sunderland, South Shields to Newcastle, Blyth Cowpen Road, Cramlington, Morpeth, Seaton Burn, Durham A167.

10.6.1.2. The vast majority of bus routes in our network use these 17 corridors for all or part of their journey. As a result, the investment we are planning to deliver will have a major benefit for bus journey time, reliability and punctuality across the entire bus network in the North East.

10.6.2. Major highways interventions improvements will be delivered in two tranches:

10.6.2.1. We are already developing business cases to deliver Tranche 1 schemes once rigorous public consultation has taken place and design work is complete; and

10.6.2.2. Tranche 2 schemes are deliverable in the EP Plan time frame, but not yet at Business Case so require further development and consultation.

10.6.3. We will also deliver a series of 'spot fix' interventions which will tackle isolated pinch-points which may not necessarily be situated along a high frequency corridor, but will contribute to better bus performance throughout the region. Examples include Northern South Tyneside, central Durham, Bishop Auckland, West Gateshead and Northern North Tyneside.

10.6.4. Our region is committed to investment in highways infrastructure which could include road space reallocation, junction redesign, traffic signal re-prioritisation, bus gates and other measures designed to improve bus services.

10.6.5. We will contribute to already planned investment in the region's highways in the Intelligent Transport Systems (ITS) project to ensure the potential for bus priority in this project is maximised.

10.6.6. Our local authorities are also willing to consider changes to on-street parking and moving traffic enforcement on these and other corridors, to the extent that red corridors could be introduced, subject to public consultation.

10.6.7. We plan to bring a consistent standard throughout the region's bus shelters and stops:

10.6.7.1. 1,350 shelters which are unwelcoming and poorly used will be replaced by modern facilities which will include lighting, CCTV and high-quality pedestrian access to increase safety;

10.6.7.2. 240 shelters and stops with particularly high usage will have an additional high specification applied; and

10.6.7.3. a strategic plan will be developed to select 'hub' shelters that can serve as a community focus for interchange opportunities, between bus routes, with cycling and

walking, with National Rail, ferry, Metro and our Pocket Park & Ride and Kiss & Ride.

- 10.6.8. We will replace all our bus stop ‘flags’ to ensure consistent standards throughout the region.
- 10.6.9. New bus stations will be delivered in Durham, Alnwick, Bishop Auckland and an additional Newcastle City Centre bus station. There are further plans to improve existing bus interchanges and smaller bus stations, bus access to North Shields Fish Quay and the International Advanced Manufacturing Park (IAMP).
- 10.6.10. We will introduce five new major Park & Ride sites in the region, served by high-specification vehicles running a dedicated service for Park & Ride customers.
- 10.6.11. These will benefit from the major highways infrastructure investments along our 17 busiest bus corridors.
- 10.6.12. We will establish formal ‘Pocket Park & Ride’ locations around the network, with a modest number of car parking spaces, supported by high-quality information and waiting facilities. These sites will be situated along major express bus routes and some will also serve as likely interchange sites between the DRT proposal set out in our BSIP.

#### 10.7. Delivering the BSIP through the Enhanced Partnership

- 10.7.1. A significant marketing budget will be used to drive growth in bus patronage and to highlight key improvements and initiatives. Activities will be delivered on the ground by a range of partners (including bus operators, Nexus and Local Authorities), augmented by partnership-level campaigns through contracts procured by TNE.
- 10.7.2. We will use dedicated team members to collaborate with businesses including industrial estates and sites, large public sector employers and hospitals, with the objective of encouraging employees to switch to the bus.
- 10.7.3. We will provide a dedicated team and budget to work with communities, especially those who currently feel excluded from public transport, to encourage greater bus use:
  - 10.7.3.1. a fund to allow volunteers to train as ‘Community Bus Ambassadors’ or ‘Bus Buddies’,
  - 10.7.3.2. work with groups in minority and harder to reach communities, and people with additional needs so that they can promote ideas to make buses more accessible for them and increase confidence in using the bus,
  - 10.7.3.3. Village, parish and town councils will be provided with marketing collateral to promote travelling to an event by bus, where possible this could be backed up with promotional event ticketing offering discounted or free bus travel to community events, and
  - 10.7.3.4. an ‘Adopt a Bus’ scheme with organisations such as schools to foster community engagement.
- 10.7.4. We commit to exploring and engaging with people and businesses in the region over issues of car parking supply and potential deployment of work place parking levies, congestion charging, and strategic reduction in parking spaces to see if these can be effective tools which the region can adopt across our geography to encourage a switch to attractive, sustainable transport options such as buses.
- 10.7.5. We will also discuss the introduction of a relationship between the cost of car parking in major centres of retail and employment and the cost of travel on public transport, where it makes economic and strategic sense to do so.

- 10.7.6. We will create a North East Bus Partnerships team to manage the programme of investments and activities set out in the BSIP, to oversee the performance of the bus network and to manage the partnership agreement.
- 10.7.7. We will put in place a formalised Change Management Process with community engagement at its heart, that will see all major changes that are proposed for our bus network to be clearly set out, consulted upon, and following the consideration of feedback, introduced in a structured and well-communicated manner.

#### **10.8. Reporting**

- 10.8.1. A Bus Passenger Charter will apply on all bus services in our region to build customer confidence and to improve consistency and transparency.
- 10.8.2. We will report on progress towards our KPIs on a six-monthly basis to our Bus Partnership Board, and onward to the Department for Transport (DfT) and other key stakeholders, and publish the information on our website and in a non-digital format.

### **11. PLANS FOR CONSULTING OPERATORS AND PASSENGER GROUPS ON HOW WELL THE EP PLAN AND EP SCHEME(S) ARE WORKING**

- 11.1. NEbus and the NEJTC have agreed shared objectives and KPIs. Progress towards our KPIs will be reviewed on a regular basis to assess whether the actions being taking are leading to success or whether corrective action needs to be taken.
- 11.2. The partnership between NEbus and the NEJTC provides an opportunity to reset many aspects of the North East's bus network, including addressing how bus passengers feel about the standard of service on offer and whether it meets their expectations. This will be done on a consistent basis, regardless of which operator customers are travelling with. The goal will be to achieve a far greater sense of community ownership over the bus network, so that local people feel that the bus is a community asset that responds to their needs and helps them to achieve their goals and objectives. Once this happens, it is far more likely that people in the community will feel inclined to use the service on a regular basis.
- 11.3. A Bus Passenger Charter (BPC) will describe what passengers can expect from bus services in the North East. Having a charter in place will enable passengers to hold bus operators and local authorities to account for delivering against this EP Plan. The BPC will signpost passengers to routes for recourse, enabling them to provide feedback on how authorities and operators are performing in meeting their commitments in this EP Plan.

#### **11.4. Reporting to the Regional Enhanced Bus Partnership Board and to the Department for Transport**

- 11.4.1. TNE will produce a six-monthly report to the Regional Bus Enhanced Partnership Board. It will set out the latest available data by which to measure the partnership's performance against its KPIs.
- 11.4.2. The report will contain commentary to explain why targets are being met, not met, or exceeded, and will include supplementary information such as long-term trends, social and economic trends that may help to understand performance and benchmarking information.
- 11.4.3. The report will set out the actions that have been taken by the partnership in the previous six-month period, and the actions that are planned for the following six-month period.
- 11.4.4. As well as focusing and reporting on 'hard' data in the shape of KPI performance, qualitative data will also be included in the report, to evidence how users actually feel about the network, and what has been said in relation to the new service provision. First-hand feedback like this cannot be underestimated, as it provides a true insight into the minds of the consumer. Effort will be made to record and analyse in-person customer feedback, as well as providing analysis of social media comments. This routine exercise will help to set the KPIs within the context of the bus user and the narrative around the new network.

- 11.4.5. Local Bus Boards and the business and services-focused North East Bus Advisory Panel will be consulted over the report. The report will be sent to the NEJTC and may also be provided to other stakeholders with an interest, such as individual local authorities and Nexus.

### **11.5. Bus Passenger Charter (BPC)**

- 11.5.1. The BPC will ensure performance information is accessible and easy to understand.
- 11.5.2. The BPC does not create any new legal relationship with passengers, it sets out commitments to:
- 11.5.2.1. Outline the standards of service customers can expect from buses in the North East, such as punctuality, vehicle cleanliness, proportion of services operated, accessibility of buses and related infrastructure to groups with protected characteristics.
  - 11.5.2.2. Update on performance on a six-monthly basis relative to the KPIs for the partnership that are shown in section 9.8 of this EP Plan.
  - 11.5.2.3. Make available six-monthly reports on the TNE website, supplemented by communication channels appropriate to the relevant audiences.
  - 11.5.2.4. Identify where KPIs are not being met and describe the measures being taking to ensure these are met in future.
  - 11.5.2.5. Advise customers on how to obtain local travel and general public transport information, and how to travel safely.
  - 11.5.2.6. Inform customers of the complaints process to follow if something goes wrong or the service falls below the expected standard, as well as providing routes to gather other feedback.
  - 11.5.2.7. Inform customers on how to offer improvement suggestions.
  - 11.5.2.8. Advise customers on who to contact and provide appropriate channels.
  - 11.5.2.9. Publicise upcoming planned improvements and changes and advise customers how they can play a part in future proposals.

## **12. HOW THE RELATED EP SCHEME(S) ARE INTENDED TO ASSIST IN IMPLEMENTING THE POLICIES AND ACHIEVING THE OBJECTIVES SET OUT IN THE EP PLAN**

The initial EP Scheme provides both a framework for implementation of the EP Plan through the governance arrangements set out in section 8 of the EP Scheme, and also implements a number of measures and requirements which start implementation of the EP Plan. In particular:"

- 12.1. Measures set out in the EP Scheme start to implement many of the customer experience objectives with clear, consistent information provision being introduced over the period of the EP Scheme, including a common approach to real time information, multi-modal passenger information, and provision at bus-stops;
- 12.2. Ticketing measures introduced in the initial EP Scheme include a common pay-as-you-go ITSO compliant smartcard, and all-day multi-operator adult and under 19 fares across the region;
- 12.3. New buses will be expected to meet the Euro VI standard and incorporate next-stop audio visual equipment;
- 12.4. A number of major highway interventions will be delivered on some of the busiest corridors with traffic signal upgrades on six key corridors being delivered through the initial EP Scheme to allow full traffic control interventions;
- 12.5. The EP Scheme provides a framework for reporting on KPIs, and a mechanism to introduce further measures as they are agreed between the Authorities and Operators.

13. **THE INTENDED EFFECT OF THE EP SCHEME(S) ON NEIGHBOURING AREAS THAT ARE OUTSIDE THE EP PLAN AND EP SCHEME(S) AREA**

The EP Scheme specifically exempts services which have over 50% of their route outside the EP Plan Area, so is not intended to apply requirements to services which operate predominantly in neighbouring areas, and therefore it is expected that the effect of the EP Scheme on neighbouring areas will be limited. Whilst the EP Scheme does impose some requirements on new vehicles these are not deemed onerous for new vehicles, and the initial EP Scheme does not require operators to upgrade their vehicles to meet new standards. To the extent any cross boundary operators are not exempt and have to comply with the ticketing standards specified in the EP Scheme, the initial EP Scheme does not seek to cap the required multi-operator fares, and therefore these will be set by the operators on a commercial basis initially. As a result the EP Scheme is not expected to materially affect neighbouring areas.

## **TRANSPORT NORTH EAST**

### **ENHANCED PARTNERSHIP SCHEME**

**THE NORTH EAST JOINT TRANSPORT COMMITTEE ENHANCED PARTNERSHIP SCHEME FOR BUSES IS MADE IN ACCORDANCE WITH SECTION 138G(1) OF THE TRANSPORT ACT 2000 BY:**

**The Durham, Gateshead, South Tyneside and Sunderland Combined Authority**, known as the North East Combined Authority ("**NECA**") (comprising of the local authority areas of Durham County Council, Gateshead Council, South Tyneside Council and Sunderland City Council);

**The Newcastle Upon Tyne, North Tyneside and Northumberland Combined Authority** known as the North of Tyne Combined Authority ("**NTCA**") (comprising of the local authority areas of Newcastle City Council, North Tyneside Council and Northumberland County Council);

**Tyne & Wear Passenger Transport Executive ("**Nexus**")** of Nexus House, 33 St James' Boulevard, Newcastle upon Tyne, NE1 4AX;

**The County Council of Durham** of County Hall, Aykley Heads, Durham, DH1 5UZ. ("**Durham**");

**The Borough Council of Gateshead**, Civic Centre, Regent Street, Gateshead, NE8 1HH. ("**Gateshead**");

**The Council of the City of Newcastle upon Tyne**, Newcastle Civic Centre, Barras Bridge, Haymarket, Newcastle upon Tyne, NE1 8QH ("**Newcastle**");

**The Council of the Borough of North Tyneside**, The Quadrant, The Silverlink North, Cobalt Business Park, North Tyneside, NE27 0BY ("**North Tyneside**");

**Northumberland County Council**, County Hall, Morpeth, NE61 2EF ("**Northumberland**");

**The Council of the Borough of South Tyneside**, Town Hall & Civic Offices, Westoe Rd, South Shields, NE33, 2RL ("**South Tyneside**"); and

**The Council of the City of Sunderland**, City Hall, Plater Way, Sunderland, SR1 3AA ("**Sunderland**").

#### **1. EP SCHEME CONTENT**

1.1 This document fulfils the statutory requirements for an EP Scheme as set out in the Transport Act 2000 as amended by the Bus Services Act 2017. In accordance with the statutory requirements in sections 138A to 138S of the Transport Act 2000, the EP Scheme document sets out:

- 1.1.1 the area covered by the EP Scheme (section 3);
- 1.1.2 the commencement date and period of operation (section 4);
- 1.1.3 Facilities and Measures (section 6);

- 1.1.4 requirements in relation to local services (section 7); and
- 1.1.5 governance arrangements including variation and revocation (section 8).
- 1.2 The EP Scheme can only be put in place if an associated EP Plan has been made. Therefore, this document should be considered alongside the North East Enhanced Partnership Plan.
- 1.3 This EP Scheme has been jointly developed by the North East Joint Transport Committee ("**NEJTC**"), Local Highway Authorities, Nexus and those bus operators that provide Local Services in the EP Scheme area.
- 1.4 The EP Scheme sets out obligations and requirements on the Authorities including Local Transport Authority and Local Highway Authorities, and operators of Local Services in order to achieve the intended improvements, with the aim of delivering the objectives of the North East Enhanced Partnership Plan.

## 2. **Defined Terms**

- 2.1 The following terms are used in this EP Scheme:
  - 2.1.1 "**AQPS**" – means an Advanced Quality Partnership Scheme made pursuant to section 113C of the Transport Act 2000 (as amended by the Local Transport Act 2008 and the Bus Services Act 2017).
  - 2.1.2 "**Authority**" means each Local Transport Authority, each Highway Authority and Nexus and "**Authorities**" shall be construed accordingly.
  - 2.1.3 "**Bus Lane**" means a signposted lane, designated for use by registered local bus services and (where specified) taxis and other authorised vehicles, at the times indicated by the relevant signage.
  - 2.1.4 "**Bus Lane Enforcement**" means action taken to ensure that bus lanes and bus gates are used only by authorised vehicles.
  - 2.1.5 "**Bus Service Improvement Plan**" or "**BSIP**" means the bus service improvement plan which covers seven local authority areas in the North East, consisting of the NECA and the NTCA, as reviewed and updated from time to time.
  - 2.1.6 "**Bus Stand**" means a clearway as defined in accordance with paragraph 1 of Part 6 to Schedule 7 of The Traffic Signs Regulations and General Directions 2016 which is marked "BUS STOP", but which permits or will permit a local bus to stand within the clearway for as long as may be necessary up to a maximum period of 10 minutes.
  - 2.1.7 "**Code of Conduct**" means the code of conduct to be developed in accordance with the measure with reference Serv05 which is set out in the table in Schedule 2 of this EP Scheme, an indicative draft of which is set out at Annex 1 to Schedule 2 of this EP Scheme.
  - 2.1.8 "**Excluded Local Service**" has the meaning given to 'excluded local service' in Regulation 3(2) of the Enhanced Partnership Plans and Schemes (Objections) Regulations 2018 (SI 2018/404), and Excluded Local Services shall be construed accordingly.

- 2.1.9 **"EP Plan"** means an enhanced partnership plan as defined in section 138A(3) of the Transport Act 2000.
- 2.1.10 **"EP Scheme"** means an enhanced partnership scheme as defined in section 138A(5) of the Transport Act 2000, and **"this EP Scheme"** shall be construed as a reference to the EP Scheme made pursuant to this document, as may be amended or varied from time to time in accordance with its terms or pursuant to section 138K of the Transport Act 2000.
- 2.1.11 **"EP Scheme Area"** means the area to which this EP Scheme applies.
- 2.1.12 **"Facilities"** shall have the meaning given in section 138D(1) Transport Act 2000 and shall include assets that are provided at specific locations along particular routes (or parts of routes) within the EP Scheme Area or new and improved bus priority measures with are made within the EP Scheme Area;
- 2.1.13 **"Local Authorities"** means Durham, Gateshead, Newcastle, North Tyneside, Northumberland, South Tyneside and Sunderland.
- 2.1.14 **"Local Bus Board"** has the meaning given to it in section 8.3.1.
- 2.1.15 **"Local Highway Authority"** means a Local Authority with responsibility for the maintenance of highway infrastructure in its local authority area.
- 2.1.16 **"Local Transport Authority"** has the meaning given to it in section 108(4) of the Transport Act 2000 and for the purposes of this EP Scheme shall include references to NECA and NoTCA as the case may be.
- 2.1.17 **"Local Service"** has the meaning given to it in section 2(1) of the Transport Act 1985.
- 2.1.18 **"Measures"** shall have the meaning given in section 138D(2) of the Transport Act 2000 and shall include improvements which have the aim of:
- 2.1.18.1 increasing the use of Local Services serving the routes to which the measures relate or ending or reducing a decline in their use; or
- 2.1.18.2 improving the quality of Local Services.
- 2.1.19 **"North East Enhanced Partnership Plan"** means the EP Plan made by the Authorities pursuant to section 138A of the Transport Act 2000 and which is required to be in place for this EP Scheme to be made.
- 2.1.20 **"Operator"** means an operator of a Local Service within the EP Scheme Area which is not exempt pursuant to section 5.
- 2.1.21 **"Panel"** has the meaning given to it in section 8.2.1.
- 2.1.22 **"Partnership Board"** has the meaning given to it in section 8.1.1.
- 2.1.23 **"Qualifying Operator"** means an Operator except where such Operator only operates Excluded Local Services.
- 2.1.24 **"Scheme Commencement Date"** means the date on which this EP Scheme comes into operation, as specified in section 4.1.

2.1.25 **"Transport North East"** or **"TNE"** is the name of the officer group that supports the NEJTC in developing and delivering transport and strategy across the EP Scheme Area.

2.1.26 **"TRO"** or **"Traffic Regulation Order"** means a traffic regulation order made under the Road Traffic Regulation Act 1984 or any other enactment regulating the use of roads or other places.

### **3. SCOPE OF THE EP SCHEME AND COMMENCEMENT DATE**

#### **3.1 Description of Geographical Coverage**

The EP Scheme will support the improvement of all local bus services operating in the administrative areas of the NECA and the NTCA, except any local bus services which are exempt from the requirements of the EP Scheme in accordance with section 5.

#### **3.2 Map of EP Plan and EP Scheme Areas**

A map of the EP Plan and EP Scheme Area is included at Schedule 1 (*EP Plan and EP Scheme Area*).

### **4. COMMENCEMENT DATE**

4.1 This EP Scheme is made on [**Note: date to be inserted**]and shall come into operation on [**Note: date to be inserted**].

4.2 The EP Scheme shall have an initial term of 3 years and will be reviewed annually in accordance with section 8 (*Governance Arrangements*) of this EP Scheme.

### **5. EXEMPTED SERVICES**

The following Local Services are exempt from the requirements of the EP Scheme:

5.1 In respect of all Local Services operating in the area of the EP Scheme:

5.1.1 Any Local Service which is primarily operated as a replacement service for Metro, rail or ferry services;

5.1.2 Any Local Service which is operated by a vehicle which it has been agreed, by the relevant Authority, acting reasonably is intended primarily for novelty or leisure purposes rather than as a standard local service;

5.1.3 Any Local Service which has over 50% of their route mileage outside the area of this EP Scheme;

5.1.4 Any Local Service which forms part of a longer route which is not registered as a Local Service and operates as a long-distance scheduled coach service;

5.1.5 Any Local Service which is registered as a flexibly routed local bus service;

5.1.6 Any Local Service which is registered to support a special event and which therefore operates no more than 7 days in any year;

5.1.7 Any Local Service which would, other than for its registration under section 6 of the Transport Act 1985, be an excursion or tour within the meaning in section 137(1) of the Transport Act 1985;

- 5.1.8 Any Local Service which is registered to operate less than three journeys in any day or on no more than one day a week;
- 5.1.9 Any Local Service which whilst open to the general public has a start point or destination at a school, and which is predominantly used by students travelling to or from such school;
- 5.1.10 Any Local Service which has been procured by an Authority pursuant to section 63 of the Transport Act 1985 or section 9A of the Transport Act 1968 prior to the date on which this EP Scheme comes into operation as specified in section 4.1;
- 5.1.11 Any Local Service which has been procured by an Authority pursuant to section 63 of the Transport Act 1985 or section 9A of the Transport Act 1968, and where such Authority did not receive a compliant tender (which is deemed to include such tender complying with all requirements specified in this EP Scheme) which offered value for money, in the opinion of that Authority, acting reasonably;
- 5.1.12 Any Local Service where the Operator is paid by a third party (including, but not limited to developers, supermarkets, employers or other parties requiring a bus service to be provided to a location in the EP Scheme area, but for the avoidance of doubt excluding any company which is a parent company or subsidiary of that Operator, or a subsidiary of any parent company of that Operator) in order to provide such service, and such Local Service would not operate in the absence of such payment; and
- 5.1.13 Any Local Service which is operated solely with vehicles having 16 seats or less.

## **6. FACILITIES AND MEASURES**

- 6.1 The Authorities named in column 3 of the table in Schedule 2 (*Facilities and Measures*) shall begin work on the relevant Facility or Measure described in column 2 by and from the date or dates indicated in column 5 (as applicable) and deliver the relevant Facility or measure by and from the date or dates indicated in column 6 (as applicable).
- 6.2 Where a Required TRO is specified in column 4 of the table in Schedule 2 (*Facilities and Measures*) then the Local Highway Authority (or Local Highway Authorities) for the area to which the TRO applies shall use all reasonable endeavours to make such TRO in sufficient time for the relevant Facility or Measure to be provided no later than the date or dates indicated in column 6. Where a Local Highway Authority is unable to make any required TRO in the timescale specified, then the relevant Local Highway Authority may propose a Proposed Variation which:
  - 6.2.1 amends the date or dates indicated in column 5 for such Facility or Measure until a date reasonably following the actual date that the TRO is made; and
  - 6.2.2 amends the date or dates specified for implementation of any requirement that is identified in column 6 of the relevant table as being dependent upon such Facility or Measure,

and where a Proposed Variation specifies both the amendments specified in sections 6.2.1 and 6.2.2 and provided that these are the only amendments specified, then section 8.6.9 shall apply to such Proposed Variation as if it had been discussed by the relevant Local Bus Board(s).
- 6.3 The introduction and/or delivery of the Facilities and Measures set out in this Scheme is subject to the provision of funding, which may be from the Department for Transport or any other

funding body. Where an Authority is unable to introduce and/or deliver any Facility or Measure in the timescale specified (including where funding from the Department for Transport or any other funding body which is required to introduce and/or deliver such Facility or Measure has not been provided), then such Authority shall promptly notify the NEJTC, and where the NEJTC assesses, acting reasonably, that it is not reasonably practicable to introduce and/or deliver such Facility or Measure in the specified timescale under this EP Scheme, the Authorities may propose a Proposed Variation which:

- 6.3.1 amends the date or dates indicated in column 5 of the relevant table for the work on the Facility or Measure is to be started by until a date reasonably following the actual date that the relevant Authority is able to begin work on such Facility or Measure;
- 6.3.2 amends the date or dates specified for implementation of any requirement that is identified in column 6 of the relevant table as being dependent upon such Facility or Measure,

and where a Proposed Variation specifies both the amendments specified in sections 6.3.1 and 6.3.2 and provided that these are the only amendments specified, then section 8.6.9 shall apply to such Proposed Variation as if it had been discussed by the relevant Local Bus Board(s).

- 6.4 Where an Authority is unable to introduce and/or deliver any Facility or Measure as envisaged in this EP Scheme (including where funding from Department for Transport or any other funding body which is required to introduce and/or deliver such Facility or Measure has not been provided) and this is demonstrated to the reasonable satisfaction of the NEJTC, then such Authority shall be entitled to introduce and/or deliver that Facility or Measure in such other manner or by such other method as it considers appropriate, acting reasonably, provided that such alternative manner or method of introduction and/or delivery shall deliver benefits equivalent to those that would have been delivered had that Facility or Measure been introduced and/or delivered as envisaged by this EP Scheme, and that Authority may propose a Proposed Variation which:

- 6.4.1 amends the scheme description, Authority responsibilities and whether there are any Required TROs as set out in columns 2-4 (inclusive) of the table in Schedule 2 accordingly,

and provided that these are the only amendments specified, then section 8.6.9 shall apply to such Proposed Variation as if it had been discussed by the relevant Local Bus Board(s).

- 6.5 Where, notwithstanding their obligations pursuant to sections 6.2 or 6.3, or their rights pursuant to section 6.4, an Authority is unable to make a Required TRO or introduce and/or deliver any Facility or Measure within the term of this EP Scheme (including where funding required from the Department for Transport or any other funding body to introduce and/or deliver such Facility or Measure will not be provided within the term of this EP Scheme) and this is demonstrated to the reasonable satisfaction of the NEJTC, then in accordance with section 138E of the Transport Act 2000, this EP Scheme shall be varied to remove the requirement to implement such Required TRO, Facility or Measure and to remove any requirement that is identified in column 6 of the relevant table as being dependent upon such Required TRO, Facility or Measure.

## **7. REQUIREMENTS IN RESPECT OF LOCAL SERVICES**

- 7.1 Operators of Local Services identified in column 3 of any table in Schedule 3 (*Requirements in respect of Local Services*) shall ensure that such Local Services meet the relevant requirement set out in column 2 of such table by and from the date or dates specified in column 4.

7.2 Where one or more Operators is unable to meet any relevant requirement in the timescales specified in any table in Schedule 3 (*Requirements in respect of Local Services*) they shall promptly notify TNE, specifying the time period in which they can meet the relevant requirement, and setting out any reasons why the standard cannot be met in the specified timescale. Where the NEJTC assesses, acting reasonably, that it is not reasonably practicable for one or more Operators to meet the relevant standard in the specified timescale under this EP Scheme, the parties agree that one or more Operators may propose a Proposed Variation which:

7.2.1 Amends the date or dates indicated in respect of such standard until a date reasonably following the actual date on which the standard can be met by all relevant Operators (or could have been met, had such Operators used reasonable endeavours to achieve the relevant standard); and

7.2.2 which also amends the date or dates specified for implementation of any Facility or Measure that is identified in column 5 of the relevant table as being dependent upon such standard,

and where a Proposed Variation specifies both the amendments specified in sections 7.2.1 and 7.2.2 and provided that these are the only amendments specified, then section 8.6.9 shall apply to such Proposed Variation as if it had been discussed by the relevant Local Bus Board(s).

## 8. GOVERNANCE ARRANGEMENTS

### 8.1 North East Regional Bus Partnership Board

8.1.1 A North East Regional Bus Partnership Board (the "**Partnership Board**") shall be formed for the EP Scheme Area and the following will be invited to sit on the Partnership Board:

8.1.1.1 an independent chairperson ("**Partnership Chair**"), who shall be agreed in advance of the first meeting of the Partnership Board by the other members of the Partnership Board, and shall not be a representative or employee of such other members of the Partnership Board;

8.1.1.2 the managing director of TNE, or the deputy of the managing director in their absence;

8.1.1.3 a senior representative of Nexus;

8.1.1.4 a Tyne & Wear based officer from the Heads of Transport Highways subgroup;

8.1.1.5 a senior representative of Durham and a senior representative of Northumberland;

8.1.1.6 a senior representative from:

- (a) Arriva North East, a trading name of Arriva Northumbria Limited (company number 00237558) and Arriva Durham County Limited (company number 02404350), whose office is at 1 Admiral Way, Doxford International Business, Park, Sunderland, Tyne & Wear, SR3 3XP;

- (b) Go North East Limited, (company number 02057284), whose registered office is at 3rd Floor, 41-51 Grey Street, Newcastle upon Tyne, NE1 6EE; and
  - (c) Stagecoach North East, a trading name of Busways Travel Services Limited (company number 02295227) and Cleveland Transit Limited (company number 02546698), whose office is at One Stockport Exchange, 20 Railway Road, Stockport, United Kingdom, SK1 3SW;
- 8.1.1.7 a local representative of the Confederation of Passenger Transport UK), (company number 1182437), whose office is at 22 Greencoat Place, London, SW1P 1PR, to represent Operators other than those referred to in section 8.1.1.6;
- 8.1.1.8 the chairperson of the Panel; and
- 8.1.1.9 senior representatives from:
  - (a) Bus Users UK, being Bus Users UK Charitable Trust Ltd, a registered charity in England and Wales (number 1178677) and in Scotland (number SC049144), whose office is at 22 Greencoat Place, London, SW1P 1PR; and
  - (b) Transport Focus, the executive non-departmental public body sponsored by the Department for Transport which is the independent watchdog for transport users.
- 8.1.2 Meetings of the Partnership Board shall take place at least quarterly and shall be chaired by the Partnership Chair. The first meeting of the Partnership Board shall take place in [ ***[DN: insert month which is the month before the EP is to commence]***] in advance of the commencement of the EP Scheme in [ ***[DN: insert month that the EP is to commence]***], to support the mobilisation of the EP Scheme.
- 8.1.3 The terms of reference of the Partnership Board shall be developed and agreed by the members of the Partnership Board referred to in section 8.1.1 at the first meeting of the Partnership Board. Functions of the Partnership Board may include:
  - 8.1.3.1 regional level review of performance against the KPIs set out in the EP Plan, and formulation of proposals for targets and action plans to rectify performance issues;
  - 8.1.3.2 consideration of feedback and potential actions from the Panel;
  - 8.1.3.3 review of the EP Plan and contemplation of how funds (when made available) and any savings by Operators reported in accordance with section 8.11 could be used to support delivery of the EP Plan;
  - 8.1.3.4 review and development of regional initiatives to promote bus use including leadership of the positive narrative around bus in the EP Scheme Area;
  - 8.1.3.5 overseeing the annual review and refresh of the BSIP;

8.1.3.6 interaction with stakeholders and Local Bus Boards over issues requiring discussion at a regional level, and consideration of the views of Local Bus Boards in respect of regional issues;

8.1.3.7 review of compliance with the Code of Conduct.

8.1.4 The Partnership Board shall provide a forum for discussions in respect of the future content and arrangements for the variation and revocation of this EP Scheme in accordance with section 8.4 where this relates to matters that affect operation of local services across the area of the EP Scheme, or Facilities or Measures which are delivered by the NEJTC, the NECA, the NTCA or Nexus. ***[text to follow which will set out that the partnership board make recommendations only and must pass recommendations forward for the JTC to consider, noting the decision-making powers sit with the JTC]***

## 8.2 North East Bus Advisory Panel

8.2.1 A North East Bus Advisory Panel (the "**Panel**") shall be formed for the EP Scheme Area comprising:

8.2.1.1 an independent chairperson ("**Panel Chair**"), who shall be agreed in advance of the first meeting of the Panel by the Partnership Board, and shall not be a representative or employee of [such other members of the Panel] [any member of the Partnership Board]; and

8.2.1.2 representatives of such other groups representative of the EP Scheme Area as an Operator or any Authority may propose, acting reasonably, and which the Panel is reasonably able to accommodate,

and which shall offer stakeholders in the EP Scheme Area the opportunity to comment on bus services in the EP Scheme Area and the plans of the enhanced partnership.

8.2.2 Meetings of the Panel shall take place bi-annually and shall be chaired by the Panel Chair.

## 8.3 Local Bus Boards

8.3.1 The Operators and Authorities shall constitute local partnership boards for each Local Authority area within the EP Scheme Area ("**Local Bus Boards**" and each a "**Local Bus Board**"), which shall provide a forum for discussions in respect of the EP Plan and EP Scheme and other matters in relation to bus services at a local level. Each Local Bus Board shall determine:

8.3.1.1 any additional attendees of such Local Bus Board;

8.3.1.2 the frequency of the meetings of such Local Bus Board; and

8.3.1.3 the remit and functions of such Local Bus Board, which may include:

- (a) local review of data provided by the enhanced partnership about performance against the KPIs set out in the EP Plan at a local level, and formulation of local performance targets and action plans to rectify performance issues;

- (b) reviewing compliance by Operators with the Code of Conduct at a local level;
- (c) providing input in accordance with the Code of Conduct;
- (d) development of plans aligned with the EP Plan and BSIP for potential funding (including any savings by Operators reported in accordance with section 8.11);
- (e) considering and discussing issues to be discussed at meetings of the Partnership Board, to enable the relevant NEJTC member to represent the view of the Local Bus Board; and
- (f) liaising with TNE in respect of any support required by that Local Bus Board in relation to tasks including administration, data provision, meeting management

8.3.2 The relevant Local Bus Board(s) shall provide a forum for discussions in respect of the future content and arrangements for the variation and revocation of this EP Scheme in accordance with section 8.4 where this relates to matters that affect operation of local services in the area of a specific Local Bus Board, or Facilities or Measures which are delivered by the Local Authority (or Local Authorities) for the area of that Local Bus Board, including in respect of any relevant savings by Operators reported in accordance with section 8.11. The Local Bus Board(s) will provide comments reflecting local viewpoints to the Partnership Board and/or the NEJTC where required and appropriate.

#### **8.4 Review of this EP Scheme**

8.4.1 This EP Scheme shall be reviewed by the Partnership Board and each Local Bus Board at least annually, in conjunction with review of the EP Plan, commencing no later than on the anniversary of the Commencement Date. The NEJTC shall commence each review, and ensure that such review is carried out in no less than 6 months. The review shall take into account:

- 8.4.1.1 review by each Local Bus Board of matters relating to its area; and
- 8.4.1.2 review by the Partnership Board of performance across the area of the EP Scheme, including consideration of matters reported by each Local Bus Board.
- 8.4.1.3 data on progress towards achieving the KPIs specified in the EP Plan.

8.4.2 The Partnership Board or any Local Bus Board may review specific elements of this EP Scheme on an ad-hoc basis. Partnership Board or Local Bus Board members and any other Operator of Local Services should contact TNE using the following email address [buses@transportnortheast.gov.uk](mailto:buses@transportnortheast.gov.uk) explaining what the issue is and its urgency. TNE will then decide whether to table the matter at the next scheduled meeting of the Partnership Board and/or the relevant Local Bus Board or Local Bus Boards to which the matter relates or make arrangements for a more urgent meeting of the Partnership Board or the relevant Local Bus Board or Local Bus Boards, where the matter requires resolution in advance of the next scheduled meeting.

#### **8.5 Postponement of operation of requirements of this EP Scheme**

For the avoidance of doubt, where it appears to the NEJTC that (or where they are notified by any Local Authority, Nexus or any Operator that) any of the dates specified in section 138I(3)(b) to (e) of the Transport Act 2000 should be postponed, then section 138I of the Transport Act 2000 may apply in respect of such postponement, but those dates may also be amended in accordance with section 8.6.

## 8.6 Arrangements for Varying or Revoking this EP Scheme

- 8.6.1 In accordance with section 138E of the Transport Act 2000, the procedure in this section 8.6 shall apply in place of the provisions of section 138L to 138N of the Transport Act 2000, in order to vary this EP Scheme.
- 8.6.2 Consideration will be given to any proposed variations to this EP Scheme ("**Proposed Variation**") which are raised by the NEJTC, Nexus, a Local Authority, an Operator or one of the organisations represented on a Local Bus Board ("**Proposer**"):
- 8.6.3 In proposing a Proposed Variation, the Proposer shall, so far as reasonably practicable:
- 8.6.3.1 demonstrate how the Proposed Variation would contribute to achieving one or more of the objectives set out in the BSIP, EP Plan and/or other current local transport policies;
  - 8.6.3.2 identify the Local Services and areas which will be affected by the Proposed Variation, including the requirements which will be imposed on Operators in respect of such Local Services, and the changes required to Schedule 3 of this EP Scheme and any description of the proposed standards which should be included in Schedule 3;
  - 8.6.3.3 identify any Facilities or Measures which are to be implemented as part of the Proposed Variation or any modifications or amendments to existing Facilities or Measures within the EP Scheme including proposed dates for implementation, the proposed Authority which is to implement any such Facility or Measure and the sources and availability of funding required to deliver such Facility or Measure (including any savings by Operators reported in accordance with section 8.11 which may be utilised), and any other information required to include such Facility or Measure in Schedule 2, including any description of the proposed Facilities or Measures to be included in the Appendix to Schedule 2;
  - 8.6.3.4 identify any significant adverse effect on competition of the Proposed Variation, and where any such adverse effect is possible, identify whether such Proposed Variation has a view to achieving one or more of the purposes specified in paragraph 2(3) of Schedule 10 of the Transport Act 2000 and consider whether the effect on competition is likely to be proportionate to the achievement of those purposes; and
  - 8.6.3.5 identify the Authorities and Operators which may have an interest in or be affected by the Proposed Variation and each Local Bus Board to which the Proposed Variation may therefore be relevant.
- 8.6.4 Any request for a Proposed Variation shall be in writing and submitted to buses@transportnortheast.gov.uk. TNE will forward all requests received on to all members of the relevant Local Bus Boards within 5 working days of receipt.

- 8.6.5 On receipt of a request for a Proposed Variation TNE will convene each relevant Local Bus Board giving at least 14 days' notice for the meeting, to discuss the Proposed Variation.
- 8.6.6 If the Proposed Variation is agreed by all Qualifying Operators affected by it, and if the NEJTC and each Authority who is affected by the Proposed Variation also agrees (having discussed and agreed this in accordance with the governance procedures of the NEJTC and each relevant Authority, as applicable, in advance of the meeting of the Local Bus Board), then subject to section 9.2, the Proposed Variation shall be referred to the NEJTC and each Authority affected by the Proposed Variation for approval in accordance with section 8.6.9.
- 8.6.7 If there is not full agreement by all Qualifying Operators affected by the Proposed Variation, but the NEJTC and each Authority affected by the Proposed Variation have agreed to the Proposed Variation in accordance with section 8.6.6 then the Proposed Variation may be put to the operator objection mechanism as set out in The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018, as if the Proposed Variation was a variation to this EP Scheme notified under section 138L of the Transport Act 2000 save that:
- 8.6.7.1 a reduced objection period of 14 days shall apply in place of the 28 day period stated in section 138L(2)(c) of the Transport Act 2000;
- 8.6.7.2 references to "the area to which the scheme relates" in section 138L(5)(b) of the Transport Act 2000 shall be taken to be references to the areas of the relevant Local Bus Boards to which the Proposed Variation relates.
- 8.6.8 If objections under the operator objection mechanism implemented pursuant to section 8.6.7 do not reach the statutory objection limits, then subject to section 9.2, the Proposed Variation shall be referred to the NEJTC and each Authority affected by the Proposed Variation for approval in accordance with section 8.4.9.
- 8.6.9 Following any discussion by a Local Bus Board pursuant to sections 8.6.6 or 8.6.7 in respect of a Proposed Variation, the NEJTC and any Authority affected by the Proposed Variation shall be entitled to promptly confirm agreement to that Proposed Variation following a formal decision by such Authority to the Proposed Variation, and within seven working days of the final approval of NEJTC or any relevant Authority the NEJTC shall publish the revised EP Scheme on its website on behalf of the Authorities.

## **8.7 Revocation of an EP Scheme**

- 8.7.1 An EP Scheme can only exist if an EP Plan is in place and an EP Plan requires at least one EP Scheme to be in place, therefore:
- 8.7.1.1 if the North East Enhanced Partnership Plan is revoked then this will automatically lead to this EP Scheme ceasing; and
- 8.7.1.2 if this EP Scheme is revoked then unless another EP Scheme is in place in the area of the North East Enhanced Partnership Plan, the North East Enhanced Partnership Plan will cease.
- 8.7.2 If any Authority or Operator of Local Services believes it is necessary to revoke this EP Scheme, then in accordance with section 138E of the Transport Act 2000,

the procedure at section 8.6 shall apply to revocation in place of the provisions of section 138O of the Transport Act 2000 to revoke the EP Scheme, on the basis that the Proposed Variation will be revocation of this EP Scheme, and such Proposed Variation will therefore be relevant to all Authorities and Operators.

## **8.8 Franchising Scheme**

If at any point in the future, any area covered by this EP Scheme is included in a bus franchising scheme, the relevant requirements set out in this EP Scheme document will cease to apply to areas covered by the franchising scheme, in line with the arrangements set out in the franchising scheme.

## **8.9 Funding of Network Improvements**

8.9.1 Where for the purposes of implementation of any Proposed Variation made pursuant to this section 8 one or more Local Transport Authority would be required to subsidise the provision of all or part of a Local Service, the Local Transport Authorities shall comply with their duties under section 88(2) Transport Act 1985 to, in exercising and performing their functions with respect to securing the provision of public passenger transport services to co-operate with one another so as to secure, in the interests of the ratepayers in their areas, the best value for money from their expenditure on public passenger transport services, taken as a whole, which may include consideration of:

8.9.1.1 which Local Transport Authority is able to secure the best value for money for any services which operate across the boundary between the two authorities, taking into account the powers available to each respective authority to tender or otherwise award contracts for such services;

8.9.1.2 other funding sources available to each such Local Transport Authority that may be utilised to fund those, or other local services, or otherwise reduce the overall cost of provision of such services,

and references to a Local Transport Authority in this section 8.9.1 shall be taken to include Durham, Nexus (and/or the Tyne and Wear Sub Committee acting on behalf of the NEJTC) and/or Northumberland, where Durham, Nexus (and/or the Tyne and Wear Sub Committee acting on behalf of the NEJTC) and/or Northumberland are exercising the functions of a local transport authority in relation to subsidising the provision of all or part of a Local Service.

8.9.2 Where any Proposed Variation requires the subsidy of one or more (or part of one or more) Local Service in order to be implemented, the NEJTC may require that they are provided with details of which party shall procure such Local Service, the subsidy available, and the legal basis upon which such Local Service shall be procured, prior to forwarding such request in accordance with paragraph 8.6.4.

## **8.10 Complementary Arrangements**

Where for the purposes of implementation of any Proposed Variation made pursuant to this section 8 one or more Local Transport Authority would be required to:

8.10.1 implement additional statutory schemes (including, but not limited to, advanced quality partnership schemes, or advanced ticketing schemes);

- 8.10.2 enter into agreements with one or more Operators (whether a voluntary partnership agreement or otherwise); or
- 8.10.3 certify any qualifying agreement between Operators,

then where it is agreed that such Proposed Variation shall be implemented the relevant authority shall use reasonable endeavours to implement such scheme(s) and/or agreement(s) provided that nothing in this EP Scheme shall be taken to reduce or remove any requirement that might apply to such authority in respect of implementation of such scheme or agreement pursuant to the Transport Act 2000 or otherwise, including, but not limited to the requirement for such authority to apply the relevant competition test pursuant to Schedule 10 to the Transport Act 2000.

## 8.11 Reporting of Operator Savings Derived from EP Scheme

8.11.1 Each Operator shall report savings it has made to TNE on an annual basis for the purposes of complying with the requirement set out at reference OPR01 in the table in paragraph 1.3 (*General*) of Schedule 3 (*Requirements in respect of Local Services*), and such savings to be reported shall include but not be limited to:

- 8.11.1.1 cash savings made by that Operator;
- 8.11.1.2 savings made by that Operator which relate to assets and/or resources available to that Operator and/or which no longer need to be utilised by that Operator as a result of the implementation of Facilities and/or Measures in accordance with Schedule 2 (*Facilities and Measures*) of this EP Scheme, and/or requirements imposed on Operators in accordance with Schedule 3 (*Requirements in respect of Local Services*) of this EP Scheme; and/or
- 8.11.1.3 other operational expenditure in respect of Local Services operating in the EP Scheme Area which that Operator no longer needs to expend,

which are, in each case, derived directly from this EP Scheme.

## 8.12 Intention of Governance Arrangements

8.12.1 The governance arrangements set out in this section 8 are intended to enable the implementation of the EP Plan, which may include:

- 8.12.1.1 variations to this EP Scheme, either in accordance with the provisions of section 138K to 138N of the Transport Act 2000 or the process set out in section 8.6 of this EP Scheme; or
- 8.12.1.2 implementation through other means, including those set out in section 8.10.

## 9. Competition

9.1 The EP Plan and the EP Scheme have been developed with all operators of Local Services, and the EP Scheme does not have and is not likely to have a significantly adverse effect on competition. The competition test set out in Part 1 of Schedule 10 to the Transport Act 2000 has been applied and it is concluded that, at this point, there will be no significantly adverse effect on competition arising from the EP Plan or the EP Scheme.

- 9.2 Where a Proposed Variation is to be effected to this EP Scheme in accordance with section 8 the NEJTC shall apply the competition test set out in Part 1 of Schedule 10 to the Transport Act 2000 on behalf of NECA and NTCA and the Proposed Variation to the EP Scheme shall not be made if the NEJTC is unable to conclude either:
- 9.2.1 that the making of the Proposed Variation will not have or be likely to have a significantly adverse effect on competition; or
  - 9.2.2 that the making of the Proposed Variation is justified by paragraph 2(2) of Part 1 of Schedule 10 to the Transport Act 2000.

