



Tyne and Wear Integrated Transport Authority Scrutiny Committee

**Meeting to be held at Town Hall, South Shields
on Thursday 21 January 2010 at 10.00 am**

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AGENDA

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- 1. Welcome and Introductions**
- 2. Membership**
- 3. Apologies for Absence**
- 4. Declarations of Interest**

(If any Member has a personal/prejudicial interest please complete the appropriate form and hand this to the Clerk before leaving the meeting. A blank form can be obtained from the Clerk at the meeting).

Members are reminded to verbally declare their interest and the nature of it and, if prejudicial, leave where appropriate at the point of the meeting when the item is to be discussed

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Tyne and Wear Integrated Transport Authority

Scrutiny Advisory Committee

19 November 2009
(10.00 am – 11.45 am)

Present:

Councillors: Lawrence Hunter, David Forbes (Chair), David Charlton and Thomas Graham (Substitute for Councillor Richmond)

In Attendance: Paul Staines – Newcastle City Council, Scrutiny Team
Scott Vincent – ITA Senior Policy Officer
Roger Gill – ITA Principal Policy Manager
Paul Fenwick – Project Director, New Tyne Crossing
Ian Stearman – Democratic Services, Newcastle City Council

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Brady, Richmond, Lynch and McCauley, Jessica Anderson (LTP Team).

It was noted that attendance was again not good and that all Councils had responded to the invitation to appoint substitutes.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES

The minutes of the meeting held on 17 September 2009 were approved as a correct record and signed by the Chair.

Matters Arising:-

(a) DVLA: Use of Tax Disc Reminders

Paul Staines reported that as agreed at the Committee's last meeting, he had written to the DVLA proposing that a system be adopted to keep road users up to date with key changes to the Highway Code and other messages about road safety. This could be included within the letter reminding people of their annual road tax and licence renewal and licence renewal correspondence. The DVLA

had replied that they were investigating the viability of adopting that proposal. On the issue of road safety, the Chair reiterated his wish for all local authorities in Tyne and Wear to adopt a common approach to street furniture.

(b) Bus and No Car Lanes

Councillor Graham expressed a view that a common approach should be taken around ?? districts with taxis not allowed to use bus lanes.

(c) Local Transport Plan – Sustainable Transport

Roger Gill informed the Committee that a response from the Department of Transport to Tyne and Wear's bid in relation to the above had not yet been received.

4. NOTTINGHAM DECLARATION ON CLIMATE CHANGE

Submitted: Report of the ITA Senior Policy Officer (previously circulated and copy attached to Official Minutes).

Scott Vincent introduced the report which set out the key aspects of the Nottingham Declaration on Climate Change, which the Tyne and Wear Integrated Transport Authority and Nexus both signed up to on 11 September 2009. It also provided a summary of Nexus' Environment Strategy. He emphasised that transport networks were a major contributor to greenhouse gas emissions and were also particularly vulnerable to the impacts of Climate Change. The ITA, as the lead transport authority for Tyne and Wear, had a key role to play in providing leadership on this issue and taking the necessary steps to address this challenge.

Scott Vincent explained that ITA and Nexus officers were now undertaking to develop a climate change action plan for transport in Tyne and Wear. Importantly there were a number of initiatives already underway in Tyne and Wear (and the wider region) that support the objectives of the Nottingham Declaration and provide a strong starting point for the development of a Climate Change action plan.

The meeting then made a number of comments, including the following:-

- The Chair referred to the Association of North East Councils (ANEC) Green Manifesto and asked that the copy be made available to all members of this Committee.
- Councillor Graham suggested that by increased marketing and providing shuttle buses at the Jarrow and Howdon Metro Stations, the use of the pedestrian tunnel could be increased, thereby helping to promote healthy living. It was recognised there was a link t future scrutiny of the Bus Network Design Project.

- The Chair thought that the existence of the pedestrian tunnel was not well known to much of the local population and should be better publicised. The forthcoming refurbishment of the pedestrian tunnel was an opportunity to increase its profile.
- Clearly there were a number of challenges around the area of climate change and related environmental issues and this could be an issue for this Committee to look at in the future.

RESOLVED – That

- (i) the report be received;
- (ii) an exceptions report on ITA/Nexus Section Plans be brought to the September meeting of the Committee.

5. HIGH SPEED RAIL: UPDATE

Submitted: Report of the ITA Policy Manager (previously circulated and copy attached to Official Minutes).

The report provided members with an update on developments relating to High Speed Rail.

The Committee made the following comments:-

- The Chair commented upon the DfT's decision to ask High Speed 2 to develop a proposal for an entirely new high speed line between London and the West Midlands and potentially beyond. He expressed his disappointment that it was not also proposed that the East line corridor was not also being developed at the same time. He was not aware that ANEC had pursued this and underlined the need to include the North East mainline in the overall upgrading. He supported an electrified loop London – Glasgow – Edinburgh – London. If space was at a premium rail lines could be raised onto a platform through the A1 hard shoulder (MACGLEN).
- Scott Vincent pointed out that a meeting had been held with the Chief Executive of High Speed 2 to put the North East case. Whilst they confirmed that initially they were looking at London to the West Midlands, they hoped to eventually extend the high speed option to the East Coast. He added that ANEC had produced a robust response to the proposal to initially concentrate on the route on the west side of the country.
- The gating of mainline stations including Newcastle was raised. This had a number of implications both positive and negative and the Committee asked for information on why Newcastle Central Station was being gated. A member also suggested that continual effort needed to be given to extending local rail services, including Metro to the outer west of Newcastle.

6. A19 JUNCTIONS: UPDATE

RESOLVED – That the report be received.

RESOLVED – That the report be received.

9. **WORK PROGRAMME 2009/10**

Submitted: Report of the Scrutiny Manager (previously circulated and copy attached to Official Minutes).

RESOLVED – That the report be noted.

10. **NEW TYNE CROSSING PROJECT: UPDATE**

Submitted: Report of the Scrutiny Manager (previously circulated and copy attached to Official Minutes).

Paul Fenwick gave a presentation on the progress being made on the New Tyne Crossing Project. He highlighted the following:-

- Work was progressing on target with both vehicle tunnels due to be open to traffic in December 2011.
- Once the main civil engineering work was completed, the reinstating of the site area would be given priority. A series of events were being held with the local community to obtain their views on that important work.
- As well as building the new tunnel, the existing tunnel would be refurbished along with the pedestrian tunnel.
- The pedestrian tunnel refurbishment required modernisation of the lifts and probable replacement of the escalators which were near to the end of their working life. Options on how best to maintain that service were being examined. A key part of the enhancement would be to improve the visibility of the south entrance to the pedestrian tunnel.

Following the presentation and a number of questions from members on dredging and the lifespan of gaskets, a number of members and officers made a site visit of the New Tyne Tunnel Crossing.

RESOLVED – That the report be received.

