



have **your** **say**

Review of local transport services
in Tyne and Wear

6 June to 1 August 2016

About this consultation

This consultation is your chance to have your say about the public transport services Nexus will provide in future.

Nexus is a public body committed to providing the best we can with the funds available. From 2017 and in the years that follow we will have less to spend on local services in Tyne and Wear that we provide using funding from local councils. We want to understand how people access public transport and what is important to you and your family.

Your views matter and will influence how elected representatives on the North East Combined Authority (NECA) will make decisions regarding the services we provide in future.

On the next few pages we describe the public transport services we provide, as well as those we don't. You have the chance to tell us if you use these services, how important they are to you.

We are considering making savings across the services covered by the consultation - but there are some areas which are not included.

We can't make changes to the basic element of the English National Concessionary Travel Scheme (the 'bus pass' for older and disabled people), covering travel on buses from 9:30am to 11pm on weekdays and all day at weekends. Nexus has a statutory (legal) duty to provide this.



We are not currently considering changing the Metro timetable for financial reasons. Unlike other things we provide, Metro receives most of its money from the fares that passengers pay, along with a grant from the Department for Transport. We have not experienced any major reductions in this funding.

This stage of our consultation opens on the 6th of June for a period of six weeks. Over the summer we will take what you have told us and use this to make recommendations to the NECA. You will have a further opportunity to comment on these recommendations later in the year if they include changes to specific services.

The easiest way to take part is online at nexus.org.uk/consultation where there is a copy of this document and our survey.

This booklet aims to give you a short overview of what Nexus is and our budget, before taking you through the different sections of the consultation.

Please return your completed questionnaire in the prepaid envelope provided, or drop it off at a Nexus TravelShop by 1 August.

Thank you for your time,
consideration and
response.





***your views
matter***

*working
together*



About Nexus

There are few people living in Tyne and Wear whose daily lives are not touched in some way by public transport, and therefore the activities of Nexus; getting people to work, children to school, students to colleges, or allowing access to shops, medical facilities or leisure attractions.





We plan, promote and often provide public transport to improve the economic prosperity of Tyne and Wear, and the daily lives of its people. Our primary goals are to:-

- **Improve public transport today,**
- **Prepare for the future; and**
- **Be an effective delivery agent for the North East Combined Authority (NECA).**

We also work with commercial bus and taxi operators, highway authorities, Network Rail and train operating companies who all make a vital contribution to public transport.

Most of the services we provide are paid for through funding granted through the NECA by five local councils – Gateshead, Newcastle, North Tyneside, South Tyneside and Sunderland – which are themselves faced with hard choices as public spending is reduced. Elected members from each of these councils meet together on the NECA to make decisions about the policies we follow.

Transport authorities across the country have been through similar reviews of spending and services in the last few years. This is the first time a review has taken place in Tyne and Wear in recent times, but we have looked at and learnt from other areas to guide our own process.



Our budget

In the current year, Nexus has a budget of £174.1m to provide public transport services. The money that pays for this is shown in the table below:-

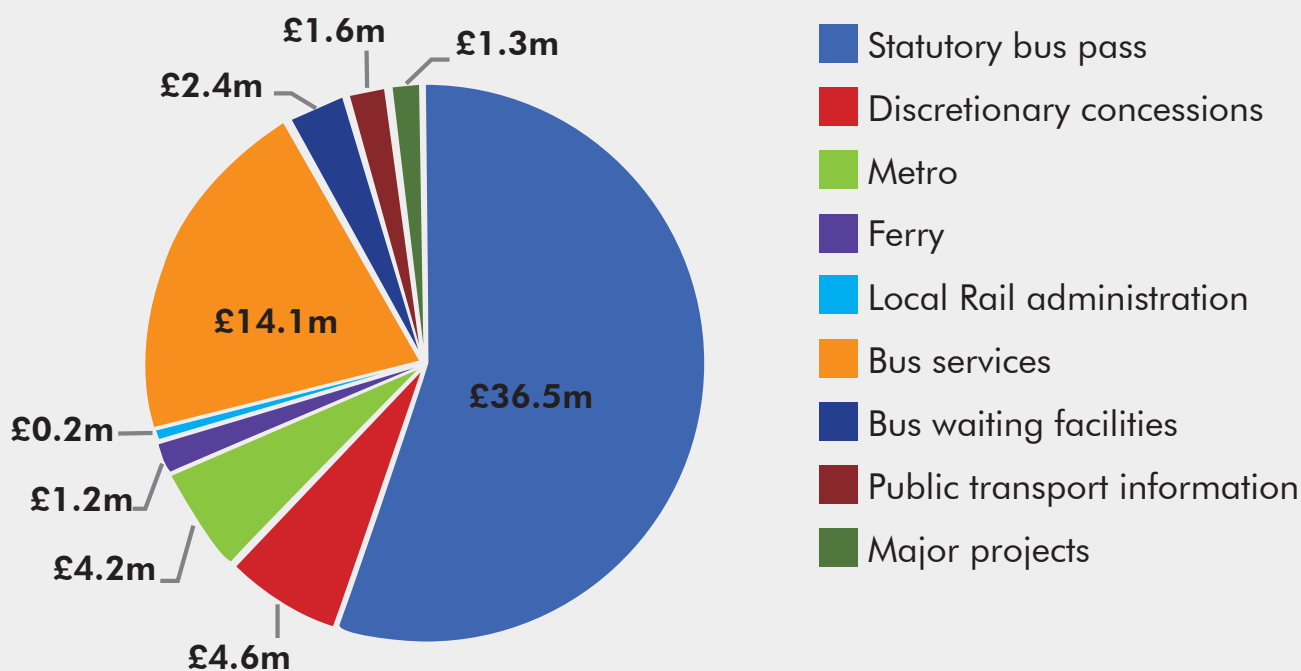
	£m	%
Metro grant from the Department for Transport	47.4	27
Fares paid by passengers on our services	60.5	35
Grant from the North East Combined Authority	62.5	36
Our reserves	3.7	2
TOTAL	174.1	100