**SCHEDULE 1: EP PLAN AND EP SCHEME AREA**



**SCHEDULE 2: FACILITIES AND MEASURES**

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
ITS01a  Delivering traffic signal upgrades at junctions and pedestrian crossings, in order that full traffic control interventions can be enabled remotely. Focused on an initial six corridors with potential to scale up or down with more funding:	<b>Central Motorway Corridor:</b> – Intelligent Transport Systems (ITS) investment to improve the reliability and punctuality of bus services in the region and reliable real time information. This project will be managed in two phases.	Tyne and Wear Regional Traffic Signals Service, Newcastle, Gateshead and Durham Local Authorities will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).  Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC and the	No	From the Scheme Commencement Date	March 2023	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		addition of ANPR / CCTV cameras.				
	<b>Coast Road extension Corridor:</b> ITS Investment	Tyne and Wear Regional Traffic Signals Service, Newcastle and North Tyneside Local Authorities will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).	No	From the Scheme Commencement Date	March 2024	N/A
	<b>Seaton Burn Corridor:</b> ITS Investment	Tyne and Wear Regional Traffic Signals Service and Newcastle Local Authority will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV)	No	From the Scheme Commencement Date	March 2023	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		<p>signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).</p> <p>Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC and the addition of ANPR / CCTV cameras</p>				
	<b>Leam Lane:</b> ITS Investment	Tyne and Wear Regional Traffic Signals Service and Newcastle Local Authority will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively	No	From the Scheme Commencement Date	March 2023	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		<p>safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).</p> <p>Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC and the addition of ANPR / CCTV cameras</p>				
	<b>Old Durham Road:</b> ITS Investment	Tyne and Wear Regional Traffic Signals Service and Newcastle Local Authority will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC)	No	From the Scheme Commencement Date	March 2023	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		<p>communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).</p> <p>Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC and the addition of ANPR / CCTV cameras</p>				
	<b>South Shields Corridor:</b> ITS Investment	<p>Tyne and Wear Regional Traffic Signals Service and Newcastle Local Authority will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) /</p>	No	From the Scheme Commencement Date	March 2023	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		<p>CCTV connected to the Urban Traffic Management Centre (UTMC).</p> <p>Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC and the addition of ANPR / CCTV cameras</p>				
	<p><b>A188/ A189 Corridor:</b> ITS Investment</p>	<p>Tyne and Wear Regional Traffic Signals Service and Newcastle Local Authority will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).</p>	<p>No</p>	<p>From the Scheme Commencement Date</p>	<p>March 2023</p>	<p>N/A</p>

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC and the addition of ANPR / CCTV cameras				
	<b>John Reid Road Corridor:</b> ITS Investment	Tyne and Wear Regional Traffic Signals Service and Newcastle Local Authority will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).  Minor works will also be delivered for sites that are	No	From the Scheme Commencement Date	March 2023	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC and the addition of ANPR / CCTV cameras				
	<b>Durham Road:</b> ITS Investment	<p>Tyne and Wear Regional Traffic Signals Service and Newcastle Local Authority will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).</p> <p>Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G</p>	No	From the Scheme Commencement Date	March 2023	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
	<p><b>Miscellaneous Signals:</b> ITS Investment</p>	<p>communications to facilitate control via UTC and the addition of ANPR / CCTV cameras</p> <p>Tyne and Wear Regional Traffic Signals Service and Newcastle Local Authority will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).</p> <p>Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC</p>	No	From the Scheme Commencement Date	March 2023	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
	<p><b>Westgate Road:</b> ITS Investment</p>	<p>and the addition of ANPR / CCTV cameras</p> <p>Tyne and Wear Regional Traffic Signals Service and Newcastle Local Authority will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).</p> <p>Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC and the addition of ANPR / CCTV cameras</p>	No	From the Scheme Commencement Date	March 2023	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
	<b>South Shields to Sunderland Coastal Corridor:</b> ITS Investment	Tyne and Wear Regional Traffic Signals Service and Newcastle Local Authority will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).  Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC and the addition of ANPR / CCTV cameras	No	From the Scheme Commencement Date	March 2023	N/A
	<b>Wallsend BC15 Corridor:</b>	Tyne and Wear Regional Traffic Signals Service and Newcastle Local Authority	No	From the Scheme Commencement Date	March 2023	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
	ITS Investment	<p>will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).</p> <p>Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC and the addition of ANPR / CCTV cameras</p>				
	<b>Ponteland Road Corridor:</b> ITS Investment	Tyne and Wear Regional Traffic Signals Service and Newcastle Local Authority will deliver major works along this corridor including full junction	No	From the Scheme Commencement Date	March 2023	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		<p>renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).</p> <p>Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC and the addition of ANPR / CCTV cameras</p>				
	<b>Dunston Corridor:</b> ITS Investment	Tyne and Wear Regional Traffic Signals Service and Newcastle Local Authority will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+),	No	From the Scheme Commencement Date	March 2023	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		<p>replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).</p> <p>Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC and the addition of ANPR / CCTV cameras</p>				
	<b>Newcastle to South Shields Corridor:</b> ITS Investment	Tyne and Wear Regional Traffic Signals Service, Newcastle, South Tyneside and Gateshead Local Authority will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing	Yes – required for Bus Lane to form part of scheme.	From the Scheme Commencement Date	March 2023	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		<p>signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).</p> <p>Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC and the addition of ANPR / CCTV cameras.</p>				
	<b>Bensham Road Corridor:</b> ITS Investment	Tyne and Wear Regional Traffic Signals Service and Newcastle Local Authority will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban	No	From the Scheme Commencement Date	March 2023	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		<p>Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).</p> <p>Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC and the addition of ANPR / CCTV cameras</p>				
	<b>Chester Road A183 Corridor:</b> ITS Investment	Tyne and Wear Regional Traffic Signals Service and Sunderland will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate	No	From the Scheme Commencement Date	March 2023	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		<p>Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).</p> <p>Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC and the addition of ANPR / CCTV cameras.</p>				
	<b>A690 Sunderland Corridor: ITS Investment</b>	<p>Tyne and Wear Regional Traffic Signals Service and Sunderland City Council will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the</p>	No	From the Scheme Commencement Date	March 2024	

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		<p>Urban Traffic Management Centre (UTMC).</p> <p>Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC and the addition of ANPR / CCTV cameras.</p>				
	<b>Morpeth Corridor:</b> ITS Investment	<p>Tyne and Wear Regional Traffic Signals Service and Northumberland County Council will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).</p>	No	From the Scheme Commencement Date	March 2024	

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC and the addition of ANPR / CCTV cameras.				
	<b>Blyth Corridor:</b> ITS Investment	Tyne and Wear Regional Traffic Signals Service and Northumberland County Council will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).	No	From the Scheme Commencement Date	March 2024	

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		<p>Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC and the addition of ANPR / CCTV cameras.</p>				
	<p><b>Scotswood Road Corridor:</b> ITS Investment</p>	<p>Tyne and Wear Regional Traffic Signals Service and Newcastle City Council will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).</p> <p>Minor works will also be delivered for sites that are</p>	No	From the Scheme Commencement Date	March 2024	

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		<p>already operating ELV and just require an upgrade to provide 4/5G communications to facilitate control via UTC and the addition of ANPR / CCTV cameras.</p>				
	<p><b>A184 Corridor:</b> ITS Investment</p>	<p>Tyne and Wear Regional Traffic Signals Service and Gateshead Council will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).</p> <p>Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to</p>	<p>No</p>	<p>From the Scheme Commencement Date</p>	<p>March 2024</p>	

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		provide 4/5G communications to facilitate control via UTC and the addition of ANPR / CCTV cameras.				
	<b>Barrack Road Corridor:</b> ITS Investment	Tyne and Wear Regional Traffic Signals Service and Newcastle City Council will deliver major works along this corridor including full junction renewals with conversion to Extra Low Voltage (ELV) signals (Siemens Plus+), replacement of existing signal poles with passively safe aluminium columns, the provision of 4/5G Urban Traffic Control (UTC) communications and Automatic Number Plate Recognition (ANPR) / CCTV connected to the Urban Traffic Management Centre (UTMC).  Minor works will also be delivered for sites that are already operating ELV and just require an upgrade to provide 4/5G communications to	No	From the Scheme Commencement Date.	March 2024	

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		facilitate control via UTC and the addition of ANPR / CCTV cameras.				
ITS01b	Delivering enhanced real time information enabling buses to be accurately located in real-time and ensure they benefit fully from hurry calls at signalised junctions. Systems will be deployed regionwide on all buses with the hurry call detection enabled on the routes where ITS01b has been deployed.	<p>Back office systems to be hosted within Nexus and the region's UTMC.</p> <p>Back office systems to utilise information supplied by Operators to an accuracy level which corresponds to the accuracy of the data received into the system.</p> <p>User requirements are being defined through a Business Case and a bespoke system is intended to be delivered through an Innovation Partnership.</p>	No	From the Scheme Commencement Date	March 2023	[Provision by Operators of [system] / [data] referred to at reference [OP03] in the table in paragraph 1.1 of Schedule 3 <b>[DN: To be confirmed]</b> ]
L01	<p>Information Provision:</p> <p>Provision and maintenance of printed information at existing stops throughout the network.</p>	Durham will when replacing bus stop liners replace them with new bus stop liners which adhere to the policy specified as applicable to Durham in the section headed Bus stop timetable displays in Part b of Appendix 1.	N/A	Within 3 months of the Scheme Commencement Date	N/A	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
	The format of timetable information will become consistent across the region where this improves information.	<p>Northumberland will when replacing bus stop liners replace them with new bus stop liners which adhere to the policy specified as applicable to Northumberland in the section headed Bus stop timetable displays in Part b of Appendix 1.</p> <p>Nexus will when replacing bus stop liners replace them with new bus stop liners which adhere to the policy specified as applicable to Nexus in the section headed Bus stop timetable displays in Part b of Appendix 1.</p>				
<b>L02</b>	<p><b>Multimodal Information Provision and Digital Information Provision:</b></p> <p>Information pertaining to intermodal travel will be provided at interchanges (bus, Metro and rail) across the region in</p>	<p>Durham to provide information standards as set out in the section headed Information at Interchanges in part b of Appendix 1 at the interchanges listed in respect of Durham at part a of Appendix 1</p> <p>Nexus to provide information standards as set out in the section headed Information at Interchanges in part b of Appendix 1 at</p>	N/A	Within 3 months of the Scheme Commencement Date	N/A	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
	<p>order to better facilitate passenger transitions from one mode of travel to another.</p> <p>Wayfinding in major bus stations and interchanges will be supported by measures including 'where to catch your bus' posters.</p>	<p>the interchanges listed in respect of Nexus at part a of Appendix 1</p> <p>Northumberland to provide information standards as set out in the section headed Information at Interchanges in part b of Appendix 1 at the interchanges listed in respect of Northumberland at part a of Appendix 1</p> <p>In each case where an identified interchange is not managed by the relevant Authority, that Authority shall only be required to use reasonable endeavours to provide such information.</p>				
<b>L03</b>	<p><b>Customer Support Staff:</b></p> <p>Staff at key interchanges in Tyne and Wear will be available to support customers.</p> <p>Ambassadors will help with guiding passengers and</p>	<p>Durham will provide the staff specified in the section headed staff in part b of Appendix 1 at the interchanges listed in respect of Durham at part a of Appendix 1</p> <p>Nexus will provide the staff specified in the section headed staff in part b of Appendix 1 at the</p>	N/A	From the Scheme Commencement Date	N/A	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
	supporting them in making travel choices.	interchanges listed in respect of Nexus at part a of Appendix 1				
<b>L04</b>	<b>Core Network Mapping:</b>  Printed information will be available on our core network (subject to BSIP funding) to facilitate better understanding of the wider regional bus network.	Subject to BSIP funding, printed information, set out in the section headed Printed Information on Core Network in part b of Appendix 1, will be available on the core network in Durham.	N/A	Within 6 months of the Scheme Commencement Date	N/A	N/A
<b>L05</b>	<b>Printable information:</b>  Printable information will be available online for the whole network.	Durham, Northumberland and Nexus shall provide the relevant timetable and network information online.	N/A	From the Scheme Commencement Date	N/A	N/A
<b>L06</b>	<b>Logo:</b>  We will develop a consistent logo that will become a recognisable symbol of public transport in the North East	Authorities and Operators will take an active role in the development and consultation for a new logo which will be facilitated by TNENEJTC.	N/A	Within 1 month of the Scheme Commencement Date	N/A	N/A
<b>L07</b>	<b>Website:</b>	Authorities and Operators will take an active role in the development and	N/A	Within 9 months of the Scheme Commencement Date	N/A	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
	Network wide ticketing and journey planning will be made available to passengers through a single dedicated website and app under the as yet to be decided regional bus transport brand	consultation for a new website which will be facilitated by TNE.				
<b>L08</b>	<p>Bus Passenger Charter:</p> <p>TNE have provided an indicative Bus Passenger Charter in Appendix A of the BSIP, which will be developed through consultation with Authorities and Operators.</p> <p>The Charter will hold all signees to account regarding regional bus transport services.</p>	NECA and NTCA will develop and write a passenger charter in consultation with all Authorities and Operators.	N/A	Within 1 month of the Scheme Commencement Date	N/A	N/A
<b>L09</b>	TNE Costs: Funding of costs in respect of additional staff and	TNE will spend a minimum of £400,250.00 in each financial year of this EP	No	From the Scheme Commencement Date	N/A	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
	technical capabilities required	Scheme on additional staffing and technical capabilities to manage and monitor the Enhanced Partnership (including any money spent for these purposes in the financial year prior to the Scheme Commencement Date), provided that where TNE has not spent all of such amount within a financial year, any amount which remains unspent at the end of that financial year will roll over into the following financial year, provided that TNE shall have spent a minimum of £1,200,750.00 during the period of this EP Scheme.				
<b>L10</b>	Additional staff interchanges – Provide additional staff, turnaround cleaners and customer support staff at identified interchanges	TNE will work with Durham and Nexus to determine the most appropriate employment option for additional staff members, once this has been determined staff will be employed.	No	Within 6 months of the Scheme Commencement Date	N/A	
<b>L11</b>	Community bus partnerships	Nexus, Durham and Northumberland will employ staff to act as bus	No	Within 6 months of the Scheme Commencement Date	N/A	

1		2	3	4	5	6	7
Reference		Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
			champions for their areas, they will work with local communities to promote bus use.				
<b>ATNE01</b>  Delivering bus priority measures along the corridors identified in the Bus Service Improvement Plan:	<b>Barrack Road and Central Motorway (A189 and A167) Corridor</b>	Bus priority measures along the Barrack Road (A189) and Central Motorway (A167) at sites along the routes between Stamford Road and A167 slip road/ Claremont Road.	Newcastle City Council will undertake design work, a business case appraisal and consultation on the delivery of works along the corridor.  Such works could include localised road widening to allow for Bus Lanes, extensions to existing Bus Lanes and slip road space reallocations to create bus lanes as appropriate depending on the outcome of the business case appraisal, consultation responses and all other relevant considerations.	Yes	Within 2 months of the Scheme Commencement Date.	September 2024	
	<b>Coast Road (A1058) Corridor</b>	Bus priority measures along the Coast Road (A1058) at sites along the route between Sandyford Road and Foxhunters Roundabout.	Newcastle and North Tyneside Local Authorities will undertake design work, a business case appraisal and consultation on the delivery of works along the corridor.	Yes	Within two months of the Scheme Commencement Date.	March 2025	

1		2	3	4	5	6	7
Reference		Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
			Such works could include junction or signal improvements to prioritise buses, Bus Lanes, slip road space reallocations and localised road widening as appropriate depending on the outcome of the business case appraisal, consultation responses and all other relevant considerations.				
	<b>Westgate Road (A186) Corridor</b>	Bus priority measures along the Westgate Road (A186) at sites along the route between Hadrian School and Elswick Road.	Newcastle City Council will undertake design work, a business case appraisal and consultation on the delivery of works along the corridor.  Such works could include parking relocation to allow bus lanes and red routes as appropriate depending on the outcome of the business case appraisal, consultation responses and all other relevant considerations.	Yes	Within two months of the Scheme Commencement Date.	November 2024	
	<b>Wallsend (A193 and B1312) Corridor</b>	Bus priority measures along the Wallsend Corridor (A193, B1312) at sites along the route between Burnside	Newcastle City Council will undertake design work, a business case appraisal and consultation on the	Yes	Within two months of the Scheme Commencement Date.	March 2025	

1		2	3	4	5	6	7
Reference		Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		College and New Bridge Street.	<p>delivery of works along the corridor.</p> <p>Such works could include parking relocation to allow bus lanes, bus lane extensions, bus priority signal implementation and junction improvements to prioritise buses as appropriate depending on the outcome of the business case appraisal, consultation responses and all other relevant considerations.</p>				
	<b>Dunston Corridor</b>	Bus priority measures along the Dunston Corridor at sites along the route between Team Street and Askew Road Roundabout.	<p>Gateshead Council will undertake design work, a business case appraisal and consultation on the delivery of works along the corridor.</p> <p>Such works could include parking relocation to allow bus lanes, bus lane extensions, bus priority signal implementation and junction improvements to prioritise buses as appropriate depending on the outcome of the business case appraisal, consultation</p>	Yes	Within two months of the Scheme Commencement Date.	November 2023	

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		responses and all other relevant considerations.				
<b>Bensham (A692 and B1426) Road Corridor</b>	Bus priority measures along the Bensham Corridor (A692 and B1426) at sites along the route between Lobley Hill Road and Coatsworth Road.	Gateshead Council will undertake design work, a business case appraisal and consultation on the delivery of works along the corridor.  Such works could include bus only turn lanes, bus lane extensions and localised road widening to facilitate bus entry to existing bus lanes as appropriate depending on the outcome of the business case appraisal, consultation responses and all other relevant considerations.	Yes	Within two months of the Scheme Commencement Date.	July 2024	
<b>Leam Lane (A195) Corridor</b>	Bus priority measures along the A195 at sites along the route between the junction with the B1288 and then A194(M).	Gateshead Council will undertake design work, a business case appraisal and consultation on the delivery of works along the corridor.  Such works could include a new bus lane and a bus lane extension as appropriate depending on the outcome of the business case appraisal, consultation	Yes	Within two months of the Scheme Commencement Date.	July 2023	

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		responses and all other relevant considerations.				
	<b>Old Durham Road (B1296) Corridor</b>	Bus priority measures along the B1296 at sites along the route between Whitehouse Lane to Valley Drive.	Gateshead Council will undertake design work, a business case appraisal and consultation on the delivery of works along the corridor.  Such works could include parking relocation to allow bus lanes, bus lane extensions and to implement bus priority signals as appropriate depending on the outcome of the business case appraisal, consultation responses and all other relevant considerations.	Yes	Within two months of the Scheme Commencement Date.	July 2024
	<b>Chester Road (A183) Corridor</b>	Bus priority measures along the A183 at sites along the route between The University of Sunderland and the junction with the B1405.	Sunderland City Council will undertake design work, a business case appraisal and consultation on the delivery of works along the corridor.  Such works could include bus gates with priority signals and bus lane implementation as appropriate depending on	Yes	Within two months of the Scheme Commencement Date.	September 2024

1		2	3	4	5	6	7
Reference		Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
			the outcome of the business case appraisal, consultation responses and all other relevant considerations.				
	<b>A690 Corridor</b>	Bus priority measures along the A690 at sites close to Sunderland College.	Sunderland City Council will undertake design work, a business case appraisal and consultation on the delivery of works along the corridor.  Such works could include bus lanes implementation, bus stop relocation into the carriageway to minimise bus movement conflicts with general traffic and provision of a new access junction to provide bus priority as appropriate depending on the outcome of the business case appraisal, consultation responses and all other relevant considerations.	Yes	Within two months of the Scheme Commencement Date.	September 2024	
	<b>South Shields to Sunderland Corridor</b>	Bus priority measures along the South Shields to Sunderland Corridor at sites along the route between	South Tyneside and Sunderland local authorities will undertake design work, a business case appraisal and consultation on the	Yes	Within two months of the Scheme Commencement Date.	March 2024	

1		2	3	4	5	6	7
Reference		Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		Westoe and Monkwearmouth Hospital.	<p>delivery of works along the corridor.</p> <p>Such works could include implantation of bus lanes through hatching and parking rationalisation and bus gates as appropriate depending on the outcome of the business case appraisal, consultation responses and all other relevant considerations.</p>				
	<b>South Shields to Newcastle Corridor</b>	Bus priority measures along the South Shields to Newcastle Corridor at sites along the route between Boldon and Heworth.	<p>South Tyneside and Gateshead Local Authorities will undertake design work, a business case appraisal and consultation on the delivery of works along the corridor.</p> <p>Such works could include signal controls with bus detection technology, junction realignment to improve efficiency and parking relocation to provide bus lanes as appropriate depending on the outcome of the business case appraisal, consultation</p>	Yes	Within two months of the Scheme Commencement Date.	March 2024	

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
			responses and all other relevant considerations.			
	<b>Blyth (A193) Corridor</b>	Bus priority measures along the A193 off-slip.	<p>Northumberland County Council will undertake design work, a business case appraisal and consultation on the delivery of works along the corridor.</p> <p>Such works could include localised widening to implement a bus lane and a bus gate as appropriate depending on the outcome of the business case appraisal, consultation responses and all other relevant considerations.</p>	Yes	Within two months of the Scheme Commencement Date.	TBC
	<b>Cramlington Corridor</b>	Bus priority measures along the Cramlington Corridor at sites along the route between Durham Road Roundabout and Dudley Lane Roundabout.	<p>Northumberland County Council will undertake design work, a business case appraisal and consultation on the delivery of works along the corridor.</p> <p>Such works could include localised widening to implement bus only roundabout bypasses, introduction of bus priority signals and removal of</p>	Yes	Within two months of the Scheme Commencement Date.	TBC

1		2	3	4	5	6	7
Reference		Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
			pedestrian guard rails to speed up boarding times as appropriate depending on the outcome of the business case appraisal, consultation responses and all other relevant considerations.				
	<b>A188/A189 Corridor</b>	Bus priority measures along the A188/A189 Corridor at sites along the route between Benton Lane and Four Lane Ends Bus and Metro Interchange.	North Tyneside Council will undertake design work, a business case appraisal and consultation on the delivery of works along the corridor.  Such works could include bus lanes on approach to bus interchange, bus priority signals and lane narrowing to provide bus lanes as appropriate depending on the outcome of the business case appraisal, consultation responses and all other relevant considerations.	Yes	Within two months of the Scheme Commencement Date.	March 2025	
	<b>Durham (A167) Corridor</b>	Bus priority measures along the A167 at sites along the route between Coundon Gate Roundabout and Kell's Lane.	Gateshead and Durham Local Authorities will undertake design work, a business case appraisal and consultation on the delivery of works along the corridor.	Yes	Within two months of the Scheme Commencement Date.	March 2025	

1		2	3	4	5	6	7
Reference		Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
			Such works could include localised widening to provide bus only roundabout bypass, bus priority signals and general traffic lanes reallocated to bus only lanes as appropriate depending on the outcome of the business case appraisal, consultation responses and all other relevant considerations.				
	<b>Seaton Burn (B1318) Corridor</b>	Bus priority measures along the B1318 at sites along the route between the Great North Road Flyover and Gosforth High Street	Newcastle City Council will undertake design work, a business case appraisal and consultation on the delivery of works along the corridor.  Such works could include bus lane extensions, making key link roads bus only and providing new bus lanes by rationalising central hatching as appropriate depending on the outcome of the business case appraisal, consultation responses and all other relevant considerations.	Yes	Within two months of the Scheme Commencement Date.	September 2024	

1		2	3	4	5	6	7
Reference		Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
ATNE02	<b>Tranche 2 Bus Priority Infrastructure Schemes</b>	<p>Bus Priority Measures across the region as promoted by Local Authority and bus operator partners. These schemes respond to bus delays not identified in the corridors covered by ATNE01.</p> <p>These include schemes that respond to the renewed ambition of the BSIP as well as changing post pandemic travel patterns and new and future developments.</p>	<p>Local Authorities in the Region will develop and deliver works subject to design work, consultation and business case appraisal outcomes.</p> <p>Expected works could include lane reallocation to create bus lanes, junction upgrades, vehicle detection loops and on-street parking relocation.</p>	Yes	Within two months of the Scheme Commencement Date.	March 2025	
	<b>Prince Consort Road/Hills Street/Askew Road</b>	<p>Bus priority measures on Prince Consort Road/ Hills Street/ Askew Road.</p>	<p>Gateshead Council will develop and deliver works in this location, full details are subject to design work, consultation and business case appraisal outcomes.</p> <p>Expected works could include widening the junction to provide a bus lane.</p>	Yes	Within 2 months of the Scheme Commencement Date.	March 2024	

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
<b>Springwell Inn Northbound</b>	Bus Priority Measures on Springwell Inn junction, northbound	Gateshead Council will undertake design work, a business case appraisal and consultation on the delivery of works on this stated intervention.  Expected works could include widening the junction to provide a bus lane.	Yes	Within 2 months of the Scheme Commencement Date.	March 2024	
<b>Gateshead Town Centre</b>	Bus Priority Measures in Gateshead Town Centre	Gateshead Council will undertake design work, a business case appraisal and consultation on the delivery of works on this stated intervention.  Expected works could include signal phasing reviews.	Yes	Within 2 months of the Scheme Commencement Date.	March 2025	
<b>A694 Swalwell Bridge.</b>	Bus Priority Measures on the A694, close to Swalwell Bridge.	Gateshead Council will undertake design work, a business case appraisal and consultation on the delivery of works on this stated intervention.  Expected works could include bus lane extensions.	Yes	Within 2 months of the Scheme Commencement Date.	March 2025	
<b>Bensham Road/Charles</b>	Bus Priority Measures in and	Gateshead Council will undertake design work, a	Yes	Within 2 months of the Scheme	March 2025	

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
	<b>Street roundabout and Charles Street/High West Street junction.</b>	around Bensham Road/Charles Street roundabout and Charles Street/High West Street junction.	business case appraisal and consultation on the delivery of works on this stated intervention.  Expected works could include bus lanes, junction re-modelling and signal improvements.		Commencement Date.	
	<b>Parking review</b>	Local Authorities will review and consider the reallocation of parking where there is potential that they conflict with bus movements.	Local Authorities will review parking arrangements where they conflict with bus movements. Final details are subject to design work, a business case appraisal and consultation on the proposals. Reviews could be taken out in the following locations: Marsden, Brockley Whins, Coxhoe, Cornforth Lane, Richardson Road/St. Thomas Street, Kells Lane, Durham Road, Prince Consort Road and Harewood Crescent (Earsdon Grange).	Yes	Within 2 months of the Scheme Commencement Date.	March 2025
<b>ATNE03</b>	Safe and Accessible bus infrastructure - Updates and where	TNE will work with Local Authorities and Nexus to produce a programme of	No	Within 3 months of the Scheme Commencement Date	March 2025	

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
	necessary renewals of waiting bus infrastructure which does not meet current accessibility and safety standards, and which, as a consequence is a barrier to patronage.	bus stops and stations which do not meet current safety and accessibility standards. Appropriate interventions for each location will then be developed. Delivery of interventions is subject to final design, consultation outcomes and business case appraisal.				
ATNE04	Maintenance of existing bus facilities	The Local Highway Authority named in the second column of the table in Annex 3 to this Schedule shall maintain the facilities provided pursuant to the TRO detailed in the third column	No further TROs	From the Scheme Commencement Date	N/A	
ATNE05	Reinvestment in the EP Scheme Area of Operator savings derived directly from this EP Scheme.	Authorities shall work together to consider and determine how savings made by Operators which are derived directly from this EP Scheme and reported by Operators in accordance with the requirement set out at reference OPR01 in the table in paragraph 1.3 of Schedule 3 shall be reinvested in the EP	No	From the Scheme Commencement Date	N/A	(1) Annual reporting by Operators to TNE of savings derived directly from this EP Scheme in accordance with section 8.11 of this EP Scheme; and

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		Scheme Area, taking into account the existing priorities of those Authorities, and thereafter Authorities shall utilise the governance arrangements set out in section 8 of this EP Scheme as required in order to implement such reinvestment.				(2) implementation of reinvestment of Operator savings by Operators as directed and required by Authorities and/or TNE,  each as referred to at reference OPR01 in the table in paragraph 1.3 of Schedule 3.
P&R01	P&R - Major Park and Ride site(s) from a shortlist of proposals, selected subject to business case appraisal.	TNE will commission a study to determine the optimal park & ride site in the region, development work will then commence with the relevant Local Authority/Authorities to produce a detailed design work and delivery, this is subject to planning applications, land consents, consultation outcomes and business case appraisal.  Bus service provision will be dependent on final site selection.	No	From the Scheme Commencement Date	March 2025	N/A

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
<b>P&amp;R02</b>	Pocket P&R - Proposed package of strategically placed, micro Park and Ride sites to make it easier for people to join the bus network. Sites will be identified by Local Authorities in both suburban and rural areas.	TNE will work with all Local Authorities to identify sites that are suitable for pocket P&R and determine appropriate interventions for each site. Delivery of interventions is subject to final design, planning applications or other land consents which may be required and consultation outcomes and business case appraisal.	No	From months of the Scheme Commencement Date	March 2024	
<b>F&amp;T01</b>	<p>Ticketing Products:</p> <p>(1) Development by Authorities of a reimbursement scheme and any other schemes required which shall apply in respect of the ticketing products set out in Annex 2 of this Schedule 2; and</p> <p>(2) Following development of the reimbursement scheme and any other schemes required as referred</p>	<p>Authorities shall work together and engage with Operators in the development of a reimbursement scheme and any other schemes required which shall apply in respect of the ticketing products set out in Annex 2 of this Schedule 2.</p> <p>Following development of the reimbursement scheme and any other schemes required as referred to above, provision by [Authorities] of such reimbursement scheme and any other such schemes required.</p>	No	N/A	From the Scheme Commencement Date	<p>(1) Co-operation by Operators as reasonably requested by any Authority in relation to the development of a reimbursement scheme and any other schemes required which shall apply in respect of the ticketing products set out in Annex 2 of this Schedule 2; and</p> <p>(2) Following development of the</p>

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
	to in paragraph (1) above, Authorities shall provide such reimbursement scheme and any other such schemes required.					reimbursement scheme and any other schemes required as referred to in this F&T01, provision by Operators of the ticketing products referred to in Annex 2 of this Schedule 2, each as referred to at reference OPT02 in the table in paragraph 1.2 of Schedule 3.
<b>F&amp;T02</b>	Care Experienced ticketing product - Provide a smart annual season ticket for young adults up to the age of 25 who have left the care system.	TNE will facilitate the bulk purchase of season tickets for distribution via the Local Authorities to the eligible individuals.	No	Within 1 month of the Scheme Commencement Date	N/A	
<b>F&amp;T03</b>	Smart ticket capping - Pay-As-You-Go system with a daily cap when a passenger uses a Pop smart card based of multi-modal day ticket prices.	TNE will work with Nexus and Operators to provide the back office system required to allow for smart ticket capping, subject to technical specification being agreed and solution being deliverable.	No	Within 18 months of the Scheme Commencement Date	N/A	

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
<b>Serv01</b>	LTA secured services budgets	Northumberland, Durham and Nexus will maintain the secured bus service and concessionary travel budgets for the duration of the EP at a minimum of the actual spend in FY2022/23 excluding LTF funding.	No	From the Scheme Commencement Date	N/A	N/A
<b>Serv02</b>	Bus service improvements	Northumberland, Durham and Nexus will introduce service improvements and enrich the network where following the network review there is demand and/or there is limited access to bus services and these services support the objectives of the BSIP.	No	Within 3 months of the Scheme Commencement Date	N/A	
<b>Serv03</b>	New bus services	Northumberland, Durham and Nexus will introduce new bus services where following the network review there are currently no bus services and a potential market exists and these services support the objectives of the BSIP, for example to tourist sites.	No	Within 3 months of the Scheme Commencement Date	N/A	
<b>Serv04</b>	DRT service(s)	TNE will support Northumberland, Durham and Nexus to develop and deliver a DRT service(s) in	No	Within 9 months of the Scheme Commencement Date	N/A	

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		the region subject to final business case appraisal.				
<b>Serv05</b>	<p>Code of Conduct – consultation over service changes:</p> <p>NEJTC have provided an indicative Code of Conduct in Annex 1 of this Schedule 2, which will be developed through consultation with Authorities and Operators.</p> <p>The Code of Conduct will set out a management process for making changes to or on the bus network.</p>	NECA and NTCA will develop the Code of Conduct in consultation with all Authorities and Operators.	No	Within 1 month of the Scheme Commencement Date	N/A	N/A
<b>Serv06</b>	Promotion of concessionary travel	<p>TNE will work with Durham, Northumberland, Nexus and Operators to promote concessionary travel through:</p> <p>(1) targeted marketing campaigns;</p>	No	From the Scheme Commencement Date		(1) Operators working with Durham, Northumberland, Nexus and TNE in relation to the promotion of concessionary travel as referred to

1	2	3	4	5	6	7
Reference	Scheme Name and Description	Authority Responsibilities	Required TROs	Date from which work on the facility or measure is to be started by	Date from which work on the facility or measure is to be delivered by	Dependency
		<p>(2) development and delivery of schemes; and</p> <p>(3) working with key stakeholders and community groups, to make persons eligible for concessionary travel aware of such eligibility.</p>				in this Serv06, as referred to at reference OPR02 in the table in paragraph 1.2 of Schedule 3.
Serv07	Marketing	<p>TNE shall undertake marketing campaigns to promote Facilities and Measures introduced under this Scheme including:</p> <p>(1) new and enhanced bus services including those referred to at references Serv01, Serv02 and Serv03 in this Schedule 2; and</p> <p>(2) the ticketing products referred to at references F&amp;T01 and F&amp;T02 in this Schedule 2</p>	No	From the Scheme Commencement Date	N/A	Introduction of the relevant Facilities and Measures to be marketed

**APPENDIX 1: APPENDIX: DETAILS OF FACILITIES OR MEASURES****Part a: Interchanges****County Durham:**

<b>Interchanges</b>	<b>"Key" interchanges</b>
Durham City Bus Station	Durham City Bus Station
Consett Bus Station	
Stanley Bus Station	
Peterlee Bus Station	
Bishop Auckland Bus Station	
Chester-le-Street	
Ferryhill	
Crook	
Barnard Castle	
Seaham	
Newton Aycliffe	
Spennymoor	

**Nexus:**

<b>Interchanges</b>	<b>"Key" interchanges</b>
Regent Centre	Eldon Square
Four Lane Ends	Haymarket
Northumberland Park	Four Lane Ends
North Shields	Gateshead
Wallsend	Park Lane
Monument	South Shields
Haymarket	
Gateshead	

Jarrow	
South Shields	
Park Lane	
Central Station, Newcastle	
Heworth	
Eldon Square	
Fawcett Street / Sunderland Station, Sunderland	

**Northumberland:**

<b>Interchanges</b>	<b>"Key" interchanges</b>
Blyth	
Hexham	
Morpeth	
Ashington	
Alnwick	
Berwick	

**Part b: Information and staff provision****Staff:**

<b>Authority</b>	<b>Details of staff provided</b>
County Durham	<ul style="list-style-type: none"> <li>Facilities management staff for cleaning toilets, passenger concourse etc. at main bus stations (Durham, Consett, Stanley and Peterlee)</li> <li>New Durham bus station will have customer facing staff in core hours on completion of rebuilding (due 2023)</li> </ul>
Nexus	A team of 5 staff who operate north of the River Tyne and 5 staff south of the river. Both teams are managed by a customer service manager
Northumberland	n/a

**Bus stop timetable displays:**

<b>Authority</b>	<b>Details of information displayed</b>
County Durham	<ul style="list-style-type: none"> <li>Trapeze Novus X software is used to automatically generate all timetable displays for any given change date</li> <li>One of several layouts is used depending on the space available on the page</li> <li>Bus stops that have a future timetable change are automatically identified and the most appropriate layout is chosen</li> <li>Displays are grouped into pre-defined areas for printing and distribution</li> <li>Efficient system that allows displays to be updated by the change date with minimal staff resource</li> <li>Modified 'where to board' layout is used for large format static electronic passenger display screens</li> <li>Durham CC policy is to replace every printed timetable display within 7 days and before any bus service change date.</li> <li>Timetable displays at bus stops and bus stations are managed by Durham County Council</li> <li>Real Time Passenger Information (RTPI) is available at 150 bus stops across County Durham</li> <li>RTPI displays at main bus stations (Durham, Consett, Stanley and Peterlee) show next bus departures at head of stand and summary of services</li> </ul>

Authority	Details of information displayed
	<ul style="list-style-type: none"> <li>• RTPI displays at other principal bus stops show next bus departures</li> </ul>
Nexus	<ul style="list-style-type: none"> <li>• Timetables at bus stops and stations are managed by Nexus</li> <li>• Each stop has its own customised timetable</li> <li>• They are frequently updated as alterations to timetables are made</li> <li>• Real time information is available at approximately 66 bus stops across Tyne and Wear (220 including stops within bus stations)</li> <li>• Bus operators provide Nexus with vehicle location data in the form of SIRI, which is then used by a prediction engine to produce an estimated time of arrival (ETA)</li> <li>• Efficient system that allows displays to be updated by the change date with minimal staff resource</li> <li>• As Nexus and operators use different prediction methods, there can be slight discrepancies in the final ETA</li> </ul>
Northumberland	<ul style="list-style-type: none"> <li>• Northumberland procure their bus stop liners on a contractual basis from Nexus</li> </ul>

**Information at interchanges:**

Authority	Details of information provided
County Durham	<ul style="list-style-type: none"> <li>• Large format (55") static electronic displays show 'where to board your bus' information. This is a basic webpage updated with current data as required</li> <li>• Printed 'where to board your bus' displays are provided and maintained at all bus stations</li> <li>• Large format (55") interactive electronic displays are available at Durham Railway Station and Durham Bus Station for journey planning and onward rail travel information</li> <li>• Other information includes: notices, advertisements, service disruption and holiday service information</li> </ul>
Nexus	<ul style="list-style-type: none"> <li>• Bus interchanges and Metro stations are fitted with PID's providing a live feed of departures</li> <li>• Nexus provides 'Where to catch your bus' information posters at interchanges</li> </ul>
Northumberland	n/a

**Printed information on core network:**

<b>Authority</b>	<b>Details of information provided</b>
County Durham	<ul style="list-style-type: none"> <li>• Printed timetable display at every bus stop</li> <li>• Large format poster in Adshell shelters</li> <li>• Smaller Bissel standard case on posts at other stops</li> <li>• A County Durham bus map is published which includes surrounding cross-boundary services</li> <li>• Shape files for bus routes are updated as part of the existing County Durham interactive bus map</li> </ul>
Nexus	Printed timetable display at every bus stop
Northumberland	

## ANNEX 1: INDICATIVE CODE OF CONDUCT

### Defined Terms

**“LA/PTE”** Local Authority/ Public Transport Executive, in the EP area this applies to Durham County Council, Northumberland County Council and Nexus

**“Partnership Board”** The North East Bus Partnership Board will provide governance to the North East bus Enhanced Partnership

**“Local Bus Board”** Local partnership boards for each Local Authority area within the EP Scheme Area, which provide a forum for discussions in respect of the EP Plan and EP Scheme and other matters in relation to bus services at a local level.

**“LTA”** Local Transport Authority, in the EP area this refers to The Joint Transport Committee who delegate their powers for secured bus services out to the LA/PTE as defined above.

### Introduction

The North East Bus Service Code of Conduct has been drafted between the region’s bus operators and local authorities as well as Transport North East (TNE) and Nexus. The Code of Conduct responds to issues raised during public and stakeholder consultation regarding the current process of bus services changes. This code introduces a consistent standard to ensure network changes can be made in an orderly manner and communities and bus users are adequately consulted with.

### Code of Conduct – Management process for making changes to or on the bus network

As is the case at present, planned network changes by operators will be implemented at fixed dates in the year, which are agreed annually with the LA/PTE, in order to retain customer confidence, limit pressure on publicity functions and assist contract management. It is acknowledged that flexibility will be required to respond to circumstances where there is seasonal demand or where there are reliability concerns.

Under certain situations it may also be agreed that a bus operator does not need to give advanced notice of changes, beyond the statutory requirements. This may be when a change will be beneficial to the bus network and therefore passengers, or when the affected LA/PTE and operator agree that a change is either immaterial or required, for example, to meet the requirements of a traffic regulation order.

The LA/PTE may also choose not to raise changes with Bus Boards, if they consider changes to be so minor and immaterial that the impact on passengers will be negligible.

- T-18 weeks – An operator determines the need to make a network change and submits initial proposals in writing to the appropriate LA/PTE, including Transport North East. The relevant bus board or boards are also identified so that changes can be communicated to elected members via correspondence from the local authority. Such a submission should include a short brief on the reasons for the change, including data if relevant and not commercially sensitive, demonstrating how the change or changes would impact the objectives set out in the Bus Service Improvement Plan (BSIP), Enhanced Partnership (EP) Plan and/or other current local transport policies. Where impacts are potentially or actually detrimental operators ought to detail methods of mitigation. On receipt Bus Board Chair to consider if the change(s) merits raising with the wider Local Bus Board. Any data requests, in line with section 6C of the Transport Act 1985, are to be made to operators at this time with the data provided as soon as is practicable for the LA/PTE to prepare feedback.

- T-15 weeks (latest) – Feedback on proposals to be sent to operators from LA/PTE [*It is expected that operators and LTAs communicate during this period to work through the proposals*]
- T-13 weeks – Plans, having taken into account initial feedback from Bus Boards and elected members, are ready for consultation.
- T-13 weeks – Authorities and / or operators undertake appropriate measures to publicise draft changes to routes and service levels, as well how feedback can be provided, via social media (push adverts if funding allows), websites and digital information boards at bus stops, in bus stations and on-board buses, where available and appropriate. Engagement to be held with key stakeholder bodies and the general public via “drop in” sessions as appropriate.
- T-11 weeks – Bus Board Chair to consider if a meeting is required, if so, Local bus board meeting is held to review feedback and discuss with operators if any amendments to the proposed changes can be taken. If changes affect multiple local authorities’ officers should attend all local bus board meetings to provide members with the full proposal. T-11 to T-6 week period is used to make any final amendments to aforementioned changes.
- T-10 weeks – Final registration draft copies are supplied to each relevant LA/PTE, encapsulating any feedback received to date. Based on the type of change taking place, the LA/PTE can invoke any data requests as per the Bus Services Act 2017.
- T-8 weeks – No further data or service amend requests can be provided beyond this date unless agreed critical. LA/PTE to ensure that relevant proformas are provided as soon as practical after this date and not unduly withheld.
- T-6 weeks – Services registered and 6-week period is used to promote network changes. Promotion to be undertaken by operators and the LA/PTE including social media, websites, apps, and digital information displays at bus stations, bus stops and on-board buses where available and appropriate.
- T-6 weeks – A partnership board meeting is held for an overview if changes are region wide or beyond the jurisdiction of local bus boards i.e. three or more areas.
- T-6 weeks – Traffic commissioner notified, unless all partners agree that a short-term notice will be acceptable. This may be when a change will be immaterial to bus users, offer an increased service or respond to short term events such as reliability challenges.
- T-4 weeks – Operators and Authorities begin to update and go live with customer information where applicable.
- T-2 weeks<sup>1</sup> – Revised bus service data (timetables/routes) to be updated for journey planning and real time passenger information systems. Roadside publicity updates begin to be undertaken for completion no later than T+1, best endeavours will be used to have updates completed by T-0.
- T-0 weeks – Changes, as agreed by all appropriate bodies in the weeks prior, go live.

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<sup>1</sup> Where practicable and timetable finalisation has occurred on time, must occur between T-1 and T+1.

## **ANNEX 2: TICKETING PRODUCTS**

### **Part a: Children's single fare product**

A uniform single fare product available for passengers aged under between 5 and 16 years which is accepted by Operators on all local bus services operating in the administrative areas of the NECA and the NTCA.

### **Part b: Under 22 single fare product**

A uniform single fare product available for single journeys for passengers aged between 5 and 21 years (inclusive) which is accepted by Operators on all local bus services operating in the administrative areas of the NECA and the NTCA.

### **Part c: Under 22 multimodal capped one day fare product**

A capped all day fare product which is available for passengers aged between 5 and 21 years (inclusive) which is accepted by Operators on all local bus services operating in the administrative areas of the NECA and the NTCA as well as Tyne and Wear Metro, the Shields Ferry and relevant local rail services.

### **Part d: Adult multimodal capped one day fare product**

A capped all day fare product which is available for adults aged 22 or over which is accepted by Operators on all local bus services operating in the administrative areas of the NECA and the NTCA as well as Tyne and Wear Metro, the Shields Ferry and relevant local rail services, provided that separate products may be created which are valid only in, and/or different price points specified for use in, each of Tyne & Wear, Durham and Northumberland.

**ANNEX 3: MAINTAINING EXISTING FACILITIES**

<b>Reference</b>	<b>Authority</b>	<b>Title of Order</b>
EF01	Durham	The County Council of Durham (A690/ A691 Millburngate Junction, and unclassified Millburngate, Durham City) (Bus Lane and No Entry) Order 2004
EF02	Durham	The County Council of Durham (C184 Newcastle Road Chester Le Street) (Bus and Cycle Lane) Order 2004
EF03	Durham	The County Council of Durham (B6288 & A167 Croxdale, Durham) (Bus, Coach, Pedal Cycle and Motor Cycle Lane) Order 2011
EF04	Durham	The County Council of Durham (Various Locations, County Durham) (Bus, Cycle, Motorcycle & Taxi Lanes 7am-7pm) Order 2014
EF05	Durham	The County Council of Durham (Various Locations, County Durham) (Bus, Cycle, Motorcycle & Taxi Lanes 7am-7pm) Order 2014 (Amendment No.1) Order 2016
EF06	Durham	The County Council of Durham (North Road, Durham City) (Bus Gate) Order 2018
EF07	Gateshead	The Borough Council of Gateshead (Winlaton Area) (Amendment) Traffic Regulation Order 2007
EF08	Gateshead	The Borough Council of Gateshead Council (Traffic Movements) (Consolidation) Order 2010
EF09	Gateshead	The Borough Council of Gateshead (Durham Road Gateshead) (Prohibition of Right and Left Hand Turns and Bus and Cycle Lanes) Order 2010
EF10	Gateshead	The Borough Council of Gateshead (Felling Bypass / Felling Bypass Westbound Slip Road from Lingey Lane Gateshead) (Bus Lane) Order 2013
EF11	Gateshead	The Borough Council of Gateshead (Leam Lane Central Gateshead) Traffic Regulation Order 2014
EF12	Gateshead	The Borough Council of Gateshead (Lingey Lane Felling) (Traffic Restrictions) Traffic Regulation Order 2014
EF13	Gateshead	The Borough Council of Gateshead (Bus Lanes) Traffic Regulation Order 2014
EF14	Gateshead	The Borough Council of Gateshead (Durham Road QTC Phase 4 Part 2 Gateshead) Traffic Regulation Order 2016

Reference	Authority	Title of Order
EF15	Gateshead	The Borough Council of Gateshead (Bus Lanes Gateshead) (Amendment No.1) Traffic Regulation Order 2017
EF16	Gateshead	The Borough Council of Gateshead (Bus Lanes Gateshead) (Amendment No.3) Traffic Regulation Order 2019
EF17	Gateshead	The Borough Council of Gateshead (Sunderland Road Gateshead) (Bus Lane Amendment No.4) (Waiting Restrictions) Traffic Regulation Order 2022
EF18	Gateshead	The Borough Council of Gateshead Askew Road and Surrounding Area Traffic Regulation Order 2022
EF19	Newcastle	City of Newcastle Upon Tyne (Bus Lanes) Traffic Regulation Order 2014
EF20	Newcastle	City of Newcastle Upon Tyne (Bus Lanes) Traffic Regulation Order 2014 (Cowgate Highway Improvement Area Variation) Order 2015
EF21	Newcastle	City of Newcastle Upon Tyne (Bus Lanes) Traffic Regulation Order 2014 (John Dobson Street and St Mary's Place Variation) Order 2015
EF22	Newcastle	City of Newcastle Upon Tyne (Bus Lanes) Traffic Regulation Order 2014 (Great North Road Variation) Order 2016
EF23	Newcastle	City of Newcastle Upon Tyne (Bus Lanes) Traffic Regulation Order 2014 (Monument Area Variation) Order 2016
EF24	Newcastle	City of Newcastle Upon Tyne (Bus Lanes) Traffic Regulation Order 2014 (William Armstrong Drive Variation) Order 2017
EF25	Newcastle	City of Newcastle Upon Tyne (Bus Lanes) Traffic Regulation Order 2014 (Neville Street Variation) Order 2019
EF26	Newcastle	City of Newcastle Upon Tyne (Bus Lanes) Traffic Regulation Order 2014 (Barras Bridge Variation) Order 2019
EF27	Newcastle	City of Newcastle Upon Tyne (Bus Lanes) Traffic Regulation Order 2014 (Killingworth Road Variation) Order 2019

Reference	Authority	Title of Order
EF28	Newcastle	City of Newcastle Upon Tyne (Bus Lanes) Traffic Regulation Order 2014 (Barras Bridge and St. Mary's Place Variation) Order 2021
EF29	Northumberland	Northumberland County Council (Laverock Hall Road Bus Lane) Order 2020 (TROM_144)
EF30	North Tyneside	The Council of the Borough of North Tyneside (Bus Lane) (Consolidation) Order 2020
EF31	South Tyneside	South Tyneside Council (Movement Restrictions) (Consolidation) Order 2021
EF32	Sunderland	The City of Sunderland (Hetton-Le-Hole Town Centre) (Loading Only Bays) Order 2003
EF33	Sunderland	The City of Sunderland (South Sunderland Area) (Prescribed Routes) (Consolidation) Order 2003
EF34	Sunderland	The City of Sunderland (North Sunderland Area) (Prescribed Routes) (Consolidation) Order 2003
EF35	Sunderland	The City of Sunderland (West Sunderland Area) (Prescribed Routes) (Consolidation) Order 2003
EF36	Sunderland	The City of Sunderland (Wheatsheaf Gyrotory) Traffic Order 2013
EF37	Sunderland	The City of Sunderland (St. Mary's Way Area) Traffic Order 2015
EF38	Sunderland	The City of Sunderland (Dene Street, Silksworth) (Access for Buses and Cycles Only) Order 2018
EF39	Sunderland	The City of Sunderland (Houghton Town Centre) Traffic Order 2019
EF40	Sunderland	The City of Sunderland (Washington Area Bus Links and Bus Lanes) Amendment Order 2022

**SCHEDULE 3: REQUIREMENTS IN RESPECT OF LOCAL SERVICES****1.1. Vehicle standards**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Reference</b>	<b>Standard Description</b>	<b>Local Services or Area to which standard applies</b>	<b>Date from which service standard is to be met</b>	<b>Dependency</b>
OP01	<p>Audio Visual Equipment:</p> <p>All newly manufactured vehicles to be fitted with next-stop audio visual equipment as standard in order to improve the onboard passenger experience.</p>	All local services within the EP Scheme area excluding services stated in Section 5 of this EP Scheme	From the Scheme Commencement Date	
OP02	<p>Vehicle Standards:</p> <p>All newly manufactured vehicles will meet, as a minimum, Euro VI standards</p>	All local services within the EP Scheme area excluding services stated in Section 5 of this EP Scheme	From the Scheme Commencement Date	

<p>OP03</p>	<p>Real Time Information:  To be provided in accordance with data specifications agreed through the innovation partnership, and which will be utilised by back office systems referred to in reference ITS01b in the table in Schedule 2</p>	<p>All local services within the EP Scheme area that run along the corridors set out in reference ITS01a in the table in Schedule 2 and wish to have use of the hurry calls at signals, excluding services stated in Section 5 of this EP Scheme</p>	<p>Within 3 of the Scheme Commencement Date</p>	<p>Provision by Authorities of back office systems referred to at reference ITS01b in the table in Schedule 2, which will utilise information supplied by Operators</p>
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## 1.2. Ticketing

1 Reference	2 Standard Description	3 Local Services or Area to which standard applies	4 Date from which service standard is to be met	5 Dependency
OPT01	<p><b>Smart Card:</b></p> <p>Customers can use an agreed single common Pay-As-You-Go ITSO-compliant smart card when paying for any journeys by bus</p>	All local services within the EP Scheme area excluding services stated in Section 5 of this EP Scheme	From the Scheme Commencement Date	
OPT02	<p><b>Ticketing Products:</b></p> <p>Operators shall:</p> <p>(1) co-operate as reasonably requested by any Authority in relation to the development by Authorities of a reimbursement scheme and any other schemes required in relation to the ticketing products set out in Annex 2 to this Schedule 2, as referred to at reference F&amp;T01 in the table in Schedule 2; and</p> <p>(2) following development by Authorities of the reimbursement scheme and any other schemes required as referred to in paragraph (1) above, provision of the ticketing</p>	All local services within the EP Scheme area excluding services stated in Section 5 of this EP Scheme	From the Scheme Commencement Date	<p>(1) Development by Authorities of a reimbursement scheme and any other schemes required; and</p> <p>(2) Following development by Authorities of the reimbursement scheme and any other schemes required as referred to in paragraph (1) above, provision by [Authorities] of such reimbursement scheme and any other schemes required, each as referred to at reference F&amp;T01 in the table in Schedule 2</p>

1	2	3	4	5
Reference	Standard Description	Local Services or Area to which standard applies	Date from which service standard is to be met	Dependency
	products referred to in Annex 2 of this Schedule 2			

### 1.3. General

1	2	3	4	5
Reference	Standard Description	Local Services or Area to which standard applies	Date from which service standard is to be met	Dependency
OPR01	<p>Reinvestment in the EP Scheme Area of Operator savings derived directly from this EP Scheme:</p> <p>Operators shall:</p> <p>(1) report to TNE on Operator savings derived directly from this EP Scheme in accordance with section 8.11 of this EP Scheme on an annual basis; and</p> <p>(2) implement reinvestment of Operator savings as directed and required by Authorities and/or TNE.</p>	All local services within the EP Scheme Area excluding services stated in Section 5 of this EP Scheme	From the Scheme Commencement Date	Directions from Authorities and/or TNE (as applicable) regarding the reinvestment of Operator savings, as referred to at reference ATNE05 in the table in Schedule 2.
OPR02	Promotion of concessionary travel:	All local services within the EP Scheme Area excluding services stated in Section 5 of this EP Scheme	From the Scheme Commencement Date	Durham, Northumberland, Nexus and/or TNE (as applicable)

1	2	3	4	5
Reference	Standard Description	Local Services or Area to which standard applies	Date from which service standard is to be met	Dependency
	<p>Operators shall work with Durham, Northumberland, Nexus and TNE to promote concessionary travel through:</p> <p>(1) targeted marketing campaigns;</p> <p>(2) development and delivery of schemes; and</p> <p>(3) working with key stakeholders and community groups,</p> <p>to make persons eligible for concessionary travel aware of such eligibility.</p>			<p>working with Operators regarding the promotion of concessionary travel, as referred to at reference Serv06 in the table in Schedule 2.</p>



## North East Joint Transport Committee

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**Date:** 15 November 2022

**Subject:** Forecast of Capital Outturn 2022/23 (Period to 30 September 2022) and 2023/24 Capital Programme Planning Assumptions

**Report of:** Chief Finance Officer

### Executive Summary

This report provides the North East Joint Transport Committee (JTC) with an update on the 2022/23 capital programme, including expenditure to date and forecasts to the year end based on the position at the end of September 2022 (Quarter 2).