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Tyne and Wear Integrated Transport Authority Scrutiny Committee

21st January, 2010

TITLE: North East Smart Ticketing Initiative (NESTI)
REPORT OF The Clerk to the Authority and the Director General, Nexus

1. Summary / Purpose of Report

1.1 To update Members on progress of the North East Smart Ticketing Initiative.

2. Recommendations

2.1 Members are recommended to note:

- a) The ITA's participation in the NESTI programme, and that the ITA will act as 'Lead Authority' within the NESTI Partnership. In doing so the ITA will have responsibility for entering into partnerships and contractual arrangements with third parties on behalf of the Partners, and managing scheme funding. This is subject to an appropriate legal framework being developed to allow it to do so.
- b) That the Chair of the Tyne and Wear ITA will provide periodic progress updates to the Leaders and Elected Mayors, and be accountable to them for overall delivery of NESTI.
- c) That a senior ITA officer will represent the Tyne and Wear authorities and the ITA on the NESTI Partnership Board.
- d) That £1.683 million of capital funding, allocated to Nexus's Public Transport Block from the Regional Funding Allocation, will be used alongside funding from other partners to develop the NESTI project.

2.2 Members are also asked to note that the ITA has confirmed the decision of North East Leaders and Elected Mayors that Nexus will take the role of programme manager on behalf of the NESTI Partnership.

2.3 Attached at **Appendix A** is an explanation of smart ticketing, the NESTI scheme, and the proposals put forward to regional Leaders and Elected Mayors at their meeting on 7th October 2009.

3. Introduction

- 3.1 At its meeting in May 2009, the ITA received a paper entitled 'Programme Smart - Smart Ticketing for the North East'. Since that date, a new funding opportunity has seen the inception of a programme known as the North East Smart Ticketing Initiative (NESTI) which will replace 'Programme Smart'.
- 3.2 NESTI's objective is: to design and build a fully accessible ITSO standard multi-modal Smart Ticketing scheme that provides significant benefits for public transport customers in the North East, maximising usage of existing resource and achieving the best possible value for money.
- 3.3 The principal intended output of the programme is a Smart Ticketing infrastructure that will enable transport operators to launch Smart Ticketing products or integrate their own schemes with a wider regional environment. This infrastructure is made up of ITSO devices (ticket machines on bus and Metro stations, validators at Metro stations, on-bus ticket machines, and access to a common ITSO HOPS either directly or through multi HOPS communications), and legal and commercial agreements that will allow regional smart products to be sold and used.
- 3.4 NESTI is also intended to facilitate the development of Local Authority smartcard products, in the longer term potentially sharing the same platform.
- 3.5 At their meeting on 7th October 2009, North East Leaders and Elected Mayors agreed to use £10 million of funding collectively to deliver the NESTI programme. It is now recommended that the ITA considers its own involvement in the NESTI programme.

4. Information

- 4.1 £10 million of capital funding in total has been allocated from the North East Regional Funding Allocation (RFA) to the region's IT Blocks. A one-off additional payment was made to each LTP Local Authority and Nexus across the region in their October 2009 LTP Integrated Transport Block (see Appendix A for a breakdown by District).
- 4.2 In order to achieve this, Leaders and Elected Mayors agreed to the establishment of a formal Partnership Board made up of senior officers representing the Local Authorities involved, and Nexus. In order for the Partnership Board to function efficiently it is recommended that Tyne and Wear authorities be jointly represented by an ITA officer (and Tees Valley authorities be jointly represented by an officer from the Tees Valley Joint Strategy Unit).
- 4.3 It was further agreed that a process be developed by regional Treasurers for this capital funding to be managed as a single funding pot by the Programme Board, and that the ITA could act as 'Lead Authority' within the Partnership, with responsibility for entering into partnerships and contractual arrangements with third parties on behalf of the Partnership, and managing scheme funding.

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- 4.4 It is recommended that the Chair of the Tyne and Wear ITA provides periodic progress updates to the Leaders and Elected Mayors, and be accountable to them for overall delivery of NESTI. Nexus will deliver quarterly reports to the ITA in order to facilitate this process.
- 4.5 Under direction from the ITA, Nexus has used its own resources to develop the programme as far as producing a business case and programme 'blueprint'. Consequently Leaders and Elected Mayors accepted a recommendation that Nexus take the role of programme manager for NESTI, accountable to the (officer) Partnership Board. The ITA is requested to confirm this decision, after which an appropriate partnership and grant funding arrangement will be put in place between Nexus and the Partnership Board, taking account of Nexus's multiple roles as Programme Manager, owner of Tyne and Wear Metro, and supplier (of Smart Ticketing services to the Partnership Board).
- 4.6 The £10 million of funding made available to the NESTI programme will form the bulk of funding needed to implement a smart ticketing platform for the North East. It will be used alongside the £14.8 million already confirmed for the Metro Ticketing and Gating Scheme (referred to under separate cover at this Meeting). Other confirmed funding is £220,000 allocated to smart ticketing in the 2009/10 Tyne and Wear LTP Public Transport Block, and a further £780,000 to be allocated in 2010/11 as confirmed by the ITA in May. Darlington Borough Council have confirmed an additional contribution of €270,000 made available through their participation in a European project, and extra funding is anticipated from the Tees Valley authorities as part of the Tees Valley Bus Network Major Scheme.
- 4.7 The participation of bus operators in the programme will be secured by means of a formal agreement providing grant funding for the part purchase of smart enabled ticket machines in return for participation in the scheme. The provision of grant funding to operators will lever in significant capital funding from the operators' own budget allocations.
- 4.8 The NESTI Partnership Board will actively seek opportunities to bid for additional funding as the programme progresses.
- 4.9 The funding secured to date is sufficient to cover all expected costs of the NESTI programme, including procurement of the necessary equipment, and programme management costs. It also covers a 15% contingency.
- 4.10 It should be noted that delivery of much of the physical infrastructure is intended to be through grant-funding arrangements to bus operators and Nexus; consequently the financial risk for cost over-runs falls in full to those bodies. The NESTI Partnership will bear some risk of cost over-runs for project management and scheme development, however it is acknowledged by all parties that the available funding is finite, and contracts will be limited accordingly.

4.11 Prior to the development of NESTI as a formal Partnership, an informal working arrangement was in place between Local Authorities and transport operators, meeting as a Programme Board. This arrangement will continue in order to promote the joint development of the NESTI brand, customer proposition, and new smart products to take advantage of the smart infrastructure. Although decisions over the use of NESTI public funding can only be taken by the NESTI Partnership Board, it is recognised that all parties will be making significant capital investment in smart ticketing equipment and so have a strong interest in developing a proposition that delivers maximum benefit to customers.

4.12 The attached **Appendix A** gives a more detailed explanation of smart ticketing, the NESTI scheme, and the proposals put forward to regional Leaders and Elected Mayors at their meeting on 7th October 2009.

5. Next Steps

5.1 Development of a legal framework to support the NESTI Partnership, authorising the ITA to act in the capacity of Lead Authority and Nexus to act as programme manager. Task to be complete by April 2010.

5.2 Finalisation of the NESTI Business Case and Programme Blueprint, to be reported to the next meeting of the ITA.

5.3 Development of contractual grant-funding arrangements to bus operators and Nexus to allow them to procure smart ticketing equipment. Installation of on-bus smart ticketing equipment expected to be complete by the end of September 2011.