In common with many public sector bodies, we are facing significant financial challenges. The money that government provides to local councils has reduced steadily since 2011. This has led to the grant we receive from the NECA being cut by nearly £12 million since 2011.

budget challenges *savings* *people's needs*

The following chart shows what the money Nexus receives from the NECA pays for:-

What the money from the Combined Authority pays for



So far, despite the reduction in the grant from the NECA we haven't previously had to cut services that this money is used to provide. This is because we have saved in other areas. For example we have reduced staff numbers by 20%, frozen wages and reduced contract payments for tasks such as delivering bus services, and cleaning and maintenance of our bus waiting facilities. We have also invested in new technology to help save money.

We will continue to look at ways we can make savings like these, but it is unlikely to be possible to prevent cuts to our services for much longer. By taking part in this consultation you can help us to make sure that, as we work out what we can afford in future, we focus on what people need and value the most.



Section 1: About you

The first section of our consultation asks you to provide some details about yourself and the public transport you use - and whether you are answering as an individual or for someone who asked you to complete the form for them or on behalf a community group.

The sections that follow here ask about different services you may or may not use. We have provided more information on these, which we would like you to read before completing the questions.

Section 1: Questionnaire

1 Are you answering on behalf of:

- Yourself
- Some-one who asked you to complete the form on their behalf
- A group or organisation
- Name of group or organisation:

- Number in group or organisation:

2 Please indicate how often you use the following forms of public transport (*Tick one box in each row*)

	5 or more days per week	1-4 days per week	Less than once per week	Less than once per month	A few days per year or less	Never
Bus						
Metro						
Ferry						
Train						

3 Which age category do you belong to?

- Under 16 16-24 25-34
- 35-49 50-59 60 or over

4 Gender:

- Male Female

5 Postcode

6 What statement best describes your position? Please choose the most appropriate option.

- | | |
|---|---|
| <input type="checkbox"/> In education or training | <input type="checkbox"/> Not working due to disability or illness |
| <input type="checkbox"/> Employed | <input type="checkbox"/> Not employed |
| <input type="checkbox"/> Other (please specify) | <input type="checkbox"/> Retired |
| <input type="text"/> | |

7 Do you consider yourself to have a disability?

- Yes No

If your answer is 'yes', which, if any, of the following relate to your disability/health condition? (Tick all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Hearing impairment | <input type="checkbox"/> Walking difficulties |
| <input type="checkbox"/> Physical co-ordination difficulties | <input type="checkbox"/> Learning difficulties |
| <input type="checkbox"/> Reduced physical capacity | <input type="checkbox"/> Speech impairment |
| <input type="checkbox"/> Mental Illness | <input type="checkbox"/> Visual impairment |
| <input type="checkbox"/> Other | <input type="checkbox"/> Prefer not to say |

8 How would you describe your ethnic group?

- | | |
|---|---|
| <input type="checkbox"/> White | <input type="checkbox"/> Mixed |
| <input type="checkbox"/> Asian or Asian British | <input type="checkbox"/> Black or Black British |
| <input type="checkbox"/> Chinese or other | <input type="checkbox"/> Prefer not to say |

Section 2: Overarching priorities

Here, we ask you to consider all of the services that we are consulting you on and ask you to prioritise what's most important, ranking each of our services from the most important all the way down to the least important.