The Transport capital programme encompasses a wide range of capital schemes, mainly delivered by the constituent local authorities and Nexus, but also investment in the two Combined Authorities' own assets, including the Tyne Tunnels.

The report identifies that total capital expenditure on Transport schemes is forecast to be £273.600m, against the revised programme budget of £317.801m, a forecast underspend of £44.201m (13.91%) to the year end, largely due to scheme provider issues relating to Transforming Cities (£26.146m) and Active Travel schemes (£18.923m).

Actual expenditure incurred to the end of September 2022 totalled £75.125m, 27.5% of the £273.600m forecast capital expenditure for the year.

Talks are currently ongoing with the Department of Transport to confirm a revised expenditure profile for Transforming City schemes due to issues being experienced by scheme promoters which is resulting in expenditure slipping into 2023/24.

Active Travel fund Tranche 2 schemes are progressing well, however, Active Travel fund Tranche 3 schemes totalling £17.929m are not now expected to begin until 2023/24. Active Travel England (ATE) are experiencing delays in setting up nationally, which is delaying approval of the Tranche 3 schemes. Consequently, TNE have not been able to enter into Grant Funding Agreements for scheme delivery with scheme promoters.

Most of the capital investment that will be incurred during the year will be funded by government grants (£270.890m, (99%) of the total forecast capital expenditure) with elements of the Nexus capital programme and the Tyne Pedestrian and Cycle Tunnels works

funded by earmarked reserves (£2.710m, (1%) of total forecast capital expenditure) held specifically for these purposes.

The report includes an update on assumptions being applied in the development of the capital programme for 2023/24 and for future years, which will be presented to the JTC in January 2023.

## **Recommendations**

The North East Joint Transport Committee is recommended to:

- i) Note the updated forecast capital outturn for 2022/23;
- ii) Agree the five-thousand-pound increase in the budget for the Tyne Pedestrian and Cycle Tunnels refurbishment project, as set out in section 2.38, to be funded by Tyne Tunnel reserves; and
- iii) Note the assumptions being applied in the development of the 2023/24 capital programme.

## 1. Background Information

- 1.1 In January 2022, the JTC approved the initial capital programme of £279.744m. The capital programme was subsequently updated to take account of adjustments for slippage in the 2021/22 outturn and additional funding / new developments in 2022/23. The revised update budget approved by the JTC in July 2022 is £317.801m.

## 2. Proposals

- 2.1 A summary of the Transport capital programme for 2022/23, together with forecast outturn position and details of actual expenditure to 30 September 2022 is set out in the table below, with further details provided in the sections that follow.

2.2 *Table 1: Capital Forecast of Outturn 2022/23 to 30 September 2022*

	<b>2022/23 Original Budget</b>	<b>2022/23 Revised Budget</b>	<b>2022/23 Forecast</b>	<b>2022/23 Forecast Variance</b>	<b>Actual Expenditure to Sep 2022</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Transforming Cities Fund Tranche 1	0.000	0.000	0.000	0.000	0.000
Transforming Cities Fund Tranche 2 (Excluding Metro Flow)	70.618	87.025	60.879	(26.146)	7.640
Active Travel Fund – Tranche 2	3.186	6.272	5.278	(0.994)	1.492
Active Travel Fund – Tranche 3	0.000	17.929	0.00	(17.929)	0.000
Electric Vehicle Charging Infrastructure	0.175	0.175	0.176	0.001	0.026
Ultra-Low Emission Vehicles – Taxi Project	0.043	0.043	0.043	0.000	0.000
Metro Asset Renewal Plan	32.762	35.632	32.248	(3.384)	9.150
Metro Fleet Replacement	69.808	67.999	67.069	(0.930)	27.179

	<b>2022/23 Original Budget</b>	<b>2022/23 Revised Budget</b>	<b>2022/23 Forecast</b>	<b>2022/23 Forecast Variance</b>	<b>Actual Expenditure to Sep 2022</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Nexus non-Metro Programme	8.345	4.151	5.277	1.126	0.765
Metro Flow	83.498	86.774	90.824	4.050	24.135
Tyne Tunnels	0.000	0.410	0.415	0.005	0.075
Local Transport Plan <sup>1</sup>	11.309	11.391	11.391	0.000	4.663
<b>Total Capital Programme</b>	<b>279.744</b>	<b>317.801</b>	<b>273.600</b>	<b>(44.201)</b>	<b>75.125</b>

### **Transforming Cities Fund (TCF) – Tranche 1 and Tranche 2**

- 2.3 The North East was awarded £208m of capital grant from the Transforming Cities Fund (TCF), of which £10m was for Tranche 1 and £198m was for Tranche 2. Within the Tranche 2 scheme allocation, £104m is for schemes where the decision making on funding is devolved to the region, and the remaining £94m was allocated for the Metro Flow scheme managed by Nexus, where the decision making on the funding is retained by the Department for Transport (DfT).
- 2.4 All Tranche 1 schemes are now complete. Twelve TCF Tranche 2 schemes are now in delivery, with more due to be brought forward for agreement imminently.
- 2.5 Scheme development difficulties, ongoing resource and capacity constraints and challenging market conditions have led to some scheme promoters failing to hit assurance milestones and because of these delays it is now forecast that expenditure is likely to run into the 2023/24 financial year. Talks are currently ongoing with the Department for Transport to confirm that the revised expenditure profile is agreeable.
- 2.6 Capital expenditure to 30 September 2022 was £7.640m. Forecast expenditure is £60.879m, £26.146m less than revised budget.

### **Active Travel Fund**

- 2.7 In November 2020, the North East region was allocated £9.049m of grant funding from Tranche 2 of the Active Travel Fund (ATF), of which £7.329m was capital. £0.262m of the capital funding was defrayed in 2020/21 and £1.187m in 2021/22. Seven of the eight schemes in the programme have now entered into grant funding agreement, two schemes are now complete (Durham, Great North Cycleway and

<sup>1</sup> Excludes amounts for local contribution to Metro ARP, shown within Nexus capital programme lines

Newcastle, Grey Street) and the other five are in delivery. Forecast expenditure to the financial year-end is £5.278m, meaning there is a forecast £0.994m underspend to year end. Actual expenditure to 30 September totalled £1.492m.

- 2.8 In March 2022, the North East was awarded a further £17.9m for the delivery of nine schemes in our region from Tranche 3 of the fund. Of the nine schemes awarded funding in the North East, four were funded in Newcastle (£7.700m, one in North Tyneside (3.400m), two in Northumberland (£3.462m) and two in Sunderland (£3.267m).
- 2.9 None of these schemes have commenced as yet as there has been delays in the set-up of Active Travel England (ATE) at the national level, which has delayed ATE's approval of scheme designs and consequently TNE have not been able to enter into Grant Funding Agreements for scheme delivery with scheme promoters. We are actively engaging with ATE to progress the agreement of scheme designs alongside working to secure further funds through future rounds of Active Travel funding.

### **Electric Vehicle (EV) charging infrastructure**

- 2.10 Work is progressing for the installation of EV charging infrastructure at The Dunes, South Shields, Church Street, Gateshead and at West Denton Shopping Centre, Newcastle. Discussions are taking place with the contractors to address rising installation costs, and, in some cases, sites may need to be altered to reflect changing circumstances or restrictive network capacity.
- 2.11 Capital expenditure to 30 September 2022 is £0.026m. Forecast expenditure to the financial year-end is £0.176m, which is slightly (£1,000) above budget.

### **Ultra-Low Emission Vehicles – Taxi Project**

- 2.12 Eight of the ten dedicated chargers for the taxi and private hire industry are now live. It is expected that the final two chargers in Newcastle and North Tyneside will go live imminently with orders being placed for connections. Forecast expenditure for this year is £0.043m, which is in line with the budget allocation.

### **Nexus Capital Programme**

- 2.13 The JTC approved Nexus' Capital Programme for 2022/23 to 2024/25 in January 2022. Following consideration of the 2021/22 outturn report, a revised 2022/23 Capital Programme budget was approved by the JTC in July 2022. The programme is sub-divided into the following sections:
- i) Metro Asset Renewal Programme (MARP);
  - ii) Fleet Replacement Programme (FRP);
  - iii) Other Capital Projects (OCP)I and
  - iv) Metro Flow (MFL)
- 2.14 Nexus have provided the following report, based on the financial performance at the end of Period 6 against the latest revised programme budget approved in terms of :

- i) Actual cumulative spend at the end of the period;
- ii) Latest forecast outturn for 2022/23; and
- iii) Actual capital grant recovery.

2.15 Nexus' revised capital programme for 2022/23, provides for gross expenditure of £194.556m.

2.16 By comparison the 2022/23 programme forecast outturn as at Period 6 stands at £195.418m, which is a £0.862m variance as detailed below. At the end of Period 6 the total programme spend was £61.229m, against the budgeted spend of £64.832m. The £3.603m underspend relates to variances across all four programmes also detailed below.

2.17 *Table 2: Total Nexus Capital Programme*

	<b>Original Budget</b>	<b>Revised Budget</b>	<b>Actual / Forecast</b>	<b>Variance</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
<b>Cumulative to Period 6</b>				
Metro Asset Renewal Programme	0.000	9.395	9.150	(0.245)
Fleet Replacement Programme	28.089	28.089	27.179	(0.910)
Other Capital Projects	0.970	0.970	0.765	(0.205)
Metro Flow	31.278	26.378	24.135	(2.243)
	<b>60.337</b>	<b>64.832</b>	<b>61.229</b>	<b>(3.603)</b>
<b>Outturn</b>				
Metro Asset Renewal Programme	32.762	35.632	32.248	(3.384)
Fleet Replacement Programme	69.808	67.999	67.069	(0.930)
Other Capital Projects	8.345	4.151	5.277	1.126
Metro Flow	83.498	86.774	90.824	4.050
	<b>194.413</b>	<b>194.556</b>	<b>195.418</b>	<b>0.862</b>

2.18 At the end of Period 6, £69.550m of capital grant has been claimed from the Department for Transport (DfT). This includes funding for the MARP, FRP and MFL. The actual amount claimed in total was 99.6% of the forecast to 30 September and therefore well within DfT tolerance levels of +/-5%.

#### **Metro Asset Renewal Programme (MARP)**

2.19 Cumulative actual spend at the end of Period 6 was £9.150m against the revised budgeted profile of £9.359m. The under spend is largely due to reduced spending on Overhead Line and De-vegetation projects than was originally forecast.

2.20 The forecast outturn for 2022/23 is £32.248m (including a contingency of £1.481m) against a revised budget of £35.632m. The £3.384m forecast underspend is across a number of projects, the most notable being a £1.003m deferral of expenditure on the operating system upgrade of ticket vending machines and other automatic fare collection field devices, caused by supply chain problems with microchips. Other projects slipping into next financial year are Overhead Line (£0.445m) due to

deferring cable expenditure this year and Lifts and Escalators (£0.417m) in line with the latest contractor programme.

- 2.21 The September grant claim was £1.454m, compared to the forecast £1.500m and therefore within the +/- 5% DfT target.
- 2.22 Total grant claimed to date is £7.746m and Metro Rail Grant (MRG) capital grant totalling £27.239m is forecast to be claimed by year end. This represents a shortfall in MRG Capital Grant 2022/23 recovery by £1.344m. MRG grant conditions allow up to 20%, £6.040m, to be deferred into 2023/24. This is important in the context of continued supply chain, inflation, contractor risk appetite and internal resource capacity, which are all additional risks to project delivery.
- 2.23 The forecast outturn of £32.248m will be funded from £27.239m MRG capital grant from DfT, with the remaining £5.009m funded from £2.640m of local funding (LTP), plus £2.369m Highways Challenge Fund (HCF) grant for Tanners Bank. In terms of prioritising how Nexus finances the programme, it is important that LTP and HCF are applied first.
- 2.24 During period 4 MRG for 2024/25 to 2025/26 become clearer and is expected to be confirmed in due course. Importantly, this funding is expected to continue to be remitted to Nexus via DfT, rather than as part of any wider City Region Sustainable Transport Settlement (CRSTS) funding package, with bids for future funding beyond March 2026 also being submitted via the Department through a future Spending Review. The majority of the local contribution, currently sourced from the Public Transport allocation of the LTP Integrated Transport Block is likely to form part of CRSTS and Nexus has highlighted this with Transport North East.

### **Fleet Replacement Programme (FRP)**

- 2.25 Cumulative actual spend at the end of Period 6 was £27.179m against the approved budget profile of £28.089m. The £0.910m underspend relates to a Manufacture Supply Agreement (MSA) variation which has been re-programmed to the next financial year.
- 2.26 Forecast outturn for 2022/23 is now £67.069m against the revised budget of £67.999m. The £0.930m underspend relates to the aforementioned MSA variation and Depot Construction Contract (DCC) drainage works also deferred into 2023/24, offset against an increase in costs relating to the fire rating of the depot and an increase in the cost of driver resource to aid transition training.
- 2.76 The September grant claim is 101.6% of the forecast. The £67.069m forecast outturn is funded from the £64.800m DfT Fleet Replacement grant available in 2022/23, with the balance, £2.351m, funded from £0.143m fleet reserves, £2.111m LTP grant carried forward from 2021/22 and £0.015m Arts Council funding.

### **Other Capital Projects (OCP)**

- 2.28 In 2022/23 Other Capital Projects have a revised budget of £4.151m comprising of £2.382m Transforming Cities digital car parks project, £0.137m for the completion of the Bus Contracts system, £1.143m for Ground Investigation works at the site of the

proposed North Ferry Landing relocation project, and a further £0.489m for Ferry vessels and maintenance of existing landings (North and South).

- 2.29 Cumulative actual spend at the end of Period 6 was £0.765m against the revised budgeted profile of £0.970m. The £0.205m under spend relates to programme slippage on the Transforming Cities funded Digital Car Parks project.
- 2.30 Forecast outturn for 2022/23 is £5.277m (including a risk contingency of £0.460m) against an approved budget of £4.151m. The forecast includes the increase on the Digital Car Parks project of £0.583m and additional spend on ferry renewals of £0.543m.

### **Metro Flow (MFL)**

- 2.31 Cumulative actual spend at the end of Period 6 was £24.135m against an expected cumulative spend of £26.378m. The £2.243m variance includes the purchase of the Network Rail Infrastructure, funded by DfT, totalling £4.900m, offset by a £7.143m under spend relating to a changed profile of works by the contractor while not affecting the delivery of works during the blockade.
- 2.32 Forecast outturn for 2022/23 is £90.824m against a revised budget of £86.774m. The majority of the variance relates to the purchase of Network Rail infrastructure as described above. This is offset by a £0.850m under spend in the forecast as a result of a number of risks now having been closed off, although at the time of writing the main contract works are not yet at the half-way stage and there is still some uncertainty. It is worth noting that in terms of the application of grant funding for the Metro Flow project, TCF grant will need to be prioritised over MRG.
- 2.33 TCF grant of £30.095m has been received from DfT in 2022/23 to date. The £90.824m forecast outturn is mainly funded from TCF grant, £84.307m, with the remaining £1.617m funded from MRG capital grant, as part of the local contribution and the £4.900m grant received from DfT in relation to the acquisition of the Network Rail infrastructure in South Tyneside.

### **Tyne Tunnels**

- 2.34 The Tyne Pedestrian and Cyclist Tunnels reopened for public use in August 2019 after being closed for several years for refurbishment. They are currently open to the public with no charge to users. To access the tunnels, pedestrians and cyclists can use the vertical lift at both ends. The tunnels are monitored via CCTV by the 24-hour security presence on-site.
- 2.35 The inclined glass lifts at the Tyne Cyclist and Pedestrian Tunnels are additional lifts which have been planned to increase capacity for cyclists and to provide a tourist attraction, as they are bespoke glass lifts which travel on a steep incline down the historic escalator shaft to the lowest part of the tunnels. Completion and certification of the inclined lifts is still awaited, as they have proved difficult to complete due to the bespoke nature of the design and issues with contractors.
- 2.36 The completion of the inclined lifts was delayed throughout 2020 with the Italian lift engineers (Maspero) citing Covid-19 travel restrictions as the principal reason for

this. Maspero engineers were last on site in January 2020 and have not been back to site since.

- 2.37 New lift contractors were appointed in 2021 with works taking place in late 2021 and continuing into 2022. The new specialist lift engineers have made good progress on replacing the wiring and mechanical systems which control the lift. However, there are still works to be completed on the cabin, doors, and the door operating mechanisms. New parts are required and have been ordered, although they are subject to a longer delivery process than expected due to supply chain delays. The suppliers have provided a delivery date for the door parts of late November 2022. As soon as the parts are installed and fitted the works can move on to the final stage of testing and certification. The new lifts will be able to carry up to 6 cyclists and their bikes in one journey.
- 2.38 Capital expenditure to 30 September 2022 is £0.075m. A small increase from the revised budget (£0.410m) in the forecast outturn, of five thousand pounds to the financial year-end is expected. This will be funded from the Tyne Tunnels reserve.

### Local Transport Plan

- 2.39 LTP Integrated Transport Block funding is made available by DfT to the whole JTC area. This block is allocated between the JTC constituent authorities on a locally agreed basis with an allocation to Nexus (mainly used to provide the match funding needed for the MNARP capital programme). The LTP block allocation is also used to contribute to the costs of the TNE team and, in Tyne & Wear only, to the Urban Traffic Management and Control (UTMC) centre.
- 2.40 Expenditure to the end of September 2022 is £4.663m, and the revised budget is £11.391m, £0.082m higher than the original budget to take due to slippage from the 2021/22 programme.

### Capital Programme Financing

- 2.41 The forecast outturn for capital expenditure for 2022/23 will be financed as follows:

*Table 3: Capital Programme Financing 2022/23*

	<b>2022/23 Original Budget</b>	<b>2022/23 Revised Budget</b>	<b>2022/23 Revised Forecast</b>	<b>2022/23 Variance Revised Forecast vs Revised Budget</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Government Grants	269.728	314.251	270.890	(43.361)
Earmarked Reserves	10.046	3.550	2.710	(0.840)
<b>Total Funding</b>	<b>279.774</b>	<b>317.801</b>	<b>273.600</b>	<b>(44.201)</b>

### Capital Programme 2023/24 and future years

- 2.42 The capital programme for 2023/24 and future years is still under development and pending government funding announcements. The 2023/24 capital programme will be presented to the JTC in January 2023 for approval. Some of the assumptions in the drafting of the programme are set out below.
- 2.43 Talks are currently ongoing with the Department for Transport about Transforming Cities funding to confirm that the revised expenditure profile is agreeable. The outcome of the discussions will be reported to the January meeting.
- 2.44 The nine Active Travel Fund Tranche 3 schemes detailed at paragraph 2.8 are expected to be fully delivered by 21 March 2024 pending approval by Active Travel England (ATE).
- 2.45 The funding for Nexus' MARP programme for 2023/24 and 2024/25 – subject to confirmation of a further £33.2m MRG contingent on devolution and inclusive of 10% local funding – is £74.4m. Profiling of funding across these two years is to be confirmed, although Nexus is working with civil servants to ensure that the funding envelope matches programmed delivery. Beyond this timeframe, funding for 2025/26 and later years is yet to be agreed with DfT / HMT and is likely to be subject to the outcome of a spending review nearer the time. Whilst government accepts the need for longevity of Metro renewals funding, we again find ourselves in a position where the development of the three-year capital programme has uncertainty about future years' funding.
- 2.46 The MARP is determined using a project prioritisation tool ensuring that all projects clearly align with Nexus' Corporate Plan. This is underpinned by Engineering Asset Management Plans and ICT Infrastructure and Applications roadmaps. In arriving at the final detailed programme, many factors are evaluated, including market conditions, deliverability, and resourcing to optimise efficiency of delivery, value for money and to minimise risks:
- **Market Conditions** – General inflation, exchange rate instability, price volatility of specialist materials and equipment, supply chain constraints and extended lead times are all very challenging. Additionally, contractors are increasingly risk averse and selective in responding to tender opportunities.
  - **Deliverability** – Interfaces and dependencies with other projects and Nexus operations including network possession must be recognised and works programmed accordingly. Organisational as well as Project delivery capacity must be available to support multiple concurrent projects.
  - **Resourcing** – Funding must be available over the full project lifecycle. Availability of key project resources and skill sets across all disciplines must be determined with a need to 'level' resource demands to minimise peaks and troughs. This is particularly challenging in the context of projects that span multiple years, if future years grant funding allocations are not confirmed.
- 2.47 Currently, the challenges of delivering the MARP are probably greater than at any time since Metro's extensive renewal works commenced in 2010. This includes the requirement to switch grant funding between years, which is permissible under grant funding conditions.

2.48 Whilst the programme is still being developed, the main priorities for the MARP over the next three years include:

- The conclusion of the network wide Overhead Line Equipment (OLE) renewal;
- Replacement of the life expired Supervisory Control and Data Acquisition (SCADA) system, which remotely monitors assets such as fire alarms, lifts and escalators, tunnel lighting and high voltage transformers;
- Track renewal on the Airport Line together with replacement of several switches and crossings across the network;
- Remedial works to the Howdon viaduct will commence in 2025/26;
- There will be investment in a half-life refurbishment fund for the new fleet, as per the contract Nexus has with the new fleet manufacturer, Stadler;
- Other priorities include signalling cable renewals, repairs to various structures e.g., Cullercoats pedestrian footbridge and vehicle replacement including the transition to electric vehicles; and
- Technology projects include the end-of-life renewal of core ICT infrastructure in 2023/24 and CCTV storage as well as Metro Timetabling and Rostering system replacement of the Asset and Maintenance management system.

2.49 Scheduling of these projects is to be confirmed. In addition, it is expected that market and supply chain challenges in the current year will also mean completion of several key projects in 2023/24, including the Ticketing System 'XP' upgrade, completion of ICT network equipment renewal, refurbishment of Whitley Bay Station Canopy and renewal of Switches and Crossings at Pelaw.

2.50 In addition, the development/design of key projects where funding is currently unavailable will be progressed, with the replacement Signalling System being the highest priority but also Monument Station, Gateshead Interchange, and additional Metro gate lines. This will ensure there is a state of readiness for future funding opportunities.

### **Impact of Reduced MARP Funding in 2023/24 and 2024/25**

2.51 In the context of the uncertainty surrounding future capital grant allocations, it is worth highlighting that should the additional £33.2m MRG funding not be made available the programme priorities will be restricted to the following safety and business critical projects:

- Delivery of committed contracts – Ticketing System XP upgrade, Whitley Bay Canopy, ICT Network Equipment installation, timetabling and driver rostering system, lifts, and escalator ½ life refurbishment and Stoneygate Bridge (Network Rail shared structure).
- Capital Maintenance and annual programmes (new fleet half-life investment, degraded cable renewals, bridge maintenance, vehicle renewals).
- OLE renewal.
- SCADA system renewal.

- ICT core infrastructure and CCTV storage end of life renewal.
- Development and design of the replacement signalling system.

### **Fleet Replacement Programme (FRP)**

- 2.52 The Fleet Replacement programme continues, and the 2023/24 budget is currently estimated at £99m, funded by capital grant provided by DfT. Across the remaining two years, 2024/25 and 2025/26, a further £62m will be invested in the new fleet, bringing total expenditure at that point to an estimated £362m.

### **Metro Flow (MFL)**

- 2.53 Site works will be substantially complete in the current year to enable dual track operations between Hebburn and Bede station. Full close out of the project will be completed in early 2023/24 at an estimated cost of £1m funded from the MARP budget.

### **Other Capital Projects (OCP)**

- 2.54 Nexus is also seeking funding from the Levelling Up Fund for the proposed relocation of the North Shields Ferry Landing, which if secured will see the main contract awarded in 2023/24 with delivery completed in 2024/25. Refurbishment to the South Landing and buildings together with the Ferry vessels is budgeted for 2023/24 and 2024/25.
- 2.55 Nexus continues to deliver smart ticketing enhancements and in 2023/24 will work alongside other partners e.g., Northumberland County Council (in respect of the Northumberland Line programme) and commercial bus operators (in connection with the BSIP). Funding for these smart ticketing initiatives is yet to be fully secured.

## **3. Reasons for the Proposals**

- 3.1 The information contained within this report is provided to the JTC to enable it to fulfil its function of monitoring the Transport Capital Programme.

## **4. Alternative Options Available**

- 4.1 Option 1 – The North East Joint Transport Committee may accept the recommendations set out in the report.
- 4.2 Option 2 – The North East Joint Transport Committee may suggest amendments or alternative proposals to be considered.

## **5. Next Steps and Timetable for Implementation**

- 5.1 The Transport Capital Programme will be monitored for the remainder of the financial year and the outturn position reported following the year end.

## **6. Potential Impact on Objectives**

6.1 Successful delivery of the various transport schemes and investment proposals outlined in this document will assist the JTC in delivering its objective to maximise the region's opportunities and potential.

## **7. Financial and Other Resources Implications**

7.1 The financial implications are set out in detail within the body of the report. The report is for information and provides the Joint Transport Committee with a summary of the updated capital programme approved in January 2022. The report also includes an update on assumptions being applied in the development of the capital programme for 2023/24 and for future years, which will be presented to the JTC in January 2023.

## **8. Legal Implications**

8.1 The authority has a duty to ensure it can deliver a balanced budget. The Local Government Act 2003 imposes a duty on an Authority to monitor its budgets during the year and consider what action to take if a potential deterioration is identified.

8.2 Scheme promoters are required to sign a Grant Funding Agreement (GFA) before funding is provided, with claims being made based on expenditure defrayed and an audited statement required before final retention is released.

8.3 There are no other legal implications arising from this report.

## **9. Key Risks**

9.1 Financial risks associated with the authority's activities, and actions taken to mitigate these, will be factored into strategic risk management processes for the JTC.

## **10. Equality and Diversity**

10.1 There are no equality and diversity implications arising from this report.

## **11. Crime and Disorder**

11.1 There are no crime and disorder implications arising from this report.

## **12. Consultation/Engagement**

12.1 The NECA Constitution (in its role as accountable body for the JTC) requires that consultation on its budget proposals be undertaken at least two months prior to the budget being agreed.

## **13. Other Impact of the Proposals**

13.1 There are no other impacts arising from this report.

## **14. Appendices**

14.1 None

## **15. Background Papers**

15.1 Capital Programme 2022/23 - JTC report 18 January 2022 ([Public Pack](#))[Agenda Document for North East Joint Transport Committee, 18/01/2022 14:30 \(northeastca.gov.uk\)](#)

15.2 Capital Programme Update - JTC report 12 July 2022 ([Public Pack](#))[Agenda Document for North East Joint Transport Committee, 12/07/2022 14:30 \(northeastca.gov.uk\)](#)

## 16. Contact Officers

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## 17. Sign off

- The Proper Officer for Transport:
- Head of Paid Service:
- Monitoring Officer:
- Chief Finance Officer:

## 18. Glossary



## North East Joint Transport Committee

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**Date:** 15 November 2022

**Subject:** Transport Budget 2023/24 and Forecast of Outturn 2022/23

**Report of:** Chief Finance Officer

### Executive Summary

This report provides the North East Joint Transport Committee (JTC) with an updated forecast of outturn for the transport revenue budgets for 2022/23, based on the position to 30 September 2022 and a summary of the draft transport budget and levies for 2023/24.

The transport levies and grants to Durham, Northumberland and Nexus are fixed for the current year so the outturn is in line with the original budget allocations.

Durham County Council are currently forecasting an overspend of £0.547m arising mainly from increased costs on secured bus services as a result of inflationary pressure and support for services withdrawn by commercial bus operators, partially offset by an anticipated underspend in Concessionary Fares.

Northumberland County Council are forecasting an underspend of £0.128m. This is due to a forecast underspend on Concessionary Travel of £0.400m partially offset by increased costs of secured bus services of £0.266m.

Durham and Northumberland councils are currently working on budget proposals which will inform the levy requirements for 2023/24 and details will be included in the report to this committee at its meeting in January 2023.

The overall forecast outturn for 2022/23 for Nexus has improved relative to the original budget. Although (as reported to the July meeting of the JTC) serious financial challenges have arisen in relation to the increasing cost of High Voltage (HV) power, additional security to tackle anti-social behaviour, bus interventions caused by turmoil in the commercial market and other inflationary pressures, these have largely been met in the current year by Local Transport Fund (LTF) grant (which had only been notified and made available after the JTC had approved the budget), additional Metro Rail Grant and savings on Network Rail Track Access charges.

Despite further pressures being identified since the summer, the forecast use of reserves in 2022/23 is £3.241m less than previously reported, largely as a result of the government's Energy Bill Relief Scheme (EBRS), where a sizeable discount on the HV power bill for Metro

is expected across the period October 2022 to March 2023. Without this intervention the expectation was that the forecasts would have deteriorated from the position reported in July.

Nexus budget setting for 2023/24 is currently underway and the position for the next financial year, when the EBRS comes to an end, has worsened significantly relative to the Medium-Term Financial Plan (MTFP) presented to the JTC in January 2022. The main factors being the costs of high voltage power and other inflationary pressures such as contract costs and pay awards. It is expected that a greater reliance on reserves will be required, and it is necessary that the improvement in the forecast 2022/23 position be earmarked for this.

It will be necessary to increase the Tyne and Wear transport levy by 4.0% in 2023/24 (as reported to the JTC as part of last year's budget process) to enable Nexus' services to be maintained. Even with this levy increase and proposed use of reserves totalling £10.7m, due to the significant inflationary pressures (most notably HV power), Nexus is currently forecasting a deficit of £9.4m and it is therefore critical that further support from the DfT is forthcoming.

It is proposed to continue the contribution of £10,000 per authority towards Transport North East which is retained from the Durham and Northumberland levies, and which funds the work of the team on behalf of the region. The contribution from the Tyne and Wear levy to fund central activity next year will be £2.1m (in line with current budgets) which also contributes to the work of TNE but is mainly used to meet costs relating to the former Tyne and Wear Integrated Transport Authority, namely charges for historic debt.

It is proposed that, as a minimum, funding for TNE from the Local Transport Plan Integrated Transport Block is continued at £500,000 (£62,500 per council and Nexus).

## **Recommendations**

The North East Joint Transport Committee is recommended to:

- i) Receive the report for information and comment;
- ii) Note the updated forecast of outturn for the 2022/23 Transport Budgets, as set out in the report;
- iii) Consider the budget assumptions/proposals set out in the report, forming the basis of consultation on the 2023/24 Transport budget;
- iv) Note that the budget proposals for Transport will be subject to a consultation process including reports to the JTC Overview and Scrutiny Committee, relevant officer groups and the Leadership Board of NECA and the NTCA Cabinet;
- v) Note the intention to approve the budget and agree the Transport levies at the meeting of the JTC on 17 January 2023.

## **1. Background Information**

- 1.1 The JTC receives funding from a variety of sources including the levies on Durham, Northumberland and Tyne and Wear councils, Tyne Tunnels income, grant funding and interest on the investment of its cash balances. This funding is used to deliver the transport objectives of the Committee through the provision of revenue grants to Durham and Northumberland councils and to Nexus for the delivery of public transport services, the funding of the Tyne Tunnels and the central strategic support provided by TNE.
- 1.2 In line with the Transport Levying Bodies Regulations 1992, the transport levies must be issued by 15 February preceding the commencement of the financial year in respect of which they are to be issued.
- 1.3 This report provides the North East Joint Transport Committee (JTC) with an updated forecast of outturn for the transport revenue budgets for 2022/23, based on the position to 30 September 2022, and an update on the budget assumptions and proposals for the levies and other budgets relating to the JTC, together with initial proposals for these budgets in 2023/24.
- 1.4 The budget proposals will be further developed and consulted upon in the coming months, and decisions on the levies and other aspects of the Transport budget for 2023/24 will be taken by the JTC on 17 January 2023. Decisions on Tyne Tunnels tolls and Metro Fares will be taken by the Tyne and Wear Sub Committee (TWSC).

## **2. Proposals**

### **Transport Levies 2022/23 and Indicative Levies 2023/24**

- 2.1 As the transport levies and revenue grants are normally fixed for the year there is no change in the levies payable and the grants payable between the original budget and the forecast outturn, and minimal change in the retained transport levy budget. Any surplus or deficit against the budgets for the three main delivery agencies (Durham County Council, Northumberland County Council and Nexus) is retained or managed within the reserves of that organisation.
- 2.2 A proportion of the levies is retained to support the work of the JTC through TNE and to meet historic costs relating to the former Tyne and Wear Integrated Transport Authority (TWITA). This area of the budget is expected to break even in the current year.
- 2.3 The updated forecast of outturn for the current year, together with the initial budget proposals for 2023/24 are set out in table 1 below, with further explanations provided in the sections that follow.

Table 1: 2022/23 Forecast and Indicative 2023/24 Transport Levies and Grants

	<b>2022/23 Original Budget</b>	<b>Spend to Date Q2</b>	<b>2022/23 Forecast Outturn</b>	<b>2022/23 Forecast Variance</b>	<b>2023/24 Initial Draft Budget</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
<b>Total Levy Income</b>	<b>(87.201)</b>	<b>(43.601)</b>	<b>(87.201)</b>	<b>0.000</b>	<b>(89.775)</b>
Grant to Durham	15.609	7.805	15.609	0.000	15.609
Grant to Northumberland	6.347	3.174	6.347	0.000	6.347
Grant to Nexus	63.125	31.563	63.125	0.000	65.699
Levy contribution to JTC central costs	2.120	1.100	2.120	0.000	2.120
<b>Total Expenditure</b>	<b>87.201</b>	<b>43.642</b>	<b>87.201</b>	<b>0.000</b>	<b>89.775</b>
<b>Contribution (to)/from JTC reserves</b>	<b>0.000</b>	<b>(0.041)</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>

### **Tyne and Wear Levy**

- 2.4 The majority of the Tyne and Wear levy is paid as a revenue grant to Nexus for the delivery of public transport services. Initial budget proposals include an increase in the levy on Tyne and Wear councils from £65.225m to £67.799m, an increase of £2.574m or approximately 4%. This would increase the grant paid to Nexus for the provision of public transport services from £63.125m to a proposed £65.699m. The centrally retained budget of £2.100m, retained to fund Tyne and Wear transport costs (primarily relating to the former TWITA) and contribute to the central TNE budget which it is proposed would be held at the current level next year.

### **Nexus Revenue Budget**

#### **Updated Forecast of Outturn 2022/23**

- 2.5 For 2022/23 a balanced budget was set, following the JTC approval of several measures, including a 6.75% (£4.125m) increase in the Tyne and Wear transport levy and a planned use of £5.6m of Nexus' reserves in year.
- 2.6 At the JTC meeting in July 2022, Nexus highlighted that since the approval of the budget, a range of serious financial challenges had arisen (amounting to £10.611m) including the increasing cost of High Voltage (HV) power, additional security to tackle

anti-social behaviour, bus interventions caused by turmoil in the commercial market and other inflationary pressures. Nexus reported that these costs had been offset by Local Transport Fund (LTF) grant (which had only been notified and made available after the JTC had approved the budget), additional Metro Rail Grant and savings on Network Rail Track Access charges, meaning there was no overall net impact on the budget, with application of £5.6m of reserves still required.

- 2.7 This was reflected by Nexus in a revised budget which is shown in the table at paragraph 2.9. Despite further pressures being identified since the summer, at the end of period 6 Nexus is now forecasting that it will need to use £2.359m of reserves in order to balance the budget this year, which is £3.241m less than previously reported. This is due to the government's Energy Bill Relief Scheme (EBRS) where a sizeable discount on the HV power bill for Metro is now expected across the period October 2022 to March 2023. Without this intervention the expectation was that the forecasts would have deteriorated from the position reported in July.
- 2.8 Budget setting for 2023/24 is currently underway and the position for the next financial year has worsened significantly relative to the Medium-Term Financial Plan (MTFP) presented to the JTC in January 2022. It is expected that a greater reliance on reserves will be required, and it is necessary that the improvement in the 2022/23 position be earmarked for this.
- 2.9 The table below shows expenditure to the end of period 6 (15 September), together with the forecast to the year end, against the revised budget. There is narrative following the table explaining the variances against the revised budget across the main service areas. As described earlier, whilst the position has worsened, there will be further central government intervention to steady the financial situation. However, in estimating the likely outturn, it is difficult to be too precise given the turbulence in the economy right now.

*Table 2: Nexus expenditure to period 6 and updated forecast 2022/23*

	<b>2022/23 Revised Budget</b>	<b>Spend to P6</b>	<b>Forecast at P6</b>	<b>Forecast Variance</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Concessionary Fares	31.155	14.263	30.992	(0.163)
Metro	17.076	6.969	15.661	(1.415)
Bus Services	15.327	5.085	13.765	(1.562)
Other	5.167	1.972	5.066	(0.101)
	<b>68.725</b>	<b>28.289</b>	<b>65.484</b>	<b>(3.241)</b>
JTC Levy Grant to Nexus	(63.125)	(29.401)	(63.125)	0.000
	<b>5.600</b>	<b>(1.112)</b>	<b>2.359</b>	<b>(3.241)</b>
Reserves	(5.600)	1.112	(2.359)	3.241
	-	-	-	-

## **Metro**

- 2.10 At the end of period 6, the Metro net expenditure was £1.415m better than the revised budget, before application of reserves. During the year, the inflationary pressures have continued to rise, most notably the cost of HV power, which has more than doubled, caused by geo-political factors, and continued instability in the energy market. The Government has however announced a package of support across the period October to March through the EBRS and whilst the detail of the Scheme is still being worked through and the market remains volatile, the Scheme has alleviated the pressure on HV power costs across the last six months this year. Taking into account the impact of the EBRS and the allocation of LTF grant towards these unfunded pressures, the resulting pressure is estimated to be £0.900m. This is offset by £2.315m of expected savings and additional income which are explained in paragraph 2.11 and 2.12.
- 2.11 Metro fare revenue at the end of period 6 was £18.769m which exceeded the profiled budget by £1.510m (9%), which was set based on 84% of pre-Covid levels. Given the ongoing impact Covid is having on journey patterns, it is proving difficult to accurately assess the profile of patronage. In addition, the current economic climate could adversely impact customer numbers as the year progresses. Despite this however, it is apparent that Metro revenue is likely to be better than budget by the year end so a favourable variance of £1.000m has been included in the forecasts. The forecast also reflects the introduction of a £2 fare on Metro for Pay As You Go (PAYGO) products (now that DfT have set out their intentions to introduce this on bus and should TWSC determine that this initiative should extend to Metro at its November meeting) for a period of 3 months, commencing in January 2023. The revenue forgone is estimated to be around £0.300m.
- 2.12 There is a net saving of £0.639m reflected in the forecast which is across a number of areas (some of which are also applicable to the other service areas), including travel ticket costs, cash handling, ICT licences and additional contract income. In addition, there are savings expected in employee costs due to a number of posts being held vacant for longer than originally planned, which is expected to amount to £0.750m, as well as better than budgeted investment income, due to increasing interest rates, of £0.230m.
- 2.13 It is important that these underspends are seen in the context of both a significant amount of additional central government support (LTF and EBRS) and the need to still use reserves at the year-end to balance the budget. As explained in paragraph 2.8, because it is expected that a greater reliance on reserves will be required in 2023/24, it is necessary that the improvement in 2022/23 be earmarked for this purpose.

## **Concessionary Fares**

- 2.14 At the end of period 6, concessionary fares include higher than budgeted school income of £0.121m and other savings of £0.035m. The forecast outturn reflects an additional £0.091m of school income across the year, as well as overhead savings, as outlined in paragraph 2.12, of £0.072m.

## **Bus Services**

- 2.15 Taking into account the LTF grant, financial performance on Bus Services shows net expenditure at £1.562m better than the revised budget, before application of reserves. Nexus expects to generate an additional £0.333m of bus commercial revenue this year, as well as £0.589m of savings on secured service contracts, where an above inflation increase in the budget has not been fully required, following the network reconfiguration in response to commercial cuts and tender prices that have been subsequently obtained.
- 2.16 In addition to this, Nexus has received £0.535m of additional Bus Recovery Grant funding from Transport North East. This represents unused funding from the previous financial year, which had been carried forward under the terms and conditions of the grant. Finally, there are overhead savings, as outlined in paragraph 2.12, which are expected to amount to £0.105m for the year.
- 2.17 It is important that this underspend be seen in the context of both a significant amount of additional central government support (LTF and BRG) and the need to still use reserves at the year-end to balance the budget. As explained in paragraph 2.8, because it is expected that a greater reliance on reserves will be required in 2023/24, it is necessary that the improvement in 2022/23 be earmarked for this.

## **Other**

- 2.18 Other includes Ferry, Bus Infrastructure and Passenger Transport Information and at the end of period 6, financial performance shows net expenditure at £0.101m better than the revised budget, before application of reserves. To the end of period 6, ferry revenue is £0.217m, which is £0.019m higher than the profiled budget, however, the forecast revenue has not been adjusted at this stage. The forecast also reflects £0.054m of higher than budgeted fuel and insurance costs on the ferry, offset by overhead savings of £0.155m (paragraph 2.12 refers).

## **Nexus Revenue Budget 2023/24**

- 2.19 Nexus has highlighted that to continue its operations, an increase in the Tyne and Wear transport levy commensurate with that which was signalled in the budget report to the JTC in February 2022, will be required next year. In addition, a package of further support from Central Government (DfT) will be required due to the significant inflationary budget pressures (most notably HV power) which Nexus is experiencing. If neither are forthcoming, some critical decisions surrounding resourcing and operations will be necessary, which would be detrimental to the recovery of Nexus as it emerges from the Covid pandemic/cost of living crisis.
- 2.20 During budget setting for 2022/23, it was highlighted that it may be necessary to increase the Tyne and Wear Transport Levy further in both 2023/24 and 2024/25 given that Nexus cannot place reliance on reserves indefinitely. Initial forecasts suggested that an increase to the levy of 4.0% (amounting to £2.6m) in 2023/24 and 3.75% (amounting to £2.5m) in 2024/25 would be necessary. This was in addition to Nexus using an additional £3.1m of reserves in 2023/24 to enable services to be maintained, during recovery from the Covid pandemic.

2.21 The table below outlines the latest forecast for 2023/24 (Nexus is currently refreshing budget estimates for 2023/24) and it demonstrates that after various interventions, it is still necessary to increase the Tyne and Wear transport levy by 4.0% in 2023/24, to enable Nexus' services to be maintained. Even with this levy increase, due to the significant inflationary pressures (most notably HV power), Nexus is currently forecasting a deficit of £9.4m and it is therefore critical that further support from the DfT is forthcoming.

*Table 3: Nexus forecast 2023/24*

	£m	£m
<b>Original Deficit in MTFP 2023/24</b>		5.7
<b>Pressures</b>		
- HV Power and utilities	20.2	
- Contractual inflation and pay	4.8	
- Additional security to tackle ASB	0.9	25.9
		<b>31.6</b>
<b>Opportunities</b>		
- Fare revenue	(2.1)	
- Network Rail TAC	(1.6)	
- Other efficiencies	(1.3)	
- Additional MRG	(3.9)	(8.9)
		<b>22.7</b>
<b>Funded By:</b>		
- Levy increase	(2.6)	
- Use of reserves	(10.7)	<b>(13.3)</b>
<b>Revised (Surplus)/Deficit 2023/24</b>		<b>9.4</b>

2.22 As the table above shows, since the development of the medium-term financial plan (where a deficit of £5.7m was anticipated), a range of unforeseen pressures have arisen.