5.4 NESTI back office expected to be delivered by the end of September 2011.

5.5 Metro Ticketing and Gating scheme expected to deliver full smart ticketing capability by the end of March 2012.

6. Background Papers

6.1 Tim Roylance, Programme Manager (Smart), Nexus (Tel 0191 203 3909)

7. Contact Officer (s)

8.1 Tobyn Hughes, Director of Strategy, Nexus (Tel 0191 2033247)

Appendix A

North East Smart Ticketing Initiative (NESTI)

1. Executive Summary

- 1.1 £10m of capital funding has been allocated from the North East Regional Funding Allocation pot to the Region's IT Blocks. This provides a significant opportunity for Local Authorities to deliver a Smart Ticketing Scheme for the North East.
- 1.2 An existing informal partnership to develop regional Smart Ticketing exists between local authorities and transport operators, 'NESTI'.
- 1.3 This briefing note is intended to provide Regional stakeholders with some background on ITSO Smart Ticketing, NESTI, and to suggest options for next steps.

2. What is 'ITSO Smart Ticketing'?

2.1 What is a transport smartcard?

- A transport smartcard is a credit-card sized plastic card, containing an embedded microchip that stores information about the user's travel entitlements.
- The traveller typically buys travel products in advance, which are then added to the microchip on the smartcard. When the traveller boards a public transport vehicle, or enters a station, instead of purchasing or displaying a ticket, they must present their smartcard to a machine (reader) that checks their entitlement to travel.
- Most public transport smartcards are 'contactless' meaning that no physical connection is needed between the smartcard and the reader – instead the traveller can place the smartcard within the vicinity of the reader. As technology evolves, smartcards themselves may be replaced by other electronic devices that can store information and be read by a reader; notably mobile phones and USB devices.

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- Some Smart Ticketing schemes allow travellers to add 'stored value' to their transport smartcard. This allows them to pay electronically for travel each time they swipe their card rather than having to pre-purchase travel products.
- Smartcards are already used widely by many businesses and councils to make it easier for customers to access services, and to build a closer relationship with the customer that helps the design of future services and rewards loyalty. It is possible for multiple applications to be stored on a single smartcard, and some products such as 'stored value' can be made available for non-transport uses.

2.2 What is ITSO?

- ITSO is the name for both a common Smart Ticketing specification, and the body that oversees the specification's development.
- When transport smartcards first started to be developed there was a concern that if each transport operator bought a propriety system that the customer would be inconvenienced. They would be required to carry a number of cards in order to make their regular journeys on public transport. There was also concern from transport operators, that having bought into a propriety system they would have very little control over future costs and the ability to support joint and multi modal ticketing in the future.
- In order to reduce this risk, a number of transport organisations agreed to jointly develop the ITSO specification to allow any transport smartcard to potentially be used on any operator's equipment. This became known as 'the Martini principle'. Suppliers of ITSO equipment must be accredited; devices are then considered to have "in principal" interoperable capabilities with full interoperability achieved through system configuration as opposed to software changes. Devices which are accredited can then use the ITSO logo on their devices as a sign of the interoperable nature of the equipment.
- A good analogy for ITSO is texting by mobile phone; any mobile phone user can send a text to any other, regardless of the manufacturer or model of their phone, or the network they subscribe to. This is because the service providers and phone companies have agreed a common messaging format.
- In order to send and receive ITSO messages, transport operators need to have access to a collection point for them. This is known as a Host Operating System

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(HOPS). A HOPS is a complex specialist piece of IT equipment, and so in some cases transport operators and local authorities may choose not to own and maintain their own HOPS; instead there are a number of companies who lease space on a HOPS that they provide as a managed service. A local example in operation is Sunderland City Council's use of a HOPS provided by thetrainline.com, for a youth leisure product. Larger organisations, particularly those with a national presence may be able to justify purchasing their own HOPS.

- ITSO has a security system with its own unique keys that are stored on a chip known as an ITSO Secure Access Module (SAM) which is placed in all ITSO devices so that they can encrypt and decipher all messages. This is the same principle as the SIM chip in mobile phones, which encrypts telephone conversations so that no one else can listen in.
- ITSO does not cover the following: the definition of back office systems for accounting and reconciliation; the setting of prices or fare conditions; and rules over what fare products can be loaded onto what cards. The determination of ticket prices and rules of use are commercial decisions taken by transport operators entirely outside the ITSO environment.

3. What are the benefits of NESTI to the North East?

3.1 Strategic context

- '[A] critical dimension to improving interchange is the extension of Smart Ticketing across transport networks. By extending the use of Smart Ticketing technology, we can transform people's perception and experience of public transport' (Rt Hon Lord Andrew Adonis, Secretary of State for Transport, 24 June 2009).
- Smart Ticketing is a long-standing goal of North East Authorities, both to make public transport easier to use, and to link up transport and wider public services making them more accessible to customers.
- Under the English National Concessionary Travel Scheme, approximately 350,000 ITSO smartcards have already been issued to older and disabled people across the North East. However in the absence of a standard ITSO

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smart card infrastructure across the region, the cards are currently used only as flash-passes within the North East.

- The Tyne and Wear MAA supports the concept of a City Region-wide transport smartcard which it anticipates will increase the likelihood of successful delivery of a truly integrated and attractive product capable of being developed for wider uses, such as buying services from local councils.
- The Tees Valley MAA supports the concept of an integrated public transport network across the City Region, Connecting the Tees Valley, which is easy and affordable to use.
- The Association of North East Councils, in its Green Manifesto, supports Smart Ticketing as a means of 'increasing access, usage and encouraging behavioural and cultural change' towards public transport, and of achieving the goal of a region-wide concessionary fare scheme for young people.

3.2 Why a North East scheme?

- Cross-boundary travel makes sub-area or city region schemes of limited value to both travellers and transport operators.
- The relatively small size of the North East's population would reduce benefits of scale if separate schemes were developed for each sub-region. There is an opportunity to share resources amongst ANEC members which will deliver significant savings compared to four separate sub-regional schemes.
- ITSO Smart Ticketing schemes are under development in all areas adjoining the North East; a North East scheme will fill a strategic gap by supporting the introduction of the base technology to the region. With appropriate development and commercial and contractual agreement between the different parties, this may enable residents to have continuous ticketing arrangements both within the North East and outside it.