Section 2 : Questionnaire

- 9 Please indicate the order of importance you would give to each of our service areas. These are described in more detail on the following pages (*Tick one box in each row*):

	Most important	2nd	3rd	4th	Least important
Local, voluntary concessions					
Bus services, group travel and Ferry services					
Public transport information					
Bus waiting facilities					
Major projects					



Section 3: Local voluntary concessions

In addition to providing the basic element of the English National Concessionary Travel Scheme (the 'bus pass') required by law, Nexus funds a number of local voluntary concessions. There is no legal requirement for these concessions, which offer discounted fares or free travel targeted at residents with a specific need. These include:

Time extensions to the basic element of the 'bus pass', allowing pass holders with hospital appointments to travel before 9:30am, and all pass holders to travel after 11pm;

All-day travel for 'bus pass' holders eligible due to disability and in paid work or education more than 15 hours a week for six months or more;

The Companion Card, which allows those eligible due to disability who would otherwise be unable to travel to be accompanied by a carer free of charge;

Taxicard, a scheme which provides a discount on local taxi journeys for those eligible due to disability;

The Metro Gold Card, allowing 'bus pass' holders unlimited travel on Metro after 9.30am for an annual charge of £12 for Tyne and Wear residents and £25 for those who live elsewhere;

A discounted 50p single fare, which allows 'bus pass' holders to travel on Northern Rail services within Tyne and Wear;

The Child Concessionary Fare, a discounted price for those under 16 (valid to the end of Year 11 at school) allowing travel on all local public transport irrespective of the operator, for 60p single or £1.10 for a 'CAT' fare offering unlimited all-day travel.

Our consultation questions ask whether you (or a member of your household) currently use these local, voluntary concessions. We ask you about the order of importance of these concessions.

Section 3: Questionnaire

10 Please indicate the order of importance that you would give to the various local voluntary concessions currently available in Tyne and Wear:
(Tick one box in each row)

	Most important	2nd	3rd	4th	5th	6th	7th	Least important
Extension to the Bus Pass (Before 9.30am, Mon-Fri)								
Extension to the Bus Pass (After 11pm, Mon-Fri)								
Companion Card								
All Day Disabled Pass								
Taxi Card								
Metro Gold Card								
50p Single Fare on Northern Rail Services								
Child Fare 60p (single ticket) and £1.10 (all day ticket)								

11 Do you (or a member of your household) currently use a bus pass?

Yes

No

12 Apart from free travel on buses between 9.30am and 11pm Mon-Fri and at any time at weekends and bank holidays, which voluntary features of the bus pass do you (or a member of your household) use? (Tick all that apply)

Extension to the Bus Pass (before 9.30am, Monday to Friday)

Extension to the Bus Pass (after 11pm, Monday to Friday)

Companion Card

All Day Disabled Pass

Taxi Card

Metro Gold Card

50p Single Fare on Northern Rail Services

13 Do you (or a member of your household) currently use the Under 16 Pop card to obtain the 60p single and/or £1.10 all day fare?

Yes

No

Section 4:

Bus and ferry services and group travel

Most bus services in Tyne and Wear are operated by commercial companies without subsidy from Nexus, and are not part of this review.

Nexus pays for (or 'secures') bus services which we believe are important for communities in some way but which would not otherwise be operated. These amount to around 10% of all bus services in Tyne and Wear.

These include some all-day services serving communities which would otherwise not have public transport. In other cases we provide funding so an existing bus service can be extended to operate at more times of the day, such as early mornings, evenings or weekends. We also provide a number of services that run once or twice a day to allow people to access employment either early in the day and/or at locations not well served by public transport.

We provide bus services that transport children to and from school. These are provided where standard bus or Metro services do not offer a reasonably direct route, or could not provide the capacity to meet the demand required around the school day.

We also provide group travel and shopper services; small buses or mini-buses that take sheltered accommodation residents to supermarkets, or social events, such as an older persons' lunch club. We also own and operate a half-hourly passenger ferry service from North Shields to South Shields during the day and on Thursday, Friday and Saturday evenings. This is the only link across the River Tyne downstream from the Tyne Tunnels. Because the fares from customers aren't enough to cover its cost, the service relies on subsidy from Nexus.



We ask you what is most important for Nexus to look at when allocating its budget; whether the focus should be allowing people to play an active part in society or to travel for education or employment or to maintain a service where otherwise, there wouldn't be any alternative.