2.23 What is striking is the cost of High Voltage Power. The likely costs in 2023/24 are difficult to quantify with any certainty and are dependent on the geo-political influences mentioned in this report together with the procurement strategy Nexus has adopted where there is less price certainty in the future. What is clear, is that without continued Central Government support, Nexus will be unable to deliver a balanced budget, even after taking into account significant use of reserves. However, it is estimated that continuation of the Energy Bill Relief Scheme into 2023/24 would put Nexus in a much more favourable position where it would be possible to balance its

budget. At this time there is no certainty or expectation that the government will extend the EBRS into next year.

- 2.24 Taking these additional pressures into account means that the deficit for 2023/24 is now forecast at £22.7m, an increase of £17.0m on that previously notified to the JTC in February 2022.
- 2.25 The forecast reflects cautious optimism about Metro fare revenue, which although is still behind pre-Covid levels, continues to recover well. The cost of living crisis and impending recession is something that could reverse progress in this regard therefore the position is still considered fragile. In addition, savings are expected to arise from a reduction in the track access charge payable to Network Rail for operating on the Sunderland line, now that the debt associated with the construction of the extension is nearly fully repaid.
- 2.26 The opportunities also include further efficiencies made up of savings that are expected to arise from the introduction of the new fleet and other savings from containing cost pressures within existing budgets. Finally, the additional £3.3m of Metro Rail Grant (MRG) received in 2021/22 will be allocated in 2023/24, as well as an additional £0.6m following the indexation of the grant in 2022/23.
- 2.27 Given the magnitude of the financial challenge, Nexus is proposing to increase the amount of reserves funding used in 2023/24 by £7.6m to help underpin the revenue budget. This is possible due to the better financial position reported in 2021/22 as well as the expected improved position in 2022/23. The adoption of such a strategy is considered prudent given the need to maintain services as far as possible in order to ensure Nexus emerges from the Covid pandemic/cost of living crisis in a positive way, something that the recovery plan for the Metro submitted to central government in January 2021 insisted on.
- 2.28 The table below shows the estimated impact on the Tyne and Wear Councils from a proposed 4% increase in the levy in 2023/24. The population estimates which must be used for the apportionment of the levy within Tyne and Wear, are the 2021 mid-year estimates, have not yet been released by the Office for National Statistics at the time of writing this report, and are due to be released during November 2022. The apportionment shown in the table below uses the local authority census 2021 population data as a proxy.

*Table 4: Proposed Tyne and Wear Levy by Council (Estimated based on Census 2021 population shares)*

	<b>Current Levy – 2022/23 Budget</b>	<b>Revised Levy (after population change)</b>	<b>Proposed increase (4%)</b>	<b>2023/24 Proposed Levy</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Gateshead	11.488	11.346	0.448	11.794
Newcastle	17.453	17.369	0.685	18.055
North Tyneside	11.882	12.093	0.477	12.570

	<b>Current Levy – 2022/23 Budget</b>	<b>Revised Levy (after population change)</b>	<b>Proposed increase (4%)</b>	<b>2023/24 Proposed Levy</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
South Tyneside	8.597	8.552	0.337	8.889
Sunderland	15.805	15.865	0.626	16.491
<b>Total</b>	<b>65.225</b>	<b>65.225</b>	<b>2.574</b>	<b>67.799</b>

2.29 Further work is being undertaken in relation to the development of budget estimates for 2024/25 and 2025/26 and these will be brought to the JTC in January 2023 (as well as the final budget for 2023/24 once this has been fully refreshed). At this point in time, the levy increase for 2024/25 previously indicated is still expected to be required and an increase thereafter will also be required.

2.30 In addition, it will be necessary to place reliance on reserves for longer than previously anticipated, thereby leaving little scope for addressing any additional budgetary pressures that may arise in the future, which unless inflation falls back to levels that the UK is more accustomed to and the energy crisis abates, is highly probable. It therefore remains imperative that Nexus continues to lobby the DfT for further support.

### **Durham**

2.31 The Q2 forecast of outturn for Durham County Council shows an estimated overspend of £0.547m. This is due to overspends on the passenger transport network and supported services due to inflationary pressure and support for services withdrawn by commercial bus operators. This will be partially offset, in line with current guidance, by an anticipated underspend in Concessionary Fares.

2.32 Both Bus Stations and Bus Shelters are also forecast to overspend due to additional premises costs. The table below shows that forecast of outturn at the end of the second quarter of the financial year:

2.33 *Table 5: Durham Updated Forecast of Outturn 2022/23*

	<b>2022/23 Original Budget</b>	<b>Spend to Date Q2</b>	<b>2022/23 Forecast Outturn</b>	<b>2022/23 Forecast Variance</b>	<b>2023/24 Initial Draft Budget</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Concessionary Fares	12.205	5.049	11.070	(1.135)	12.205
Subsidised Services	2.688	1.115	4.294	1.606	2.688
Bus Stations	0.176	0.533	0.199	0.023	0.176

	<b>2022/23 Original Budget</b>	<b>Spend to Date Q2</b>	<b>2022/23 Forecast Outturn</b>	<b>2022/23 Forecast Variance</b>	<b>2023/24 Initial Draft Budget</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Bus Shelters	(0.268)	0.067	(0.211)	0.057	(0.268)
Passenger Transport Information	0.089	(0.132)	0.085	(0.004)	0.089
Staffing	0.719	0.360	0.719	0.000	0.719
Share of JTC central costs	0.010	0.000	0.010	0.000	0.010
<b>Net Expenditure</b>	<b>15.619</b>	<b>6.992</b>	<b>16.166</b>	<b>0.547</b>	<b>15.619</b>

- 2.34 Work is underway on preparation of the 2023/24 budget for Durham which is shown for the time being as in line with 2022/23 although changes are anticipated by the time of the report to this committee in January.

### **Northumberland**

- 2.35 The forecast for Northumberland County Council at the end of Q2 is for an overall underspend of £0.128m. This largely due to a forecast underspend on Concessionary Travel of £0.400m. Following the lifting of Covid-19 restrictions, the DfT has allowed local authorities to negotiate with the local travel providers regarding the reimbursement rates payable in respect of concessionary travel. The Council has been able to negotiate two fixed price deals with the two major operators for the period April 2022 to March 2023 rather than based on a reimbursement rate per journey. This has provided budget certainty for all parties as passenger numbers are yet to recover to pre-pandemic levels.
- 2.36 The Supported Services budget is currently forecast to overspend by £0.266m. The overspend relates to the high number of contracts that have been handed back to the Council by operators due to the increase in fuel prices and the lack of resources (drivers/vehicles) available. The passenger transport team have reviewed the existing network and prioritised the contracts that continue to provide value for money and ensure that all geographic areas are served by the new network.
- 2.37 The budget for 2023/24 is currently in the process of being developed with figures unavailable at this time. These will be reported to the January meeting of the committee. It is therefore shown in the table below as in line with the 2022/23 budget although updated budget estimates are anticipated by the time of the next meeting.

2.38 *Table 6: Northumberland Updated Forecast of Outturn 2022/23*

	<b>2022/23 Original Budget</b>	<b>Spend to Date Q2</b>	<b>2022/23 Forecast Outturn</b>	<b>2022/23 Forecast</b>	<b>2023/24 Initial Draft Budget</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Concessionary Fares	4.931	1.817	4.531	(0.400)	4.931
Subsidised Services	1.230	0.609	1.496	0.266	1.230
Bus Services	0.028	0.008	0.034	0.006	0.028
Passenger Transport Information	0.025	0.000	0.025	0.000	0.025
Staffing	0.133	0.067	0.133	0.000	0.133
Share of JTC central costs	0.010	0.000	0.010	0.000	0.010
<b>Net Expenditure</b>	<b>6.357</b>	<b>2.501</b>	<b>6.229</b>	<b>(0.128)</b>	<b>6.357</b>

### **Transport North East**

2.39 Transport North East (TNE) supports the JTC, providing relevant information to support policy choices and to deliver policies at a regional level. Since its creation in 2018, the team has been working at full capacity to develop and lead delivery of a broad and ambitious transport programme on behalf of the region. Over the past year, TNE has:

- Reviewed its structure to focus on modal strategy and the development of business cases and delivery plans for regional level interventions;
- Developed and delivered a regional transport communications plan;
- Continued horizon scanning for funding, bidding and partnership opportunities, including successful bids to the North East Local Enterprise Partnership and the award of £163.5m for the Bus Service Improvement Plan and Enhanced Partnership scheme;
- Developed a more detailed suite of modal strategy and policy documents to support the overarching outputs of the Transport Plan;
- Continued to develop the regional position on rail devolution and bus policy;
- Continued to support Northumberland County Council as it prepares to implement the Northumberland Line scheme;

- Managed the region’s relationship and represented the region’s needs with Transport for the North, the Rail North Partnership, and the new Northern Transport Acceleration Council;
- Formulated the JTC’s response to transport consultations and policy making opportunities;
- Continued to make the case for investment in the East Coast Mainline and continued funded provision of the East Coast Mainline Authorities Secretariat role;
- Managed the distribution of funds through the North East Transport Assurance Framework;
- Contributed to the North East LEP’s strategies, plans and workstreams;
- Managed the Concession contract with TT2 through a complex transition to open road tolling;
- Delivery of EV charging hubs at key strategic sites identified in the Electric Vehicle enabling study;
- Sponsored the development of specific programmes of work of regional significance associated with the transport plan or associated with the publication of the Connectivity blueprint such as bus and cycling infrastructure and network improvements;
- Provided public access 24/7 to fully operational Tyne Pedestrian and Cycle Tunnels.

2.40 The updated forecast of outturn as at the end of September 2022 and draft budget estimates for 2023/24 are shown in the tables below.

2.41 *Table 7: TNE Core Budget Forecast of Outturn 2022/23 and initial draft Budget 2023/24*

	<b>2022/23 Original Budget</b>	<b>Spend to Date Q2</b>	<b>2022/23 Forecast Outturn</b>	<b>2022/23 Forecast Variance</b>	<b>2023/24 Initial Draft Budget</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Employee costs	0.709	0.307	0.699	(0.010)	0.791
Transport Plan/Strategy Work	0.060	0.023	0.069	0.009	0.050
Research and Development	0.100	0.049	0.100	0.000	0.090
Travel and Miscellaneous	0.021	0.009	0.025	0.004	0.024

	<b>2022/23 Original Budget</b>	<b>Spend to Date Q2</b>	<b>2022/23 Forecast Outturn</b>	<b>2022/23 Forecast Variance</b>	<b>2023/24 Initial Draft Budget</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
IT/Equipment/Ac commodation	0.011	0.000	0.011	0.000	0.004
Contingency	0.049	0.002	0.049	0.000	0.018
Organisational Development	0.000	0.001	0.020	0.020	0.020
<b>Total Expenditure</b>	<b>0.950</b>	<b>0.391</b>	<b>0.973</b>	<b>0.023</b>	<b>0.997</b>
LTP Funding	(0.500)	(0.500)	(0.500)	0.000	(0.500)
Retained Transport Levy	(0.284)	(0.284)	(0.284)	0.000	(0.284)
External funding for specific posts	(0.166)	(0.008)	(0.144)	0.022	(0.177)
LTA Capacity Revenue Grant	(0.000)	(0.001)	(0.020)	(0.020)	(0.020)
<b>Total Income</b>	<b>(0.950)</b>	<b>(0.793)</b>	<b>(0.948)</b>	<b>0.002</b>	<b>(0.981)</b>
Net Expenditure to be funded from Reserves	0.000	(0.402)	0.025	0.025	0.016
Contribution to/(from) Reserves	0.000	0.402	(0.025)	(0.025)	(0.016)

- 2.42 Net employee costs are forecast to be slightly below budget as a result of the mix of work being carried out by the team meaning that more costs are chargeable to external funding sources. The budget for 2023/24 is forecast to increase as a result of estimated pay awards and incremental progression as well as some changes to the staffing establishment approved by the Managing Director, Transport North East earlier in the year which enable the team to meet increasing demands from central government, local authorities and stakeholders, make a more direct contribution to the promotion of active travel within our communities, improve our strategy to both internal and external customers and support the delivery of the Transport Plan objectives.
- 2.43 Overall net expenditure is forecast to be £0.023m above the original budget for the year, primarily due to the creation of a budget for organisational development work which will be funding by LTA Capacity Revenue grant awarded after the original budget for the year was set.

2.44 Draft estimates for 2023/24 are included in the table above. These are being further developed in line with the work plan for 2023/24 and detailed estimates will be provided to the January 2023 meeting of the committee.

2.45 *Table 8: TNE Grants and Projects – Forecast of Outturn 2022/23 and initial draft Budget 2023/24*

	<b>2022/23 Original Budget</b>	<b>Spend to Date Q2</b>	<b>2022/23 Forecast Outturn</b>	<b>2022/23 Forecast Variance</b>	<b>2023/24 Initial Draft Budget</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Active Travel Planning	0.796	(0.092)	0.788	(0.008)	0.125
BSIP/Enhanced Partnership	0.280	0.141	19.227	18.947	38.405
Capability Fund	0.000	0.319	2.160	2.160	0.000
Freight Study	0.000	0.000	0.050	0.050	0.000
LTF (Bus and Light Rail)	0.000	3.650	9.924	9.924	0.000
LTF October-December extension	0.000	0.000	1.312	1.312	0.000
Metro Futures Planning Studies	1.136	0.127	1.155	0.019	0.222
Rail Development	0.236	0.109	0.262	0.026	0.261
TCF Programme Management	0.621	0.176	0.341	(0.280)	0.284
<b>Total Expenditure</b>	<b>3.069</b>	<b>4.430</b>	<b>35.219</b>	<b>32.150</b>	<b>39.297</b>
ATF Revenue Grant	(0.796)	0.092	(0.788)	0.008	(0.125)
Capability Fund Grant	0.000	(0.319)	(2.160)	(2.160)	0.000
DfT BSIP Grant	(0.207)	(0.141)	(19.227)	(19.20)	(38.411)
Local Transport Fund	0.000	(3.650)	(9.924)	(9.924)	0.000
LTF October-December extension	0.000	0.000	(1.312)	(1.312)	0.000

	<b>2022/23 Original Budget</b>	<b>Spend to Date Q2</b>	<b>2022/23 Forecast Outturn</b>	<b>2022/23 Forecast Variance</b>	<b>2023/24 Initial Draft Budget</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Metro Futures Planning Studies – funded by Nexus budget transfer	(1.136)	(0.127)	(1.158)	(0.022)	(0.182)
Metro Futures Planning Studies – funded by LEP	0.000	(0.004)	(0.070)	(0.070)	0.000
Rail Administration Grant (via Nexus)	(0.236)	(0.109)	(0.264)	(0.028)	(0.261)
TCF Grants	(0.621)	(0.176)	(0.341)	0.280	(0.284)
<b>Total Grants and Contributions</b>	<b>(2.996)</b>	<b>(4.434)</b>	<b>(35.244)</b>	<b>(32.248)</b>	<b>(39.263)</b>
Net Expenditure to be funded from Reserves	0.073	(0.004)	(0.025)	(0.098)	0.034
Contribution to/(from) Reserves	(0.073)	0.004	0.025	0.098	(0.034)

- 2.46 A number of new revenue funding streams have been awarded to TNE to administer since the original budget for the year was set. The DfT's Capability Fund provides active travel revenue funding for local authorities to enable the delivery of behaviour change programmes linked to the implementation of infrastructure. The package is a combination of payments which will be made to the Local Authorities for delivery and TNE-led elements, such as increasing the amount of active travel data the team have access to which will inform the development of the North East Active Travel Strategy.
- 2.47 The JTC was awarded £9.924m from the Local Transport Fund in respect of socially necessary bus services and light rail services, which was effective from April to October 2022. A further extension has been awarded, £1.312m which applies from October to December 2022.
- 2.48 Following the government's announcement that the region had been indicatively awarded funding of £163.5m for its Enhanced Bus Partnership, work has been underway to meet the new timescales and requirements set out in the indicative

funding letter. Figures included in the forecast outturn for 2022/23 and indicative budget estimate for 2023/24 are included on the basis that the EP funding is confirmed and received during the current financial year.

- 2.49 Should a devolution deal for a new mayoral combined authority in the region be signed off, there will be various pieces of transport work required as a result. Further information and updated budget proposals will be brought to the JTC as necessary at the appropriate time.

### **Tyne Tunnels**

- 2.50 The Tyne Tunnels are operated as a ringfenced account, so all costs associated with the tunnels are fully met from toll income and Tyne Tunnels reserves, with no call on the levy or other public funding.

- 2.51 *Table 9: Tyne Tunnels Forecast of Outturn 2022/23 and initial draft Budget 2023/24*

	<b>2022/23 Original Budget</b>	<b>Spend to Date Q2</b>	<b>2022/23 Forecast Outturn</b>	<b>2022/23 Forecast Variance</b>	<b>2023/24 Initial Draft Budget</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Tolls Income	(32.715)	(19.079)	(31.218)	1.497	(38.765)
TT2 Contract	24.322	7.731	24.370	0.048	32.020
Employees	0.142	0.062	0.129	(0.013)	0.147
Historic Pensions	0.050	0.023	0.050	0.000	0.050
Premises	0.014	0.000	0.078	0.064	0.051
Support Services	0.155	0.004	0.160	0.005	0.160
Supplies and Services	0.195	0.036	0.218	0.023	0.347
Financing Charges	8.140	0.000	6.466	(1.674)	7.267
Interest/Other Income	(0.065)	(0.001)	(0.208)	(0.143)	(0.112)
Repayment from TWITA for temporary use of reserves	(0.240)	(0.120)	(0.240)	0.000	(0.240)

	<b>2022/23 Original Budget</b>	<b>Spend to Date Q2</b>	<b>2022/23 Forecast Outturn</b>	<b>2022/23 Forecast Variance</b>	<b>2023/24 Initial Draft Budget</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Capital Expenditure Funded from Revenue – Tyne Pedestrian and Cycle Tunnels	0.000	0.128	0.423	0.423	0.000
Net Expenditure to be funded from Reserves	(0.002)	(11.216)	0.228	0.230	0.925
Contribution to/(from) Reserves	0.002	11.216	(0.228)	(0.230)	(0.925)

- 2.52 Decisions on toll charges are matters reserved for the Joint Transport Committee Tyne & Wear Subcommittee (TWSC). The Tyne Tunnels toll revision mechanism is set out in the **River Tyne Tunnels Order 2005** and allows the Joint Transport Committee Tyne & Wear Subcommittee (TWSC) to increase the toll paid by customers (the '**Real Toll**') every 12 months. The calculation for the toll increase is set out in the legislation and is based on the Retail Prices Index (RPI) from the application of the last increase.
- 2.53 Separately, a '**Shadow Toll**' sets the amount paid to TT2 per journey, also based on RPI. It increases every January and is a contractual commitment as set out in the **Project Agreement** agreed in 2007.
- 2.54 The Real Toll charged to users needs to be the same amount or similar to the Shadow Toll paid to TT2 per journey, otherwise the JTC would incur a loss on each tunnel journey. Keeping them in alignment means that JTC toll income is sufficient to make the appropriate monthly payment to TT2 for operating the tunnels
- 2.55 The current Real Toll lags slightly behind the Shadow Toll (10p lower) due to a decision taken by the Tyne and Wear Integrated Transport Authority (TWITA) in August 2011. This came about because of a conflict between the construction period and the date that the Shadow Toll increased, where the TWITA felt it was inappropriate to raise tolls for tunnel users during a period of major road disruption. However, this has been the position for several years and is accounted for each year within the budget. The current Real Toll is £1.90 and the Shadow Toll is £2.00
- 2.56 The legislation does not provide for any alternative to the RPI based increase in the Real Toll and assumes that the authority will always increase user charges in line with the RPI calculation. The Project Agreement similarly prescribes the calculation for the Shadow Toll increase without any alternative. Based on the calculation, TT2 has confirmed that the Shadow Toll will increase to £2.30 on 1 January 2023;

therefore, to fund this, members should consider an increase in the Real Toll to £2.20 in early 2023, in order to fund the payments to TT2 under the Project Agreement.

- 2.57 If the increases are applied, it will be the first increase for Class 2 vehicles (cars) since April 2021. The calculated increase based on RPI is an increase for Class 2 vehicles would be from £1.90 to £2.20. An increase to the toll payable for Class 3 vehicles is also triggered from May 2023 (the earliest date an increase can be applied) and the calculated RPI-based increase would be from £3.90 to £4.40
- 2.58 Under normal circumstances the toll should be increased from 1 February 2023 to keep a balanced budget; however, members of the TWSC could consider a delay to implementing the increase by way of a toll freeze on the Class 2 toll, holding it at £1.90 per car until May 2023. This would keep the toll at an artificially lower level throughout the winter to provide relief for tunnels users during this period taking into account winter fuel bills and the current cost-of-living crisis. The income lost by holding the Class 2 tolls at the current levels for that period could be funded from Tyne Tunnel reserves on a short-term basis, but is not a sustainable long term solution.
- 2.59 Tolls income is forecast to be lower than the budget in 2022/23, because the budget assumed that an increase in the toll for class 2 vehicles would be applied during the financial year. The decision taken by the Tyne and Wear Sub Committee at its meeting on 3 November may delay the implementation of the increase until May 2023. In addition, payments to TT2 under the contract are forecast to be higher than budget due to RPI inflation being at a higher level than anticipated.
- 2.60 This is mitigated by lower financing charges on external borrowing, and increased interest income on the balances held in reserves. Interest returns on short term investments have increased during the year as interest rates have increased sharply while external borrowing costs have remained static. The original budget for the year for financing charges included an additional provision for the repayment of debt over and above the minimum revenue provision requirement. The additional, voluntary provision will be deferred in order to minimise the contribution required from Tyne Tunnels reserves for the 2022/23 outturn.
- 2.61 Budget estimates for 2023/24 are set out in the table above and take into account the decisions taken in relation to the tolls by the Tyne and Wear sub committee. An increased budget for Supplies and Services is proposed, which includes additional provision for contracts relating to the Tyne Pedestrian and Cycle Tunnels such as maintenance contracts and costs which will be incurred in relation to the planned handover to TT2 to operate the Pedestrian and Cycle Tunnels once the refurbishment works are complete.

### **3. Reasons for the Proposals**

- 3.1 The NECA Constitution requires that consultation on budget proposals be undertaken at least two months prior to the budget being agreed. The information included in this report is presented to update the JTC on the preparation of the 2023/24 Transport budgets. The report also provides updated forecasts for the current year based on the latest available information.

#### **4. Alternative Options Available**

- 4.1 The updated forecasts and indicative budget proposals presented in this report are intended to inform the JTC of work on the preparation of the 2022/23 Transport budget and begin the formal budget consultation process in line with the requirements set out in the NECA constitution in its role as Accountable Body for Transport.
- 4.2 Option 1 – the North East Joint Transport Committee may accept the recommendations set out in the report.
- 4.3 Option 2 – the North East Joint Transport Committee may suggest amendments or alternative proposals to be considered. Option 1 is the recommended option.

#### **5. Next Steps and Timetable for Implementation**

- 5.1 The NECA Constitution requires that consultation on budget proposals be undertaken at least two months prior to the budget being agreed. The draft proposals will be subject to consultation with the Overview and Scrutiny Committees, relevant officer groups and constituent councils. Comments raised as part of the consultation process will be considered in the preparation of the final reports.
- 5.2 Proposals are at an initial stage and work will be ongoing in developing these further over the coming weeks. Decisions on the levies and other aspects of the Transport budget will be taken by the JTC on 17 January 2023.

#### **6. Potential Impact on Objectives**

- 6.1 The budgets presented in this report are aligned to the achievement of the Transport policy objectives of the Authority.

#### **7. Financial and Other Resources Implications**

- 7.1 The financial and other resource implications are summarised in detail in the body of the report where they are known. Further details which are developed as part of the budget development and consultation process will be identified in the January 2023 report to the Committee.

#### **8. Legal Implications**

- 8.1 The JTC must approve the transport budget and levies unanimously. It will be recommended to make this decision at its meeting in January 2023.

#### **9. Key Risks**

- 9.1 Financial risks associated with the authority's activities, and actions taken to mitigate these, will be factored into strategic risk management processes for the JTC.

#### **10. Equality and Diversity**

- 10.1 There are no equality and diversity implications arising from this report.
- 11. Crime and Disorder**
- 11.1 There are no crime and disorder implications arising from this report.
- 12. Consultation/Engagement**
- 12.1 The NECA Constitution (in its role as accountable body for the JTC) requires that consultation on its budget proposals be undertaken at least two months prior to the budget being agreed.
- 13. Other Impact of the Proposals**
- 13.1 There are no other impacts arising from this report.
- 14. Appendices**
- 14.1 None.
- 15. Background Papers**
- 15.1 JTC Budget 2022/23 – Report to JTC 2 February 2022  
<https://northeastca.gov.uk/wp-content/uploads/2022/01/2022.02.02-JTC-Public-Document-Pack.pdf>
- 16. Contact Officers**
- 16.1 Eleanor Goodman, NECA Finance Manager,  
[eleanor.goodman@northeastca.gov.uk](mailto:eleanor.goodman@northeastca.gov.uk), 0191 433 3860
- 17. Sign off**
- The Proper Officer for Transport:
  - Head of Paid Service:
  - Monitoring Officer:
  - Chief Finance Officer:
- 18. Glossary**

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## North East Joint Transport Committee

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**Date:** 15 November 2022

**Subject:** South of Tyne and Wearside Loop Strategic Outline Case (SOC)

**Report of:** Managing Director, Transport North East

### Executive Summary

As the first phase of a wider ambition to reopen the Leamside Line in full, a Strategic Outline Case (SOC) has been developed for the South of Tyne and Wearside Loop (the northern section of the corridor).

The SOC, part funded by the North East Local Enterprise Partnership (NELEP), builds on previous engineering feasibility and demand forecasting work undertaken as part of the wider suite of corridor studies funded through the Joint Transport Committee.

The SOC looks at a broad network that connects the Wearside and South Tyneside areas using a series of newly built or re-opened rail alignments. It also identifies options for the development of this network. The preferred option is for a Metro connection from Pelaw to South Hylton via Washington. It is proposed to refer to the preferred option in future as the 'Washington Metro Loop'.

The preferred option is predicted to generate over £90m per year in economic benefits and reduce carbon emissions by over 86,000 tonnes by replacing up to £1.7m car journeys per year. The estimated cost for the preferred option at this stage is in the order of £745m (inclusive of additional Metro cars required).

It is now proposed that Nexus begins the work to develop the Washington Metro Loop as an Outline Business Case, subject to funding being identified.

### Recommendations

The North East Joint Transport Committee is recommended to:

- i. Note the Executive Summary of the draft Strategic Outline Case (SOC) as set out in Appendix 1;
- ii. Approve the preferred option, as outlined in the draft SOC, to be taken forward to the Outline Business Case (OBC) stage;
- iii. Authorise Transport North East to work with the government and other relevant bodies to identify sources of funding for both the OBC and for the full scheme;

- iv. Note that future references to the preferred option will use the name 'Washington Metro Loop'; and
- v. Note that at this stage it is assumed that Nexus will be the body tasked with developing the OBC.

## 1. Background Information

- 1.1 The creation a South of Tyne and Wearside Loop would provide significant connectivity and accessibility improvements to residents and businesses along the route covering South Tyneside, Gateshead and Sunderland, as well as the wider North East region. The key residential area to benefit would be Washington, whose population of circa 70,000 are disconnected from the Metro and Rail network (the fourth largest disconnected town in the UK. This corridor is part of a long-term programme of potential future routes for Metro or local rail expansions identified in the North East Transport Plan. A programme of studies has been approved and endorsed by the North East Joint Transport Committee.
- 1.2 At the 18<sup>th</sup> of January 2022 meeting JTC approved the SOC development work, part funded by the NELEP, to set out the compelling case for a strategic sustainable intervention to improve key economic, environmental and social outcomes across the areas covered by the line. The SOC is the first step in a three stage process to secure the funds to deliver the project on the ground. The South of the Tyne and Wearside Loop (SoT&WL) along with the full Leamside Line has cross party support, both across local and national governments and growing business backing.
- 1.3 As part of the development of the case for change, an overarching vision has been proposed “To transform connectivity for the people of Washington and the wider Sunderland, Gateshead and South Tyneside areas, in a sustainable way, ensuring we deliver significant positive changes across our economic, social, and environmental priorities.”
- This vision is underpinned by five project objectives which connect Transport North East’s Rail and Metro Strategy to stakeholders aims and Government policy, these are:
- Access to opportunity; Enhance connectivity and accessibility to current and future employment and training opportunities, particularly for areas with the greatest 'need' for 'levelling up'
  - Economic development; Help support the delivery of new employment and housing in a sustainable manner
  - The Environment; Reduce the adverse impacts of transport, and help ensure natural and built assets are protected and enhanced
  - Place; Support the ‘sense of place’ across the area and within distinctive and thriving centres and communities
  - Build back better; Support the recovery of public transport post the Covid-19 pandemic, delivery enhanced user experience and confidence
- 1.4 There is a clear need to improve the economic, environment and social outcome within the areas that the South of Tyne and Wearside Loop would serve. By 2040 the new Metro services would generate over £90 million per annum into the economy and it would ensure the businesses in the area can access an increased labour pool, while, vice versa, local residents are able to access opportunities which align with their skills, qualifications, and aspirations. Similarly improved

connectivity to further and higher education, particularly connecting Washington will be a key benefit.

When considering the environmental impacts around the area, Sunderland, Gateshead, and South Tyneside, the main local air pollutant of concern is Nitrogen Dioxide (NO<sub>2</sub>), with the primary source being from road vehicle exhaust emissions. A shift to a more sustainable mode would bring about associated climate and health benefits. The new Metro loop would reduce carbon emissions by over 90,000 tonnes per year by replacing up to £1.7m annual car journeys.

Looking to the future, the importance of sustainable access to the growth of existing businesses and proposals for new businesses at the likes of IAMP and Follingsby Park are key factors for success. There are also other key clusters of future opportunities around the centre of Washington and along the River Wear between Washington and Sunderland and in Sunderland city itself, thus, to maximise access to these opportunities via sustainable transport is a must. The loop would also enable improved access to labour markets within the wider North East, for example major development is outlined in the Port of Tyne's 2050 strategic plan. providing a long-term vision which aims to cement the Port of Tyne as a gateway for regional growth, development and transformation.

## **2. Proposals**

2.1 After setting out a compelling case for the need for a transport intervention to address the economic, environmental and social problems in the area, a long list of possible options was derived through working with the consultants, TNE, the local authorities and Nexus. The options include not only Metro but heavy rail, bus based and road improvements. Using a government approved assessment tool the long list was ranked against meeting the project objectives and the ease of deliverability. Four options were shortlisted (three Metro extensions and one lower cost bus based alternative). The Metro options include the basic loop connecting Washington with the existing Metro system, with higher cost options that expand connectivity to the Metro line to South Shields. This shows how the full network could be built up over time to deliver the maximum benefits but in a realistic, affordable and deliverable phased approach. More details on the options are included in the summary SOC attached as appendix 1

At this stage, the exact junctions and connections are not required to be determined in detail, these are tackled in the next design stage. Thus, a range of high level costs and benefits have been derived which show the basic Metro loop with a positive Benefit-to-Cost Ratio of above 1.0. At this stage however the higher cost Metro options and the lower-cost bus options do not meet this threshold.

2.2 The preferred option to be put forward for recommendation therefore is the Washington Metro Loop proposal, which links Washington into the existing Metro network at both Pelaw (using a partially reopened Leamside Line), and South Hylton. The other options will also be developed as part of the OBC to ensure that the scheme is providing the best possible benefits and value for money, and to allow for future development as appropriate.

2.3 There are some significant engineering challenges to overcome to deliver the Washington Metro Loop but will provide significant benefits. A range of investment costs have been derived and further work will be required in the next development

phase to further drive down costs using 'Project Speed' principles (as used on the Northumberland Line project) to deliver the minimum viable product (the best value for money scheme). Estimated costs range from £745m to £1.115bn with the preferred option estimated to cost £745m. Despite this high initial cost, the current Benefit-to-Cost Ratio (BCR) still achieves a figure above 1.00.

The economic benefits would bring new opportunities into the North East through developments along the line and increase access to a wider job market and enabling people to connect to a larger variety of training and education opportunities.

Each Metro journey on the Washington Metro Loop would add an extra £11.80 into the local economy.

### **3. Reasons for the Proposals**

- 3.1 There is a strong compelling economic, social and environmental case (as described in detail within the summary SOC attached as Appendix 1) for a sustainable transport intervention to improve connectivity in the areas of South Tyneside, Gateshead and Sunderland covered by the corridor of the former Leamside line. Thus, the SOC proposal seeks to address this need and sets out the case to Government to seek support to develop further, more detailed design of the preferred proposition.

### **4. Alternative Options Available**

- 4.1 Option 1 – The North East Joint Transport Committee may accept the recommendation as set out in the report
- Option 2 – The North East Joint Transport Committee may not accept the recommendations set out in the report
- Option 1 is the recommended option.

### **5. Next Steps and Timetable for Implementation**

- 5.1 If the JTC is minded to approve the preferred option within the draft SOC, it is proposed to share the draft with the Department for Transport for comment prior to formally submitting to Government later this year or early next.

In parallel, work will continue to review options for securing the funds to progress to the design stage during 2023 and 2024. Building on the lessons learnt from the Metro Flow project, and because the Washington Metro Loop is expected to form part of the Tyne and Wear Metro network, it is proposed that Nexus will be tasked with developing the OBC.

Nexus has begun initial resource planning to prepare for undertaking the work required to take the project to the next level of detail to satisfy the OBC. This development of the OBC is estimated to cost in the order of £5-7m.

### **6. Potential Impact on Objectives**

- 6.1 The proposed Washington Metro Loop will significantly contribute to the North East Transport plan objectives particularly the following:
- Carbon neutral North East
  - Overcome inequality and grow our economy
  - Healthier North East
  - Appealing sustainable transport choices

## **7. Key Risks**

- 7.1 At the SOC a high risk factor has been built into the cost estimates. Experiences from recent projects have shown the importance of detailed ground investigation to minimise uncertainty. Through a land and consents strategy and further refinement of design and service planning the OBC will deliver a more robust cost estimate and delivery programme.

## **8. Equality and Diversity**

- 8.1 There are no specific implications for equality and diversity at this stage, although these issues will be considered throughout the development of the OBC.

## **9. Crime and Disorder**

- 9.1 There are no specific crime and disorder implications arising from this report.

## **10. Consultation/Engagement**

- 10.1 During the development of the SOC TNE and its consultants have engaged with Nexus and the local authorities along the corridor to align with development plans and ensure operational compatibility.
- 10.2 The North East Rail and Metro Strategy identified the South of Tyne and Wear Loop as a potential development, and this saw support during the public consultation stage.

## **11. Other Impact of the Proposals**

- 11.1 No other impacts to note.

## **12. Appendices**

- 12.1 Appendix 1 – SOC Executive Summary document

## **13. Background Papers**

- 13.1 None

## **14. Contact Officers**

14.1 Derek Gittins, Head of Heavy Rail  
Derek.gittins@transportnortheast.gov.uk

**15. Sign off**

- The Proper Officer for Transport:
- Head of Paid Service:
- Monitoring Officer:
- Chief Finance Officer:

**16. Glossary**

SOC – Strategic Outline Case

NELEP- North East Local Enterprise Partnership

DfT – Department for Transport

SoTWSL -South of Tyne and Wearside Loop

OBC – Outline Business Case

JTC- Joint Transport Committee

TNE – Transport North East

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# South of Tyne & Wearside Loop

Strategic Outline Case

September 2022



# Executive summary

The South of Tyne & Wearside (SoT&W) Metro project offers the opportunity for a transformational change in economic, social, and environmental outcomes. The southeast quadrant of Tyne & Wear (T&W) is home to a diverse set of places, economic opportunities, and visitor/leisure attractions which require additional 'glue' to make sure they function as a single entity and make their full contribution to the regional and national economies. Building on existing complementary investment proposals for the area, potential investment in new Metro infrastructure will deliver new and more frequent services along with additional stations that provide gateways to communities and opportunities. First/last mile principles will help deliver the desired 'sense of place'. The project will help drive the economic and social 'levelling up' of places in the quadrant to regional and national levels.

## The project

The project offers a sizeable opportunity to help transform places and provide new opportunities for people in Washington and the wider North East region. It:

- Directly contributes to Governmental priorities for levelling up, economic growth, place-making, net zero carbon, and clean air;
- Provides new connections, where there are currently none, and enhances access to services and opportunities across a wide area;
- Helps enable and/or accelerate economic development and housing delivery;
- Tackles car dependency and the associated congestion and environmental health issues; and
- Can be phased as a rolling programme of enhancements; and

- Provides a foundation for the wider proposals for the full Leamside Line reinstatement.



## WHAT DOES THIS MEAN FOR THE SOUTH OF TYNE & WEARSIDE PROJECT?

The Strategic Outline Case (SOC) is pitched to provide the reader with evidence that a detailed understanding of the various options has been achieved and allow decision-makers to support progression of the project to the next stage of business case development and design. The aim has been to strike the right balance between detail and brevity, avoiding the SOC becoming over-encumbered with detail that will be more relevant at later stages as options evolve.

## The proposed solution

The proposed solution has been identified through an option generation and assessment process which reflects the needs of the places served. Options will be developed as the project progresses with the current shortlisted proposals founded on the following principles:

1. Building on the success of the existing Metro network is the most equitable and cost effective way forward, delivering the rapid connections required over medium to longer distance movements
2. A minimum Level of Service (LoS) of 3 trains per hour (tph) for all places on the routes
3. Direct connections between all principal places in the southeast quadrant and to/from the regionally important centre in Newcastle and North Tyneside
4. New stations need to reflect the places they serve, size of the market, and provide the necessary function
5. Be zero emission in operation and seek to minimise embodied carbon during construction

The project would build on Nexus’s track record of delivery on Metro Flow, and integrate closely with national aspirations through Network Rail, or their successor GB Railways, and other partners.

### The people and places

The SoT&W quadrant is diverse, with potential for existing and new residents to access a varied range of opportunities and services; however, the principal places are disconnected and isolated, leaving potential unfulfilled.

With over 650,000 residents, the quadrant is home to approximately 1% of the United Kingdom’s population. The City of Sunderland is in the southeast of the quadrant, and is home to 175,000 people in its main urban area and another 100,000 spread across its hinterland which includes Washington and a series of former industrial communities. Washington, with approximately 55,000 residents, is one of the largest towns in the UK without a direct rail connection of any variety, with services on the Leamside Line having ceased in the 1960s. South Tyneside spans the north of the quadrant, with South Shields being the main administrative centre for the district. The majority of the population is located along the River Tyne, in close proximity to the economic opportunities the river used to be home to. In the south there are a series of standalone settlements with stretches of green belt between them and neighbouring places in Sunderland. Gateshead district covers the northern and western extremities of the quadrant, with the town centre being in the northwest on the bank of the River Tyne, adjacent to Newcastle City Centre.

While the SoT&W quadrant has many opportunities, adverse outcomes such as deprivation, lower than average productivity, outward migration, and low healthy life expectancy are all prevalent, reflecting a legacy of a decline in mining and heavy industries which have not, as yet, been replaced.

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#### South Shields

##### Photo

- Circa 50,000 residents
- Administrative, retail, and leisure centre for South Tyneside
- At the mouth of the River Tyne on its south bank

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#### Sunderland

##### Photo

- 175,000 residents in the urban area
- Retail and leisure centre for wider area
- Home to higher and further education opportunities
- Economic specialism in advanced manufacturing

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#### Washington

##### Photo

- 1960s ‘new town’ home to 55,000 in immediate urban area and the centre for a wider area covering 70,000+ people
- One of the five largest towns in the UK without a direct rail connection
- Adjacent to opportunities at the International Advanced Manufacturing Park (IAMP) and Nissan

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#### Gateshead

##### Photo

- Approximately 200,000 residents in the district, with over 100,000 within the main urban centre
- Administrative centre and home to a variety of cultural and leisure based attractions along the south bank of the River Tyne
- Economic specialism in business support and administration

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#### Hebburn & Jarrow

##### Photo

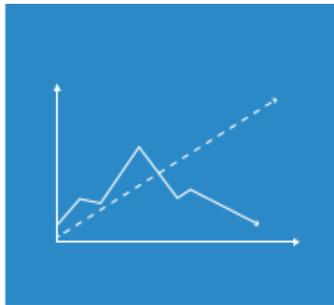
- Two main places in a cluster of communities in South Tyneside district, along the south bank of the River Tyne
  - Formerly home to ‘heavy’ industries on the river
-

## The economy

The SoT&W quadrant has multiple, relatively discrete, clusters of population and economic activity, with the latter being diverse in nature. Gateshead and neighbouring Newcastle have specialisms in finance, insurance, and human health. Manufacturing is still important in the economy of Sunderland and Washington. Further north in South Tyneside, the health and education sectors are more prevalent.

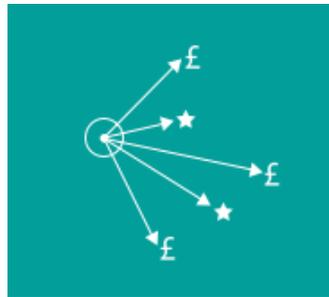
Following the loss of employment in mining and manufacturing opportunities across the area, a lack of connectivity and accessibility to new opportunities has led to the stifling of development and inward investment. Enhancements to Metro services will help address the issues that have been holding back the area, including attracting visitors from elsewhere to the area as part of the regeneration initiatives in South Shields and Sunderland, in turn generating new opportunities for local residents:

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### A growing productivity gap

The North East has, at c£17,000 per capita, lower productivity than all national comparators. Gateshead and Sunderland have very similar averages, while South Tyneside is appreciably lower.



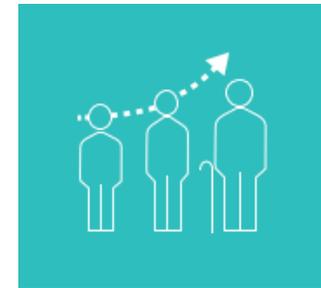
### The 'brain drain'

Outward migration has led to population decline as opportunities have diminished for those of a working age. Over the last ten years all three districts have, counter to national trends, seen population declines as young people have left in search of opportunities.



### Deprivation

The cities and towns across the area are consistently in the worst percentiles of national economic and social deprivation. Communities around Gateshead, South Shields, Sunderland, and Washington are within the top two most deprived deciles in the 2019 Index of Multiple Deprivation (IMD).



### Healthy life expectancy

Healthy life expectancies for females and males are up to 15 years lower than national averages. The situation is particularly acute in communities around Gateshead Central, Hebburn & Jarrow, and the City of Sunderland.



### Skills

Compared to both the North East and national averages, multiple locations within the corridor have a higher proportion of residents with no or only Level 1 qualifications (GCSE or equivalent). The situation is most acute in Birtley, Gateshead Central, Hebburn & Jarrow, and Sunderland.

## Transformational change

Investment in the SoT&W Metro project is seen as a catalyst to lasting change:

1. Enhanced connectivity and accessibility across the South of Tyne and Wearside quadrant  
Which supports.....

2. The complementary investment programme in place-making and the economy along the entirety of routes  
Which supports.....



Washington Meadows

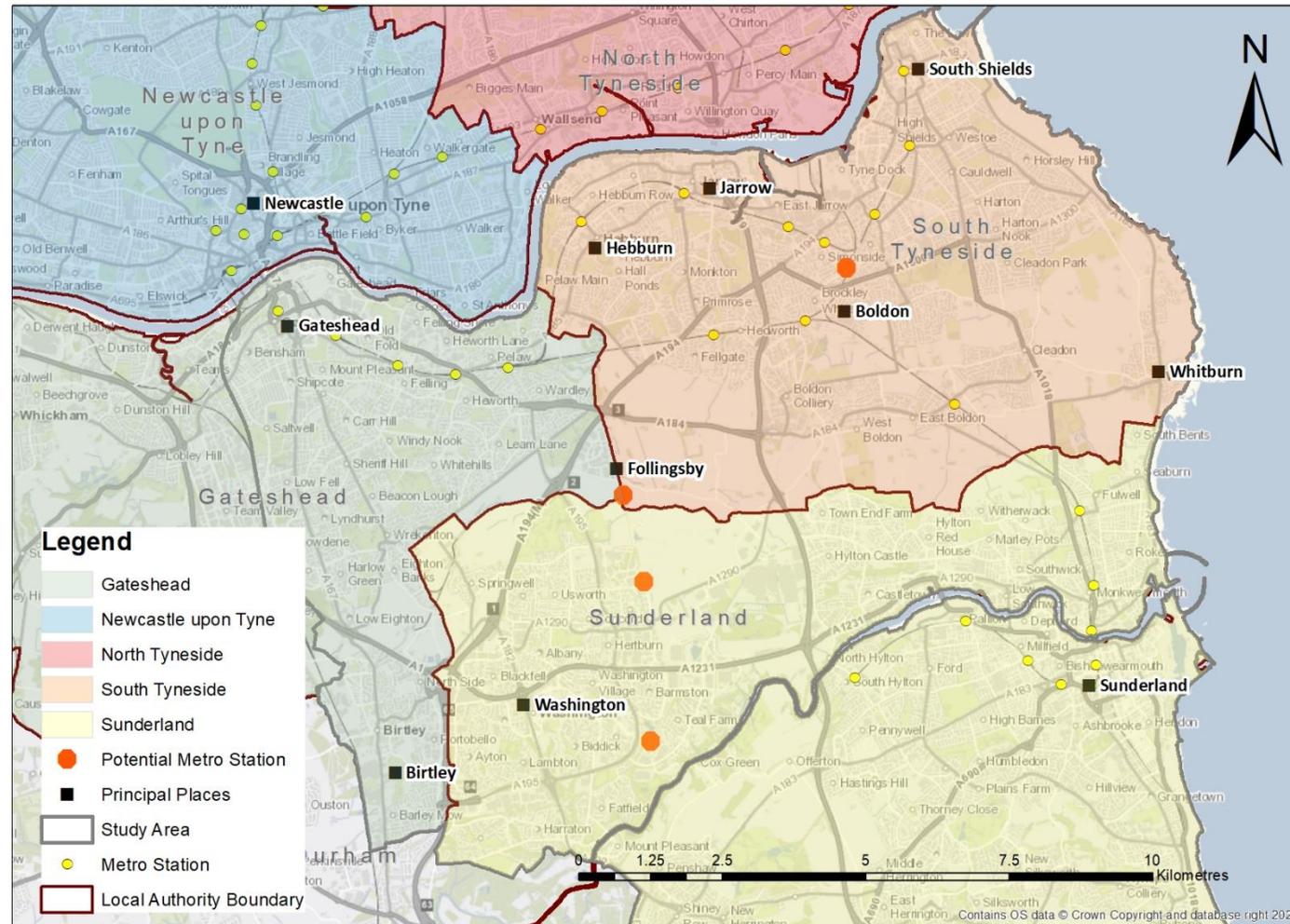
4. A change in the attractiveness of the area for inward investment, residents, and visitors  
Which enables.....