3.3 How will the scheme benefit customers?

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- When fully implemented NESTI would see all buses and Tyne and Wear Metro stations in the region equipped with smartcard devices, and smartcard issuing machines installed in appropriate sales points throughout the region. A retailing website would be available to those customers wishing to service their smartcard using the internet, and customer telephone support would be provided. Customers would be able to load their regular travel products onto smartcards, and a 'pay as you go' system (known as an e-purse) would be accepted by transport operators across the region as an alternative to cash payment.
- The installation of Smart-capable ticketing equipment will begin in the region in 2010 on buses, and in 2011 on the Tyne and Wear Metro system. Subject to commercial agreement being reached with bus operators it is expected that all bus services run by participating operators, and all Tyne and Wear Metro services in the region would be able to accept smartcards issued by NESTI by the end of Financial Year 2013/14.
- In the longer term Smartcards issued by NESTI would be available for Local Authority wider use (e.g. accessing library books or paying for school meals) as well as for travel on public transport, subject to applicable Local Authority schemes being technically compatible with NESTI following national standards and appropriate agreements being put in place. Once the NESTI platform has been developed for public transport, priority will be given to convergence with existing smart Local Authority schemes.
- NESTI would be designed to work alongside Smart Ticketing schemes from national rail companies as they develop Smart Ticketing in their own right, and any other third party organisations (e.g. football clubs, universities, car clubs, retailers) subject to appropriate commercial agreements being put in place. The programme team will work with national rail companies operating to, from and within the North East to secure early wins where possible.
- Over 350,000 transport smartcards are already in circulation in the North East, issued by Local Authorities and Nexus under the English National Concessionary Travel Scheme for older and disabled people. These cards are currently used as flash-passes, but under NESTI they would be used as smartcards and could have other applications loaded onto them for wider use.

3.4 How will the scheme benefit North East Local Authorities?

- Smart Ticketing for public transport across whole of each Local Authority area and the whole of the North East can be achieved as a single programme and installation can commence in 2010.

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- There are currently 8 Concessionary Travel Authorities in the region (Nexus, Northumberland, Durham, Hartlepool, Stockton, Middlesbrough, Redcar & Cleveland, and Darlington). Each of them is responsible for the issuance and management of smartcards to those entitled to free travel. NESTI could potentially create a single administration centre for the issuance and management of Concessionary Travel cards in the North East, simplifying application processes and customer support. Local Authorities could retain their own branding on the Concessionary Travel smartcards issued to their residents if required.
- A consolidated approach to management of smartcard scheme administration, and Concessionary Travel scheme administration, would potentially produce efficiencies of scale (note: this does not affect the negotiated settlement of Concessionary Travel payments between Concessionary Travel Authorities and Operators which remain the statutory responsibility of each Concessionary Travel Authority).
- In the longer term Local Authority smartcard products could share one common platform, with costs of electronic distribution and fulfilment kept to a minimum, and in most cases there would be no additional cost of issuing new smartcards.
- Where Local Authorities have Concessionary Travel schemes beyond the statutory English National Concessionary Travel Scheme for older and disabled people, for example young peoples' discount cards, administration of these could be managed through the same process.
- Improved management information would be available, allowing more accurate measurement of Concessionary Travel patterns, and potential reduction in survey costs

4. What is 'NESTI'?

4.1 Overview

NESTI is a collaborative project between Nexus, Tees Valley JSU, Durham CC, Northumberland CC, and key transport operators. Its aim is to develop Smart Ticketing across the North East.

4.2 Objectives and intended outcomes

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- NESTI's objective is: to design and build a fully accessible ITSO standard multi-modal Smart Ticketing scheme that provides significant benefits for public transport customers in the North East, maximising usage of existing resource and achieving the best possible value for money.
- The principal intended output of the programme is a Smart Ticketing infrastructure that will enable transport operators to launch Smart Ticketing products or integrate their own schemes with a wider regional environment. This infrastructure is made up of ITSO devices (ticket machines on bus and Metro stations, validators at Metro stations, on-bus ticket machines, and access to a common ITSO HOPS either directly or through multi HOPS communications), and legal and commercial agreements that will allow regional smart products to be sold and used.
- If the programme fails to deliver a regional infrastructure scheme, it is possible that some transport operators will develop Smart Ticketing for their own commercial purposes; however in most cases it is expected that the use of a smartcard will be limited to the services of the transport operator that issued it, losing opportunities for integration. Under this scenario, Smart Ticketing would also take significantly longer to reach the North East.
- Nexus is the programme sponsor, and is providing programme management and funding for development of the business case.

4.3 Membership and status of members

- The NESTI Programme Board is currently made up of: Nexus, Northumberland County Council, Durham County Council, Tees Valley JSU, Go North East Ltd, Stagecoach Group Plc, Arriva Ltd, Northern Rail Ltd, and Network Ticketing Ltd. The known status of each member as regards Smart Ticketing is as follows:
- **Nexus:** Currently in procurement for the £14.8m Metro Ticketing & Gating Scheme, funded through the DfT Major Scheme process. Nexus has determined to make the scheme 'smart from day one', and is committed to making it available to become the hub of a regional Smart Ticketing scheme under NESTI should regional funding become available.

In order to assist local bus operators with the procurement of ITSO Smart Ticketing equipment, Nexus has been given approval from the Tyne and Wear Integrated Transport Authority (ITA) for the allocation of £780k from the Tyne

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and Wear Integrated Transport Block in 2010/11, as well as an existing allocation of £220k in 2009/10.

- **Durham CC:** We fully support the Smart Ticketing initiative being taken forward on a regional basis.

County Durham is a large mainly rural County. The area is served by two main bus operators and a number of smaller independent companies. Residents have repeatedly told us they would like to see a ticket product developed that would be accepted by all bus operators and Smart Ticketing would provide a platform that would be a first step to remove the financial disadvantages faced by passengers travelling with more than one operator.

Many of the main bus routes operating in the County provide links into neighbouring Authority areas. These links are vital for passengers travelling across these boundaries to employment and other services. Durham County Council view that a key part of Smart Ticketing is to ensure a region wide platform that enables compatible back office systems and provides a seamless ticketing regime offering the whole range of operator branded and other ticketing products.

Smart Ticketing will also compliment another Durham County Council scheme which is funded through the RFA for 2009/10. Transit 15 will provide a £5m investment in bus priority infrastructure and has the key aims of improving reliability and journey times to drive passenger growth. The Smart Ticketing initiative will significantly help with these aims by provided faster boarding times through the provision of easier off bus ticket products and payments systems. Whilst this can be done with the current systems, Smart Ticketing will provide much more scope for the sale of off bus products through mediums not currently available using current technology

To assist in the development of Smart Ticketing, Durham County Council are working with Nexus and Go North East in a pilot scheme, with some key aims of investigating off bus ticketing at Durham Bus Station and ensuring the Concessionary Travel ticket systems work on cross boundary services.

- **Northumberland CC:** Northumberland County Council supports the overall Smart Ticketing initiative. Due to the likely timescale for roll out of electronic ticketing machines on buses in Northumberland it is expected that LTP funding to support this element of the infrastructure would be required in 2010/11 and LTP programmes are being drawn up to take account of this. Given the recent decisions of the Interim Regional Transport Board further discussions are being

held between officers and Members regarding the overall funding and progression of the scheme.

- **Tees Valley JSU:** The Tees Valley Authorities included within the Bus Network Improvements major scheme funding bid a provision to commence development work on a Smart Ticketing system across the City Region. This bid has recently been granted Programme Entry status by DfT, and the Authorities and the JSU are now working together towards obtaining supplier prices for all elements of the scheme by the end of 2009. Darlington BC, through a European Interreg project, is working with Arriva North East to pilot Smart Ticketing on a number of routes in Darlington in 2010.