Section 4: Questionnaire

14 Please read the following statements and indicate the order of importance that you think Nexus should follow when looking at its secured bus/ferry services criteria: (Tick one box in each row)

	Most important	2nd	3rd	Least important
Nexus should prioritise bus/ferry services which are designed around allowing people to take an active part in society				
Nexus should prioritise bus/ferry services which are designed around providing links to schools/ college				
Nexus should prioritise bus/ferry services which are designed around providing links to where people work				
Nexus should prioritise bus/ferry services where otherwise the journey could not be made by public transport				

15 Which types of bus service are most important to you? Please read the following statements and indicate the order of importance that Nexus should follow: (Tick one box in each row)

	Most important	2nd	3rd	4th	Least important
High frequency services					
Links to other public transport services					
High quality vehicles					
Services which are close to where I live					
Direct door to door services					

Section 5: Public transport information

Whilst individual transport operators in Tyne and Wear provide information and sell tickets for their own services, Nexus provides comprehensive information on all services in a number of ways:

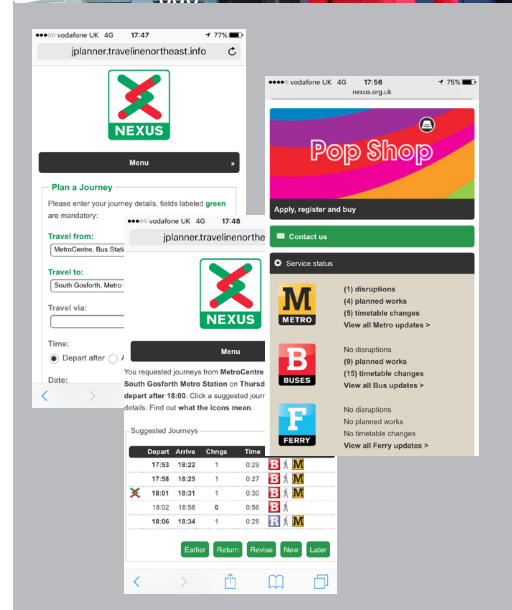
Individual timetables covering all bus services for each of 6,000 bus stops - we typically post around 10,000 new timetables each year as routes and timetables change;

Digital displays at bus interchanges, stations and selected bus stops;

On the Nexus website where users can access timetables, ticketing information and our journey planning tool;

At six Travelshops providing over-the-counter sales and information; and

Through printed timetable and information leaflets for services



Section 5: Questionnaire

16 Please indicate the order of importance that you would give to the following methods of finding out travel information: (Tick one box in each row)

	Most important	2nd	3rd	4th	5th	Least important
Information at bus stops						
Information at Travel Shops						
Information online at nexus.org.uk						
Calling Nexus Customer Services						
Information on smart phones and/or tablets						
Leaflets						

17 Please indicate the order of importance that you would give to information currently available at nexus.org.uk: (Tick one box in each row)

	Most important	2nd	3rd	Least important
Ticket Finder				
My Journey				
Journey Planner				
Service Status				

Section 6: Bus waiting facilities

Nexus owns or manages a number of bus interchanges, providing a staff presence whose role is to assist customers. We keep facilities clean and well-maintained and provide security at certain locations and at certain times of the day. The level of service we provide varies and in some cases we work in partnership with others such as shopping centres. Bus operators pay a proportion of the costs depending on the number of services passing through these facilities.

We also maintain and clean about 3,000 bus stop poles and 2,100 bus shelters across Tyne and Wear. Other stops and shelters are maintained by private companies through direct contracts with local councils and are not part of this review.



Our consultation questions ask you what is important about our bus waiting facilities.

Section 6: Questionnaire

18 Please indicate the order of importance that you would give to how our bus waiting facilities are presented: (Tick one option in each row)

	Most important	2nd	3rd	Least important
Cleanliness				
Staffing (where applicable)				
Security e.g. staffing at Interchanges where applicable and lighting/cctv at bus shelters				
Provision of travel information				

Section 7:

Major projects

Part of our budget allows us to invest in public transport infrastructure where although we often use specific grants and contributions from a variety of sources, we also often make a contribution using our own financial resources. Examples from the current budget include improvements to smart ticketing, training facilities and bus and Metro stations. If we aren't able to put money in ourselves, some of these initiatives would not happen.

Our consultation questions ask you about the importance of Nexus being able to part fund investment in our infrastructure.



Section 7: Questionnaire

19 Please indicate the order of importance that you would give to different ways for our Major Projects budget to be used in future:
(Tick one box in each row)

	Most important	2nd	3rd	Least important
To part fund investment in public transport infrastructure e.g. Metro stations, bus stations etc.				
To part fund investment in technology e.g. smart ticketing and payments systems				
To part fund investment in sustainable travel e.g. to encourage take up of cycling and walking				
To redirect into supporting services such as discretionary concessions, secured buses etc.				

The next steps

Thank you for taking the time to complete this survey. Please return your completed questionnaire in the prepaid envelope provided, or drop it off at a Nexus TravelShop. When our consultation has finished we will consider the feedback that we have received. Over the summer we will take what you have told us and use this to make recommendations to the NECA. You will have an opportunity to comment on these recommendations later in the year if they include changes to specific services.

Further information

To ask a question about part of our consultation or if you would like assistance in completing the consultation form, please contact:

consultation@nexus.org.uk

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