3. New and diverse opportunities and services for residents of the corridor, and better, more sustainable, means of connecting to them  
Which, in totality, provides the best opportunity for lasting transformational change



International Advanced Manufacturing Park

## The area and complementary investment programme



- South Tyneside**
- £5.96 million from the Future High Streets Fund (FHSF)
  - £21 million transport interchange delivered at South Shields
  - £9 million invested in regeneration of the South Shields promenade

- Sunderland**
- £20 million from Levelling Up Fund (LUF) for the 'housing eco-system' project
  - £25 million from FHSF
  - UK SPF allocation of £16.6 million
  - Capital programme to invest £404 million in next four years, focussed on the city centre

- Gateshead**
- £1.1 billion for investment in homes
  - Gateshead Quays development
  - UK SPF allocation of £12.6 million

- Newcastle**
- £20 million LUF investment in Grainger Market and Old Eldon Square
  - Hub for HS2 and other interurban services in the North east
  - City Centre Transformation Programme (CCTP) for a cleaner, greener heart of the city
  - £600 million of investment proposed around Central Station at the Stephenson Quarter, Helix, and Pilgrim Street sites

## The options

To identify the preferred way forward for the project and deliver greatest Value for Money (VfM), option assessment and appraisal has sifted a 'long list' of alternatives down to a 'short list'. These options have been developed and appraised in more detail, including identifying ways of increasing affordability. The resulting Metro options are comprised of a package of infrastructure works which can be delivered as a single project or as part of a phased

### DS6: Wearside Loop ++

#### Services:

- 3tph from South Hylton to Monkseaton
- 3tph from South Hylton to Sunderland via South Shields

#### New stations at:

- Follingsby
- Washington North
- Washington South
- Green Lane (Boldon)

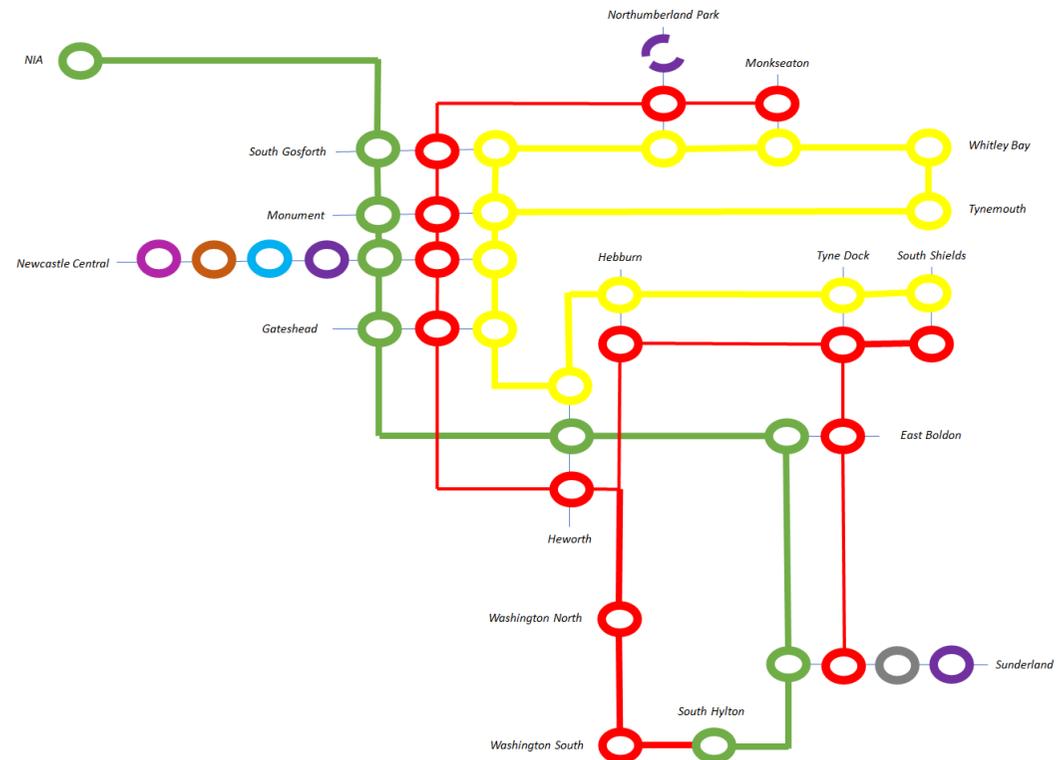
#### Main works:

- Reinstatement of former lines from Pelaw to South Hylton
- Connection between Follingsby and South Tyneside
- Boldon Cord (E)
- South Shields and Sunderland stations

**Direct Investment Cost:** £750 to 865 million (2021 prices, excluding inflation, and risk or optimism bias), depending on the extent of OLE, future proofing for 'hybrid' operation with heavy rail services on the Leamside Line, and potential Minimum Viable Product (MVP) opportunities.

programme. All options, in line with the existing network are zero carbon in operation, with opportunities for bi-mode technology to avoid additional Overhead Line Electrification (OLE).

The direct investment costs are shown in (undiscounted) 2022 prices and are based on delivery by Nexus, inclusive of all preliminaries, design costs, overheads and profits, real terms construction inflation, and an allowance for Optimism Bias (OB).



### DS8: Wearside Loop+

#### Services:

- 3tph from South Hylton to Monkseaton
- 3tph from South Hylton to South Shields

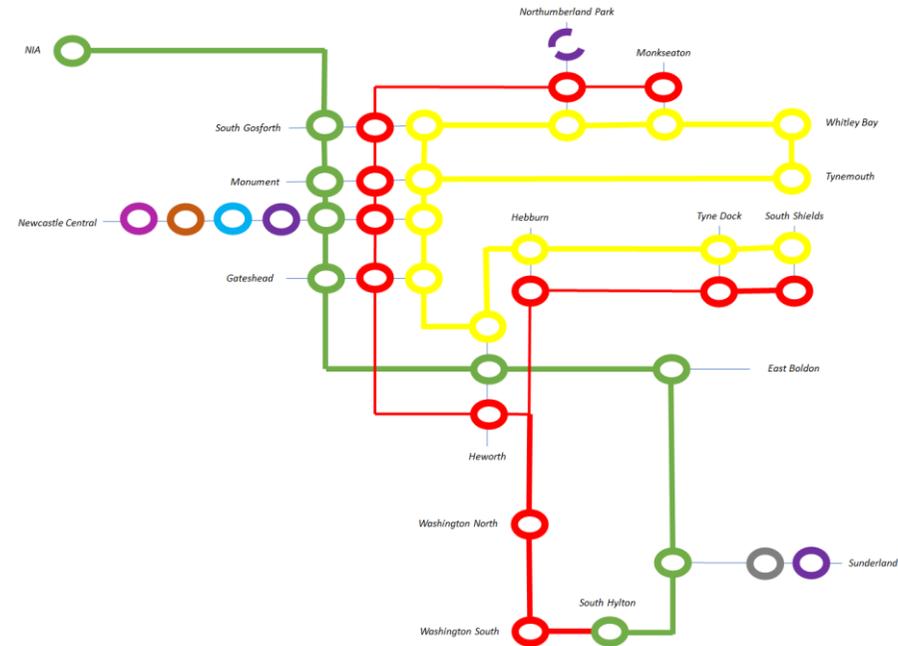
#### New stations at:

- Follingsby
- Washington North
- Washington South

#### Main works:

- Reinstatement of former lines from Pelaw to South Hylton
- Connection between Follingsby and South Tyneside
- South Shields station

**Direct Investment Cost:** £590 to 705 million (2021 prices, excluding inflation, and risk or optimism bias), depending on the extent of OLE, future proofing for 'hybrid' operation with heavy rail services on the Leamside Line, and potential Minimum Viable Product (MVP) opportunities.



### DS10: Washington Metro Loop

#### Services:

- 3tph from South Hylton to Monkseaton
- 3tph from South Hylton to Heworth

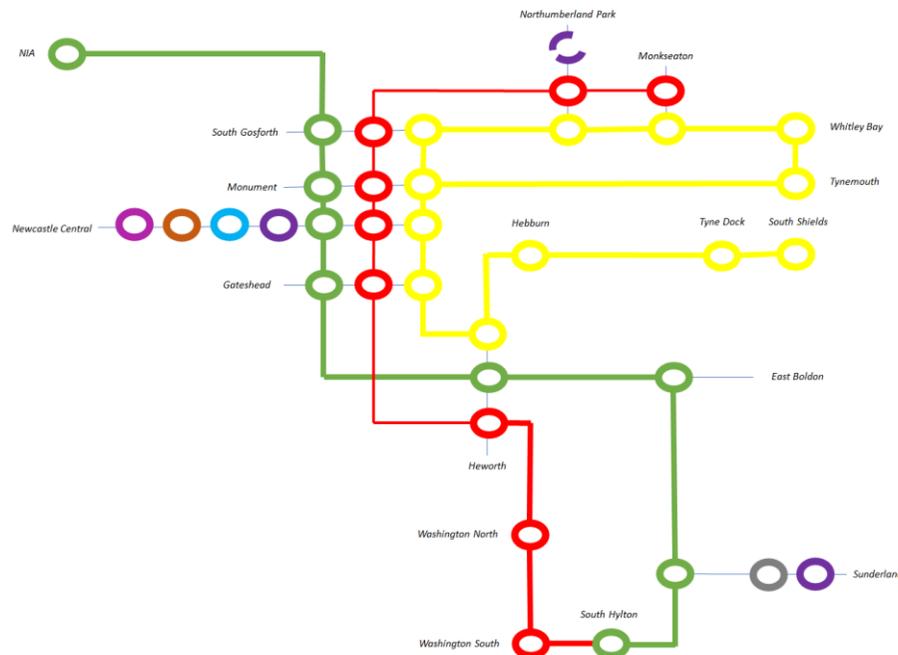
#### New stations at:

- Follingsby
- Washington North
- Washington South

#### Main works:

- Reinstatement of former lines from Pelaw to South Hylton

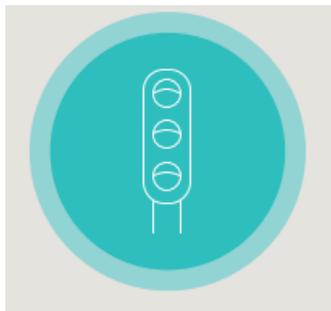
**Direct Investment Cost:** £505 to 615 million (2021 prices, excluding inflation, and risk or optimism bias), depending on the extent of OLE, future proofing for 'hybrid' operation with heavy rail services on the Leamside Line, and potential Minimum Viable Product (MVP) opportunities.



## The works

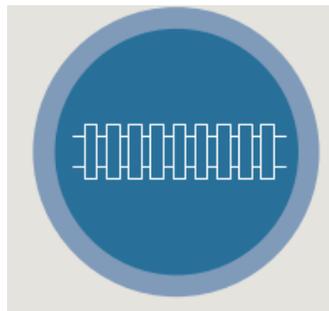
The proposed project seeks to enable a modern, efficient, and reliable passenger service, while also maintaining the possibility for future passenger or freight services via the Leamside Line corridor. The proposed investment looks to holistically address the current connectivity deficit, directly addressing national, regional, and local priorities for the economy, society, and the environment, further detail on how the various parts of the project will help achieve outcomes is set out within Section 9 and 10 of the SOC.

The required enhancements, to ensure services deliver the desired outcomes and impacts, are not trivial. Washington and its surrounds lost their regular passenger services in the 1960s. Although the alignments are extant, a lot of the major infrastructure still dates from the time of closure or has been modified to address intermediary needs. The proposed direct Metro works, which are not mutually exclusive, have been costed at between £540 and £930 million (2021 prices, inclusive of inflation, preliminaries, overheads, design, risk or optimism bias) depending on the package of enhancements and the phasing of different components.



### Signalling & traction power

The extensions will require adaptations to the Nexus Metro and/or Network Rail signalling system and infrastructure, potentially in tandem with the resignalling of the wider Metro network. The (minimal) level crossings will also require risk assessment and potential works. Traction power will be via OLE or a bi-mode solution using batteries along the new extensions.



### Track works

Reinstated track would be required between Pelaw, Washington South, and the current Metro terminus at South Hylton. The junction at Pelaw would require remodelling to provide direct connectivity to the Metro network, while works are required at South Hylton to grade separate the Metro from the local and regional highway networks.



### New and enhanced stations

Three new stations along the corridor through Washington, with option DS6 also offering the opportunity for a new station at Green Lane (Baldon). Opportunities will be sought to enhance the role of existing stations as hubs for the community and the local economy. First and last mile principles will support active mode use.



### Services

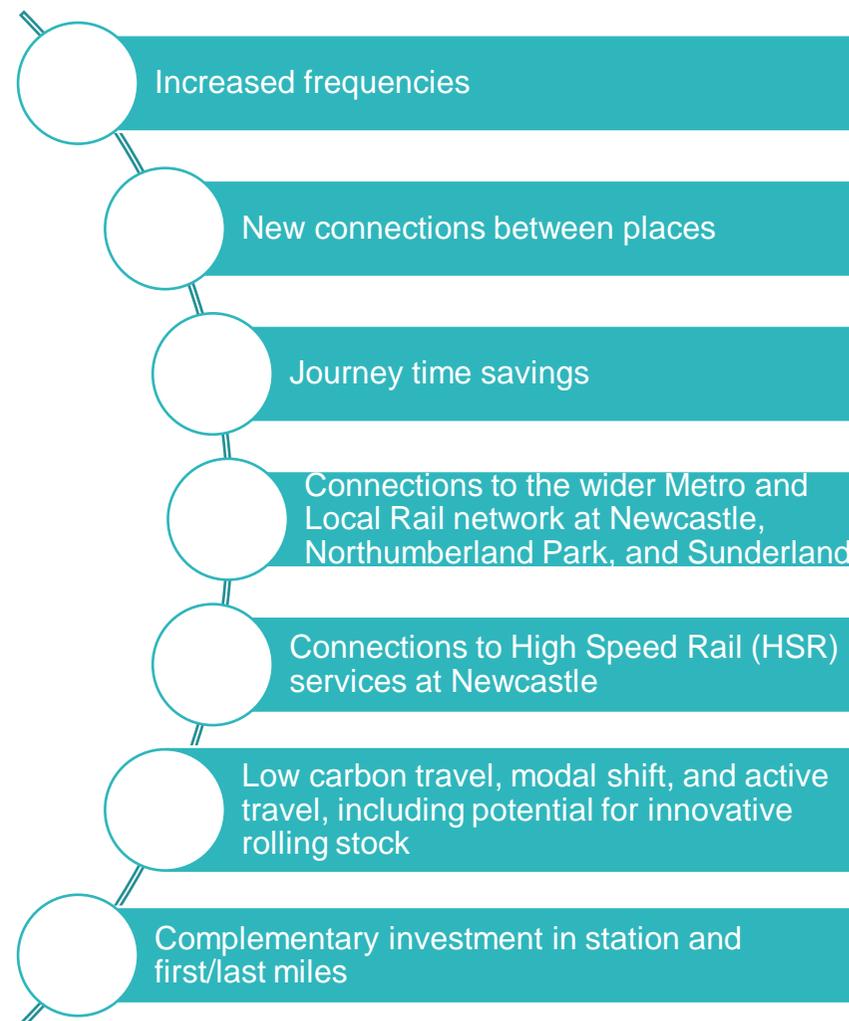
Proposed Metro services would seek to connect the principal places at a minimum of three services per hour. All options would enhance the frequency on the core section of the network between Pelaw and South Gosforth, with additional services also added between Longbenton and Monkseaton. The additional services will be operated using the new Class 555 rolling stock being deployed on the wider network or future variants thereof.

## Outcomes and impacts

Depending on the package of enhancements taken forward for the SoT&W area, the project could, over 60 years, deliver between:

- 7.7 and 9.0 million additional trips per annum, with circa 2 million of these to and from the new stations
- Net UK benefits of, depending on the final package, between £415 million and £530 million (2010 present values and prices), consisting of:
  - Economic efficiency gains for commuters, business users, and other users, including road decongestion due to mode shift;
  - Reductions in road traffic accidents and noise due to mode shift;
  - Cuts in Greenhouse Gas (GHG) emissions and local air pollutants; and
  - Increases in physical activity leading to reductions in mortality and absenteeism.
- Option & non-use values for 6,000 previously disconnected households of £33 million (2010 present values and prices)
- Impacts for the local places, which support the regeneration and place-making programme, consisting of up to:
  - 1,000 jobs across the area served;
  - 3,500 accelerated or additional dwellings;
  - Total regional Gross Value Added (GVA) of circa £65 million per annum (2021 undiscounted values and prices); and
  - £865 million of GVA over 60 years (2010 present values and prices).
- Approximately 70% of these additional jobs would be in deprived areas. Applying a UK Government willingness-to-pay of £1,200 per annum results in a benefit of £17 million (2010 present values and prices)

The investment could enable the following changes in services



## Why invest?

The proposed investment will directly address hyperlocal, local, regional, and national priorities for the economy, society, and the environment:

### Access to opportunity

- Much enhanced travel opportunities and quality of offer for places across Gateshead, South Tyneside, and Sunderland
- A step change in connectivity for residents to access jobs, education, services, and other opportunities
- A focus on places in need of 'levelling up'

### Economic development

- A catalyst for investment in housing and economic development across the area
- Growth in productivity and economic activity amongst residents
- Improved economic standing of deprived communities and places across the area
- Connections to the region's major hubs for interurban travel

### The environment

- Reductions in greenhouse gas emissions from transport to move towards carbon neutrality and net zero
- Better use of existing assets to help protect natural and built environment assets
- Mode shift to reduce local air pollutants and contribute to the 'Clean Air' priority

### Place

- New or enhanced hubs and gateways to places and communities
- Increased 'pride in place', putting them 'back on the map'
- Complementing other planned investment as part of the areawide programme to deliver better socio-economic and environmental outcomes

### Build back better

- A 'better' network which leads to increased satisfaction amongst the travelling public
- More reliable and resilient travel

## Five Dimension Summary

### Strategic Dimension

The need to invest outlined on the previous page is grounded by a strong evidence-based case for change highlighting the key issues and opportunities across the southeast quadrant:

- The study area is home to 650,000 people – over 1% of the GB population.
- Deprivation, low healthy life expectancy, lack of access to a car, and outward migration are all prevalent.
- While sectoral strengths remain, the area has suffered from the loss of ‘heavy’ industries and mining.
- Unemployment is high and productivity lower than the average. There is a clear need to enhance access to current and emerging opportunities across the Tyne & Wear area, providing more and higher value employment and training.
- Car dependency is prevalent for those who have one. Congestion, poor air quality, and severance impact across the area.
- All districts have declared a climate emergency with targets for carbon neutrality to complement the national Net Zero goal.
- The project is well aligned to national, regional, and local priorities and offers a significant opportunity to contribute to Government aspirations for clean economic growth that helps to level up the UK.
- Significant complementary investment is proposed through current ‘levelling up’ and shared prosperity’ funding streams coupled with private sector investment focussed on Gateshead and Newcastle centres.

### Economic Dimension

An assessment of the project’s costs and benefits has been undertaken in line with the DfT’s TAG suite and accompanying GB rail industry guidance. To reflect uncertainty, the project has been appraised under multiple scenarios.

- BCR of the best performing option is greater than 1.0.
- Economic efficiency gains for users are highly skewed towards large time savings (>= 5 minutes), due to the ‘step change’ in connectivity the service offers.
- Support for up to 1,000 jobs and an additional or accelerated 3,500 dwellings.
- Potential regional GVA impacts of up to £865 million over 60 years (2010 present values and prices)

### Financial Dimension

**Investment Cost Estimates (£ millions in 2022 Q1 prices), including real terms construction inflation and risk allowance:**

Option	Estimate
DS6 – Wearside Loop++	1,115
DS8 – Wearside Loop+	880
DS10 – Washington Metro Loop	745

In the long run, following demand ramp up, revenue is sufficient to cover operating expenditure estimates.

In addition to UK Government grant allocations, including potential devolution allocations, there are other potential funding and finance alternatives, particularly linked to new station opportunities.

### Commercial Dimension

Principal outputs include:

- Reinstatement of approximately 13km of track.
- Up to four new station ‘hubs’.
- Additional zero emission Metro vehicles, potentially using bi-mode vehicles
- First/last mile measures

It is likely that the project would be procured through Nexus’s standard frameworks for design and build, although options exist for Network Rail involvement.

### Management Dimension

Project delivery would be led by Nexus, with Transport North East acting as the lead sponsor.

The most significant risks to the project are Metro network capacity at key ‘pinch points’ and the known infrastructure constraints on the former rail alignment between Washington and South Hylton.

Key stakeholders have been engaged and are supportive of the project, a wide range of letters of support are appended.

## North East Joint Transport Committee

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**Date:** 15 November 2022

**Subject:** Consultation Principles

**Report of:** Managing Director, Transport North East

### Executive Summary

This report requests the North East Joint Transport Committee (JTC) approves the draft Transport North East (TNE) Consultation Principles.

The draft principles (see Appendix A) define the steps TNE will take, as an officer group developing policy and strategy on behalf of the JTC, to ensure that local people have ample opportunities to have their say on the development of region-wide transport strategies and policies.

TNE will continue to use a range of methods including social and digital activity to encourage high levels of engagement in consultations it delivers on behalf of the JTC.

This report asks the JTC to provide comment on and approve the draft Transport North East Consultation Principles.

### Recommendations

The North East Joint Transport Committee is recommended to approve the Transport North East Consultation Principles.

## **1. Background Information**

- 1.1 Consultation and engagement are key elements of strategy and policy development and help Transport North East to seek public and stakeholder views on a wide range of matters. All consultations are delivered on behalf of the JTC.
- 1.2 TNE want to produce proposals that work for local people and effective consultations allow us to capture views from across the region to achieve this. By outlining the principles, TNE wish to convey the importance of consultation which is embedded in processes.
- 1.3 Although the methods within each consultation will vary depending on the project, the principles define our general approach to public consultation. These guidelines are flexible and will be adaptable depending on the audience and nature of individual consultations.

## **2. Transport North East consultation principles**

- 2.1 The draft Transport North East Consultation Principles outline that on behalf of the JTC we will:
  - Ensure that consultations last for an appropriate amount of time, as per the Government's Consultation Principles (2018)
  - Consideration will be given to the timing of consultations with reference to the groups the engagement is hoping to target
  - Ensure information is clear, in plain English and informative
  - Outline why we are consulting and how people can get involved
  - Select the most appropriate ways of consulting on a case-by-case basis
  - Make use of emerging technologies and a range of activities where possible to raise awareness, ensuring it is easy for as many people as possible to get involved
  - Ensure consultation is embedded in our processes and that views are listened to and incorporated as appropriate
  - Fully analyse consultation responses
  - Publish a summary of consultation responses and decisions taken as a result
  - Continue to learn from previous public consultations
  - Be mindful of equality, diversity and inclusion and ensure that there is opportunity for all persons to access and contribute
  - Work with key partners (including local authorities) to ensure consultations reach residents across the North East (including Durham, Gateshead, Newcastle, North Tyneside, Northumberland, South Tyneside and Sunderland).

2.2 The principles outline that while we adhere to the Government's Consultation Principles (2018), the exact nature of consultations will vary on a case-by-case basis and we may deviate slightly from the Government principles if necessary.

### **3. Reasons for the Proposals**

3.1 This report asks the JTC to approve Transport North East Consultation Principles.

### **4. Alternative Options Available**

4.1 The JTC may choose not to approve the Transport North East Consultation Principles. .

### **5. Next Steps and Timetable for Implementation**

5.1 Subject to JTC's approval, the TNE Consultation Principles will be published on the Transport North East website.

### **6. Potential Impact on Objectives**

6.1 The principles support the delivery of successful consultations which aim to achieve the objectives of the North East Transport Plan on behalf of the JTC.

### **7. Financial and Other Resources Implications**

7.1 There are no costs associated with the publication of the consultation principles.

### **8. Legal Implications**

8.1 There are no foreseen legal implications.

### **9. Key Risks**

9.1 No key risks have been identified at this stage.

### **10. Equality and Diversity**

10.1 The draft consultation principles will help to ensure consultation is inclusive.

### **11. Crime and Disorder**

11.1 There are no specific crime and disorder implications arising from this report.

### **12. Consultation/Engagement**

12.1 All local authorities across the NECA and NTCA areas have been engaged in the development of the principles to date.

The draft consultation principles were reviewed by JTC Overview and Scrutiny Committee at their meeting in October 2022.

### **13. Other Impact of the Proposals**

13.1 No specific impacts.

### **14. Appendices**

14.1 Appendix A shows the draft consultation principles in full.

### **15. Background Papers**

15.1 None available.

### **16. Contact Officers**

16.1 Rachelle Forsyth-Ward, Head of Transport Policy and Strategy Development  
[rachelle.forsythward@transportnortheast.gov.uk](mailto:rachelle.forsythward@transportnortheast.gov.uk)

### **17. Sign off**

- Head of Paid Service:
- Monitoring Officer:
- Chief Finance Officer:

### **18. Glossary**

JTC – North East Joint Transport Committee

TNE- Transport North East

## Appendix A

### Draft Transport North East Consultation Principles

#### Introduction

People are central to the development of transport policy and strategy in the North East.

Transport North East (TNE) want to ensure that people who live or work in the region have the opportunity to influence and share their views on our proposals.

TNE endeavour to take onboard comments, suggestions and thoughts from the public and stakeholders to help us shape how transport in the North East will look in the future. We aim to ensure that local needs remain at the core of decisions we take.

Please note that while we adhere to the Government's Consultation Principles 2018 (available online at: [www.gov.uk/government/publications/consultation-principles-guidance](http://www.gov.uk/government/publications/consultation-principles-guidance)) the nature of consultations may vary on a case-by-case basis and there may be some instances where it may be appropriate to deviate from the Government principles.

Our process will be adaptable depending on the audience and the nature of the consultation.

#### Our consultation principles

The Transport North East Consultation Principles outline that we will:

- Ensure that consultations last for a propitiate amount of time, as per the Government's Consultation Principles (2018)
- Consideration will be given to the timing of consultations with reference to the groups the engagement is hoping to target
- Ensure information is clear, in plain English and informative
- Outline why we are consulting and how people can get involved
- Select the most appropriate ways of consulting on a case-by-case basis
- Make use of emerging technologies and a range of activities where possible to raise awareness, ensuring it is easy for as many people as possible to get involved
- Ensure consultation is embedded in our processes and that views are listened to and incorporated as appropriate
- Fully analyse consultation responses
- Publish a summary of consultation responses and decisions taken as a result
- Continue to learn from previous public consultations
- Be mindful of equality, diversity and inclusion and ensure that there is opportunity for all persons to access and contribute
- Work with key partners (including local authorities) to ensure consultations reach residents across the North East (including Durham, Gateshead, Newcastle, North Tyneside, Northumberland, South Tyneside and Sunderland).

You will find all Transport North East public consultations listed here: [www.transportnortheast.gov.uk/consultation/](http://www.transportnortheast.gov.uk/consultation/) alongside start and end dates of each consultation and details of how to get involved.

**Contact us**

If you have any questions about our public consultations, please contact [info@transportnortheast.gov.uk](mailto:info@transportnortheast.gov.uk)

## North East Joint Transport Committee

---

**Date:** 15 November 2022

**Subject:** Transforming Cities Fund Tranche 2 – Grant Funding Agreements

**Report of:** Managing Director, Transport North East.

### Executive Summary.

The purpose of this report is to request that the Joint Transport Committee delegate authority to the Transport North East Managing Director, in consultation with the Section 73 Officer and Monitoring Officer, to approve and allocate £2,295,000 of funds from the Transforming Cities Fund (TCF) Devolved Pot to the Durham County Council, Park and Ride Expansion scheme, subject to successful appraisal of the scheme Business Case and due diligence in line with the Transport Assurance Framework.

### Recommendations

The North East Joint Transport Committee is recommended to:

- i. Delegate authority to the Transport North East Managing Director, following consultation with the Section 73 Officer and Monitoring Officer, to approve the Park and Ride Expansion scheme and release the associated £2,295,000 of funds from the TCF Devolved Pot to enable the project to commence, subject to successful appraisal in line with the Transport Assurance Framework.
- ii. Instruct officers to prepare and sign a Grant Funding Agreement with Durham County Council for the delivery of the Park and Ride Expansion scheme following successful appraisal.

## 1. **Background Information**

- 1.1 In March 2020 the North East region was awarded £198m from the Government's Transforming Cities Fund to aid the delivery of sustainable transport capital measures. In total, £94m of this funding is allocated to the Nexus led Metro Flow scheme, with the remaining £104m allocated to the region to spend on smaller sustainable transport schemes.
- 1.2 A programme of schemes was considered by this Committee in May 2020, and the local authority promoters of those schemes have since been advancing the design of their schemes and preparing Business Cases for investment.
- 1.3 As they come forward, the Business Case for each scheme in the programme is considered using the regionally agreed Transport Assurance Framework and reviewed by an independent consultant retained by Transport North East (TNE) to ensure:
- the level of analysis undertaken by the scheme promoter is appropriate to the size of the scheme;
  - the scheme gives good value for public money;
  - the risks associated with delivery of the scheme have been identified and where possible mitigated; and
  - the appropriate governance and procurement processes are in place to complete the scheme by March 2023, a key requirement of DfT's grant funding conditions.
- 1.4 Once successfully appraised, schemes will come forward for sign off and approval at an appropriate meeting of the JTC which will enable the North East Combined Authority (NECA) to enter into a Grant Funding Agreement (GFA) with the scheme promoter, once signed the GFA gives the scheme promoter permission to draw down the funding allocation associated with the approved scheme from the TCF Devolved Pot which is held by NECA on behalf of the JTC.

## 2. **Proposals**

- 2.1 A Business Case for Durham County Council's Park and Ride Expansion scheme has now come forward and is currently being considered in accordance with the region's Transport Assurance Framework, with appraisal conducted by TNE's retained consultants. The appraisal has indicatively shown that the scheme possesses a strong strategic case, offers high value for money and is capable of incurring all grant funding within the TCF programme timeframe.

2.2 Although the appraisal is underway it has not yet fully concluded, therefore, so as not to forestall critical stages of delivery it is recommended the JTC delegate approval of the Park and Ride Expansion scheme to the Transport North East Managing Director, following the successful conclusion of the scheme appraisal in line with the Transport Assurance Framework. Approval will enable NECA to enter into a Grant Funding Agreement (GFA) with Durham County Council for scheme delivery and enable Durham County Council permission to draw down the funding allocation for the Park and Ride Expansion scheme from the TCF Devolved Pot, which is held by NECA on behalf of the JTC. In total, the amount of TCF grant funding associated with the Park and Ride Expansion scheme is: £2,295,000.

### **3. Reasons for the Proposals**

- 3.1 The Durham City Park and Ride Expansion scheme is currently undergoing the final stages of appraisal, it is therefore recommended that approval is delegated to the Transport North East Managing Director following the successful conclusion of the appraisal process, this will enable the scheme to come forward in good time and meet the required TCF expenditure profile. Delivery of the Park and Ride Expansion scheme will contribute to the delivery of our Transforming Cities Fund programme, which in turn will contribute to delivery of the objectives outlined within the North East Transport Plan.
- 3.2 The Park and Ride Expansion scheme will encompass the expansion of park and ride facilities within Durham, by a minimum of 262 parking spaces. With regards to the outcomes, the scheme is expected to encourage uptake of sustainable transport, improving the attractiveness of park and ride for travel in to Durham City Centre creating a better-connected transport network. The scheme will reduce parking demand and vehicular traffic within Durham City Centre and support access to locations in the city centre, including new developments allowing people to access employment, retail, education and leisure opportunities.
- 3.3 Approval of the Park and Ride Expansion scheme will ensure that the construction programme associated with the scheme can commence in good time, enabling the scheme to deliver within the TCF timescale. This will in turn ensure the region also defrays TCF grant within the required TCF programme timeframe, 31st March 2023.

### **4. Alternative Options Available**

- 4.1 As part of the Business Case development a range of delivery options were assessed against value for money, risk and deliverability considerations in line with the Transport Assurance Framework. A preferred option was selected and progressed on the understanding that the approach detailed within the Business Case offers the best mix of benefits offset against a comparably lower level of delivery risk. The Business Case demonstrates why the chosen solution provides the best option in terms of meeting passenger needs whilst also providing value for public money.
- 4.2 Two options are presented to the North East Joint Transport Committee.
- 4.3 Option 1 – The North East Joint Transport Committee accept the recommendations set out in this report, delegating approval of the Park and Ride

Expansion scheme and releasing the associated £2,295,000 of funds from the TCF Devolved Pot to enable the scheme to commence and deliver within TCF programme timescales.

4.4 Option 2 - The North East Joint Transport Committee do not accept the recommendations set out in this report, in which case the Park and Ride Expansion scheme will not be able to deliver in line with the TCF programme timescale and the benefits detailed within the Business Case will not be realised. Consequently the North East Transforming Cities Fund programme may underspend.

4.5 Option 1, is the recommended option.

## **5. Next Steps and Timetable for Implementation**

5.1 A Grant Funding Agreement will be prepared by officers this will be subsequently agreed with Durham County Council as scheme promoter and signed, after which delivery and construction will commence. TNE will require that Durham County Council provide quarterly monitoring update reports on the Park and Ride Expansion scheme that will detail progress, expenditure, and risks.

## **6. Potential Impact on Objectives**

6.1 The Park and Ride Expansion scheme will contribute positively to the high-level strategic objectives in both the regional Strategic Economic Plan and the North East Transport Plan. The scheme offers high value for money and will contribute towards Durham County Council's vision for Durham City Centre.

## **7. Financial and Other Resources Implications**

7.1 In total, the TCF allocation covered by this report amounts to £2,295,000. Should the recommendations of this report be accepted by JTC, a summary of the TCF Devolved Pot can be updated as follows:

- Total available TCF Funds (exc. Metroflow): £103,797,532
- Funds Committed prior to this report: £80,120,939
- Funds Committed as a result of the report: £2,295,000
- Remaining Devolved Pot: £21,381,593
- Total TCF Ask: £110,161,677
- Overprogramming: £6,364,145

7.2 There are no Human Resources or ICT implications arising from the recommendations of this report.

## **8. Legal Implications**

8.1 A Grant Funding Agreement is required in order to enable Durham County Council as scheme promoter permission to commence drawing down the funding allocation associated with the Park and Ride Expansion scheme. A standard Grant Funding Agreement template has been prepared for all TCF schemes that is utilised to

minimise any legal risks and ensure NECA's obligations (on behalf of the JTC) to the Department for Transport in regards to the TCF devolved funding are met, these obligations are appropriately transferred to Durham County Council as scheme promoter through the Grant Funding Agreement.

## **9. Key Risks**

- 9.1 The key risk for this Committee relates to the potential for the construction of schemes within the TCF programme to be delayed or overspent. The funding mechanism included within the Grant Funding Agreement ensures that risks to the Committee are appropriately mitigated, transferred, and borne by scheme promoters.

## **10. Equality and Diversity**

- 10.1 The scheme has been designed to modern standards and is compliant with appropriate legislation, ensuring that any equality and diversity implications are minimised.

## **11. Crime and Disorder**

- 11.1 The scheme has been designed to modern standards, appropriate consultation with statutory consultees has taken place throughout the course of scheme design, ensuring that any crime and disorder implications will be minimised.

## **12. Consultation/Engagement**

- 12.1 This report has been shared with the Transport Strategy Board, comments have been taken on board and integrated into this report. The scheme promoter has managed all consultation requirements pertaining to the scheme.

## **13. Other Impact of the Proposals**

- 13.1 The Business Case outlines in detail the transport benefits derived from each specific intervention covered by the scheme, however, in addition the approval of this scheme is likely to generate wider economic benefit.

## **14. Appendices**

- 14.1 Not Applicable.

## **15. Background Papers**

- 15.1 North East Transport Assurance Framework: [NORTH EAST JOINT TRANSPORT COMMITTEE \(transportnortheast.gov.uk\)](https://transportnortheast.gov.uk)

## **16. Contact Officers**

- 16.1 Jonathan Bailes, Transport Programme Lead  
E-mail: [jonathan.bailes@transportnortheast.gov.uk](mailto:jonathan.bailes@transportnortheast.gov.uk)

## 17. Sign off

- The Proper Officer for Transport: ✓
- Head of Paid Service: ✓
- Monitoring Officer: ✓
- Chief Finance Officer: ✓

## 18. Glossary

- DfT – Department for Transport
- TCF Devolved Pot – the Transforming Cities Fund allocation from DfT that is available to spend on the prioritised schemes identified in our November 2019 TCF Strategic Outline Business Case submission
- Transport Assurance Framework – a framework for business case development and review that ensures good decision making, procurement and governance is in place for all projects, for schemes that can demonstrate good value for public money
- NECA – North East Combined Authority
- TNE – Transport North East

## North East Joint Transport Committee

---

**Date:** 15 November 2022  
**Subject:** Transport Plan Progress Report  
**Report of:** Managing Director, Transport North East

### Executive Summary

This report provides an update on progress made across a number of Delivery Plan categories in implementing the objectives of the North East Transport Plan and achieving the vision of 'moving to a green, healthy, dynamic and thriving north east.'

Work continues with the new Metro fleet and the first train is on target to be delivered to the North East by the end of the year. The Metro Flow project is continuing according to plan while work continues with Government to mitigate the significant impacts of the energy crisis on the cost base for Metro.

Go North East announced a fares increase beginning on the 23<sup>rd</sup> of October, meaning that single fares will increase between 20p and 40p and day tickets will increase between 40p and 80p.

Rail services in the region continue to be affected by industrial action, with TSSA members taking action short of a strike between Thursday 6<sup>th</sup> of October and Sunday 6<sup>th</sup> November.

An eight page North East Rail and Metro Strategy summary document is undergoing final review and is due to be published shortly, whilst work continues on communications for the Leamside Line.

Progress continues on Transport for the North's next Strategic Transport Plan, the latest being a policy position paper on Transport and Health. This aligns well with our recent local initiatives to enhance linkages between transport and health.

The Centre for Connected and Autonomous Vehicles have recently consulted on a new self-driving vehicle framework. Transport North East's response emphasised the need for self-driving vehicles to achieve a higher level of safety than that expected from a competent and careful human driver.

### Recommendations

The Joint Transport Committee is recommended to note the contents of this report.

## 1. Background Information

- 1.1 The North East Transport Plan sets out a vision of 'moving to a green, healthy, dynamic and thriving North East' through the delivery of transport improvements under seven policy areas. Recent developments in the transport field are discussed below, organised by policy area.

## 2. Public transport, travelling by bus, Metro, ferry and on demand public transport

- 2.1 Metro Work continues in respect of the new Metro fleet with the first train on target to be delivered to the North East by the end of the year.

The Metro Flow project continues according to plan and the programme of mitigation for Autumn leaf fall season has commenced.

Work continues with Government to endeavour to mitigate the significant impacts of the energy crisis on the cost base for Metro.

- 2.2 Bus services Go North East announced a fares increase from the 23<sup>rd</sup> October 2022. It means that single fares have increased between 20p and 40p, with day tickets increasing by between 40p and 80p.

The increase is due to increasing cost pressures on the business, including diesel prices and higher running costs of depots.

Bus service reliability remains an issue due to driver shortages.

## 3. Connectivity beyond our boundaries

- 3.1 Rail update Rail services in the region continue to be affected by industrial action and members of the Transport Salaried Staffs' Association (TSSA) will be taking continuous action short of a strike between Thursday 6<sup>th</sup> October and Sunday 6<sup>th</sup> November.

Performance on Northern Rail in our region has been particularly poor in recent months with a very high level of recorded service cancellations and delayed trains. The performance of Transpennine Express has also been highlighted as a concern by Northern Mayors, with many ongoing cancellations as a result of driver shortages.

A freight train derailment near Carlisle on 19<sup>th</sup> October caused "significant damage" to bridge, track and lineside equipment, affecting services between Carlisle and Newcastle and Carlisle and Leeds. Disruption was expected to last until November with buses replacing Northern services between Carlisle and Haltwhistle.

### 3.2 North East Rail and Metro Strategy

The Strategic Outline Business Case for the South of Tyne and Wearside Loop, which would see the introduction of Metro services to Washington, is published elsewhere on this agenda.

The campaign to reopen the Leamside Line in full continues with a series of stakeholder activities planned in coming months. Several North East MPs have raised the issue in Parliament in relation to the Northern Powerhouse Rail scheme and investment in the East Coast Main Line.

The Transport and Works Act Order for the Northumberland Line was approved on the 28<sup>th</sup> June 2022, works have now started, and driver training has begun. Work has also started on the IT updates required to deliver an integrated fares and ticketing system.

### 3.3 Transport for the North (TfN) update TfN are continuing to develop strategy and evidence to inform their next Strategic Transport Plan (due in 2024), the latest being a policy position paper on Transport and Health.

The paper highlights that, consistent with wider patterns of regional inequality in England, the three regions of the North face a relatively greater level of health deprivation. The 2019 English Indices of Deprivation found that 23.9% of areas in the North fall in the most deprived decile for health, and 54.1% in the most deprived three deciles. A range of transport issues contribute to this situation.

TfN will now consult partners on the issues and suggested measures covered in the paper.

### 3.4 GB Railways An introductory meeting has been held with the GBR Transition Team to discuss partnership working and there has been a positive response to a follow up letter.

There are three areas to work on:

- Explore expansion of integrated Fares and Ticketing
- Involvement in Leamside Line Programme Board
- Assist with the Transport Plan refresh

## 4. **Making the right travel choice**

### 4.1 Capability and Ambition Fund A Capability and Ambition Fund bid was submitted on behalf of the region on the 30<sup>th</sup> of September following an invitation from Active Travel England. We await the outcome of the submission which will support local authorities to fund the development of schemes, together with training, events and activities to promote increased active travel use.

4.2 Transforming Cities Fund Eleven of the Transforming Cities Fund (TCF) Tranche 2 schemes are now in or soon to be in delivery, which is an uplift of one scheme since October.

## **5. Private transport: travelling by car and using road infrastructure**

5.1 Self-driving Vehicle Response The Centre for Connected and Autonomous Vehicles have recently consulted on a new self-driving vehicle safety framework. Their view is that self-driving vehicles should be held to the same high standard of safety as a competent and careful human driver, which is safer than the average human driver.

The region's response states that the technological advance represented by self-driving vehicles should be used to improve safety standards even beyond those expected from a competent and careful human driver and that the vehicle must have the ability to understand and respond to circumstances quickly in non-standard situations where the programmed 'rules' do not allow it to make safe but non-standard decisions.

An example is rural areas where vehicles may sometimes encounter short term obstructions on narrow roads resulting in movements that human drivers could make safely but a computer following rules may find difficult to implement.

## **6. Transport Usage Trends**

6.1 Across the region public transport usage remains below pre-pandemic levels, with bus passenger numbers at 79% and Metro passengers at 80% of their pre-pandemic baselines. Traffic levels vary but are around the same levels as before the pandemic. Based on a selection of cycling counters in the region, for the year to date cycling numbers are 4% down from the equivalent period in 2021.

## **7. Reasons for the Proposals**

7.1 This report is for information purposes.

## **8. Alternative Options Available**

8.1 Not applicable to this report.

## **9. Next Steps and Timetable for Implementation**

9.1 Next steps are set out under the respective items, where applicable.

## **10. Potential Impact on Objectives**

- 10.1 Successful delivery of the various transport schemes and investment proposals outlined in this document will assist the JTC in delivering its objective to maximise the region's opportunities and economic potential.

## **11. Financial and Other Resources Implications**

- 11.1 The report provides an update and overview of progress against the seven Delivery Plan categories in implementing the objectives of the North East Transport Plan and achieving the vision of 'moving to a green, healthy, dynamic and thriving north-east.'

- 11.2 The North East Transport Plan includes proposed / required investment totalling £7 billion to achieve the aims and ambitions of the JTC, the majority of which is dependent on future funding decisions by central government. The financial and other resource implications aligned to the plan were agreed as part of the Transport Budget and Levies 2021/22 report to the JTC on 19 January 2021 and in subsequent reports to augment and amend the budget as appropriate.

## **12. Legal Implications**

- 12.1 There are no legal implications arising directly from this report.

## **13. Key Risks**

- 13.1 Appropriate risk management arrangements are in place for each programme of work overseen by the delivery agencies responsible.

## **14. Equality and Diversity**

- 14.1 Successful delivery of schemes to improve public transport, walking and cycling will help to address transport-related social exclusion and create a fairer society.

## **15. Crime and Disorder**

- 15.1 There are no specific crime and disorder implications associated with this report.

## **16. Consultation/Engagement**

- 16.1 Many of the schemes and proposals outlined in this report have been, or will be, the subject of engagement with appropriate stakeholders or the wider public.

## **17. Other Impact of the Proposals**

- 17.1 No specific impacts.

## 18. Appendices

18.1 1 - Progress on Key Performance Indicators.

## 19. Background Papers

19.1 None.

## 20. Contact Officers

20.1 Tobyn Hughes, Managing Director, Transport North East

[Tobyn.hughes@nexus.org.uk](mailto:Tobyn.hughes@nexus.org.uk)

## 21. Sign off

- 21.1
- The Proper Officer for Transport:
  - Head of Paid Service:
  - Monitoring Officer:
  - Chief Finance Officer:

## 22. Glossary

22.1 All abbreviations or acronyms are spelled out in the report.

### Appendix 1

#### Progress on Key Performance Indicators

<u>KPI</u>	<u>Direction of travel</u>	<u>Key insight</u>
<u>Sustainable Travel</u> 33% of journeys made by public transport, walking and cycling.	Increase	Data in the National Travel Survey for 2021 shows that 38% of journeys are made by public transport, walking and cycling, which is an

<p>Data Source: DfT National Travel Survey 2019, published August 2020.</p>		<p>increase on the previous year.</p> <p>The sample size for 2021 is significantly smaller than the sample for 2019, so it may be sensible to treat the exact figure with some degree of caution.</p>
<p><u>Public transport accessibility</u></p> <p>45% People within 25 minutes of key employment, education and retail sites by public transport.</p> <p>Data source: Commissioned analysis August 2020</p>	<p>No Change</p>	<p>Data is not yet available to update, however, there have been no major changes to infrastructure.</p>
<p><u>Climate action</u></p> <p>CO2 emissions per capita: 1.7 tonnes CO2 emitted per persona annually using transport.</p> <p>Data source: UK local authority and regional CO2 emissions statistics: 2019, Department for Business, Energy &amp; Industrial Strategy, published June 2021</p>	<p>Decrease</p>	<p>Figures for 20200 have been released and show 1.4 tonnes CO2 emitted per persona annually using transport. It can be expected that 2020 is an unusually low year</p>
<p><u>Take up of ultra-low emission vehicles (ULEVs)</u></p> <p>0.34% Proportion of licenced vehicles in our</p>	<p>Increase</p>	<p>0.8% of licenced vehicles in the region are classed as ultra-low emission (Q3 2021).</p>

<p>region that are classed as ultra-low emission (end of 2019)</p> <p>Data source: Department for Transport vehicle licensing statistics</p>		<p>The number of ULEVs registered in the North East increased to 8,923 at the end of Q3 2021.</p>
<p><u>Air quality</u></p> <p>For 2019, the highest, median, hourly nitrogen dioxide reading was 26.9ug/m<sup>3</sup> occurring in the morning traffic peak.</p> <p>Data source: Department for Environment Food &amp; Rural Affairs Automatic Urban and Rural Network (AURN)</p>	<p>Decrease</p>	<p>For 2021, the highest, median, hourly nitrogen dioxide reading was 25.5ug/m<sup>3</sup> occurring in the morning traffic peak. This is an increase on 2020, however 2020 was expected to be unusually low. 25.5ug/m<sup>3</sup> is lower than the baseline in 2019 – traffic levels began the year lower than pre-covid, however for much of the year they were at or above their equivalent pre-covid level.</p>
<p><u>Network performance</u></p> <p>In terms of efficiency, in 2019 our regional network scored 71.8%</p> <p>Data source: Department for Transport congestion data.</p>	<p>No Change</p>	<p>Data is not yet available to update</p>
<p><u>Motor vehicle traffic</u></p> <p>Estimated vehicle miles per head in our region in 2019 5,077</p>	<p>Decrease</p>	<p>In 2020 the estimated vehicle miles per head were 4,064. We can expect that 2020 will be unusually low due to travel restrictions in</p>

<p>Data source: Department for Transport Road Traffic Statistics, published August 2020</p>		<p>place as a result of the COVID-19 pandemic.</p> <p>National Travel Survey data for 2021 has vehicle miles per head reducing from 5,473 in 2019 to 3,900 in 2020 and 3,770 in 2021. The sample size for 2021 is significantly smaller than the sample for 2019, so it may be sensible to treat the exact figure with some degree of caution.</p>
<p><u>Road safety: numbers killed and seriously injured</u></p> <p>Numbers killed and seriously injured (KSI) three year rolling average (2016-17 to 2018-19) 778</p> <p>Data source: Traffic Accident Data Unit</p>	<p>Decrease</p>	<p>In the three-year rolling average from 2018 to 2021 there were 683 KSI.</p> <p>It is important to note that lower traffic volumes in 2020 and 2021 are likely to have contributed to the observed reduction in KSIs.</p> <p>The rolling average covering Jan-Sept 2020-22 is 453, a decrease from 498 covering Jan-Sept 2019-21.</p>
<p><u>Road safety: number of slight injuries</u></p> <p>Number of slight injuries three year rolling average (2016-17 to 2018-19) 3,275</p>	<p>Decrease</p>	<p>The three-year rolling average from 2018 to 2021 was 2,519 slight injuries.</p> <p>It is important to note that lower traffic volumes in 2020 and 2021 are likely to have contributed to the</p>

<p>Data source: Traffic Accident Data Unit</p>		<p>observed reduction in KSIs.</p> <p>The rolling average covering Jan-Sept 2020-22 is 1638, a decrease from 1839 covering Jan-Sept 2019-21</p>
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## North East Joint Transport Committee

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**Date:** 17 October 2022  
**Subject:** Bus Service Improvement Plan Review  
**Report of:** Managing Director, Transport North East

### Executive Summary

This report provides a summary of the changes made to the regions Bus Service Improvement Plan (BSIP) following the annual review as stated in the BSIP national guidance.