In both cases LTP funding will be required to move Smart Ticketing from development to full implementation stage, consideration will be given to this in both LTP2 and LTP3 unless additional capital funding can be identified through the regional Smart Ticketing programme. Tees Valley JSU has therefore been working closely with North East partners in 'NESTI' to identify efficiencies of scale by working on a regional level, and to extend the benefits that Tees Valley customers will receive from the scheme.

- **Go North East Ltd:** Developing a Smart Ticketing pilot for implementation in the current financial year. Should the company's success criteria be met by the pilot, roll-out of Smart Ticketing across the Go North East operating area is expected over the following years, subject to development of a business case for capital expenditure to the satisfaction of Go Ahead group. Committed to working with partners to develop the ITSO interface needed to make regional Smart Ticketing successful beyond the company's own services.
- **Stagecoach Group Plc:** A number of pilot schemes have been launched across the Groups bus and rail divisions to assess the technology, operational process and financial business case. Subject to the outcome of the pilots, external funding and capital expenditure approval the Group intends to roll-out smart ticketing infrastructure across its North East operating area starting in calendar year 2010. Deployment of smart ticketing products will be considered as part of a wider UK programme of work after delivery of the infrastructure. Stagecoach is committed to working with partners to develop the ITSO specification to make smart ticketing in the region successful beyond the company's own services, subject to agreement of the technical solution, business rules and commercial terms.
- **Arriva Ltd:** Developing plans to roll-out Smart Ticketing across its North East operating area over the next few years, subject to development of a business case for capital expenditure to the satisfaction of Arriva group. Committed to

working with partners to develop the ITSO interface needed to make regional Smart Ticketing successful beyond the company's own services.

- **Northern Rail Ltd:** Does not currently have a franchise commitment to develop ITSO Smart Ticketing (unlike some other rail franchisees), however Northern have indicated a desire to work with NESTI in order to offer improved ticketing options for customers, and greater integration with other operators.
- **Network Ticketing Ltd:** NTL is a company made up of transport operators that administers the multi operator public transport ticketing scheme for Tyne and Wear. The NTL Board is currently reviewing options for its future development, including Smart Ticketing.

4.4 Timescale

- Nexus has achieved "Full Approval" status from DfT, and is in the process of entering into a formal contract with the supplier. Once this has been achieved, Nexus expects to have the Metro system fully equipped, including the configuration of the ITSO HOPS, by the end of financial year 2012/13.
- The main bus operators in the region expect to commence roll-out of Smart Ticketing equipment across their fleets at the beginning of financial year 2010/11. One or more pilot schemes may be in place in advance of that date.
- Therefore, under this programme it will be possible by 2013 to use a single smartcard to make a public transport journey using any combination of participating operators across the North East, subject to agreement of business rules and commercial terms with the operators.

4.5 Progress to date

- MVA Consultants have been appointed to develop a full scheme business case by the end of September 09. All Programme Board members, along with a range of other stakeholders, are being invited to participate in business case development to best identify the benefits and costs of a regional Smart Ticketing scheme.

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- Detailed focus group work was carried out in Tyne and Wear in 2008 into customer attitudes to Smart Ticketing. The output of this work will be used to develop the business case.
- Work has commenced among Programme Board members to develop an outward-facing brand and image for NESTI, and the Smart Ticketing platform it aims to create.
- Commercial discussions have been initiated with bus operators over terms of participation and conditions attached to grant funding contribution, with the aim of developing a draft formal 'participation agreement'.
- Negotiations for new ticketing equipment for the Tyne & Wear Metro system are underway and Nexus have been given approval from government to enter into a contractual arrangement with the preferred supplier.

5. Proposal: NESTI Programme Management and governance

5.1 NESTI Partnership Board

- It is proposed that a formal Partnership Board be established (to replace the current informal partnership working arrangements), made up of senior officers representing Local Authorities as follows:
 - Tyne and Wear Authorities: representation from the Tyne and Wear Integrated Transport Authority (ITA) and Nexus;
 - Tees Valley Authorities: representation from the Tees Valley Joint Strategy Unit;
 - Durham County Council;
 - Northumberland County Council;
- Note that transport operators would not be represented on the Partnership Board. All decisions relating to scheme design, partnerships and contractual arrangements with third parties, and use of funding would be through formal approval by the Partnership Board. During scheme development and implementation phases it is proposed that Nexus chairs the Partnership Board, with rotating chair responsibility thereafter if required.

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Transport Authority Name	% split of total	Amount (£)	▪ Notwithst anding the above, transport operators will continue to engage with the program me through a Stakehol der Board, in which proactiv e and co- operativ e approac
Darlington Borough Council	4.41%	441.406	
Durham County Council	14.97%	1,496.931	
Gateshead Council	7.69%	769.252	
Hartlepool Borough Council	3.04%	303.850	
Middlesbrough Borough Council	5.09%	508.650	
Newcastle City Council	9.24%	924.386	
Tyne and Wear Metro (NEXUS)	16.83%	1,683.315	
North Tyneside Council	5.94%	594.308	
Northumberland County Council	9.04%	904.018	
Redcar & Cleveland Borough Council	3.99%	398.996	
South Tyneside Council	4.72%	472.098	
Stockton-on-Tees Borough Council	5.74%	574.498	
Sunderland City Council	9.28%	928.292	

hes to programme development will be discussed and put to the Partnership Board as appropriate.

- Once the programme is complete and the scheme delivered, the Partnership Board would consider the future requirement for its continued existence, either in its current form or as a successor body. Some form of oversight of continued scheme operations may be needed

5.2 Programme funding

- £10m of capital funding in total has been allocated from the North East Regional Funding Allocation (RFA) pot, and will be added to each Transport Authority's Integrated Transport Block in October 2009.
- The allocation of the £10m of capital funding transferred from the RFA, as advised by Government Office for the North East, is as follows:

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- It is proposed that a process be developed by regional Treasurers for this capital funding to be managed as a single funding pot by the Programme Board, in order to deliver NESTI.
- Additionally, £1 million has been confirmed from Tyne and Wear Authorities' Integrated Transport Blocks over the two years 2009/10 and 2010/11. Other sources of capital funding are under discussion with Local Authority partners.
- It is intended to use the capital funding contribution from Local Authorities as a basis to lever in additional funding as opportunities arise, for example from participation in further European projects.
- Nexus is in the process of procuring a new ticketing system for the Tyne and Wear Metro system for which £14.8 million of funding has been secured (of which £13.4 million is major scheme funding confirmed by government). This will cover the procurement of smart ticket vending machines at all Metro stations, automatic ticket gates at 13 Metro stations, a website capable of retailing Smart Ticketing products, and smart ticket office machines.
- Subject to additional capital being made available through NESTI to extend the coverage of the new ticketing system, the above equipment could be used to form the basis for Smart Ticketing across the North East, taking in all modes of transport.

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- The headline capital costs needed to deliver NESTI are as follows:

○ Bus equipment	2,163,000
○ Bus, ticket project management	6,980
○ Ticket offices / sales system	747,534
○ Back Office	1,714,670
○ Tyne and Wear Metro	2,544,939
○ Project Management	1,133,129
○ Integration	566,564
○ Contingency	1,445,425
○ Total	10,372,241

- Any requirement for additional capital funding resources beyond those already stated will be brought to the North East Leaders for their consideration. Note however that the capital costs outlined above contain a 15% contingency layer.

- Any capital funding remaining, including unspent contingency funding, after the programme has been delivered will be returned to the North East Local Authorities using the same proportion as their total contribution to the scheme's capital funding.

5.3 'Lead Authority' and programme management

- It is proposed that the Tyne and Wear ITA acts as 'Lead Authority' within the Partnership Board, with responsibility for entering into partnerships and contractual arrangements with third parties on behalf of the Partnership Board, and managing scheme funding.

- The Chair of the Tyne and Wear ITA would provide periodic progress updates to North East Leaders and be accountable to them for overall delivery of NESTI.

- Under direction from the Tyne and Wear ITA, Nexus has used its own resources to develop the programme as far as producing a business case. Consequently Nexus has a programme manager in place, and established links with transport operators, suppliers and other scheme partners. It is

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therefore proposed that Nexus continues to act as Programme Manager, with the Director of Strategy as senior officer accountable for programme delivery to the Partnership Board.

- It is therefore proposed that an appropriate partnership and grant funding arrangement be put in place between Nexus and the Partnership Board, taking account of Nexus's multiple roles as Programme Manager, owner of Tyne and Wear Metro, and supplier (of Smart Ticketing services to the Partnership Board).
- Participation of bus operators will be secured by means of a formal agreement providing grant funding for the part purchase of smart enabled ticket machines in return for participation in the scheme. The provision of grant funding to operators will lever in significant capital funding from the operators' own budget allocations.

5.4 Ongoing financial commitments

- If this proposal be accepted, Nexus will develop a fully costed proposal for management of NESTI and the administration of Concessionary Travel, and present it to the participating Local Authorities. As NESTI will present commercial opportunities, revenue costs will be kept to a minimum. In addition, economies of scale are expected to achieve an overall efficiency saving compared to each Concessionary Travel Authority continuing to administer its own cards.
- No Local Authority shall be obligated to accept Nexus's proposal for management of either NESTI, or Concessionary Travel administration on their behalf.

6. High-level risks

Risk	Consequence	Like- lihood (H/M/L)	Impact (H/M/L)	Mitigation
One or more local authority decides to use its allocation of the £10m funding for purposes other than Smart	Scheme coverage not region-wide; possible capital funding gap; operators may have difficulty with fleet configuration;	M	H	Obtain buy-in for scheme at Leader, Chief Executive, and Treasurer level

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Ticketing	efficiencies of scale may be lost			
One or more major bus operator decides to not participate in the regional scheme	Scheme coverage not region-wide; some integration and customer benefits lost	M	M (impact will vary by operator and sub-area)	Obtain early formal commitment to scheme from operators; include financial, operational and commercial incentives to participate; ensure scheme conditions are not so onerous as to be commercially unacceptable
Scheme capital costs exceed available funding	Full scheme unaffordable, only partial benefits realised	L	H	Separate scheme into interdependent but separate areas to take risk to a more localized level; ensure realistic programming of costs from the outset; take account of lessons learnt elsewhere
Scheme revenue costs higher than anticipated	Long-term future of scheme uncertain	H	M	Ensure realistic programming of costs from the outset; ensure Local Authority Partners fully aware of short, medium and long-term revenue budget implications
ITSO technology proves too complex or does not deliver intended benefits	Integration and customer benefits lost; fall-back to bespoke supplier solution incurs significant extra costs and new risks	M	H	Secure ITSO specialist advice within programme; ensure operators accept shared technical risk; wherever possible ensure suppliers accept full technical risk; take account of lessons learnt elsewhere;
Programme governance is either inadequate for audit and accountability, or is overly beaurocratic	Either a Local Authority Partner leaves scheme because internal control processes not satisfied; or a major operator leaves scheme because scheme unable to deliver to reasonable	M	M	Obtain sign-off for light-touch but highly accountable governance structure from Chief Execs and Leaders

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	timescales			
Scheme does not meet stakeholder expectations in short, medium, or long term	Funding withdrawn; partners withdraw from scheme; unfavourable publicity	L	H	Ensure that communications from scheme adequately explain not only its benefits, but also a realistic timeframe and a statement of what is excluded from scope

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Tyne and Wear Integrated Transport Authority

Scrutiny Committee

21st January, 2010

TITLE: ACCESSIBLE BUS NETWORK DESIGN CONSULTATION

REPORT OF: DIRECTOR GENERAL, NEXUS

1. Summary / Purpose of Report

- 1.1 To provide Members with a position statement on the project to design an accessible bus network for Tyne and Wear.

2. Recommendations

- 2.1 To consider and note the contents of the report.

3. Introduction / Background

- 3.1 Following publication of the Local Transport Act 2008 the ITA adopted a new Tyne and Wear Bus Strategy in April 2009. The strategy includes agreed accessibility targets for each of the five Tyne and Wear districts.

- 3.2 Nexus has commenced an exercise to review the accessible bus network in Tyne and Wear working in partnership with the commercial bus operators and officers from the Local Authorities involved.

4. Accessible Bus Network Design Project

- 4.1 The accessible bus network (ABN) is defined as non-core services, whether subsidised by Nexus or provided commercially. Getting these local services right is often key element in helping to enhance people's quality of life. The project aims to examine the accessible bus network in Tyne and Wear against the targets set in the Bus Strategy. Where these targets are not currently achieved the project will make recommendations as to how the network can be modified or otherwise enhanced in order to meet them.

- 4.2 Initially the project will encompass the Cities of Sunderland & Newcastle, and North Tyneside and Gateshead. A review of the network in South Tyneside has

been carried out through a separate process (the South Tyneside Unified Bus Network project). In due course, and subject to consultation with South Tyneside Council, a further iteration of the accessible network design project can be carried out to cover South Tyneside.