### Recommendations

The North East Joint Transport Committee is recommended to agree the changes to the Bus Service Improvement Plan for publication.

## 1. Background Information

- 1.1 The regions Bus Service Improvement Plan (BSIP) was published in October 2021 and set out the aims and ambitions for bus in the North East. The BSIP guidance states that the BSIP should be reviewed at least once a year to reflect any changes to the sector and to show what has been achieved in the previous year.
- 1.2 The North East's BSIP is an ambitious £803m bid to improve and grow the North East's bus network and make bus an attractive transport choice for the region. While the indicative funding allocation to the region is £163.5m the BSIP is to remain as the long-term ambition for bus with Transport North East continually looking for funding sources for all elements of the BSIP.

### BSIP Review

- 1.3 Transport North East have held discussions with local authority and bus operator partners on the content of the BSIP and elements which require updating.
- 1.4 The following parts of the BSIP have been updated:
- Number of bus journeys made pre-pandemic in a year has been updated to 154m throughout the document. This is an update due to the Department for Transport's figures being incorrect at the time of producing the BSIP in 2021.
  - References to "maintaining the current bus network" have been updated to take into account the network review that has taken place across the region.
  - Current patronage levels have been updated to reflect the current levels of 80-85%.
  - The "Current bus offer to passengers" section has been updated where new data was available. This includes information on the cost of secured bus services and ENCTS reimbursement.
  - The fares offers have been updated to show what will be delivered with BSIP funding.
  - A new section has been added, as requested in the guidance, which shows the interventions implemented over the previous year, this includes the "Take the Kids for Free" trials that bus operators have run during the school holidays, the Care-Experienced concession pilot scheme in Newcastle and Gateshead and fleet improvements the operators have made.
- 1.5 Given the current timescales for BSIP funding to be received in region for the BSIP funded interventions being delayed by almost a year compared to expected timescales a number of the Key Performance Indicators (KPIs) have been updated to reflect this. They are shown below with both the original and updated:
- KPI 1 original: Bus ridership to achieve 162.4m trips during the year 2022/23, returning us to the baseline level of 2018/19.
  - KPI 1 updated: Bus ridership to achieve 154m trips during the year 2023/24, returning us to the baseline level of 2018/19.

- KPI 4 original: Bus patronage to grow by 10% in 2023/24, and then again by a further 10% in 2024/25.
- KPI 4 updated: Bus patronage to grow by 10% in 2024/25, and then again by a further 10% in 2025/26.
- KPI 5 original: Bus patronage from people under the age of 25 to grow by 10% in 2023/24 and then by a further 10% in 2024/25.
- KPI 5 updated: Bus patronage from people under the age of 22 to grow by 10% in 2023/24 and then by a further 10% in 2024/25.
- KPI 8 original: Average speed of buses to grow, relative to the average speed of general traffic, in each year of the BSIP.
- KPI 8 updated: Average speed of buses to grow, relative to the average speed of general traffic, each year starting in 2023/24.
- KPI 10 original: Bus punctuality at point of origin to be 95% in 2022/23, 96% in 2023/24 and 97% in 2024/25.
- KPI 10 updated: Bus punctuality at point of origin to be 95% in 2023/24, 96% in 2024/25 and 97% in 2025/26.
- KPI 11 original: Bus punctuality at all timing points to be 90% in 2022/23, 95% in 2023/24 and 95% in 2024/25.
- KPI 11 updated: Bus punctuality at all timing points to be 90% in 2023/24, 95% in 2024/25 and 95% in 2025/26.

## **2. Proposals**

### **2.1 This report proposes that:**

JTC approves the amended content of the BSIP for publication on the Transport North East website.

## **3. Reasons for the Proposals**

### **3.1 National guidance states that BSIP's should be reviewed annually. The Department for Transport (DfT) have requested that a link to the updated BSIP be submitted to them by the end of November 2022.**

## **4. Alternative Options Available**

### **4.1 Determine that the reviewed changes are not required and maintain the current BSIP.**

## **5. Next Steps and Timetable for Implementation**

### **5.1 Following the agreement by the JTC at this meeting the updated BSIP will be published on the Transport North East website no later than the 25 November 2022.**

## **6. Potential Impact on Objectives**

6.1 The BSIP aligns with the objectives of the North East Transport Plan and the Making the Right Travel Choice Strategy. In particular, the BSIP supports a green recovery through the provision of an attractive form of sustainable transport.

## **7. Financial and Other Resources Implications**

7.1 There are no financial or resource implications to updating the BSIP. Any interventions not currently funded via the BSIP funding will need secured funding from other sources.

## **8. Legal Implications**

8.1 There are no legal implications from updating the BSIP.

## **9. Key Risks**

9.1 Failure to comply with the guidance on carrying out a review and updating the BSIP may put a risk on receiving the payments of BSIP funding from the DfT.

## **10. Equality and Diversity**

10.1 There are no specific equalities and diversity implications arising from this report.

## **11. Crime and Disorder**

11.1 There are no specific crime and disorder implications arising from this report.

## **12. Consultation/Engagement**

12.1 In the production of the BSIP in 2021, detailed consultation was undertaken with partners, stakeholders and the public, as reported to JTC on 21 September 2021. Further conversations with partners has been carried out as part of the review process. No formal consultation is required before the publication of the BSIP.

## **13. Other Impact of the Proposals**

13.1 None

## **14. Appendices**

14.1 None

## **15. Background Papers**

15.1 Bus Back Better – The National Bus Strategy: [Bus Back Better \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

The Bus Services Act 2017 – Enhanced Partnerships Guidance: [The bus services act 2017: enhanced partnerships \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

JTC Report – Vision for Buses (item 9): [\(Public Pack\) Agenda Document for North East Joint Transport Committee, 13/07/2021 14:30 \(northeastca.gov.uk\)](#)

JTC Report – Bus Partnerships (items 9 and 10): [\(Public Pack\) Agenda Document for North East Joint Transport Committee, 15/06/2021 14:30 \(northeastca.gov.uk\)](#)

Bus Service Improvement Plan outline resourcing form (the content of this document is exempt from publication pursuant to paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972)

## **16. Contact Officers**

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## **17. Sign off**

- The Proper Officer for Transport:
- Head of Paid Service:
- Monitoring Officer:
- Chief Finance Officer:

## **18. Glossary**

BSIP – Bus Service Improvement Plan

EP – Enhanced Partnership

JTC – Joint Transport Committee

NBS – National Bus Strategy

LTA – Local Transport Authority

LA – Local Authority

DfT – Department for Transport

BSOG – Bus Service Operators Grant

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## North East Joint Transport Committee

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**Date:** 15 November 2022

**Subject:** North East 'Making the right travel choice' Strategy

**Report of:** Managing Director, Transport North East

### Executive Summary

This report seeks approval to adopt the North East Making the Right Travel Choice Strategy following a period of consultation. The strategy encourages car users to switch one journey a week to public transport, walking or cycling and for people who don't have access to a car to continue to travel sustainably.

Over 1,000 responses were received from members of the public and stakeholders with the vast majority in support of the strategy aim. In order to reach out to as many people as possible, a two-pronged approach was used for both engagement with members of the public and stakeholders such as business organisations and transport operators. A mixture of online and in-person engagement took place.

Following the consultation period which ran from 20th July to 15th September 2022, some changes have been made to the strategy document. A "You Said, We Did" summary report sets out the key changes made is appended to this agenda item.

### Recommendations

The North East Joint Transport Committee is recommended to:

- i) Note the responses to the consultation as outlined in this report and in Appendix 1; and
- ii) Formally adopt the North East Making the Right Travel Choice Strategy set out in Appendix 2, as one of the suite of strategies expanding on the North East Transport Plan.

## **1. Background Information**

- 1.1 The North East Transport Plan (NETP), published March 2021, sets out the North East's transport ambitions up to 2035. The lead policy in the NETP is centred around helping people and businesses to 'make the right travel' choices based on their journey and available travel options.
- 1.2 To help achieve this, the Making the Right Travel Choice Strategy has been produced and sets the aim to encourage car users to switch one journey a week to public transport, walking or cycling and for people who don't have access to a car to continue to travel sustainably.

## **2. Strategy content**

- 2.1 The strategy document outlines some of the actions needed to make it easier for people to travel sustainably, focusing on switching journeys that people already make. Market research was undertaken in early 2022 with North East residents and employers to help inform the strategy recommendations.
- 2.2 It is not the intention of the strategy to provide a detailed blueprint for improving the transport network. Instead, it is focused on encouraging behaviour change rather than installing physical infrastructure. It highlights impactful travel behavioural change schemes and campaigns that can be brought forward to encourage everyone in the region to increase their sustainable journeys.
- 2.4 Due to our region's diverse urban and rural mix, the strategy acknowledges that there will need to be different solutions and expectations for people and businesses.
- 2.5 Personas  

The strategy uses a series of 'personas' to help to identify the right travel choice depending on peoples' specific journey circumstances. It is anticipated that people and businesses will relate to these and consider using them as a guide. Specific feedback was sought on the use of personas within the strategy document.
- 2.6 The personas have been updated and tweaked based on feedback received, to help people consider following the headline target of switching one journey a week to public transport, walking or cycling.

## **3. Consultation approach and response**

- 3.1 On 12<sup>th</sup> of July 2022, JTC members approved the draft North East Making the Right Travel Choice Strategy for public consultation. The consultation ran from the 20<sup>th</sup> of July until the 15<sup>th</sup> of September 2022.
- 3.2 As part of the consultation, we asked both about the strategy itself and about what could be done to encourage more walking, cycling and use of public transport. Below is a summary of feedback received in the consultation. An inclusive approach was taken by ensuring the strategy and the consultation questionnaire were available to be requested in different formats. This included an audio version of the draft strategy.

- 3.3 In all, a total of 1,063 responses were received as part of the consultation. 674 responses were received from an online questionnaire; 310 comment cards were submitted at pop-up events held in each of the seven local authority areas; 55 responses via email and social media; and 24 registrations for stakeholder engagement events.
- 3.4 In order to reach out to as many members of the public and stakeholders as possible, a multi-faceted approach was used, including:
- posts on Transport North East social media channels – Facebook, Twitter and LinkedIn
  - print advertising in regional publications
  - digital advertising through Facebook;
  - media activity;
  - information and an online survey available via [www.transportnortheast.gov.uk](http://www.transportnortheast.gov.uk);
  - a dedicated consultation telephone hotline and email address in operation throughout the consultation;
  - online stakeholder consultation events
  - in person public engagement events in each of our local authority areas
  - e-mail communication with key stakeholders
  - stakeholder survey
- 3.5 During the consultation and engagement period there was overall support for the strategy and its aims to get people to increase the use of sustainable transport and consider switching existing journeys over to more sustainable means where possible.
- 3.6 Summary of feedback received from members of the public:

<b>Response Theme</b>	<b>Insights</b>
There needs to be greater emphasis on making public transport more attractive as an alternative to car use.	Responses included suggestions such as improved integrated ticketing across different types of public transport, increased reliability and speed of public transport, greater accessibility, safer journeys, provision of Real Time Information to allow for better journey planning. Operator bus cuts made in summer 2022 were of significant concern to many respondents.
The ongoing cost of living crisis is an important issue.	Many responses highlighted that the cost of fuel and ticketing is a key driver when considering how travel for journeys.
Increase public messaging on the benefits of travelling actively for more journeys	Responses indicated that people would be more likely to cycle, walk and wheel if the benefits of these activities were more widely publicised. Respondents thought the following benefits were worth publicising: <ul style="list-style-type: none"> <li>- Health</li> <li>- Environmental</li> <li>- Financial</li> </ul>

Zero Emission Vehicles (ZEVs) are becoming more popular, but cost remains a barrier.	A growing number of people that had made the switch to ZEVs from petrol/diesel cars or vans. However, a significant barrier is the current cost of ZEVs.
There needs to be improvements to the region's active travel network in places.	<p>Responses indicated that people would be more likely to walk if paths were well maintained, safer, suitable for wheelchair users and buggies, and there was more separation between walkers and road traffic, parked vehicles and bikes.</p> <p>Suggestions also included encouraging walking buses and walking related activities as well as outdoors facilities such as benches, shelters and toilets.</p> <p>Responses indicated that people would be more likely to cycle if paths were well maintained, and they were made safer with more separation between cyclists and road traffic.</p>
Some people are already making green journey choices.	Feedback received from face-to-face interactions that some people are already prioritising green travel wherever possible. Some mentioned they already think though their travel choices for a growing number of journeys. The ongoing cost of living crisis could be driving this. Some people explained they were aware of their carbon footprint and made conscious efforts to combat this by using sustainable transport where possible.

### 3.7 Summary of feedback received from stakeholders:

Response Theme	Insights
General support for the overall strategy	Across the engagement there was overall support for the strategy and its aims to get people to increase the use of sustainable transport and decrease the number of car journeys. Stakeholders also commented on the strategy's timeliness and importance given the climate emergency, decarbonisation agenda and ongoing cost of living crisis.
Widespread support for the strategy's central target	86% of the stakeholders said they either strongly agreed or agreed with our aim of 'encouraging car users to switch one journey per week to walking, cycling or public transport and for people who do not have access to a car to continue to travel sustainably'.
Support for recognising a 'one size fits all' approach.	Stakeholders such as Transport for the North (TfN) supported that stance that the strategy recognises there is no 'one size fits all' approach, and that travel solutions will differ depending on socio-economic groupings and or geographical areas.

	Some stakeholders suggested greater recognition of all types of sustainable transport, including the role of community transport.
Support for the introduction of Personas but some changes required where appropriate.	The use of Personas in the strategy document was supported where it can lead to an easier understanding of the subject matter. Some suggestions were made for changes to the personas including increasing consideration of public transport, and the challenges of increasing sustainable transport usage in rural locations (as well as for those with visible and hidden disabilities and conditions) while acknowledging that personas could not cover all situations.
The target isn't ambitious or specific enough	There was broad support for the target, however some responses indicated that the target could be higher or more specific.

3.8 See appendix 1 for more detail on the responses received and proposed changes.

#### **4. Proposals**

4.1 The proposal is for JTC to agree to adopt the North East Making the Right Travel Choice Strategy following the consultation and minor changes to the document to reflect the responses.

#### **5. Reasons for the Proposals**

5.1 The North East Making the Right Travel Choice Strategy is ready to be formally adopted forming one of the suite of documents that underpin the North East Transport Plan.

#### **6. Alternative Options Available**

6.1 Option 1 – The North East Joint Transport Committee may accept the recommendation set out in paragraph 4.1 above.

6.2 Option 2 – The North East Joint Transport Committee may choose not to accept the recommendation set out in paragraph 4.1 above.

6.3 Option 1 is the recommended option.

#### **7. Next Steps and Timetable for Implementation**

7.1 Following formal adoption, the document will be published on the Transport North East website and work will begin to deliver the key outcomes of the strategy.

#### **8. Potential Impact on Objectives**

8.1 The adoption of the North East Making the Right Travel Choice Strategy will help to achieve all five of the region's agreed transport objectives. A set of key indicators, linked to the North East Transport Plan also form part of the strategy monitoring process.

## **9. Financial and Other Resources Implications**

9.1 Schemes and projects developed to deliver the strategy outcomes will be subject to individual finance and resource assessments within the delivery programme.

## **10. Legal Implications**

10.1 There are no legal implications arising from this strategy at this stage. The schemes and projects developed to deliver the strategy outcomes will be subject to individual legal implication assessments within the delivery programme.

## **11. Key Risks**

11.1 The schemes and projects developed to deliver the strategy outcomes will be subject to individual risk assessments as part of the delivery programme.

## **12. Equality and Diversity**

12.1 The proposals in the strategy are seeking a positive impact on equality and diversity in relation to access to transport.

## **13. Crime and Disorder**

13.1 The proposals in the strategy are seeking a positive impact on the safety and security of users of the region's transport network, infrastructure and services.

## **14. Consultation/Engagement**

14.1 In addition to the public consultation the drafting of the strategy was assisted through a steering group consisting of key stakeholders and local authority representatives.

## **15. Other Impact of the Proposals**

15.1 No other impacts to note.

## **16. Appendices**

16.1 Appendix 1 – Summary of MTRTC consultation responses

16.2 Appendix 2 – North East Making the Right Travel Choice Strategy (FINAL)

## **17. Background Papers**

17.1 North East Joint Transport Committee – 12<sup>th</sup> of July 2022 – Draft North East Making the Right Travel Choice Strategy ([Public Pack](#))[Agenda Document for North East Joint Transport Committee, 12/07/2022 14:30 \(northeastca.gov.uk\)](#)

**18. Contact Officers**

18.1 Philip Meikle, Transport Strategy Director, Transport North East,  
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**19. Sign off**

- The Proper Officer for Transport:
- Head of Paid Service:
- Monitoring Officer:
- Chief Finance Officer:

**20. Glossary**

All acronyms or technical terms used are explained in the body of the report.

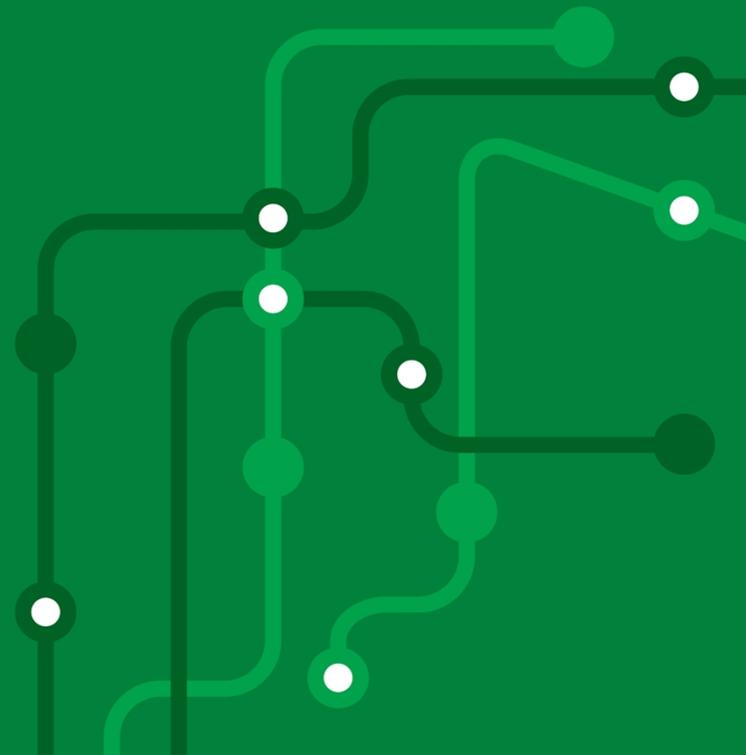
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# Transport **North East**

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Making the Right Travel Choice Strategy  
'You Said, We Did' – consultation summary report  
**November 2022**

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## Background

Making the Right Travel Choice is the lead policy of the 2021-2035 North East Transport Plan. The strategy encourages car users to switch one journey a week to public transport, walking or cycling and for people who don't have access to a car to continue to travel sustainably. The document also outlines some of the actions needed to make it easier for people to travel sustainably.

Developed on behalf of the North East Joint Transport Committee, the strategy focuses on switching journeys that people already make to be more sustainable, where possible. The strategy highlights impactful travel behavioural change schemes and campaigns that can be brought forward, subject to funding, to encourage everyone in the region to switch one car journey a week to a sustainable form of transport.

## How we told you about the consultation

The Making the Right Travel Choice consultation and engagement campaign ran from July 20<sup>th</sup> to 14<sup>th</sup> September 2022.

The campaign consisted of two elements of engagement:

1. Public engagement – a public facing engagement campaign – asking how we can help people to make more sustainable transport choices.
2. Strategy consultation with stakeholders, including; business organisations, youth organisations, community groups and local operators, on the strategy's target and the proposed schemes and policies.

In order to reach out to as many people as possible, a multi-channel approach was used, including:

- Posts on Transport North East social media channels – Facebook, Twitter and LinkedIn
- Print advertising in regional publications
- Digital advertising through Facebook;
- Media activity;
- Information and an online survey available via [www.transportnortheast.gov.uk](http://www.transportnortheast.gov.uk);
- a dedicated consultation telephone hotline and email address in operation throughout the consultation;
- Online stakeholder consultation events
- Public engagement events in each of our local authority areas
- E-mail communication with key stakeholders
- Stakeholder survey

An audio version of the strategy was produced and published on the Transport North East (TNE) website. The strategy was available in alternative formation upon request.

## Your Response

As part of the consultation, we asked the public:

- What could be done to encourage them to swap one journey a week to a journey made via walking, cycling or public transport
- What they think would encourage other members of the public to walk, cycle, wheel, or use public transport more frequently.

Additionally, we asked stakeholders:

- Whether the strategy's target was ambitious enough
- Whether we had included all relevant considerations in the barriers to sustainable travel
- Whether our schemes were inclusive and broad enough to be impactful
- Any other strategy feedback

A total of 1,063 responses were received as part of the consultation. The majority responded by completing the online surveys, but feedback was also received via email, on social media and by comment card submissions at our in-person engagement events.

To summarise, we received:

Public engagement response:

- 617 completed surveys questionnaires
- 310 comment cards
- 51 social media responses

Stakeholder engagement response:

- 57 responses to the stakeholder survey
- 24 registrations for stakeholder engagement events
- 4 emails

The majority of respondents expressed support for the strategy's headline target of encouraging car users to switch one journey a week to public transport, walking or cycling and for people who don't have access to a car to continue to travel sustainably.

During the public engagement campaign, some people commented that they were already thinking about making more sustainable travel choices. Stakeholders also commented on the strategy's timeliness and importance given the climate emergency, decarbonisation agenda and ongoing cost of living crisis.

Inclusivity was built into the strategy from the planning phase, and the consultation helped to reinforce messaging in the strategy around accessibility, ensuring this remained at the forefront of sustainable travel schemes and interventions that were evolving as part of the strategy.

**Table 1 – insights from members of the public during the public engagement part of the consultation**

Response Theme	Insights	Our response
There needs to be greater emphasis on making public transport more attractive as an alternative to car use.	<p>Responses included suggestions such as:</p> <ul style="list-style-type: none"> <li>• Improved integrated ticketing across different types of public transport</li> <li>• Increased reliability and speed of public transport</li> <li>• Greater accessibility</li> <li>• Safer journeys</li> <li>• Provision of Real Time Information to allow for better journey planning</li> <li>• Operator bus cuts made in summer 2022 were of significant concern to many respondents.</li> </ul>	The strategy document has been strengthened to highlight the work being undertaken by the North East's local authorities, Nexus, transport operators and other key stakeholders to improve the regions' public transport offer.
The ongoing cost of living crisis and fuel costs are key issues	<p>Many responses highlighted that the cost of fuel has been a growing consideration this year when considering how to travel for journeys- something which is compounded by the cost-of-living crisis.</p> <p>The perceived cost of public transport ticketing was also referenced.</p>	<p>The revised draft of the strategy includes the latest insight from members of the public about how people are travelling now and what their views are.</p> <p>The strategy provides case study examples of successful public transport fares trials.</p>
Increase public messaging on the benefits of travelling actively for more journeys	<p>Responses suggested that people would be more likely to cycle, walk and wheel if the benefits were more widely publicised. Respondents thought the following benefits were worth publicising:</p> <ul style="list-style-type: none"> <li>• Health</li> <li>• Environmental</li> <li>• Financial</li> </ul>	The strategy proposes an integrated communications and information campaign which could be important to raise awareness and to begin the process of travel behaviour change.
Zero Emission Vehicles (ZEVs) are growing in popularity	A growing number of people that had made the switch to ZEVs from petrol/diesel cars or vans. However, a significant	A North East Zero Emission Vehicle Strategy is in development and aims to complement work of local authorities and private sector to

	<p>barrier is the current cost of ZEVs.</p>	<p>increase the provision of charging infrastructure in the region.</p> <p>The strategy will recognise that the cost of ZEVs are a barrier to greater usage, but the cost of vehicles will be outside of the strategy's scope.</p>
<p>The region's active travel network needs to be improved.</p>	<p>Respondents told us that they would be more likely to walk if paths were well maintained, safer, suitable for wheelchair users and buggies, and there was more separation between walkers and cyclists and road traffic, parked vehicles and bikes. This was echoed by others saying they'd be more likely to cycle if paths were made safer, with more separation between cyclists and road traffic.</p> <p>Suggestions also included encouraging walking buses and walking related activities as well as outdoors facilities such as benches, shelters and toilets.</p>	<p>Whilst infrastructure improvements aren't within scope of this strategy, the forthcoming North East Active Travel Strategy will set out proposed regional walking, cycling and wheeling infrastructure improvements to encourage active travel.</p>
<p>Some people are already making green journey choices.</p>	<p>At our in-person events a number of respondents told us that they are already prioritising green travel wherever possible and that they already think through their travel choices for the majority of their journeys. The current cost of living crisis could be driving this.</p> <p>Some respondents told us that they were aware of the need to look after the environment and are making an effort to combat their carbon footprint by using sustainable transport where possible.</p>	<p>Through the strategy's headline target and schemes coming from the strategy, we will continue to support people to travel sustainably.</p>

**Table 2 – Stakeholder insights from the stakeholder engagement part of the consultation**

Response Theme	Insights	Our response
General support for the overall strategy	<p>Respondents were generally supportive of the strategy and the aim to encourage sustainable travel.</p> <p>Stakeholders also commented on the strategy’s timeliness and importance given the declaration of climate emergencies, the decarbonisation agenda and cost of living crisis.</p>	<p>We are pleased with the stakeholder feedback received and are confident that we are in a good position to secure funding to bring the ambitious schemes within the strategy to life to boost green journeys.</p> <p>We look forward to continuing to work with stakeholders to achieve this.</p>
The target isn't ambitious or specific enough	<p>There was broad support for the target, however some responses indicated that the target could be higher or more specific.</p>	<p>The strategy sets a target to encourage car users to switch one journey a week to public transport, walking or cycling and for people who don't have access to a car to continue to travel sustainably.</p> <p>The strategy has been amended to make it clear that this target is a starting point and small changes can add up to make a big difference. We will also review progress against this target on a regular basis, making amends to it as necessary.</p>
Widespread support for the strategy's central target	<p>86% of the stakeholders either strongly agreed or agreed with our aim of 'encouraging car users to switch one journey per week to walking, cycling or public transport and for people who do not have access to a car to continue to travel sustainably'.</p>	<p>The headline strategy target sets a challenge for everyone to consider travelling sustainably by switching just one journey a week as a starting point- due to support the target remains unchanged.</p> <p>Small changes can add up to make a big difference and together we can achieve our environmental and health goals.</p>
Support for recognising a 'one size fits all' approach	<p>Support was expressed for the fact that the strategy recognises there is no 'one size fits all' approach, and that travel solutions will differ depending on journey purpose, socio-economic groupings and/ or geographical areas.</p> <p>Stakeholders suggested greater recognition of all types of</p>	<p>The strategy promotes all types of sustainable travel. Stronger reference has been made to community transport operators and the crucial role such as bus services in rural areas and getting vulnerable residents to and from hospital, for example.</p> <p>Stakeholders provided examples of best practice of sustainable travel initiatives within the region and</p>

	<p>sustainable transport, including the role of community transport.</p> <p>Some suggestions were made for additions to the strategy, including:</p> <ul style="list-style-type: none"> <li>• Acknowledging additional alternatives to private cars such as community transport and local moped-loan and bicycle schemes like Wheels 2 Work in County Durham;</li> <li>• Adding context about the role that Active Travel England will play in encouraging sustainable travel nationally.</li> </ul>	<p>elsewhere. Example case studies have been added.</p> <p>The final document emphasises that the reasons why people travel the way they do are complex and depend on a number of circumstances, which are subject to change.</p> <p>Reference to wanting to work closely with Active Travel England has been added.</p>
<p>Support for the introduction of Personas but some changes are required.</p>	<p>The use of Personas in the document was supported and can improve understanding of the subject matter.</p> <p>It was acknowledged that personas could not cover all situations.</p> <p>Some suggestions were made to strengthen the personas including:</p> <ul style="list-style-type: none"> <li>• Increasing consideration of public transport</li> <li>• Focusing more on the challenges of increasing sustainable transport usage in rural locations</li> <li>• More consideration for those with visible and hidden disabilities and conditions</li> </ul>	<p>The strategy uses a series of data-driven personas to help people make the right travel choice for their specific journey circumstances, which we hope people can relate to and consider using as a guide.</p> <p>The personas have been updated and tweaked based on feedback received. Changes included:</p> <ul style="list-style-type: none"> <li>• Inclusion of travelling during the working day and making more complex everyday journeys</li> <li>• Inclusion of invisible disabilities</li> <li>• Greater emphasis on the added complexities of rural travel.</li> </ul>

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# Making The Right Travel Choice

November 2022

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# Making the right travel choice

**On behalf of the North East Joint Transport Committee (NEJTC), I am delighted to present the Making the Right Travel Choice Strategy.**

This strategy is a key commitment of the North East Transport Plan which was adopted in 2021, and outlines some of the actions needed to make it easier for people to travel sustainably alongside what we can do to further the already great work of our regional partners to encourage more people to use active travel and public transport where possible.

It is imperative we work together to tackle the climate emergency and act to improve public health through transport. Around 1 in 4 adults in the region are physically inactive, contributing to reduced life expectancy and this is something we can improve if we boost sustainable travel.

We want to make it easier for people to pollute less and be more physically active by increasing the use of greener transport. In this scenario we all win – green transport is good for everyone – it's often the cheapest way to get around.

This strategy highlights impactful transport schemes and campaigns that we can bring forward to encourage everyone in the region to increase their sustainable journeys. We're asking car users to switch one journey a week to public transport, walking or cycling and people who don't have access to a car to continue to travel sustainably.

Together we can remove 200 million unnecessary car trips from our region's roads, replacing them with cleaner, greener travel, furthering the work which is being delivered in the region by our partners. Small changes can add up to make a big difference and together we can achieve our environmental and health goals.

Of course, car use will continue to be the only suitable travel option in many cases but that certainly isn't the case for every journey and we want people to think carefully about their travel options. We are committed to making it easier for people to choose sustainable options and that is why we are asking local people for their ideas and suggestions. The result will be a multi-million pound package of measures to encourage greener journeys.

I look forward to seeing the suggestions from local people that will really make a difference to how we all travel in the future to achieve our green and health ambitions.



**Cllr Martin Gannon, Chair, North East Joint Transport Committee**

# Executive summary

## Background

**Mobility is good:** most trips stimulate the economy, get people to employment, education, healthcare, retail, or social opportunities. Making journeys of course leaves an impact on our environment and plays a big role in our health and wellbeing, so how we choose to travel is very important. **But sustainable mobility is for better.** Active travel (cycling, walking and wheeling) and catching public transport (Bus, Ferry, Metro and rail) – is often the cheapest way to travel and has enormous health and environmental benefits for our region, such as helping to reduce carbon emissions and improve public health outcomes.

**We use the terms walking and wheeling together and consider walking and wheeling to include the use of mobility aids and pushchair.**

**- Sustrans definition 2021**

## Target

**The strategy sets a target to encourage car users to switch one journey a week to public transport, walking or cycling and for people who don't have access to a car to continue to travel sustainably.**

This could result in around 200 million additional trips being made by sustainable transport every year, improving our environment and the health of local people.

## Why

The pandemic and associated lockdowns gave us a glimpse of cleaner towns, cities and neighbourhoods and people walked and cycled more. However, as we continue to recover from the impact of the pandemic, road traffic volumes have bounced back to 2019 levels faster than other forms of travel.

Contributing to climate change, congestion and poor air quality, this over-reliance on non-sustainable forms of transport such as a petrol or diesel car, also contributes to external costs such as our local NHS services.

In the North East, currently **1 in 4 adults are physically inactive** and air pollution and congestion are negatively impacting public health and the local economy.

In central Tyneside alone air pollution is responsible for around 360 deaths each year and road congestion is estimated to cost every North East driver around £236 per year.

## North East Transport Plan

'Making the right travel choice' is the lead policy of the 2021-2035 North East Transport Plan. If we each increase our green journeys by even one journey per week, that will take us towards achieving our vision of "Moving to a green, healthy, dynamic and thriving North East" and our five regional transport objectives.

Outlined in this consultation document are some of the actions needed to make it easier for people to travel sustainably. We need to look at breaking down barriers to greener journeys whether they're real or perceived.

During the consultation period, we will engage with the public to strengthen our understanding of what they need us to do to help them travel more sustainably.

### No one-size fits all approach

The reasons why people travel the way they do are complex and depend on a number of circumstances, which can change per journey.

This strategy recognises that due to our region's diverse urban and rural mix, there will need to be different solutions and expectations to successfully encourage shifts away from private cars to more sustainable transport types.

There isn't a 'one fits all' approach and we recognise that the car or van may be the only option for certain journeys and personal circumstances.

### Research

To help us understand our residents' and employers' thoughts about sustainable travel, and to inform the development of this strategy, we commissioned a programme of market research which included feedback from people from lower income groups, as well as residents with disabilities and/or health conditions that limit their mobility. A cross-section of North East employers of different sizes and locations were also interviewed.

### Personas

Because everyone is different with their own unique circumstances, we've created some example 'personas' which you will see throughout this document. Please consider using them as a guide on how you might be able to introduce more green journeys into your week or continue to travel sustainably if you do not have access to a car.

### Delivery

We have developed an initial pipeline of schemes to be taken forward which are subject to funding. These include incentivising sustainable trips using an app-based rewards system, working with doctors to "prescribe" healthy travel, and engaging children and parents through schools. Our schemes are ambitious, and we estimate that they would cost £30 million in revenue funding over a five year period.

Through the North East Transport Plan Pipeline, hundreds of millions of capital funding will be spent on transport improvements across the region that will improve the physical travel environment. We will enhance this investment with our £30m, increasing awareness through education, information and marketing campaigns to help achieve our "one journey a week" switch target.

### Consultation

As part of the consultation for this strategy, we are asking people across the region between July and September 2022 to contribute their own ideas for actions that would realistically help them to switch one journey they make from their car to sustainable travel.



# 1. Introduction

## Introduction

### What is this strategy?

Mobility is good: most trips stimulate the economy, get people to employment, education, healthcare, retail, or social opportunities. But sustainable mobility is far better than car journeys. Active travel is the cheapest way to get around, and it helps reduce carbon emissions and improve public health along with many other related benefits.

The strategy sets a target to encourage car users to switch one journey a week to public transport, walking or cycling and for people who don't have access to a car to continue to travel sustainably.

According to the 2018/19 National Travel Survey, significant proportions of journeys made in the region were over relatively short distances. These are illustrated in the graphics below.

There is a clear opportunity to shift a significant proportion of these journeys to instead be made by walking, cycling, and using public transport.

**On average people in the region make 19 trips a week, which is 2 billion trips in the North East.** If car users switch just one journey a week to public transport, walking or cycling and people who don't have access to a car to continue to travel sustainably, this could result in around 200 million additional trips being made by sustainable transport every year, improving our environment and the health of local people.

For this to happen we need to look at breaking down barriers to greener journeys – whether they're real or perceived barriers. This will help more people choose active travel and public transport for some of their weekly journeys when they can.

Crucially, we need to listen to the region's residents and businesses to find out what we need to introduce in order to help people to make the switch from the car and travel sustainably at least once per week and for people who don't have access to a car to continue to travel sustainably.

Our sustainable transport network is changing and there has never been a better time to try it out. Our region was recently awarded an indicative £163.5 million in funding for our bus network, a new £360 million Metro fleet will enter operation in 2024 and new walking and cycling routes are being delivered thanks to the Active Travel Fund. Of course, there is still much to do, and improvements are being made every day.

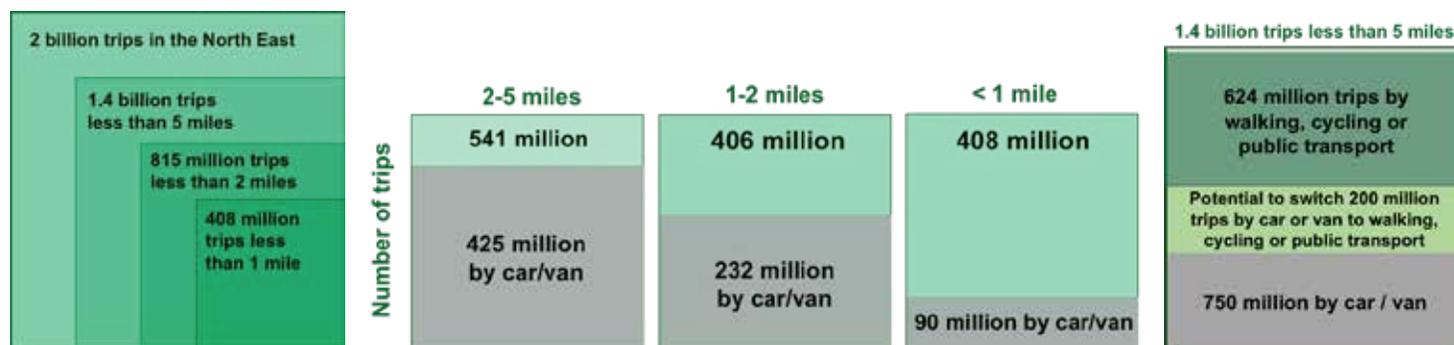


Figure 1: Estimated Trips made in the North East - National Travel Survey 2018/19

### Our region

The North East is a vibrant region, with large-scale employment opportunities, an excellent student offer, world heritage visitor sites and an evening economy that attracts tourists from across the UK and overseas.

Our three City Centres of Durham, Newcastle and Sunderland are surrounded by lively towns and villages set in some of the most beautiful and least populated countryside in the UK, with miles of unspoilt coastline and Northumberland National Park AONB. Our wide range of leisure, cultural, sporting and historical attractions includes UNESCO World Heritage sites Hadrian's Wall and Durham Cathedral and Castle. Our manufacturing base, five national catapult centres, three national innovation centres and growing tech and fintech industries attract significant inward investment, helping address the unequal life outcomes of our 2 million population.

In this strategy we set out what we are doing through our transport strategies and investment programmes; we identify where there are gaps; and we aim to make sure that everything we are doing influences the uptake of sustainable travel.

It will build upon work that has already been carried out by the region's seven local authorities, Nexus as well as other organisations to encourage people in the region to travel sustainably.

To do this we will need to win the hearts and minds of people who are travelling across the North East – people who often lead busy and complex lives, and who may not currently consider that sustainable travel is a viable option for them.

The strategy includes a programme of interventions to be delivered within the next five years, worth a total of £30 million. We hope that the proposed interventions set out will support North East residents and businesses to consider travelling more sustainably if they are funded.

### Why now?

From March 2020, COVID-19 accelerated the demand for digital connectivity and in many cases this had an impact on physical mobility. Whilst digital connectivity provides many benefits including allowing people to work flexibly, we believe that physical activity is hugely important and is to be encouraged because it benefits the economy and physical and mental wellbeing.

We travel to school, to work, to shop, to care for others and to socialise with friends. For businesses, the ability to travel enables the opportunity to acquire, move and sell products and goods. Doing so benefits local economies of communities which make up our vibrant region.

A 2019 evidence review for the Department for Transport into transport, health, and wellbeing found that transport can also enable 'social connectivity' to people and can enhance both independence and opportunity. It is also the key to tackling inequality and deprivation by providing easy access to jobs and leisure.

Making journeys of course leaves an impact on our environment and plays a big role in our health and wellbeing, so how we choose to travel is very important.

The pandemic gave us a glimpse of cleaner towns, cities and neighbourhoods and people walked and cycled more. However, as we continue to recover from the impact of the pandemic, road traffic volumes have bounced back to 2019 levels faster than other forms of travel. This year (2022), traffic levels increased 20% above the equivalent period in 2019 – a worrying sign that we are in a car-dominated recovery.

In contrast to this, public transport use has still not recovered to what it was pre-pandemic so there is lots of work to do to welcome passengers back to sustainable forms of transport and as a result, there has been limited progress in reducing road-based carbon emissions in the region.

Contributing to climate change, congestion and poor air quality, this over-reliance on non-sustainable forms of transport such as a petrol or diesel car, also contributes to external costs such as our local NHS services.

**It is estimated that physical inactivity costs the NHS in the North East (LA7 area) in excess of **£19 million** per year.**

If current petrol and diesel car drivers switched to making just one sustainable journey per week, there would be a **saving of around 214,000 tonnes of CO2 emissions a year.**

If everyone in the North East made one additional sustainable journey each week this would potentially reduce poor health caused by road traffic emissions and save petrol and diesel car drivers approximately £170-190 per year (based on June 2022 fuel prices).

Poor air quality affects people's health and is linked to serious conditions including heart disease, cancer and breathing problems. Older people, children and those with existing health conditions are more likely to be affected.

**It is estimated that poor air quality is responsible for around 360 deaths each year in central Tyneside alone.**

Supporting people to live more active and decarbonised lifestyles will also have positive effects on the region's public health outcomes such as improving life expectancy including Healthy Life Expectancy (HLE). If successful, there should be also a natural reduced demand

on NHS services through a more active and healthy population, reducing overall operating costs and freeing up capacity in the service.

**Around 70% of adults aged 18+ in the North East classified as overweight or obese, the highest % region in England.**

**Around 1 in 4 adults in the North East (25.6%) are physically inactive, the joint highest % region in England.**

Enabling people to make more journeys actively or using public transport will be the most significant way of achieving our transport objectives, set out on the following page.

For some trips, people may need to travel by car or van because of the distance involved and the complexity of the journey. This is why the greater take up of Zero Emission Vehicles (ZEVs) are important so even journeys that do need to be made by car or van can also help to achieve our objectives.



The **North East Transport Plan**, published in 2021, sets out our regional transport ambitions up to 2035. It brings to life our transport aspirations and includes a live programme of local transport schemes which will make a big difference to our environment, our health and our economy.

**Making the right travel choice** is the lead policy of our plan. This strategy builds on our policy further.

Little changes have a big impact, and if we each increase our green journeys by even a small amount, that will take us towards achieving our vision of “**Moving to a green, healthy, dynamic and thriving North East**” and our regional transport objectives, which are set below.

## The Vision

‘Moving to a green, healthy, dynamic and thriving North East’

## The Objectives



### Carbon neutral North East

We will take action to make travel in the North East net carbon zero. We will address our air quality challenges and aim to tackle the climate emergency.



### Overcome inequality and grow our economy

We will return the region to pre COVID-19 levels of employment and Gross Domestic Product (GDP), then move towards the ambitions set out in the North East Local Enterprise Partnership’s [Strategic Economic Plan \(SEP\)](#).



### Healthier North East

We will encourage active travel (such as cycling, walking and wheeling) to help our region reach public health levels that are at least equal to other parts of the UK.



### Appealing sustainable transport choices

We will introduce measures that make sustainable transport a more attractive, and an easy way to get around the North East.



### Safe, secure network

We will improve transport safety and security, ensuring that people are confident that they feel safe and secure when travelling.

These five objectives are also the guiding objectives of this strategy. Proposals we have made in this strategy are aligned to and will support progress towards achieving these five objectives.

### No one-size fits all approach

North East England is a diverse region encompassing large and densely populated urban areas, a surrounding geography of towns and semi-urban villages and a much larger hinterland of former mining villages and beyond them sparsely populated rural and coastal communities.

The reasons why people travel the way they do are complex and depend on a number of circumstances, which can change per journey.

It is also important to recognise that people's needs and experiences will vary depending on the type of area they live or work in. For instance, anyone living in or visiting isolated (particularly rural) areas of our region may find that the lack of sustainable alternatives makes them reliant on a car.

Due to our region's diverse urban and rural mix, there will need to be different solutions and expectations to successfully encourage and enable people to travel more sustainably.

We want to create a properly integrated and efficient sustainable transport network across the whole of our region, including simpler ticketing and payment, easily available and accurate travel information and seamless interchange between different types of transport.

We will work with local authorities, Nexus and transport operators, including community transport providers, to identify gaps in the region's sustainable transport network and to raise awareness of existing services.

There isn't a 'one fits all' approach and we recognise that the car or van may be the only option for certain journeys and personal circumstances.

We want to encourage drivers to switch to public transport as much as possible; however, many journeys will continue to be made by car and our aim is to support existing petrol and diesel car/van users in the transition to Zero Emission Vehicles (ZEVs).

To help us understand our residents and employers thoughts about sustainable travel, and to inform the development and implementation of this strategy, we commissioned a programme of market research. The research included feedback from people from lower income groups, as well as residents with disabilities and or health conditions that limit their mobility. A variety of North East employers were also interviewed. The findings from this primary research are used throughout this strategy.



## 2. Personas

## Personas

We understand that working out the best ‘green’ transport choice for a journey can be tricky at first, so we’ve developed a series of personas to help people make the right travel choice for their specific journey circumstances, which we hope people can relate to and consider using as a guide.

We have taken the findings from our market research, along with other existing data and some reasonable assumptions about real journey circumstances and the transport barriers people face to create a set of data-driven personas.

This usage of data ensures that we focus on those who have told us they are open or willing to change the way they travel.

These personas will be used throughout the strategy to highlight issues and barriers to sustainable transport. They will also be a key tool to explore how car users can consider switching one journey a week to public transport, walking or cycling and people who don’t have access to a car to can continue to travel sustainably.



### Leigh

**About:** 29 year old, living in urban North East city. Customer support agent at regional call centre. Co-habits with partner of 5 years and 2 year old daughter. Enjoys spending time with family on weekends, and playing football with friends.

**Typical journey:** Uses his second-hand car a lot to collect shopping and to transport his young family.

**Barriers to using sustainable transport:**

- Having the necessary space to carry his shopping;
- Attitudes of drivers towards cyclists;
- Shared road use isn’t clear;
- Lack of segregated cycle tracks;
- Direct walking/cycling routes.



### Sam

**About:** 50 year old, living in suburban area of North East with husband. A senior social worker, managing a small team of employees, predominately office based with some travel to off-site meetings. Enjoys a comfortable lifestyle, with disposable income to go on nice holidays and attend social events.

**Typical journey:** Frequently goes to events in the city after work for leisure/ sporting activities.

**Barriers to using sustainable transport:**

- Time constraints;
- Concerns about personal safety;
- Lack of direct walking and cycling routes;
- Has additional mobility needs that make using transport more difficult.



## Sahira

**About:** 33 year old single parent, living on outskirts of a major city in North East. Has two children aged 5 and 1. Works full time as a middle-manager at local bank, in hybrid home/ office arrangement. Passionate about securing promotion to provide greater financial security for children.

**Typical journey:** Frequently travels by car to do the school run and nursery drop offs and to take her children to appointments, these aren't always in the same place.

**Barriers to using sustainable transport:**

- Accessibility as a single traveller with two children, one of whom is in a pushchair;
- Lack of direct walking and cycling routes;
- Time constraints.



## Rowan

**About:** 24 year old living in major city centre in North East. Became unemployed in 2020 and has struggled to find suitable employment since. Is in receipt of Universal Credit while trying to find a new job.

**Typical journey:** Travelling to job interviews to find employment. Rowan doesn't currently own a car as they are expensive.

**Barriers to using sustainable transport:**

- Cost of public transport;
- Potential to fall into transport poverty due to lack of economic stability.



## Mohammed

**About:** 78 year old married retiree living in semi-rural area of North East. Enjoys meeting up with his friends and family, especially after being isolated in recent years due to the pandemic.

**Typical journey:** Always travelling to see family and friends, who live all over the North East. Tends to use the car as he thinks it is easier.

**Barriers to using sustainable transport:**

- Mobility needs prevent him from walking or cycling great distances;
- Lack of bus reliability and average bus journey time.

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## Jo

**About:** 55 year old domestic cleaner and personal carer. Lives rurally with partner in North East. Travels to her elderly parents' house, whom she regularly cares for.

**Typical journey:** Jo uses a car to run a domestic cleaning business. Regularly travels to multiple clients' houses throughout day with cleaning equipment.

**Barriers to using sustainable transport:**

- Lack of time between clients;
- Parents with mobility issues;
- Finds bus fares and information confusing.



## Alex

**About:** 20 year old living in suburban area of the North East, who has a mental health condition. Manufacturing apprentice at a local plant. Lives with their parents and is insured to drive family car, therefore car shares with his parents.

**Typical journey:** Travelling to reach their apprenticeship each day and college once or twice a week.

**Barriers to using sustainable transport:**

- Shift patterns can make it hard to use public transport;
- Finds bus information confusing and struggles to access information;
- Cost of public transport;
- Their perceptions regarding safety and security on public transport.



## Bobbie

**About:** 8 year old, in full time education, living at home with parents. All trips are made with a parent or guardian as Bobbie isn't travelling independently due to her age.

**Typical journey:** Travelling to and from primary school with her parents. Sometimes her mam walks her there, as her school is under a mile away from their home, but other times her parents drive her to school as they have some safety concerns about other road users and cyclists not watching out for pedestrians.

**Barriers to using sustainable transport:**

- Is largely restricted by parents' travel choices;
- Safety concerns around walking to school alongside cyclists and other road users;
- Time constraints due to their parents needing to get to work.

### 3. How do people travel now?

# How do people travel now?

## Introduction

Transport underpins our daily lives. The way that people in the North East travel has changed and, for some, there is a reduced need to make journeys because of increased opportunities to work from home.

## Consistently high levels of car use

Our region has high proportions of private car and van use.

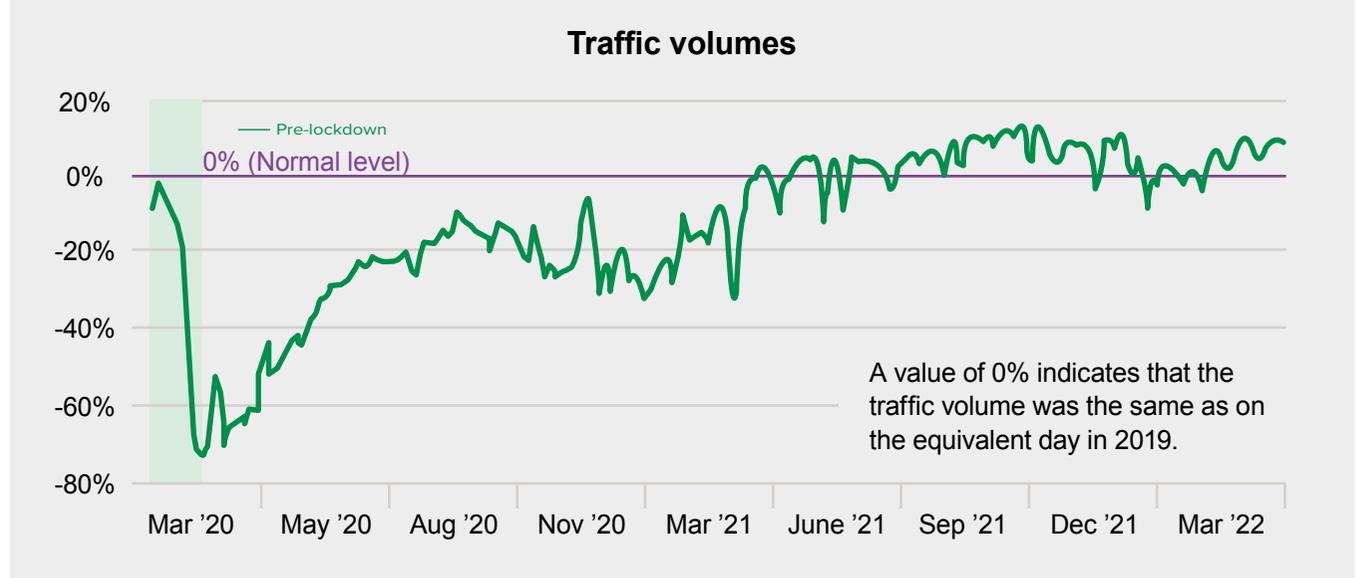
Like with the rest of the UK, recent decades have seen rising levels of car use and ownership in the North East.

However, car ownership in the region is lower than all other English regions outside of London, highlighting the importance of the affordability of sustainable transport as a means of reducing inequality and providing access to opportunities.

Following the pandemic, traffic volumes bounced back to 2019 levels faster than other forms of travel. In March 2022, traffic levels increased above the equivalent period in 2019, as can be seen in Figure 2.

As a result of this, there has been limited progress in reducing road based carbon emissions in the region.

Figure 2: Regional traffic level variations throughout the pandemic.



Many of the personas are dependent on their private car to get around because of perceived issues with the sustainable transport system.

Mohammed travels by car to visit family and friends because he is mindful of the added journey time by travelling on bus or Metro.

Jo uses her car to travel between client houses as she runs her own cleaning businesses and struggles for time in between jobs throughout the working day.

Alex is a part-time student and manufacturing apprentice who car shares with parents because they have to regularly go between work and college throughout the week.

### Reduced public transport patronage

Public transport patronage has not recovered to what it was pre-pandemic, (see Figure 3). At the end of March 2022 bus passenger numbers in the North East were 20% below 2019 levels and patronage on the Tyne and Wear Metro about 5% lower than in 2019.

Before the pandemic, bus patronage had been in relative decline but Metro passenger numbers had been relatively stable for several years.

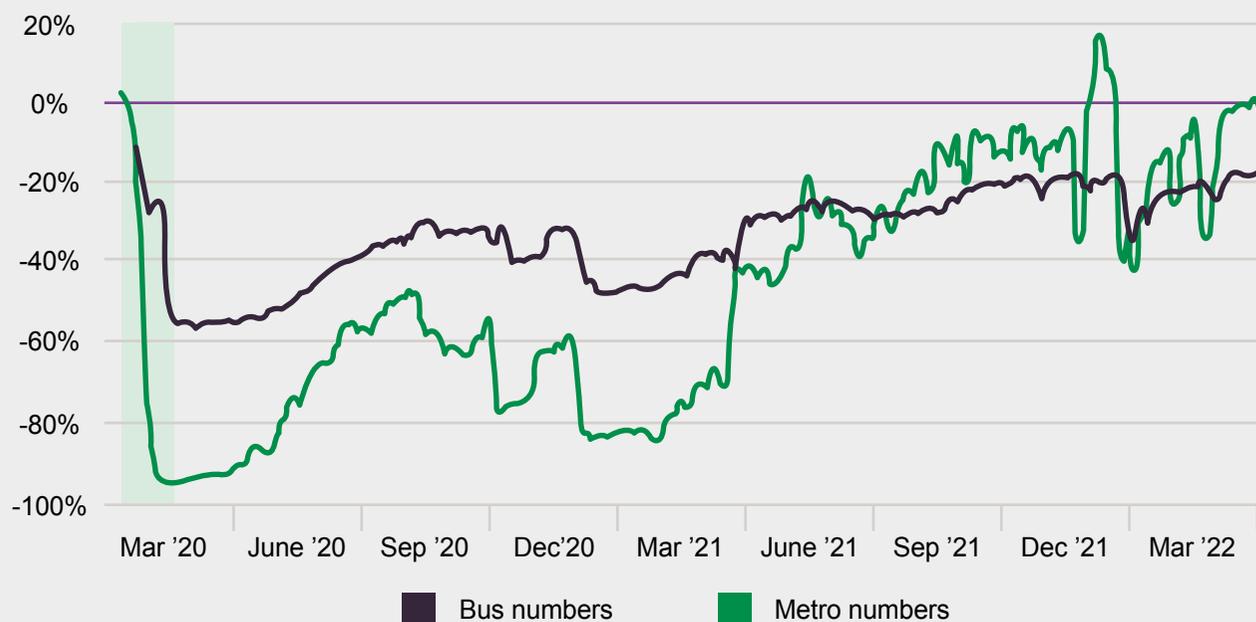
### Recent rises in active travel

There is a need to address the North East's reliance on the car and to promote more sustainable modes of travel such as walking, wheeling, cycling and public transport.

During the pandemic, cycling levels increased dramatically with an estimated 24% uplift of daily volumes in Tyne and Wear in June 2021 from pre-COVID levels. This does not appear to have been sustained, although cycling numbers are still 6% up on the pre-pandemic 3-year average at the time of writing. This shows there is clearly potential for increased cycling to be unlocked.

Walking levels for leisure purpose remain higher than the national average, however for walking trips specially for a travel purpose, the region is under the national average (England only).

Figure 3: Regional bus and Tyne & Wear Metro passenger numbers as a percentage of 2019 levels.



Some of the personas reflect these data findings.

Sam works full time, is office based, and is reliant on car to travel to and from work, as well as to and from after-work commitments. Sam does however manage a number of employees who are reliant on public transport to get to and from work and who have returned to using the bus and Metro for business use after a break.

### Recent growth in Zero Emission Vehicles (ZEV)

As of March 2021, there were 4,000 plug-in - including both Battery Electric (BEV) and Plug-In Hybrid (PHEV) - cars and vans licensed to private keepers in the North East. This is an increase from 2,800 vehicles in March 2020.

### Shared mobility

Shared mobility refers to transport services and resources which are shared by users, either at the same time or one after another. This includes public transport, micromobility (bike sharing or scooter sharing), automobile based modes (car sharing, rides on demand) and commuter based modes of ride sharing.

The region has seen the introduction of several shared electric car club vehicles.

Co-wheels, the biggest car club in the North East currently has over 2,400 members in the area. A high proportion of the vehicles they offer are either hybrid or electric.

E-scooters have been trialled in both Newcastle and Sunderland which have proven to be successful. For the first year of the trial in Newcastle over 500,000 miles were travelled on the e-scooters.

### Changes in travel patterns

The pandemic has significantly altered travel patterns not only in the forms of transport people use, but also if and when people travel.

Figure 4 presents the percentage change in traffic volumes in Tyne and Wear from the equivalent period in 2019. It is clear that whilst congestion is worse during the morning peak than pre-2020, the evening period is less clearly defined as traffic levels are more sustained throughout the day. The higher traffic volumes in the morning correspond with the school run. Furthermore, there are higher volumes of traffic on mid-weekdays (Tuesday, Wednesday and Thursday than on Mondays and Fridays). This reflects greater flexibility in working arrangements for many employees, evident from Figure 5.

Many employees in the North East continue to work from home several days per week due to agile/hybrid working models and improved technology.

**In a recent survey, over 22% of employees in the North East mainly work from home.**



Sahira now works from home for part of the week, meaning they are naturally making less journeys into the office.

**% Change in time spent in workplaces and residential properties**



**Figure 4: Percentage of time spent in workplaces and residential locations from Google Mobility data.**

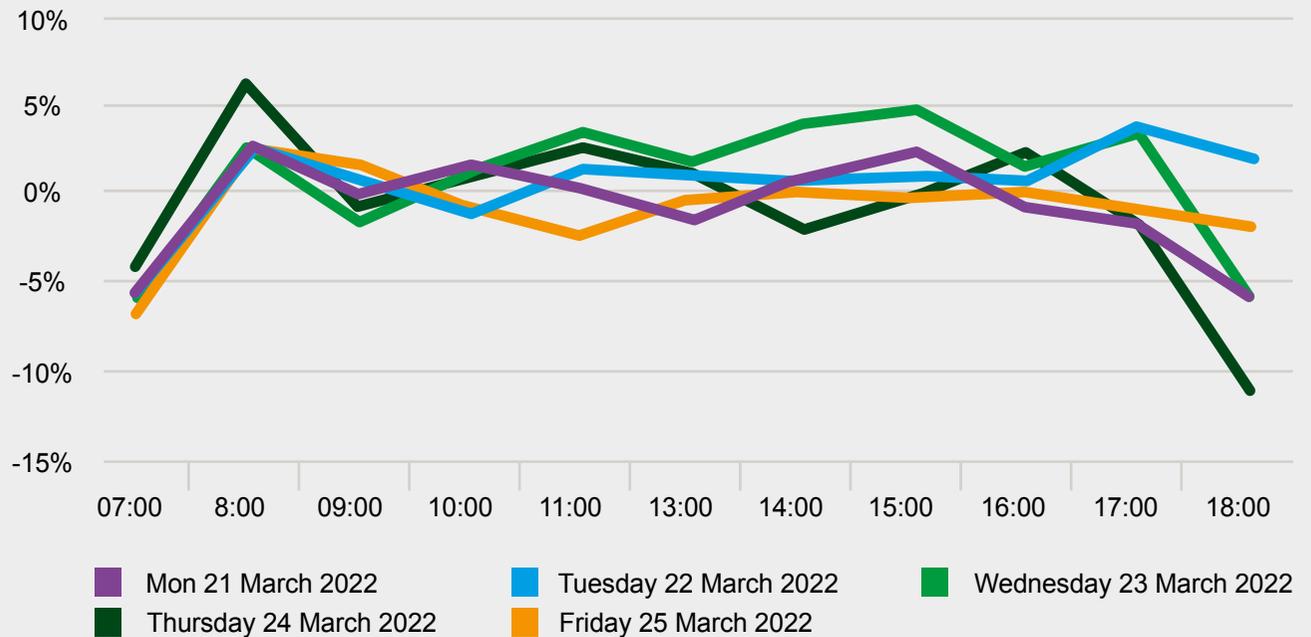
With reduced levels of commuting, public transport use remains lower throughout the week. However, patronage is generally higher at weekends than it was before the pandemic. This indicates increased levels of leisure-based weekend journeys. Similarly, the number of people visiting Newcastle and Sunderland city centres in the evening are currently higher than pre-COVID levels. For example, Sunderland city centre saw a 63% increase for the period 13 February 2020 to 29 April 2022, compared to 1 February 2020.

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Patterns of education were also disturbed during the pandemic, and many students like our persona Bobbie (as well as her parents) who now school has returned to the classroom, primarily gets driven to school by her parents, although on occasions her mam will walk her to school.

Figure 5: Estimated change in traffic flow in Tyne and Wear from equivalent week in 2019.



The pandemic also had an impact on how those who could previously afford to use the bus travel now. People like Rowan, who is not currently using the bus as much as he is unemployed and therefore does not travel to work.

### Analysis – how do people travel now?

The overall transport trends which have been set out in this chapter, are having a detrimental impact on the region's ability to meet our vision and our objectives. This is because of the strong reliance on cars for travel and lower levels of public transport use. This car reliance is causing problems such as air pollution and congestion. Nevertheless, there are geographic and demographic disparities in transport choice across the region.

Changes in travel patterns reflect the differing travel behaviours of people in the North East that are, at least in part, a result of the pandemic. It will be important to address the variety of journey purposes and different factors that influence travel choices within this strategy.

**Chapter 4 outlines the challenges and implications of how people travel now in further detail.**



We'll see in later chapters of this strategy how we can help people in similar circumstances to our persona Leigh to consider making greater use of local car clubs to reduce their carbon footprint.



## 4. What do people and businesses think?

# What do people and businesses think?

## Introduction

As we have set out, this strategy sets a target to encourage car users to switch one journey a week to public transport, walking or cycling and for people who don't have access to a car to continue to travel sustainably.

To identify suitable interventions, we have been listening to our region's residents and businesses to find out what we need to introduce to help people make one of their weekly car journeys by sustainable travel.

In early 2022 we sought views exploring motivations and barriers from both a resident and employer perspective. This chapter gives a high-level summary into our initial findings on what needs to change. It also highlights research which has been undertaken throughout the past three years.

## What do our residents think?

Residents living rurally stated that due to public transport being infrequent and a lack of direct buses, the private car was widely perceived as necessary, especially for longer journeys.

Nevertheless, those living in urban and suburban areas generally felt well-served in terms of public transport connections, particularly if close to a Metro station. The **reliability of services** was, however, a talking point and a key reason given for infrequent use.

"It's not very good, the bus service, around here at all. It is reliable, but say I wanted to go further afield, you're talking 2 or 3 buses to get to your destination. That's where the car would come in."

- Rural resident

'the bus not turning up on time' was the second highest barrier to bus usage.

- Big Bus Conversation 2021

**37% of participants in a Nexus Insight Panel survey (2019) also believed that buses being unreliable was in the top three barriers to bus usage.**

Many North East residents have told us that rising fuel costs have led to the cost of travel becoming a more important consideration.

“Yeah, certainly public transport. It just wouldn't be an option for us as a family. And now the cost of fuel rising... what we do as a family on a Sunday over this last month or so has changed, you know, we'll still do something but the cost and the transport is coming in to it.”

- Urban resident

51% of residents said waiting at a stop is their main dislike about traveling by bus, rising to 60% for those with a mobility difficulty.

Amongst infrequent and occasional non-users, a **lack of an informed knowledge** of how much the bus costs was apparent. This sometimes resulted in it being assumed that **fares would be expensive**.

There was reference in all focus groups to **rising fuel costs** and an acknowledgment that the cost of travel is increasingly becoming a consideration. Others talked about how rising fuel prices had made them think more carefully about whether a journey was necessary. Some were also planning journeys to a greater extent. There were a few specific examples of where rising fuel costs had encouraged a shift to travelling sustainably for some journeys.

There was widespread agreement from residents that **promotion** of our ambition where walking, cycling or using public transport is the best way to travel is immediately required in order to **raise awareness and encourage** people to think more about their travel choices. Information to tell people more about existing sustainable transport choices such as car clubs was also suggested.

“Honestly, I wouldn't actually have a clue how much it would cost us to get somewhere on the bus these days. I think if they want people to use buses more, then maybe they need to make a bigger thing and say how much cheaper it is rather than driving.”

- Resident who rejects to switching travel choice

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“Cycling I might think about it or walking, and then totally miss out public transport and then go to car. I wouldn't even think, right I can't walk so I'll go on a bus. I will go straight to car. I don't like the uncertainty of it. When's the bus going to get there? Is it going to get there? What time is it coming? What time is the bus coming back? It's just easier to jump in your car.”

- Resident who rejects to switching travel choice



**“I've never really thought about using sustainable transport into the city after work. I have additional mobility needs and I would be concerned that the routes I would need to use would not be accessible.” Sam**

“What I’ve started doing recently, like, since the cost of fuel has gone up is - I used to use the car every single journey to go and pick up the kids from school... it’s literally a 10-minute walk... so I’m now starting to think, right, I need to walk instead of jumping in the car. I’m definitely thinking about it more, but that’s just because of the increase in fuel costs.”

- Resident who would consider switching travel choice due to rising fuel costs.

“You would have to tell them more about your car club. If it was a good thing, and more about how you can get accessibly to public transport, and the fact that it was cheaper than using the car.”

- Resident who has the potential to switch. Lives in village / countryside

A small proportion of participants told us they were already walking or cycling to get around usually when doing the school run or to the local shops. They acknowledged that they were more likely to do it in spring and summer, and in ‘good weather’. Mental and physical health benefits and financial reasons were the main motivations cited by those adopting the ‘right travel behaviour’.

Some concerns were raised around the perceived safety of active travel, particularly around cycling as well as issues of perceived personal safety on public transport.

“I think if they want change to happen, they’re going to have to advertise it. Otherwise, nobody’s going to be thinking about it, nobody’s going to know that it needs to happen.”

- Resident who rejects to switching travel choice

“I think a lot of it could be that it’s just not in the forefront of my mind. So if these were plastered about the place [the decision tree], then it might be like, ah, I should have a bit of a think about how I’m going to make that journey.”

- Resident who is open to switching. Lives in city / town



**“If I was to go further afield, it’s how many buses you would need to get there that puts me off. It’s not that you can’t, it’s just the time that it’s going to take. You don’t want an hour and a half journey for something that would take 30 minutes by car. Plus, I don’t really trust them to turn up or get to where I’m going in time.”**

**Mohammed**

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**62%** of infrequent users from the Big Bus Conversation survey said they would be more likely to use the bus if there were more direct and quicker journeys, as well as better waiting facilities at bus stops.



**“When mam takes me to school, sometimes we are late because of the traffic.”** **Bobbie**



“I find it difficult when people sit in the accessible area on public transport and they just don’t want to give up their seat. That’s why I mainly use the car when travelling with my elderly parents. I also struggle to use public transport throughout the day when working as I simply don’t have enough time to get to clients on time and have a lot of cleaning equipment to carry.” **Jo**

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“People need to be a bit more conscious. Instead of just jumping in the car, like I said, looking at alternatives. Like how many times do I use the car to nip to the shop that literally is just a two-minute walk and you just think to yourself, why have I done that, especially with the prices and everything now.”

- Resident who is open to switching.  
Lives in village / countryside



“I sometimes worry about experiencing abuse on the bus or Metro, because of my mental health condition which puts me off using it more to get to work and college.” **Alex**

“I think lockdown probably had a lot to do with it. You know, I think it was probably an excuse to spend more time outdoors during lockdown... so it was probably a mental health thing, to try and get out of the house more. And it just became a bit of a habit really.”

- Resident who has the potential to switch. Lives in village / countryside



“Some of my employees use public transport and have been late to work in the past. Better reliability of public transport would improve staff productivity and encourage them to travel to work on public transport regularly.” **Sam**

“I wouldn’t want to cycle on the road. For me, I wouldn’t want to run the risk of being hit by a car because you see it happening all the time. I feel like they are asking you to do those things, but maybe people don’t feel comfortable doing them for whatever reason.”

- Resident who rejects to switching travel choice due to perceptions of safety



“I don’t walk or cycle that much as I’ve seen some car users be a bit aggressive towards cyclists. This puts me off trying to travel this way as I’m not exactly a confident cyclist. That’s why I take the car when I leave the house to collect my shopping, whether that’s for a few items or the weekly shop.” **Leigh**

In a recent survey, **17%** of people said that the behaviour of other passengers was a barrier to bus travel.

**68%** of respondents have felt worried about their personal safety while on board Metro, **21%** while waiting for a Metro and **11%** when walking to/from stations and stops.

The perceived expense of public transport was cited as a barrier, as was long, indirect journeys when compared with the private car. Positive cost comparison around using car vs public transport was also suggested as an effective way of possibly encouraging change.

There was strong interest from car owners in switching to an electric or hybrid vehicle, although cost and charging infrastructure were raised as barriers. Amongst some respondents, switching to an electric car was the only alternative transport option they would consider. Those in lower income groups were seen as being presently excluded from electric vehicle ownership.

The feasibility and personal relevance of 'making the right travel choice' was questioned by those with mobility issues. The importance of convenience was such that the issue of sustainable travel was secondary.

"I can't actually get my car anywhere near my house. Because we have a communal car park for probably around 50 houses, which are all terraced houses. So even if I wanted to buy an electric car I couldn't, because I have no means of charging it"

- Resident who has the potential to switch. Lives in village / countryside

"I actually tend to only go out about once a week-that's when my friend will take me. I don't have to pay that bus fare, and I can actually get extra shopping with the money that I'm saving."

- Urban resident with low income

"Honestly, I wouldn't actually have a clue how much it would cost us to get somewhere on the bus these days. I think if they want people to use buses more, then maybe they need to make a bigger thing and say how much cheaper it is rather than driving"

- Resident who rejects to switching travel choice

"Yeah, I mean, if that was on my phone, I could access on my phone to find out if it was delayed. That would help because then I would just go away and sit down somewhere or go home and come back. But I live a fairly good walk away from the bus stop, so if I had to walk to the bus stop, which I could do, for me to wait at the bus stop and then the bus not come, I would be exhausted."

- Resident with mobility issues

“They should have an app to warn people if there’s offers coming up... that you could sign up to and get deals and offers.”

- Resident from a lower income group

“I like a car. I like being on my own. That sounds pretty sad. I would get an electric car if it was affordable. Yeah. And I’d be happy to do that. But it’s not affordable at all.”

- Resident who rejects to switching travel choice

“I think if I was guaranteed help from somebody or I could get on and off a bus easily, that would be the main thing.”

- Resident with mobility issues

“Trying to get my rollator on and off the bus. I have to lift it up or wait for someone to come and help me.”

- Resident with mobility issues

Amongst participants who felt they were unlikely to change their travel behaviour, the perception that more ‘negative’ messaging around environmental impact of travel choices predominated. This stood in contrast to those more open to switching to a more sustainable way of travel, who felt that more ‘positive’ messages linked to personal benefits would be more motivational.

The need for positive messages around the price, safety and cleanliness of public transport, to raise awareness and tackle barriers were also perceived to be required.

“I think it’s all about word of mouth. If someone goes on it [public transport] and it’s a much better experience, and it’s a bit more frequent, then others might try it.”

- Resident who rejects to switching travel choice

“I think if they want change to happen, they’re going to have to advertise it. Otherwise, nobody’s going to be thinking about it, nobody’s going to know that it needs to happen as much.”

- Resident who rejects to switching travel choice

“Could they project, say in 25 years time, what will happen if we keep going the same way, compared to if everybody made the change? I don’t know if it would work, but at least we’d be able to see the kind of impact that we’re going to have. Because I think people live for the moment.”

- Resident who rejects to switching travel choice

“I would think motivation rather than making people feel bad for not doing it as much, definitely more upbeat.”

- Resident who has the potential to switch. Lives in village / countryside

**79%** of people rated the ease of getting about their local area by car or van as good, but only **40%** rated the provision of cycle lanes and paths as good. This shows the disparity between perceived facilities for car travel and that for active travel.

- 2021 Public Attitudes Survey

### Summary from North East business

**The primary research with North East employers was structured to engage a variety of businesses in terms of size, sector and locations. Here is a summary of the main findings:**

- Business size and the need for travel within the working day stand out as influencing current practices and outlook towards sustainable travel.
- Business location is also significant, with those in areas without good access to public transport feeling that reliance on car is inevitable.
- For many of the employers we spoke to as part of our research for this strategy, a switch to electric vehicles was seen as a first positive step in being more green, although the cost required to buy a vehicle was cited as a major barrier.
- Consistent with the residents' strand of work, improving public transport provision is perceived to be essential. To improve access, this needs to be supported by better value, simpler and multi-modal ticketing, especially to engage lower-wage earning groups.

“Education would be key to encouraging uptake. More high profile campaigning is important to raise the profile of the alternative options for travel - for staff and for employers alike.”

- Small business, North Tyneside

“You can't do this type of campaigning ad-hoc - it has to be regular and constant.”

- A North East Business park

“A single website for users to be able to investigate and map journeys via multiple modes is key. A single quality source of transport information is important. The current situation seems fragmented.”

- Micro business, Newcastle

“I appreciate not everyone can give up cars, so any support on looking at alternatives, for example car sharing or cycling, is helpful.”

- Micro business, Newcastle

“Yes definitely, get people to ‘try before you buy’, trialling new options to help get people to shift.”

- Large business, South Tyneside

“Greater use of electric vehicles for localised travel would be good.”

- Large business, Durham

“Cheaper fares and passes would be important incentives to help. The alternatives have to be cost effective.”

- Small business, North Tyneside

- The changing work patterns triggered by the pandemic present a potential opportunity, although indication that employees need encouragement to return to public transport and transport-sharing behaviours.
  - Businesses also stated that the Cycle to Work schemes have been successful over time with many noting strong results and good uptake amongst their staff. In addition, North East employers were clear on the need for an improved offer and more joined up approach to cycling with other modes of transport so that users can seamlessly use different types of transport in one journey.
- An integrated communications and information campaign could be important to raise awareness and to begin the process of behaviour change.

### Consultation feedback

In summer 2022 we ran a consultation on a draft of this strategy. The consultation consisted of two parts:

- A public engagement campaign which asked people to tell us what they think could be introduced to get more people travelling sustainably and what actions they could take to switch one journey a week to sustainable form of transport;
- Stakeholder consultation which focused on obtaining feedback on the draft strategy and the associated proposals. We will publish a You Said, We Did report with our responses to the feedback we received.



## 5. What are the challenges?

# What are the challenges?

## Introduction

We have identified a series of key challenges which we need to address to enable us to break down barriers to greener journeys – whether they're real or perceived. If we are successful, sustainable travel such as walking, cycling, and public transport will be a more attractive offer and help health and the environment.

### These challenges are:

- Safety (actual and perceived)
- Accessibility
- Affordability (actual and perceived)
- Information and messaging
- Coordination and integration
- Journey times and reliability (actual and perceived)

## Safety (actual and perceived)

### Personal safety

The findings from the research set out in the previous chapter found that some people are concerned about potentially falling victim to crime or witnessing anti-social behaviour while using public transport, both at stations and on services. The same is true for people's perceptions of personal safety when cycling or walking in built up places and in rural locations.

We also know that some people have negative perceptions of safety and security impacts on public transport especially at night.

Passengers' most significant personal security concern (on Metro) was identified as being the risk of experiencing anti-social behaviour which negatively impacted people's perceptions of personal safety.

For active travel, poor street lighting, busy and inconsiderate road traffic and a lack of or inappropriate places for crossing roads were safety issues which have been highlighted by residents.

## Cleaning regimes

Although cleanliness on transport has always been important to passengers, since the pandemic this has become more of a priority and often acknowledged as a reason for not using transport.

Buses, Metros, trains and stations were already professionally cleaned daily but enhanced cleaning regimes and improved ventilation on public transport were introduced from March 2020.

Cleanliness remains a challenge and has led to more people choosing to travel by private car.

26% of people in the north east felt that not enough was being done to ensure safety on public transport following the pandemic and 32% indicated that they would never again feel completely comfortable on public transport.

In early April, 16% of respondents to the Insight Panel were identified as 'COVID reserved', indicating high levels of concern since the pandemic and thus are unlikely to be willing to travel by public transport.

## Road incidents

A challenge which was highlighted by those who either cycled or considered doing so, was poorly maintained cycle lanes, as well as having to share road space with cars, and a lack of cycle lanes in general. Safety was a specific barrier identified for cycling.

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Figure 6: Aspects of safety as a barrier to cycling (users and non-users)

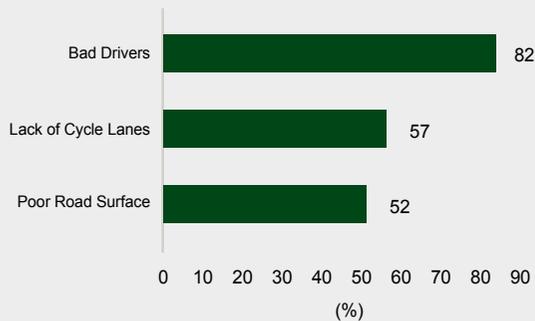
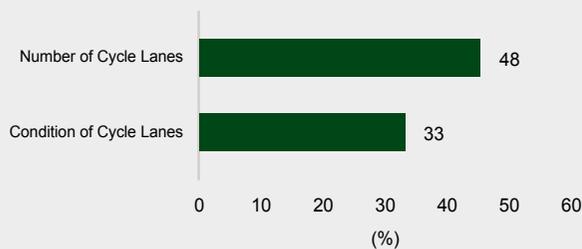


Figure 7: Reasons for dissatisfaction with cycle lanes (users and non-users)



## Accessibility

The North East's geography, both in terms of the economy and in patterns of settlement and development, provides challenges and opportunities around sustainable transport options.

Our mix of urban, suburban, and rural landscapes results in complex demands for travel and this is reflected in our varied transport challenges, from rural isolation in our remoter areas to poor air quality and congestion in our cities. For many people living in more remote rural communities, using a private car for travel is perceived as the only viable option.



Another of our personas, Jo, faces issues when she attempts to travel with her parents, one of whom is in a wheelchair. Sometimes the accessible areas on board public transport are already taken by those who don't need the spaces, which leads her to rely more on her private car when travelling with her parents.

It is important to recognise this variation and the way people's needs and experiences vary between the type of area they live in, for example urban or rural. There are also those who experience particular barriers to mobility and access due to a disability or injury, the elderly and people with hidden disabilities and conditions.

Transport and socio-economic inequality are linked. Inequalities in the provision of transport services are strongly linked with where people live, and the associated differences in access to employment, healthcare, education, and local shops.

Transport can help to reduce inequalities by enabling people to access a range of services quickly and easily. Good transport links also play a role in reducing deprivation by enabling people to access job opportunities which in turn can improve quality of life and reduce inequality.



In the past Sahira has struggled to get both of her young children on board public transport, especially as her youngest is in a pushchair and there was not sufficient space.

### Public transport

The North East bus network reflects the nature of the area in which it operates, with infrequent services in remote rural areas and high frequencies in dense, urban areas. In rural and suburban areas there is often a lack of public transport between towns and rural communities with the focus being on links to urban areas.

Bus journeys can be long and indirect which makes them less accessible and poor supporting infrastructure such as a lack of bus shelters can also hinder usage.

Poor waiting facilities at bus stops acts as a deterrent to people who rarely or never use public transport, and as a barrier to people considering changing the way they travel.

Rail connectivity is of a high quality within the urban Tyne and Wear core, mainly thanks to the well-developed Metro system. However, connectivity remains a challenge to more remote rural areas and deprived areas in the urban periphery.

There are large areas of the North East that do not benefit from train services at all because there are no local routes. This hinders wider opportunities for businesses and residents alike.

The lack of train services does not just occur in rural areas of the region.

For example, in Tyne and Wear there are significant communities that are unserved by rail, for example Washington and West Newcastle. This leads to over-reliance on the congested road network and economic isolation for people without a car.

For some living in rural and semi-rural locations not only does public transport not meet their needs, but there can also be a lack of suitable public transport interchanges with appropriate Park and Ride facilities. This makes it more difficult for people to drive to public transport facilities and then make the next leg of their journey sustainability.

### Active travel

Walking and cycling accessibility is impacted in many cases by poor street lighting, and a lack of places for crossing roads.

There needs to be improved integration to enhance accessibility to successfully encourage people to walk or cycle to stations and interchanges. Which reduces opportunities to employment and other key facilities.



**Bobbie and her parents would attest to this, as one of their main challenges in travelling more sustainably to school is the fact that some road users and cyclists do not look out for pedestrians.**

### Mobility barriers

The research findings outlined in chapter 3 highlighted how people with mobility barriers are heavily reliant on the car, which is partly due to accessibility issues with public transport. Problems have been reported by those who have accessibility barriers whilst attempting to use the network including a lack of dropped kerbs, unsuitable crossing points and shared paths.

Our research found that non-essential journeys were a rarity amongst those with mobility barriers.

In addition, passengers face challenges of inadequate facilities including bike storage facilities and no way-finding between different types of transport.

### Sustainable links to employment sites

Professional services tend to be focused on the main urban centres and at out-of-town commercial developments, with advanced manufacturing located at business parks around the region.

Typically, higher volumes of Metro and local rail usage are closely correlated with areas of high employment density, particularly in Tyne and Wear.

However, some key developments go against this trend and are located away from city and town centres in locations with irregular bus services and poor and indirect walking and cycling routes.

Instead, they are served by large car parking facilities and promotes private car use as the most convenient travel option. This is a key challenge which we need to work with employers to see if this can be addressed.



This is certainly true of Alex's situation. They work at a large manufacturing plant in an industrial estate which is not well served by walking and cycling infrastructure, which is a major barrier to them cycling into work.

### Affordability (actual and perceived)

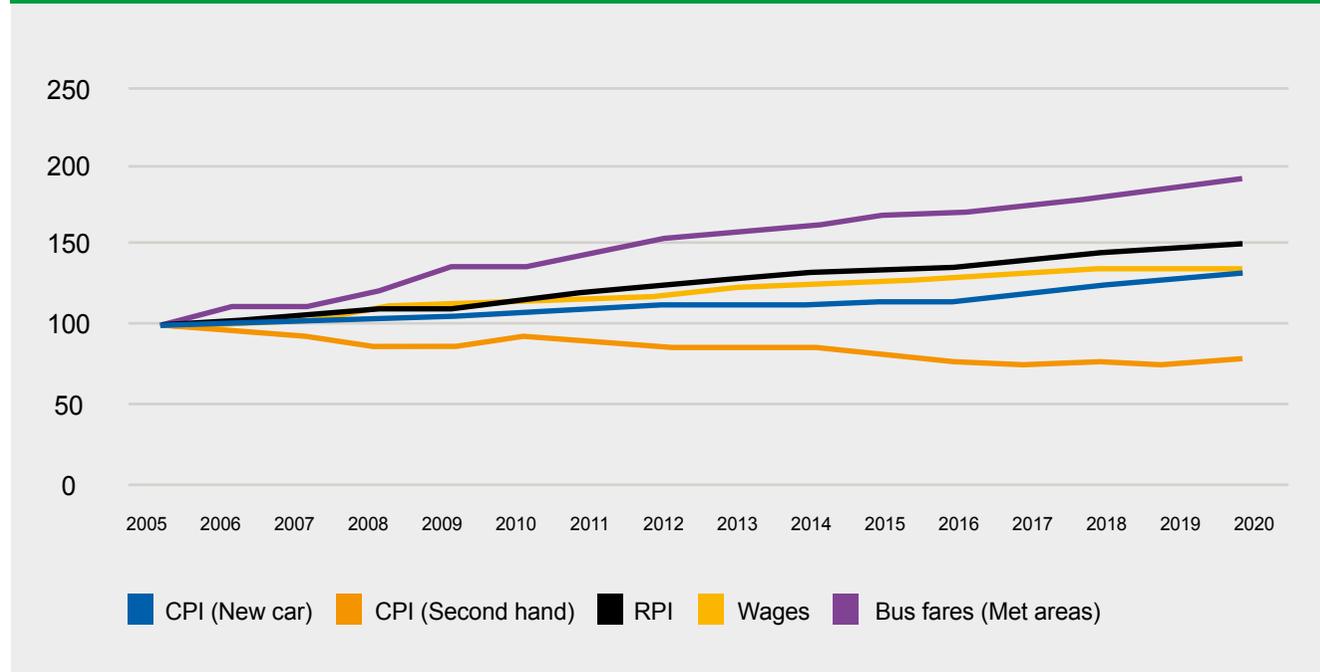
Pricing and affordability can be a barrier to sustainable transport use.

### Transport poverty

**Transport poverty is defined as households and individuals who struggle or are unable to make the journeys that they need.** This can be the result of low income, poor availability of public transport and needing a long time to access essential services. The impacts of transport poverty are worst for disadvantaged people in rural areas according to a recent review.

Over a third of Metro stations on the network are located in the bottom 20% of nationally defined areas of deprivation. As with the rest of the UK, recent decades have seen rising levels of car use and ownership in the North East. However, car ownership in the region is lower than all other English regions outside of London, highlighting the importance of affordable, sustainable transport as a means of reducing inequality and providing access to opportunities.

### Figure 8: Comparison of wage inflation and bus fares



### Relative affordability of public transport and car travel

In 2021, people told us that the biggest barrier to public transport use was that bus fares were perceived to be too high. This perception often leads to people using their private vehicle.

Over the last twenty years in real terms the cost of motoring nationally fell by 15%. Over the same period the cost of rail fares went up by over 20% and bus and coach fares by over 40%.

**Figure 8 shows that wages have not kept pace with inflation (Retail Price Index) or with the prices of fares.**

### Affordability (actual and perceived)

#### Cost of Zero Emission Vehicles

Although outside of our remit, the cost of purchasing a ZEV can also be a barrier to the take up of Electric Vehicles.

With the sale of new petrol and diesel cars and vans to end by 2030 and from 2035 the commitment that all new cars and vans must be fully zero emission at the tailpipe, this is a challenge that must be addressed.

#### Rising fuel costs

In 2022, prices are rising faster than wages. In March 2022, the UK inflation rate rose to 7%, the highest rate since 1992, driven by a sharp increase in petrol and diesel costs.



The cost of insurance, petrol and car parking is a key reason that Rowan does not own a car and is reliant on public transport to get to job interviews.

### Information and messaging

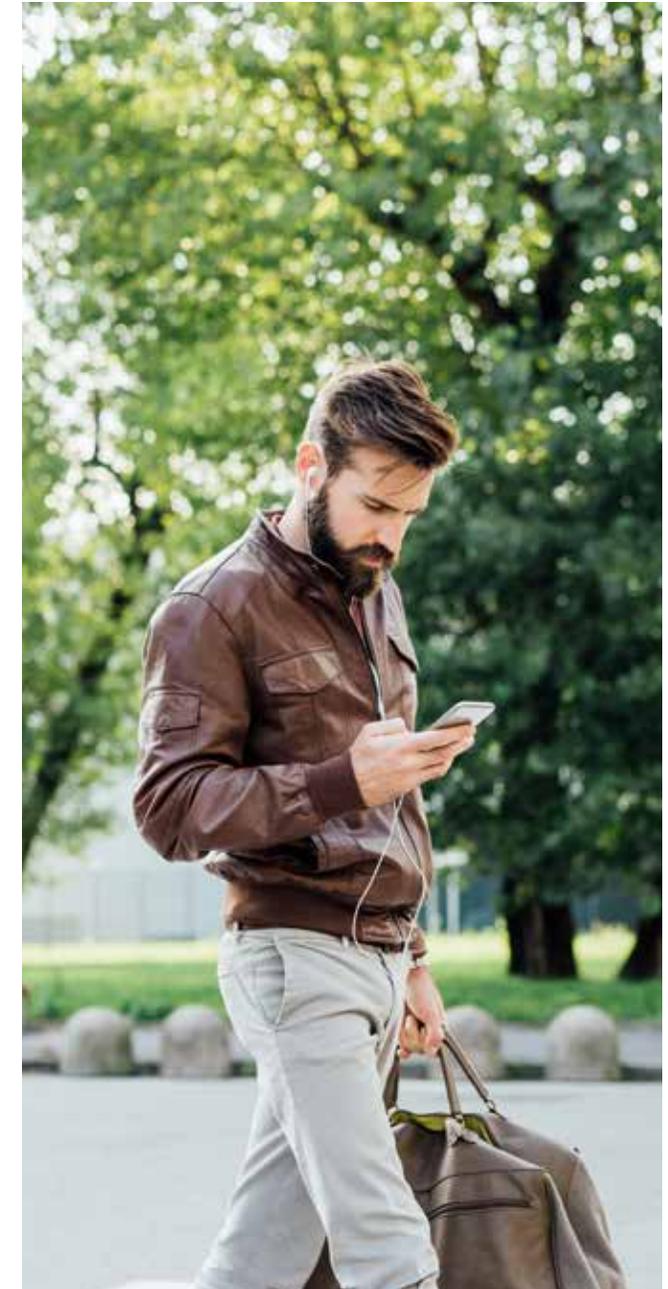
Real-time information is a challenge for those open to using public transport in the North East as it is not network-wide and it is mainly accessed through a mobile app. This perhaps restricts those who are able to get this information.

As of June 2022, there is currently no single source of real-time pre-journey information available across the North East.

Information provision varies widely throughout our sustainable transport network. The up to date and quality of information at waiting facilities range widely from high-quality interchanges with modern and current information in both rural and urban areas, to bus stops with no timetabled information.

A challenge is that many of the current transport information tools aren't responsive to short term changes such as delays, which means that the information is incorrect as to when the next service will arrive.

Another key challenge is the lack of internet access for 12.1% of our residents, the highest proportion in England. This restricts these people from accessing accurate and up-to-date service information.



### Integration

How integrated each type of transport is with another, affects the way in which people decide to travel.

Passengers have a choice and if travelling between different types of public transport is difficult, confusing and/or frustrating then they may perhaps stick to one type or alternatively travel by private car. This will improve regional health and environment.

For example, many services in the region are not connected in terms of timetables, so it is likely someone could get off the bus at an interchange but face having to wait a period of time to board a connecting bus or rail service.

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Alex is someone who finds bus information

confusing, especially given the times of day they're typically travelling and they struggle to access and take in information, hence them relying on the car more so than public transport

### Multi-modal ticketing

The North East offers a variety of ticketing products that allow interchange between different operators and types of transport, including buses, Metro, the Shields Ferry and some local rail services.

Consequently, there is still a complex range of brands, fare offers and a lack of standardised tickets for particular demographics such as young people.

### Active travel

People have told us that the limits on the carriage of cycles on buses and trains and the different booking arrangements between train operators remains confusing and continues to act as a barrier to use. This is in addition to the lack of cycling facilities discussed earlier in this chapter.



### Journey times and reliability (actual and perceived)

Perceptions of the reliability and punctuality of buses in our region, as well as their actual performance, are a barrier to bus use.

The journey times, frequency and average speeds for local rail services in the North East are not comparable with the private car. Currently, a car is faster than a direct train to travel from Newcastle to Middlesbrough in Tees Valley and a journey by train from Sunderland to Darlington.

### Active travel

Many people hold the perception that the journeys they need to make are too far in length to be taken on foot or by bike. Based on a 2018/19 National Travel survey, 408million regular everyday trips that people make were less than one mile and 1.4 billion were between 1 and 5 miles in length. Arguably, this shows that many of these journeys are capable of being made by walking or cycling, even if only in part.

### Seasonality on the use of active travel

Active travel use is affected by seasonality. Some research participants acknowledged that they were more likely to walk or cycle in spring and summer, and in good weather.

### Road network

The North East has a comprehensive and extensive road network.

However, this network carries increasing levels of congestion, with high proportions of car usage in urban centres including Newcastle, Durham, Gateshead and Sunderland. This congestion imposes costs on our society, to the economy, where it is estimated to cost £236 per driver each year and is leading to increasing journey times, journey time reliability and increased emissions.

### Reliability of public transport

Many north east residents perceive the reliability of public transport as an issue. Some residents have told us that the bus not turning on time is a key barrier and prevented them from using the bus. If people travelling are not confident in the reliability of the transport network, they simply will not use it. Often, if a person has a negative experience during their journey they will not use it again. Additionally, passengers want certainty that their train will arrive on time.



This is the case for Sam, who has safety concerns about getting home from the city after work as a female travelling alone. She's used her car to do this journey for some time because she thinks that public transport takes longer to make journeys and is less direct, but also because she doesn't deem it safe and is worried it won't be accessible for her.



Mohammed perceives bus journey times and timetables to be unreliable in his area, which is why he tends to use his car for most journeys.

## 6. Where do we want to be?

# Where do we want to be?

## Introduction

The aim of this strategy is to set out ways in which we can make it easier for people to travel sustainably. We need to reflect the barriers people face and every day needs of people making journeys – this includes young people, working parents and the elderly.

**This strategy sets a target to encourage car users to switch one journey a week to public transport, walking or cycling and for people who don't have access to a car to continue to travel sustainably.**

We believe that mobility is good and active travel is the cheapest and healthiest way to get around. That is why we want to encourage people to be more physically active where possible.

This would have a big impact on carbon emissions, make people healthier by improving mental and physical wellbeing, and make our roads and streets safer and cleaner places. Enabling people to make more journeys actively or using public transport will be the most significant way of achieving our transport objectives.

To do this, we will need to win the hearts and minds of people who are travelling across the region – people who often lead busy and complex lives, and who may not currently consider that sustainable travel is a viable option for them.



For car users to switch one journey a week to public transport, walking or cycling and people who don't have access to a car to continue to travel sustainably, we need to look at breaking down barriers to greener journeys – whether they're real or perceived barriers. This is why we need local people to share their thoughts and ideas on what we need to do to help make sustainable travel easier for everyone.



This small change will mean at least  
**200 million**  
more trips will be made by sustainable forms of travel each year, benefiting our environment and public health.

**This chapter sets out where we want to be over the next five years for each of our identified barriers:**

- Accessibility
- Affordability (actual and perceived)
- Information and messaging
- Coordination and integration
- Journey times and reliability (actual and perceived)

We need to build on this and ask residents and businesses what we need to introduce to enable people to convert just one of their weekly journeys currently made by car to sustainable travel and for people travelling sustainably to continue to do so.

It is important to note that the interventions set out as part of this strategy won't address some of the challenges that follow. The work we are doing through our other transport strategies and multi-million pound investment programmes will. It is the aim of this strategy to identify where there are gaps to make sure that everything we are doing boosts the uptake of sustainable travel.