- 4.3 The ABN project will examine how bus routes can be amended and services offered in more effective and efficient ways e.g. using taxi bus, shopper services, vehicle brokerage. Initially the work will examine how the network can be improved within existing resources and then make recommendations on the cost-benefits of enhancing it. Bus operators will be involved throughout the process, and will advise on practicalities such as which types of vehicle can physically access certain roads, and on operational efficiency issues. Their experience and expertise will be invaluable.
- 4.4 The first draft of the ABN will be available in January 2010. Detailed consultation on the proposed network, involving Council Members and the general public will then take place (see section 5 below). Particular attention will be paid to improving people's access to local services and facilities, to hospitals and to evening and weekend service provision. Following consultation the final accessible network will be confirmed with stakeholders, and possible delivery options assessed. Subject to confirmation of resources and procurement processes, it is intended to implement the revised network in spring 2011.
- 4.5 Funding for the base revised network is expected to be predominantly through the Nexus budget provision for Secured Service. In certain cases appropriate partnerships may be negotiated, operators to assist in delivering enhancements to the core network as part of a balanced package of improvements. Where, after consultation with each District involved, the desired level of enhancements exceeds the threshold of available funding, additional sources of local funding may need to be explored.
5. **Consultation Arrangements**
- 5.1 The revised accessible bus network will be subject to rigorous consultation and communications processes to ensure that the proposed network achieves the correct balance between public aspirations and available resources. During this process Nexus will consult with all stakeholders, as well as with the general public. To achieve the Nexus has agreed an appropriate process for consultation and communications with each Local Authority involved, tailoring it to meet local requirements. The consultation will be managed in line with best practice guidance stated in BERR's 'Code of Practice on Consultation' (HM Government, 2008).
- 5.2 A working agreement has been reached with each Local Authority involved for the high-level consultation process (please see appendices for details of the process developed with each District involved). Generally the overall consultation process will be in three stages:

- a) Leader/Elected Mayor and Lead Member for Transport (January 2010)
- b) Elected Members (February 2010)
- c) General Public (March - May 2010)

5.3 The full ITA is to receiving an update on the process and the ITA's Bus Strategy Working Group is being updated at its meeting on the 21st January 2010.

5.4 The following is an outline summary of the high-level consultation milestones that have been discussed and agreed with the Councils:

	Step	Timescales
1	Approval of consultation processes for each Council	September 2009
2	Endorsement of the consultation processes by the ITA working group	October 2009
3	Agreement of communications and consultation materials and detailed process by the Leader/Elected Mayor	November / December 2009
4	Finalisation of the draft Network	December 2009
5	Presentation of the Network to the ITA and to the Leader/Elected Mayor and Lead Member for Transport in each Council	January 2010
6	Network presented to Elected Members of each Council	February 2010
7	Public Consultation	March – May 2010
8	Presentation of the final network to the Leader/Elected Mayor, Lead Member for Transport, and ITA	July 2010
9	Presentation of the final network to the Elected Members	July 2010
10	Communication with the public on the final network and feedback from the consultation process	August / September 2010

5.5 The public consultation will be as wide-ranging as possible, using a variety of media. This will include public events, together with additional events for interested organisations or groups which represent users of bus services, such as older people, young people and disabled people.

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- 5.6 Communication will emphasise to local people that this is a partnership programme between Nexus and their local council, with dual branding on all materials. Nexus will organise events and provide generic materials; individual councils have been requested to provide venues and fund materials specific to their own district, such as advertisements in in-house magazines.
- 5.7 Feedback received from consultations will be analysed and used to further develop or amend the draft accessible bus network. A final network design will then be produced. Once the final network design has been approved, the final networks will be presented back to each cabinet for approval.
- 5.8 It is anticipated that a number of different fully-costed options will be presented: one option will be achievable within current levels of funding, other enhances options may require sources of additional funding in order to be deliverable.
- 5.9 There will then be a communication programme with all consultees on the outcomes of the consultation.
6. **Next Steps**
- 6.1 Member consultation will commence shortly and public consultation will commence in March 2010.
7. **Background Papers**
- Bus Services in Tyne and Wear: Charter for Growth (ITA and Nexus, March 2009)
- Code of Practice on Consultation (HM Government, July 2008)
8. **Contact Officer (s)**
- 8.1 Tobyn Hughes, Director of Strategy, Nexus

1. Consultation Process for Gateshead

Bus Network Design Consultation - Gateshead.

Objective

To design an accessible bus network for Tyne and Wear that delivers the best possible accessibility for local residents and assists in the achievement of the accessibility targets contained within the Tyne and Wear Bus Strategy.

Background

Following the passing of the Local Transport Act 2008, and the new powers invested in transport authorities with regard to bus services, in April 2009 the Tyne and Wear Integrated Transport Authority (ITA) adopted a new Tyne and Wear Bus Strategy which includes key public transport accessibility targets for each of the five Tyne and Wear districts.

The targets for Gateshead are:

Gateshead

		Current Daytime	Proposed Daytime	Current Evening	Proposed Evening
Within 30 mins	Main Centres	54%	56%	40%	42%
	Local Service Centres (including GP surgery)	94%	100%	88%	88%
	3 Key Employment Sites	71%	75%	54%	60%
	General Hospital	62%	70%	50%	55%
	Within 400m of a 10 minute bus service	77%	77%	42%	45%
	Within 400m of a 15 minute bus service	90%	90%	69%	72%

Nexus (Tyne and Wear Passenger Transport Executive), the delivery arm of the ITA, have commenced a project to review the Tyne and Wear bus network with regard to these accessibility targets in partnership with the bus operators and the five local authorities. The outcome is intended to be an accessible bus network that links local residents with key services and facilities, major and local centres, key employment sites and general hospitals.

As part of the project Nexus and the Council intend to investigate opportunities to deliver bus services more innovatively this could include 'taxi-bus' routes in estates where normal vehicles find it difficult to operate. It is also the intention to build on the joint working carried out in the borough to date through vehicle brokerage to deliver targeted services e.g. 'shoppers' services'.

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The project is likely to result in some proposed changes and improvements to Gateshead's existing bus network. This could potentially have implications for the Integrated Transport Authority levy as identified improvements to the network may require a larger subsidy and hence a request to increase the levy.

Gateshead's Portfolio Holder is a member of the Tyne and Wear ITA working group which is leading on the project.

Consultation process

It is proposed that the revised network for Gateshead be subject to a rigorous consultation process to ensure that the proposed network achieves the correct balance between public aspirations and available resources.

As part of this process we wish to consult with Elected Members of Gateshead Council, and therefore formally request you to consider establishing an Advisory Group, which would be convened in January/February 2010, to provide input into the development of the bus network for Gateshead and make recommendations to Cabinet.

The following consultation process is proposed for consideration.

	Step	Timescales
1	Approval of the consultation processes for Gateshead	September
2	Agreement of communications and consultation materials and detailed process by the Leader	Meeting with the Leader in early December
3	Finalisation of the draft Network for Gateshead	December
4	Presentation of the Network to the Leader	January
5	Network presented to the convened Advisory Committee	February
6	Advisory committee recommendation to cabinet	March
7	Public Consultation Commences	March – May
8	Presentation of the final network to the Leader	July
9	Presentation of the final network to the Advisory Committee	July
10	Advisory Committee recommendation to Cabinet	July
11	Communication with all members on the final network	July
12	Communication with the public on the final network and feedback from the consultation process	August/September

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2. Consultation Process for Newcastle

Title: Bus Network Design Project

Objective

To design an accessible bus network for Tyne and Wear that delivers the best possible accessibility for local residents and assists in the achievement of the accessibility targets contained within the Tyne and Wear Bus Strategy.

Background

Following the passing of the Local Transport Act 2008, and the new powers invested in transport authorities with regard to bus services, in April 2009 the Tyne and Wear Integrated Transport Authority (ITA) adopted a new Tyne and Wear Bus Strategy which includes key public transport accessibility targets for each of the five Tyne and Wear districts.