### Safety (actual and perceived)

We want to increase the use of active travel by making the North East a safer place to walk, wheel or cycle. Safety will be the first consideration in the design of all new transport schemes and programmes to support people to make the right travel choice.

On our road network, the needs of all users will be considered, ensuring that conflicts between the most vulnerable road users and other traffic are reduced to improve road safety. We want to be in a position where there are more direct and safer routes to public transport hubs for pedestrians and cyclists which are well maintained, with attractive and well-designed waiting facilities.

People who wish to walk or cycle will be confident using the network as cycling routes will be safe, secure and segregated where possible to make it a natural choice for their journey, such as home to school trips. This will be considered mainly as part of our forthcoming North East Active Travel Strategy.

Groups identified as feeling unsafe either travelling by walking and cycling, or on the public transport network will have a renewed confidence using the network, ensuring that more people travel sustainably from home to work for example.

We want to ensure that our transport network is inclusive for all users regardless of their ability.

Cleaning regimes on buses and Metros will continue to be of the highest importance to operators, ensuring that the network is safe. Passengers will no longer have concerns about this and through concerted efforts, current non-users will also be aware of how clean and secure the sustainable network is.

### Accessibility (actual and perceived)

We want to be in the position where people who live, work and visit our region have excellent accessibility to an integrated public transport network that connects more people to employment and education opportunities.

This means a more accessible sustainable transport network which offers a feasible alternative to travelling by car, including high-quality connections. We want to narrow the gap in public transport provision between urban locations and rural communities in the North East.

Where people need to travel by car or van, we will encourage them to use a Car Club, or order a Zero Emission Vehicle (ZEV) taxi, or own a ZEV car or van, because the region will have a world-leading electric charging infrastructure offer.

We want to make it easier for people with restricted mobility to travel sustainably. We recognise there is a clear need for public transport services, such as taxis and private hire vehicles, to help people with mobility difficulties travel independently, who for specific users they are a lifeline. This also means ensuring people with mobility issues can access and use the integrated network.

We want the region to have regular high-quality public transport services which connect people to employment, education and leisure locations with competitive journey times to the private car. We want to ensure that new housing and economic development in the North East has good active travel and public transport links built in from the outset.

### Affordability

We will address perceptions of the affordability and value for money of public transport fares. We also want to reduce the impact of transport poverty, by ensuring our sustainable transport network can get both current and non-users where they want to be, at a price considered affordable and that public perception represents fares as being good value for money.

### Information and messaging

We want local people to consider using sustainable transport an attractive choice. We want our strategic marketing and messaging to attract people who haven't used sustainable travel before as well as 'win back' former users to grow public transport patronage and get more people travelling actively. We want our messaging to reassure people that public transport is safe, breaking down perceived barriers to use.

There is a need to address the perceptions of reliability and the convenience of public transport, through accurate and easy to access information, whilst enhancing the customer experience through refurbished public transport stations, and integration with the wider sustainable network.



### Coordination and integration

We want to have an improved, seamless, coordinated and integrated transport system across the North East which includes network-wide ticketing and journey planning being made easily available to passengers.

We want to encourage more multi-modal journeys in which a user may use a car for part of their journey, then switch onto a sustainable form of transport using a Park & Ride facility.

We want to make public transport easier to understand for new customers. We also want to achieve increased accessibility to an integrated sustainable transport system for people in rural areas, connecting them more effectively to main bus routes, railway stations and Park & Ride facilities, which have adequate cycle storage.

Integration of different types of transport will allow passengers to make sustainable travel choices across the whole of the North East.

It includes the promotion of existing park and ride facilities as well as identifying further locations for the delivery of park and ride.

### Journey times and reliability

We want public transport end-to-end journeys to be faster and more competitive with the private car.

We want to address actual perceptions of public transport reliability by ensuring services are more punctual and improve perceptions that services will arrive on time through the greater use of real-time passenger information.

We want the North East to have reliable active travel infrastructure in place so it can be used year-round, addressing perceptions that walking, cycling, and cycling is just for warmer and drier months.

We want to enable switching short car journeys to cycling and walking where possible. We also want to make our roads flow better for goods and essential car and van journeys, improving journey times and efficiency.



### Making the right travel choice 'decision tree'

We want people to consider using the decision tree as a guide to see whether they can convert one of their weekly journeys currently made by car to active travel or public transport.

At the start of the decision tree, the first question asks people to consider whether the journey they are planning to make can be made by walking, wheeling or cycling.

If not, we then ask people to consider whether their journey can be made by public transport such as by Bus, Metro or Rail.

If the journey cannot be made by walking, cycling or by public transport either due to personal or journey circumstances, then we understand that people may need to travel by car. Where this is the case, we first ask whether a journey could be made by driving to a Park & Ride interchange where they could park and then make the rest of their journey by public transport. The second consideration of travelling by car on our roads should be whether the journey could be made by the use of a car club, a taxi or private hire vehicle or a Zero Emission Vehicle (ZEV), rather than by a petrol or diesel vehicle.



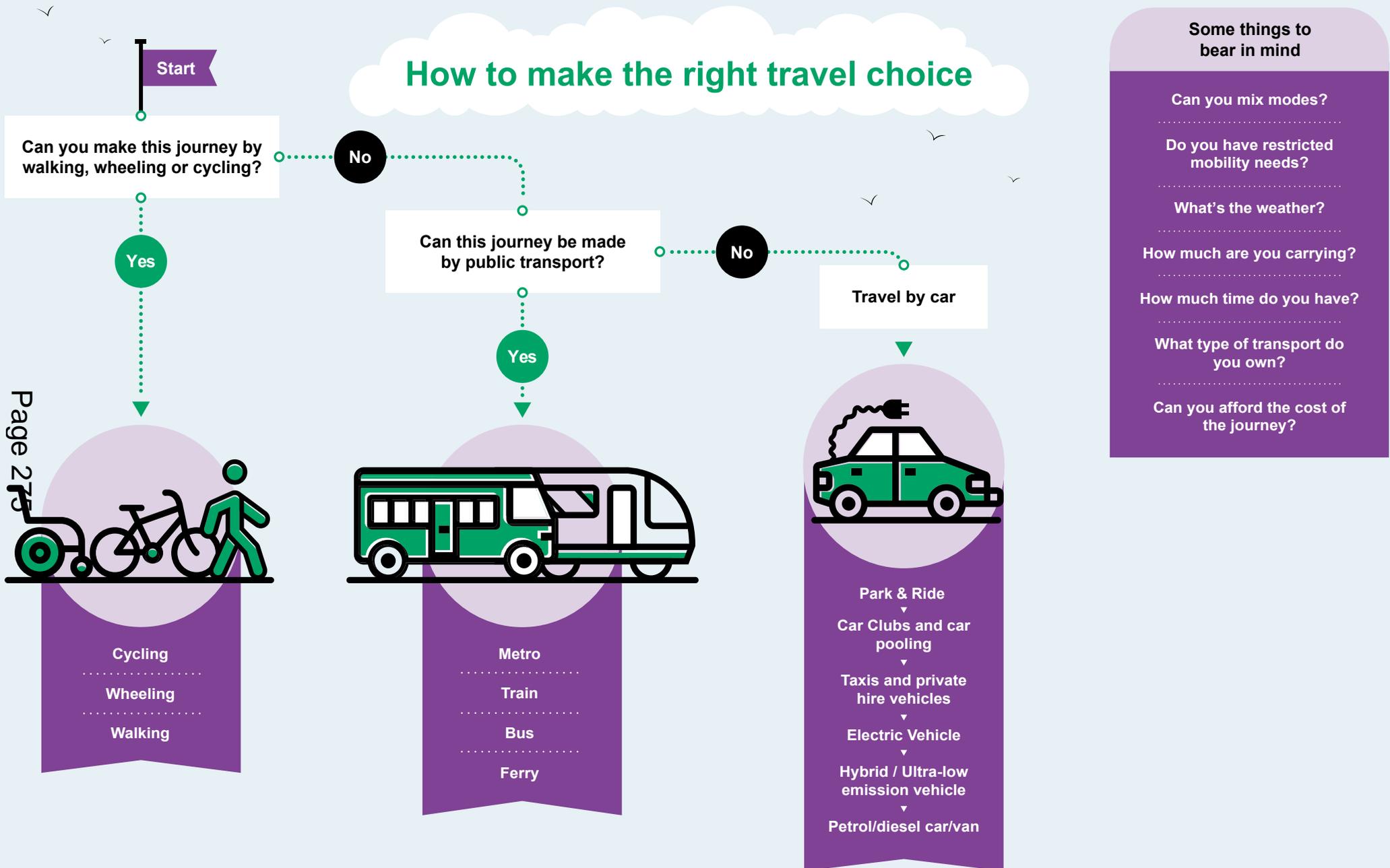


Figure 9: Making the right travel choice decision tree.

## Personas

We have used the decision tree to help our personas to change one of their weekly journeys currently made by car to active travel or public transport, based on their individual and journey circumstances which we set out on pages 13-15. These examples are intended to help people to consider choosing a more sustainable and greener travel option for just one weekly journey.



Leigh would be able to switch how he collects his shopping, for instance, if he is going to collect the essentials, like milk or bread, then he could consider walking or cycling instead of driving his car. However, if he's going to collect a large weekly shop from the supermarket he probably needs to drive.

To make car journeys more sustainable, Leigh could consider joining a local car club for frequent journeys or book a Zero Emission Vehicle taxi. These options have the potential to significantly reduce Leigh's carbon footprint in the long-term for his necessary car journeys.



Jo is an example of someone, who because of the nature of their work, personal circumstances and rural location, would not be able to get everywhere they needed via public transport or active travel. For Jo, we think the car will be the right choice for many of her weekly journeys.

To make her journeys more sustainable, she could consider replacing her current diesel vehicle for a zero emission vehicle. That's not to say Jo can't use public transport at all, in fact when she is caring for her parents, they could travel together via bus or Metro safe in the knowledge that the vehicles are accessible, and guarantees are in place should the accessible spaces ever be fully occupied at the time of travel. This could be her one journey which she currently does by car now by sustainable transport.



Bobbie and her parents could travel to and from school by foot more frequently given it is within walking distance, if the street infrastructure was improved near to the school and made safer.

This may not be possible every day, but we could encourage Bobbie's parents to walk to school as and when their working day allows. If Bobbie and her parents switched one of their car journeys to sustainable travel, there would be a clear benefit to their health and wellbeing, as well as a reduction in unnecessary car journeys during peak travel times.



In the case of Mohammed, who is 78 years old and travels frequently to see family and friends, the places he wants to visit are beyond the distance he is able to walk or is comfortable cycling, so public transport is his best alternative.

However, his semi-rural location won't always make this easy, which is why in some cases he may need to still travel by car if he is meeting at a time or in a place that isn't well served by public transport. In these instances, using Park & Ride services will be key to minimising the amount of car mileage, which will reduce his carbon emissions and save him money on fuel.



An example where active travel and public transport are both viable is Rowan, who is 24 and has been looking to find employment since 2020.

The main journeys Rowan is making are to interviews locally, thereby continuing to travel sustainably, with associated health benefits. If the interviews he is travelling for are outside the city, a sustainable travel option would be to travel by bus, Metro or local rail.



For Sahira because of the varied trips she needs to make juggling the school run and working, switching one of her weekly car journeys will depend on the situation. For example, where time allows Sahira has the potential to use public transport to get to general appointments, run errands and pick her children up.

This will save her some time and it would reduce carbon emissions and air pollution. Where she is pushed for time, particularly during the working week, there is an appreciation that Sahira will likely continue to use her own car to get around. She may start to think about purchasing a Zero Emission Vehicle in time.



In Sam's case, utilising one of the region's Park & Ride facilities could be an effective way of switching to a more sustainable journey a week, as she can be confident that her onward journey will be accessible on public transport given her additional mobility needs.

Sam's actions will hopefully encourage her employees to make greater use of different types of public transport to get to and from work. This means they could have a less stressful commute as they aren't having to contend with heavy traffic during the drive to work.



Alex could switch to make one additional sustainable journey per week. They live in a suburban area, and their main journeys to work and college as a manufacturing apprentice are well served by public transport.

Using the decision tree, it is apparent that Alex's entire journey could not be made using active travel as they live too far away and work varied shift patterns, meaning they would sometimes be travelling at night, which they don't feel confident doing. However, using multiple modes of transport would be the best option to get Alex where they need to go, so long as information and ticketing is simplified and easy to access. This could be cycling to and safely storing a bike at a transport interchange, then using the Metro, Ferry, bus or a combination of them to reach their final destination.

## 7. Case studies

## Tyne and Wear Metro 'Take the Kids for Free' offer

In early 2020 Nexus introduced a new offer for passengers called 'Take the Kids for Free'. This initiative allows up to three children (aged 11 and under) to travel for free with a fare paying adult. A fare paying adult was defined as anyone with a valid adult ticket, including season ticket holders and Gold Card holders. The offer was initially introduced on weekends and moved to be successful before the onset of the Covid-19 pandemic. With restrictions lifted over summer 2021, Metro expanded the scheme to a daily offer.



## Boosting sustainable leisure travel along the North Northumberland Coast

Northumberland County Council has worked with bus operators Arriva and Travelsure as well as other stakeholders for several years to encourage more sustainable leisure travel by bus along the North Northumberland coast.

The campaign delivered simple and easy to understand routes, coordinated schedules for both the summer and winter seasons, joint marketing using a common 'Coast and Castles' brand and a unique multi-operator Travelcard scheme covering a dedicated range of tickets.

Arriva and Travelsure have now been consistently recording growth of 1-2% per annum, allowing investment in new or refurbished vehicles and more journeys to be added to timetables (especially on Sundays and Bank Holidays).



## Cobalt Business Park – North Tyneside

Cobalt Business Park in North Tyneside has a Travel Plan to support the whole site and help promote greater use of walking, cycling and public transport as well as discouraging the use of cars, especially single occupancy vehicle trips. The business park saw demand for cycling grow in 2020.

All Cobalt employees are offered the Cobalt More Card, entitling the holder to free travel on any bus service within the Cobalt Free Zone and discounts on travel

Tickets including 5% off the cost of the Network One Annual Pass which can be used on bus, Metro, ferry and trains.

## Go-Hi

Go-Hi Mobility as a Service (Maas) platform, launched by the Highlands and Islands Transport Partnership (HITRANS) in June 2021, aims to improve accessibility to integrated transport services for residents, tourists, and business travellers in Scotland's Highlands and Islands regions and beyond.

It integrates multiple transport and travel options into one app, providing more journey planning capabilities, easier access to travel information, in-app ticketing and a simple payment system. It allows users to plan, book and pay for end-to-end multimodal journeys in a single transaction using a smartphone or desktop device. The platform offers instant access to buses, trains, ferries, taxis, car clubs, car rental, bike hire, domestic flights, demand responsive transport and hotels allowing users to plan bespoke door-to-door journeys.

There were over 1,500 downloads of the app in the first year of operation.

## Walk Once a Week

Walk Once a Week, a project ran by Living Streets, a charity for everyday walking in the UK, involves primary schools and encourages children to walk to school at least once a week. At the start of each school day children are asked to record how they have travelled to school. They get points based on how sustainable their journey to school has been and are given sticker badges as rewards. The project can be used for class and school competitions with the goal of encouraging sustainable travel and reducing car use.

Walk Once a Week schools see, on average, a 30% reduction in car journeys taken to the school gate and a 23% increase in walking rates.



### German public transport fares trial – Summer 2022

The German federal government recently trialled a 9-Euro monthly public transport ticket in a bid to soften the impact of the inflation and the rising cost of living. From June to August 2022 people could travel nationwide on all local and regional buses, trams, and trains for just €9 Euro for the 90 day period. Long-distance trains were excluded from the trial. The trial proved to be popular with around 52 million tickets sold and as a result sparked an uptake in public transport journeys. 1 in 5 tickets were bought by non-users of public transport and 1 in 10 customers decided to use public transport on at least one of their daily commutes in which they would have usually travelled by car. This prevented 1.8 million tons of CO2 - the equivalent to powering up to 350,000 homes for a year. Due to the success of the trial follow up solutions are now being investigated. These include a €29 Euro ticket in Berlin which started in October 2022 and a nationwide ticket planned for 2023.

### Go North East – Amazon Bus

Go North East have made improvements to their existing “Connections 4” service, further helping people to travel sustainably to the Amazon fulfillment centre in Follingsby, Washington. In addition to running services 7 days a week, they have also increased the frequency of bus services during shift times, offering journeys every 7-8 minutes during these busy periods to ensure sufficient capacity for all travellers.

An overnight service is also run to ensure that all shift patterns are covered, enabling people working all types of shift patterns to travel sustainably when public transport options would historically not be running.



## 8. Measures of success

# Measures of success

**The key measure of success of this strategy will be achieving growth in the number of people using sustainable travel types such as active travel and public transport and reducing car travel.**

Enabling people to make more journeys actively or using public transport will be the most significant way of achieving our transport objectives.

Firstly, we want to repair the damage caused by the pandemic to public transport use in the North East. We then want to progress to a position where a higher proportion of people choose to travel more sustainably for all journeys. This will lead to growth in sustainable transport use.

We know that for some trips, people may still need to travel by car or van because of the distance involved and their personal and journey circumstances. This is why the greater take up of Zero Emission Vehicles (ZEVs) are important so that even journeys that do need to be made by car or van can also help to achieve our objectives.

## Target

On average, people in the region make 19 trips a week. There were an estimated 408 million trips under one mile and 750 million trips under five miles made by car in the North East in 2018/19.

This strategy sets a target to encourage car users to switch one journey a week to public transport, walking or cycling and for people who don't have access to a car to continue to travel sustainably.

This small change will mean at least 200 million more trips will be made by sustainable forms of travel each year, benefiting our environment and public health. Little changes have a big impact, and if we each increase our green journeys by even a small amount that will take us towards achieving our vision and objectives.

**The strategy sets a target to encourage car users to switch one journey a week to public transport, walking or cycling and for people who don't have access to a car to continue to travel sustainably.**

## Benefits

If car users switched one journey a week to public transport, walking or cycling and people who don't have access to a car continue to travel sustainably this would:

- Potentially save around 214,000 tonnes of CO2 emissions a year;
- Potentially reduce poor health caused by road traffic emissions. It is estimated that poor air quality is responsible for around 360 deaths each year in central Tyneside alone;
- Result in more people becoming active, improving healthy life expectancy (HLE);
- Potentially save petrol and diesel car drivers approximately £170-190 per year (based on June 2022 fuel prices).

### North East Transport Plan KPIs

Achieving this target and following this strategy will achieve the following KPIs as set out in the North East Transport Plan.



**Sustainable travel**

**Sustainable journeys:**

# 33%

of journeys to be made by public transport, walking & cycling.



**Increase the take up of Ultra-low emission vehicles (ULEVs)**

Accelerated take-up of ULEVs is an essential component for meeting

# net zero carbon

emissions from transport.



**Improving road network performance**

Our road network needs to operate more effectively. 100% efficiency means that all traffic is flowing without any hold-ups or delays.

**In 2019 our network operated at**

# 71.8% efficiency



**Climate action**

**Reducing transport CO2 emissions per capita currently:**

# 1.7 tonnes

the lowest outside London.



**Improving air quality**

Successfully encouraging a switch from private car to

# sustainable travel

will also improve air quality.



**Reduce motor vehicle miles per head**

Without successful interventions and alternatives,

# motor vehicle mileage per head will grow

in our region in the years ahead.

## 9. How do we get there?

# How do we get there?

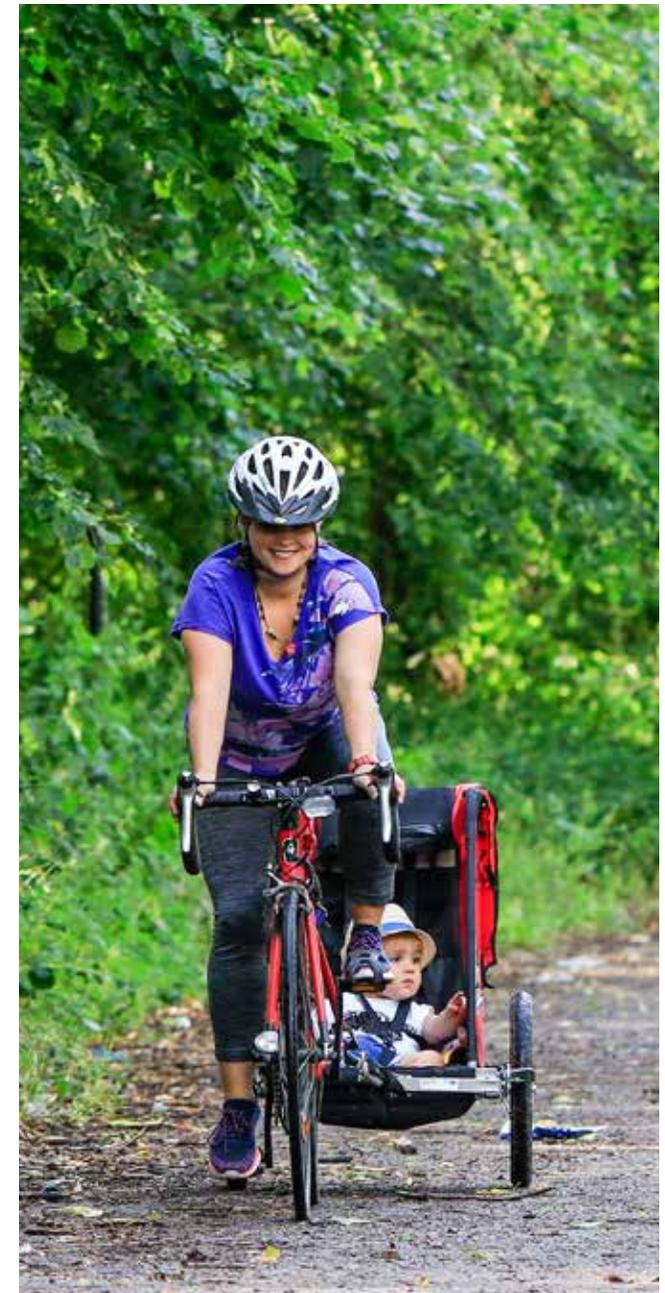
**This chapter sets out what interventions need to be delivered to help us achieve our target of asking car users to switch one journey a week to public transport, walking or cycling and people who don't have access to a car to continue to travel sustainably.**

This will build upon schemes that are already being delivered by the area's seven local authorities, Nexus and other partners in order to encourage people in the North East to travel sustainably.

As part of the research, businesses were asked about any specific support or interventions which could support them to help their employees to switch to sustainable travel. The following suggestions were made:

- Ensuring closer relationships between transport operators across the North East so that the transport system is more integrated and easier to use for customers;
- Making quality improvements right across the region's whole transport network, as well as extending the network itself;

- Supporting better use of integrated technology such as improved travel information, an enhanced central website, and better network-wide ticketing and;
- Undertaking high profile campaigning.



Summary of key themes and commitments:

**Key**



Carbon neutral North East



Overcome inequality and grow our economy



Healthier North East



Appealing sustainable transport choices



Safe, secure network

Pa

Theme	Key commitments	Objectives which will be achieved
<p><b>1. Raising awareness and messaging</b></p>	<ul style="list-style-type: none"> <li>• Clearer accountabilities to drive the vision for Active Travel and its delivery across our region” i.e. the appointment of a Commissioner.</li> <li>• We will work with education and training providers to promote sustainable travel within schools, colleges, Universities and work training providers.</li> <li>• We will work with employers, to promote sustainable travel for journeys from home to work. Options may include a Travel Plan Coordinator who would lead on travel surveys to identify how employees currently travel to work and to enable sustainable travel. Consideration will be given for business travel such as sites visits.</li> <li>• We will continue to make use of the Go Ultra Low North East brand, as a way to market and promote activities to support the uptake of electric vehicles for journeys that need to be made by car or van.</li> <li>• We will review our existing messaging to ensure that we can provide the tools to enable people to make the right travel choice.</li> </ul>	

<p><b>1. Raising awareness and messaging</b></p>	<ul style="list-style-type: none"> <li>• We will work with partners to promote active travel for last mile of people’s journey.</li> <li>• We will work with public transport operators in the region to actively target new people to use public transport to grow patronage. This means developing specific plans and schemes to attract journeys from car including promoting Park &amp; Ride.</li> <li>• We will consider messaging which links environmental impact and travel choices more explicitly, such as through journey planning apps that include carbon emissions information for different modes of transport.</li> <li>• We will ensure positive messaging which promotes the mental and physical health benefits and of active travel.</li> <li>• We will consider messaging which compares cost of car use (fuel, insurance, maintenance, wear and tear, parking etc.) with that of public transport.</li> </ul>	
<p>Page 289</p> <p><b>Incentives</b></p>	<ul style="list-style-type: none"> <li>• We will work with North East employers, education providers, tourism organisations and other key partners to develop new and improve existing incentives for the use of sustainable transport.</li> <li>• We will work with regional stakeholders to develop and promote existing value-based initiatives such as gamification application to encourage public transport uptake. Gamification is an online marketing technique to encourage engagement with a product or service.</li> </ul>	
<p><b>3. Making sustainable travel more competitive with the private car</b></p>	<ul style="list-style-type: none"> <li>• We will strive to make sustainable travel options easier, more accessible, reliable, and affordable to be competitive with the private car by developing improvements such as multi-modal passenger information, showing real-time information.</li> <li>• We will ensure that all recommendations, policy statements and commitments made in our current and forthcoming transport strategies develop quality improvements right across the network to make it easier for people to make the right travel choice.</li> <li>• We will work with our partners to promote inclusive travel in schemes to make them safe and friendly for people with disability (visible and hidden), various health conditions, and limited mobility.</li> <li>• We will work with local authorities, Nexus and transport operators, including community transport providers, to identify gaps in the region’s sustainable transport network and to raise awareness of services.</li> </ul>	

### 1. Raising awareness and messaging

It is clear that undertaking high profile campaigning to raise awareness is required to encourage and enable car users to switch one journey a week to public transport, walking or cycling and also support people who don't have access to a car to continue to travel sustainably.

There is a need for a regionally co-ordinated and branded sustainable travel behavioural change campaigns which focus on common journey types, such as commuting to work, and to education and training.

Whilst we recognise that it will not always be possible for people to make their entire journey by active travel and public transport, we will encourage people to consider travelling sustainably for at least part of their trip where possible.

We will also raise awareness of shared mobility services such as car clubs, cycle and e-scooter hire through co-ordinated campaigning.



Increased awareness around car clubs would be of benefit to Leigh who may want to consider using services like this to make some of his larger shopping trips.

In more remote rural areas such as large parts of Northumberland and Durham, where walking, cycling and public transport are not always suitable transport options, car clubs can provide a practical and cost-effective alternative to car ownership, reducing overall car use whilst offering access to a car for longer journeys.

The North East's Bus Service Improvement Plan sets out the need for a significant marketing and information campaign to drive growth in bus patronage and to highlight key improvements and initiatives. Activities would be delivered on the ground by a range of partners (including bus operators, Nexus and Local Authorities), amplified by partnership-level campaigns.

We also must raise awareness to support the uptake of Zero Emission Vehicles (ZEVs) for those already travelling by petrol or diesel cars. ZEVs provide a sustainable, emission-free option for journeys that need to be made by car or van and cannot be made by active travel or by public transport.

In 2022, public transport operators have been reassuring customers public transport is safe, overcoming negative messaging throughout 2020 and 2021.

There will need to be continued comprehensive, targeted publicity, highlighting steps that are being taken to maximise personal safety and minimise risk.



Jo would be served well by increased messaging around electric vehicles and charging infrastructure to enable her to consider the switch from diesel car.



Sam and her employees would benefit from greater awareness and messaging around the Park and Ride facilities close to their office, as well as positive examples of people in similar positions, making similar journeys this way in order to build confidence in the safety, reliability and accessibility of the system.

Messaging can also play a role in encouraging more people to consider cycling. For example positive messaging which sets out what is being done to address safety concerns regarding cycling and working to overcome barriers such as perceptions of personal safety.

We will highlight the health, social and community benefits that accompany initiatives which create more space for walking and cycling and safer spaces for children to play.

We will consider positive active travel messaging such as the numbers of cars that cycling would take off the road every day, its role in preventing long-term health conditions, the amount of tonnes of greenhouse gas emissions it saves, and the economic benefits.

We will also promote regional walking and cycling maps throughout the year through a specific awareness campaign to promote the benefits of active travel.

### Key commitment(s)

- We will appoint an Active Travel Ambassador for the region, who will champion and promote cycling and walking.
- We will work with education and training providers to promote sustainable travel within schools.
- We will work with employers, to promote sustainable travel for journeys to work.

- We will continue to make use of the Go Ultra Low North East brand, as a way to market and promote activities to support the uptake of electric vehicles for journeys that need to be made by car or van.
- We will review our existing messaging to ensure that we make people feel capable and confident and motivate people to consider travelling more sustainably.



Strong messaging would be beneficial to Alex, who needs encouragement and positive examples of other people making similar journeys sustainably to see that they are able to travelling that way too.

- We will work with partners to promote active travel for last mile journeys.
- We will work together with public transport operators in the region to actively grow patronage. This also means promoting Park & Ride for multi-modal journeys.

- We will consider messaging which links environmental impact and travel choices more explicitly, such as through journey planning apps that include carbon emissions information for different modes of transport.
- We will ensure positive messaging which promotes the mental and physical health, economic and environmental benefits of active travel.
- We will consider messaging which compares cost of car use (fuel, insurance, maintenance, wear and tear, parking etc.) with that of public transport.



Sahira and Bobbie would both benefit from having someone championing active travel in their respective areas. For Bobbie an Active Travel Ambassador would help allay their safety concerns about walking to school, and an Ambassador could help Sahira to journey plan the best routes to get from A-B sustainably

### 2. Incentives

It is clear that incentives will be necessary to encourage and enable car users to switch one journey a week to public transport, walking or cycling and also support people who don't have access to a car to continue to travel sustainably.

We will support public transport operators to introduce product ranges, such as fare trials/ taster tickets for employees and unemployed people, enabling them to try out different forms of transport.

Gamification incentives such as loyalty schemes and discount offers should also be considered to encourage people to switch a car journey a week to public transport, walking or cycling.

#### Key commitment(s)

- We will work with North East employers, education providers, tourism organisations and other key partners to develop new and improve existing incentives for the use of sustainable transport.
- We will work with stakeholders to develop and promote existing value-based initiatives such as gamification to encourage greater public transport use.

### 3. Making sustainable travel more competitive with the private car

Research commissioned by the Department for Transport found that travel decisions are driven primarily by convenience and cost, so to be competitive with the private car, sustainable travel options must be easy, accessible, reliable, and affordable.

We will continue to work with local authorities and transport operators to promote a shift towards public transport and reflect user and non-user feedback to make using sustainable transport more attractive and accessible.

We will promote the benefits of the forthcoming Enhanced Bus Partnership, Metro Flow scheme and the 46 new Metro trains which will deliver a step-change in the passenger experience and reliability.

Through delivery of the North East Transport Plan and daughter strategies such as our North East Rail and Metro Strategy, our Enhanced Bus Partnership, and our forthcoming Active Travel Strategy we are bringing forward changes to our transport network. This will enable travelling sustainably to be more attractive and feasible by improving the whole journey experience for the user.



These changes (specifically those to capped multi-modal ticketing through the Enhanced Partnership) will significantly benefit Rowan by making fares more affordable.

This means improvements such as upgrading cycling and walking links to and from stations and bike storage at stations to encourage rail users to start and finish their journeys using healthy travel types.

On a wider scale, as set out in the North East Transport Plan, we also need the funding to create a grade-separated regional cycle network, and maintain it in excellent condition, that links both urban and rural communities, is designed to a common standard and has a strong, identifiable brand; this will mean cyclists do not conflict with other road users and can travel longer distances including to link into bus, Metro and rail services.

Whilst not directly part of this strategy, the recommendations identified in these other documents are the key way in which we achieve our target of asking car users to switch one journey a week to public transport, walking or cycling and people who don't have access to a car to continue to travel sustainably, delivering the region's transport vision and five objectives.

This strategy will also deliver interventions to support and enable people to use the infrastructure improvements being delivered through our other strategies.

However, in this strategy in order to make sustainable travel more competitive with the private car, we recommend that the region takes forward high-quality information improvements such as introducing real-time journey planning which will be made available to passengers through a single dedicated website and accompanying app.

We will also ensure that where feasible, the region's transport interchanges and rail stations will be supported with passenger information, showing real-time information about connecting journeys.

We are also currently developing a new logo for the emerging North East Enhanced Bus Partnership that will be applied across the network, so that it becomes a recognisable symbol of quality public transport for the region.



Key commitment(s)

- We will strive to make sustainable travel options easier, more accessible, reliable, and affordable to be competitive with the private car by developing improvements such as multi-modal passenger information, showing real-time information.
- We will ensure that all recommendations, policy statements and commitments made in our current and forthcoming transport strategies develop quality improvements right across the network to make it easier for people to make the right travel choice.

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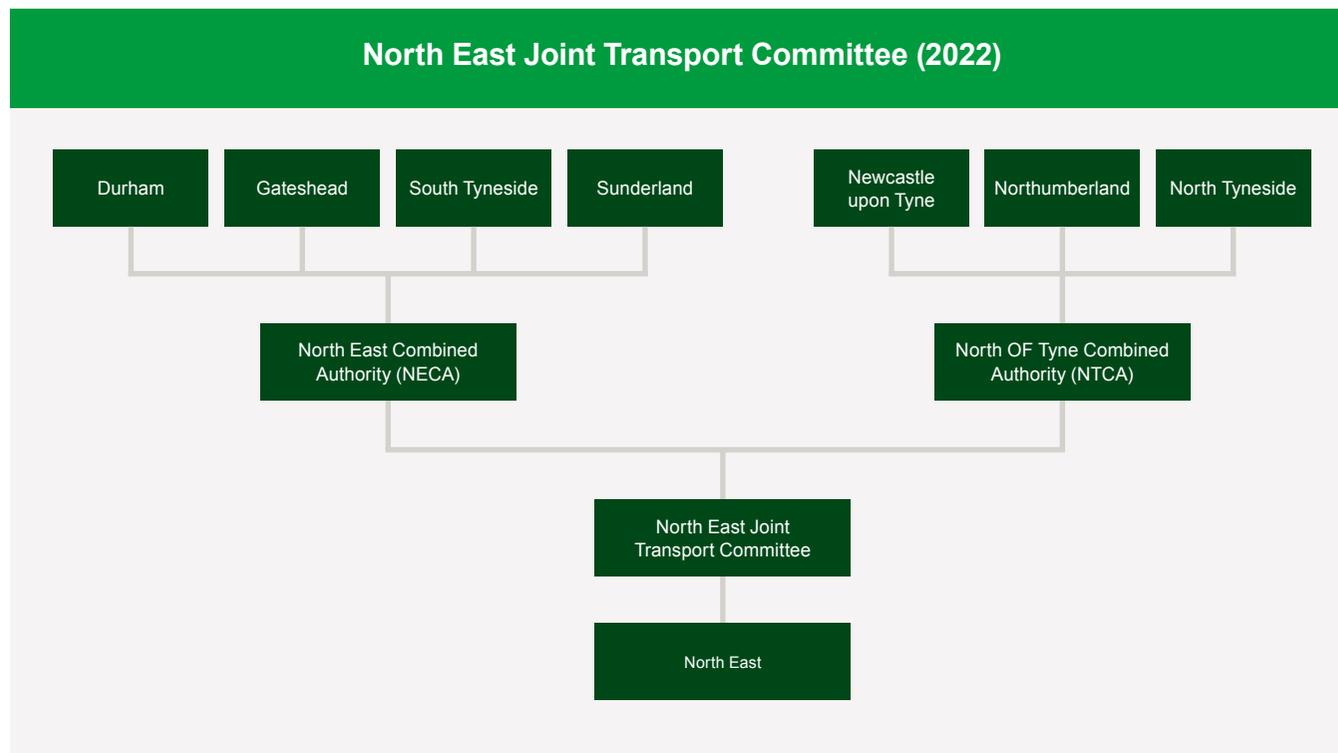
Mohammed would benefit greatly from commitments outlined that prioritise the provision of real-time information, so he can see at a glance if there are any delays along the network, which would allow him to better plan sustainable travel to his outings.

Delivering our strategy

To realise the ambitions of this strategy, the North East Joint Transport Committee (JTC) will work with stakeholders (including members of the public, local authorities, private sector bodies and the third sector) to deliver this strategy.

Schemes identified in this strategy will be included in our transport pipeline and will be fully developed as projects in accordance with the North East Transport Assurance Framework.

This will demonstrate the propositions are socially acceptable, economically viable and deliverable as well as supporting the achievement of objectives nationally, regionally and locally.



### Identified programme

This strategy has utilised the Transport Plan Pipeline, which was published in 2021, as a starting point, this strategy identifies additional schemes that will support people to make more sustainable journeys.

Initial schemes listed will achieve our target of asking car users to switch one journey a week to public transport, walking or cycling and people who don't have access to a car to continue to travel sustainably.

Our programme of investments stems from the North East Transport Plan as well as additional ideas garnered through consultation. The programme will be updated following engagement with the public as part of the consultation period. All of these interventions have been tested to ensure that they are consistent with Transport Plan objectives and that they have a degree of deliverability.

All schemes will be subject to more rigorous testing and appraisal in line with our Assurance Framework. They will only be delivered where they have demonstrated that they can contribute towards the delivery of the objectives.

### Funding

All schemes presented in this strategy are subject to funding and further development. Transport North East actively seeks out funding opportunities from all sources and these proposals will be developed to a state of readiness to ensure they can access funding through the appropriate stream.

Previous rounds of the Local Growth Fund (LGF) and Transforming Cities Fund show how the region can deliver significant packages of investment. The pipeline of schemes is live and will be refreshed on a regular basis.

Our schemes are ambitious and we estimate would cost £30 million in revenue funding over a five year period. We will further refine cost estimates as schemes are developed further.

Through the North East Transport Plan Pipeline, hundreds of millions of capital funding will be spent on transport improvements across the region that will improve the physical travel environment. We will enhance this investment with our £30 million, increasing awareness through education, information and marketing campaigns to help achieve our “one journey a week” switch target.



## Making the right travel choice – Proposed list of schemes and interventions

- 1 – Raising awareness and messaging
- 2 – Incentives
- 3 – Making sustainable travel more competitive with the private car

Scheme name	Scheme description
<p>Creation of a regional behaviour change team</p>	<p>We recognise that enabling transformative change in the way people travel in our region will not be easy. Therefore, to help people transition to a sustainable alternative, we will establish a dedicated Regional Behaviour Change Team. This will look at how we can ensure people in our region can make the right travel choice and that we make the right interventions by 2035 to migrate people over to more sustainable transport types.</p> <p><b>The team will also consider:</b></p> <ul style="list-style-type: none"> <li>• Information and ticketing solutions.</li> <li>• Education in schools.</li> <li>• Marketing and information campaigns.</li> <li>• Gamification incentives.</li> <li>• Engagement with local communities and employers.</li> <li>• Carrying out travel behaviour surveys ideally through one system across the region for commuting and also for schools so results can be analysed and acted upon.</li> <li>• Perceived and actual barriers to public and sustainable transport use such as transport poverty and affordability.</li> <li>• Current car club and carpool provision and where commercial models are not viable, investigate potential solutions to overcome this.</li> </ul>
<p>Social prescribing</p>	<p>Working in partnership with North East GPs, nurses and other healthcare providers to create a behaviour change programme in which patients may be referred to improve their health and wellbeing through a range of activities.</p>

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Scheme name	Scheme description
<p>'Go Smarter to School' - sustainable travel programme</p>	<p>A regional Active Travel / Sustainable Transport Promotion within North East Schools.</p> <p><b>Initiatives part of the programme could include:</b></p> <ul style="list-style-type: none"> <li>• A specific schools-based marketing and comms campaign with a logo and branding.</li> <li>• Working with the Department for Transport's national award provider for cycle training in England, bikeability, introducing cycle training for different age groups, including Balance Bikes (bikes with no pedal where the focus is getting children used to being able to balance).</li> <li>• Bike maintenance training.</li> <li>• Public transport projects supporting the transition children make from primary school to secondary school, so are able to confidently use public transport (including the walk / cycle to where they access the service) and understand the expected standard of behaviour whilst travelling on public transport.</li> <li>• Walk Once a Week – class / school competitions with points based on how active the journey to school has been, including hands up surveys, project mascot, sticky badges as awards (will need to include encouraging park and stride).</li> <li>• Child pedestrian training – educating primary school age children on how to cross the road safely.</li> <li>• Theatre in education – a play presented to secondary school students on the dangers of using mobile phones when travelling, how to avoid dangerous situations and what to do in an emergency, etc.</li> <li>• Extra assistance provided to a small number of schools where car travel to school remains high, where students are asked to think about the active travel options available to them and how the streets could be improved to make the journey safer and more comfortable. Findings can be provided to the relevant local authority.</li> <li>• A single online system available regionally to capture survey information as a baseline and during the period of activities to see what the improvements have been.</li> <li>• Bike tagging (working with Northumbria Police).</li> <li>• Parking enforcement at schools – supporting the use of vehicles at schools to fine individuals parking illegally or inappropriately around schools.</li> </ul>

Scheme name	Scheme description
Upgrades to the two Urban Traffic Management Control Systems for command and control of the network	<p>Upgrades to the North East's two Urban Traffic Management Control systems to:</p> <ul style="list-style-type: none"> <li>• Integrate and link with neighbouring areas and National Highways.</li> <li>• Incorporate cooperative Intelligent Transport Systems and incorporate improvements in Artificial Intelligence giving accurate count and vehicle classification data for our network.</li> </ul>
Customer experience strategy	<p>A customer's journey starts before they have even left the house. To make effective decisions we need to both provide the incentives to travel sustainably and break down the barriers from which to do so. We intend to produce a strategy which develops a high level accessibility standard for the region and integrate all aspects of the journey storyboard, setting expectations around how the transport plan will operate.</p> <p><b>This strategy will set out a framework for ideas around:</b></p> <ol style="list-style-type: none"> <li>1. Information and Ticketing;</li> <li>2. Access to stations the public transport network;</li> <li>3. Safety, access and security on the public transport network;</li> <li>4. Access to destinations.</li> </ol> <p>The second component will be built around an access audit framework with an application to a number of case study locations.</p> <p>A linked idea is that the strategy will be supported by funds in order to garner new ideas and make changes to the network to improve the quality and access of the system.</p>
Innovation challenge fund for smart places	<p>Creation of an innovation challenge fund to develop and trial smart place applications with SMEs, start-ups and social enterprises. This could include digital technology for apps/online information related to connectivity for first and last mile journeys, rural mobility, micro mobility, smart mobility (intelligent transport systems, trip repurposing technology, and demand-supply matching).</p>

Scheme name	Scheme Description
Regionwide infrastructure mapping application	<p>Deliver a regional infrastructure and asset map which enables connectivity solutions to unlock further strategic growth sites (housing and employment) to be realised. This will include an online platform to enable local trade, deliveries and international exports. Will be achieved through engagement with the region's freight and logistics industry, supporting connectivity between different transport modes.</p>
<p>Enhancing real-time public transport passenger information</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 299</p>	<ul style="list-style-type: none"> <li>• Addressing the perception of reliability and convenience of public transport, as highlighted through market research, through the provision of accurate and easy to access information.</li> <li>• Delivery of improved real-time passenger information including use of apps, social media, links from different sites, online, and interchange screens (making it clear it is real time rather than timetable).</li> <li>• Enhancements must include improved information on expected future delays such as expected roadworks, diverted routes, metro maintenance periods (including up to date info on replacement buses for the Metro).</li> <li>• Greater integration across all sustainable transport including Park &amp; Ride, space and the availability of EV charging facilities.</li> </ul>
Comprehensive ticketing and information package - including single smart transport payment system	<ul style="list-style-type: none"> <li>• Sponsor the delivery of a comprehensive cross modal ticketing, information and planning services, solution built in partnership with authorities and operators.</li> <li>• Build on and integrate available data sources to help the public and staff better manage and plan journeys on our network in real time.</li> <li>• Enhance back office systems including UTMC technologies.</li> <li>• Build databases and tools for transport planners to continually enhance the offer to the travelling public.</li> <li>• Deliver a single smart transport payment system that works across all modes and incentivises sustainable travel choices.</li> <li>• Adopt strategies and technologies to reduce the cost of maintaining and operating of ticketing and information assets whilst enhancing customer experience.</li> </ul>

Scheme name	Scheme Description
Regional transport model and monitoring package	Development of a regional transport model for analysis and decision making together with monitoring tools.
Bringing contactless payment to Metro	To make Metro travel simple and convenient by introducing the ability to pay by contactless card or device with capped daily fares being charged. This would remove the need to visit a ticket machine reducing the risk from any contamination introduced by touching. This introduces the ability to turn up and go without needing to make any ticketing provision in advance. For this to be introduced there would need to be investment in hardware at the gate lines and validators and also the back office to collect the taps and calculate and collect the best value fare.
<span data-bbox="98 678 138 861" style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 300</span> 'Go Smarter to Work' – Sustainable travel programme	Active Travel / Sustainable Transport Promotion for employers and employees, specifically focusing on making journeys from home to work more sustainable.  Key activities may include: <ul style="list-style-type: none"> <li>• Work Based Commuter Challenge.</li> <li>• Dedicated branding.</li> <li>• Accreditation Awards.</li> <li>• Match funding opportunities for workplace facilities including cycling storage and shower facilities.</li> <li>• Trial sessions of EVs, including how to charge and advice.</li> </ul>
North East Park & Ride promotion campaign	A campaign to promote the use of Park & Ride facilities in the region to encourage uptake and growth.
Flexible transport solutions trials	Development of emerging forms of flexible transport. Consideration would need to be given to trial opportunities such as car clubs, car sharing, electric bikes, electric scooters, taxi sharing, on demand bus and minibus services.  Raising awareness of upcoming trials and initiatives would also be necessary to help to kick-start pilots and support operations for an initial defined period.

Scheme name	Scheme Description
Regional promotional campaign for public transport and active travel	<p>A regionally co-ordinated and branded public transport and active travel promotional campaign to grow patronage.</p> <p>Campaign will champion recent infrastructure improvements, forthcoming improvements and refer to ticketing offers and raise awareness of cleaning regimes.</p>
Gamification pilot	<p>A trailed regional ‘gamification’ app to ‘reward’ people making more sustainably journeys.</p> <p>Gamification pilot schemes could also ‘reward’ people based on the number of sustainable journeys made, subject to scope and funding.</p>
North East travel plan accreditation scheme	<p>Encouraging travel plan take up, delivery and monitoring in businesses and education establishments when local officers / consultants engage with them as part of the Go Smarter to Work and Go Smarter to School programmes.</p> <p>This includes setting up accreditation schemes so best practice is recognised, including use of comms activities where appropriate.</p>

# Conclusion

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The challenges			Our aims		Outcome
<p>Estimated that at least 33% of trips in the North East less than 5 miles made by car.</p> <p>Estimated 90 million car trips a year under 1 mile.</p>	<p>&gt;</p> <p><b>A target of encouraging car users to switch one journey a week to public transport, walking or cycling and for people who don't have access to a car to continue to travel sustainably.</b></p> <p><b>Preventing a car-dominated recovery.</b></p> <p><b>Breaking down barriers to greener journeys to increase % share of walking, cycling, and public transport.</b></p> <p><b>Greater take up of Zero Emission Vehicles (ZEVs) for necessary car / van journeys.</b></p>	<p>&gt;</p>	 <b>Carbon neutral North East</b>		
<p>1 in 4 adults in the North East are physically inactive costing the region's NHS in excess of £19 million per year.</p>			 <b>Overcome inequality and grow our economy</b>		
<p>Poor air quality responsible for around 360 deaths each year in central Tyneside alone.</p>			 <b>Healthier North East</b>		
<p>North East Road congestion estimated to cost around £236 per driver per year.</p>			 <b>Appealing sustainable transport choices</b>		
<p>662 people were killed or seriously injured in 2021 on the roads in our region.</p>			 <b>Safe, secure network</b>		

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