Nexus (Tyne and Wear Passenger Transport Executive), the delivery arm of the ITA, have commenced a project to review the Tyne and Wear bus network with regard to these accessibility targets in partnership with the bus operators and the five local authorities. The outcome is intended to be an accessible bus network that links local residents with key services and facilities, major and local centres, key employment sites and general hospitals.

As part of the project Nexus and the Council intend to investigate opportunities to deliver bus services more innovatively this could include 'taxi-bus' routes in estates where normal vehicles find it difficult to operate. It is also the intention to build on the joint working carried out in the borough to date through vehicle brokerage to deliver targeted services e.g. 'shoppers services'.

The project is likely to result in some proposed changes and improvements to Newcastle's existing bus network. This could potentially have implications for the Integrated Transport Authority levy as identified improvements to the network may require a larger subsidy and hence a request to increase the levy. Nexus propose that when the exercise is completed in summer 2010 a report, including costed options for the network, is brought to Executive for discussion and approval.

Newcastle's Portfolio Holder is a member of the Tyne and Wear ITA working group which is leading on the project.

Nexus' Consultation Plan Proposal for Newcastle

1. This briefing note to the Leader and Portfolio Holder giving an overview of the project and details of the intended consultation process
2. Members' Workshops at The Civic Centre
Two workshop-style meetings for Members, each lasting approximately two hours, have been suggested by Nexus, one held in the afternoon and one in the evening.

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These are likely to be held in late February or early March 2010. All Members would be invited to both sessions: the proposal is for two sessions in order to give as many Members as possible the opportunity to attend as well as allowing for a comprehensive discussion of the finer details of the proposed network and routes.

3. Public consultation (March 2010 - May 2010)

- Brief ward committee co-ordinators for the chairs to present.
- An article in 'City Life' Magazine, with consultation leaflet as an insert
- Consultation page and link on the Council website
- Displays in relevant locations, libraries, Council Community Centres - TBC
- Chambers of Trade will be consulted as well as other identified stakeholders

4. Reporting arrangements

- Formal Cabinet report in Summer (July), containing costed options for network development.

3. Consultation Process for North Tyneside

Bus Network Design Consultation - North Tyneside

Objective

To design an accessible bus network for Tyne and Wear that delivers the best possible accessibility for local residents and assists in the achievement of the accessibility targets contained within the Tyne and Wear Bus Strategy.

Background

Nexus (Tyne and Wear Passenger Transport Executive), the delivery arm of the ITA, has commenced a project to review the Tyne and Wear bus network with regard to these accessibility targets in partnership with the bus operators and the five local authorities. The outcome is intended to be an accessible bus network that links local residents with key services and facilities, major and local centres, key employment sites and general hospitals.

As part of the project Nexus and the Council intend to investigate opportunities to deliver bus services more innovatively; this could include 'taxi-bus' routes in estates where normal vehicles find it difficult to operate. It is also the intention to build on the joint working carried out in the borough to date through vehicle brokerage to deliver targeted services e.g. 'shoppers services'

Targets for accessibility were set and agreed as part of the Bus Strategy for Tyne and Wear. The accessible bus network will be designed to help meet these targets.

The agreed targets for North Tyneside are:

North Tyneside

		Current Daytime	Proposed Daytime	Current Evening	Proposed Evening
Within 30 mins	Main Centres	37%	40%	23%	30%
	Local Service Centres (including GP surgery)	99%	100%	94%	94%
	3 Key Employment Sites	71%	75%	54%	57%
	General Hospital	75%	77%	57%	60%
	Within 400m of a 10 minute bus service	80%	80%	24%	30%
	Within 400m of a 15 minute bus service	93%	93%	55%	60%

Consultation process

It is proposed that the revised network for North Tyneside be subject to a rigorous consultation process to ensure that the proposed network achieves the correct balance between public aspirations and available resources. The following consultation process is proposed for consideration.

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	Step	Timescales
1	Approval of the consultation processes for North Tyneside	Presented for approval Sept 2009
2	Formal authorisation to consult	Meeting with Cabinet early December
3	Agreement of communications and consultation materials and detailed process by Head of Communications on behalf of the Elected Mayor	September - December
4	Finalisation of the Network for North Tyneside	December
5	Presentation of the Network to the Elected Mayor Presentation of the Network to the Cabinet and Youth Cabinet	January
6	2 Members' workshops to present proposals	Feb – March
7	Public Consultation Commences 4 public events – Forums plus older people's and disabled people's forums	March - May
8	Presentation of the final network to the Elected Mayor	July
9	Presentation of the final network to: - Cabinet - Forums	TBC July – Sept
10	Communication with all members on the final network	TBC Aug - Sept
11	Communication with the public on the final network and feedback from the consultation process	TBC Aug - Sept

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4. Consultation Process for Sunderland

Bus Network Design Consultation - Sunderland.

Background

Nexus and Sunderland City Council are undertaking a review of the accessible bus network across Sunderland with a view to improve accessibility to public transport across the district.

Targets for accessibility were set and agreed as part of the Bus Strategy for Tyne and Wear. The accessible bus network will be designed to help meet these targets.

The agreed targets for Sunderland are:

Sunderland

		Current Daytime	Proposed Daytime	Current Evening	Proposed Evening
Within 30 mins	Main Centres	62%	75%	56%	65%
	Local Service Centres (including GP surgery)	97%	100%	90%	93%
	3 Key Employment Sites	59%	75%	35%	50%
	General Hospital	53%	75%	33%	50%
	Within 400m of a 10 minute bus service	77%	85%	28%	35%
	Within 400m of a 15 minute bus service	86%	95%	67%	75%

Consultation process

It is proposed that the revised network for Sunderland be subject to a rigorous consultation process to ensure that the proposed network achieves the correct balance between public aspirations and available resources. The following consultation process is proposed for consideration.

	Step	Timescales
1	Approval of the consultation processes for Sunderland	Presented for approval at EMT on 22 nd September 2009
2	Approval of the consultation processes and invitation to engage at Inclusive Communities partnership and Attractive and Inclusive Cities partnership	Meetings to be held during November
3	Presentation of the consultation plan to Environment and Attractive Cities Scrutiny Committee	19 th October

NOTE: Under the Local Government (Access to Information) Act 1985 members of the public have a right to inspect any non-confidential background papers used in the production of a non-confidential report to the Authority. Requests for information should be made to the Department originating the report.

4	Agreement of communications and consultation materials and detailed process by the Leader	Meeting with the Leader in early December
5	Finalisation of the draft Network for Sunderland	December
6	Presentation of the Network to the Leader Presentation of the Network to the Cabinet	January
7	Network presented to Area Committees and Scrutiny Committee	February – March
8	Public Consultation Commences 5 public events – in each regeneration area	March - May
9	Presentation of the final network to the Leader	July
10	Presentation of the final network to: - Cabinet - Inclusive Communities Partnership - Attractive and Inclusive Cities Partnership	TBC July – Sept
11	Communication with all members on the final network	July
12	Communication with the public on the final network and feedback from the consultation process	August/September

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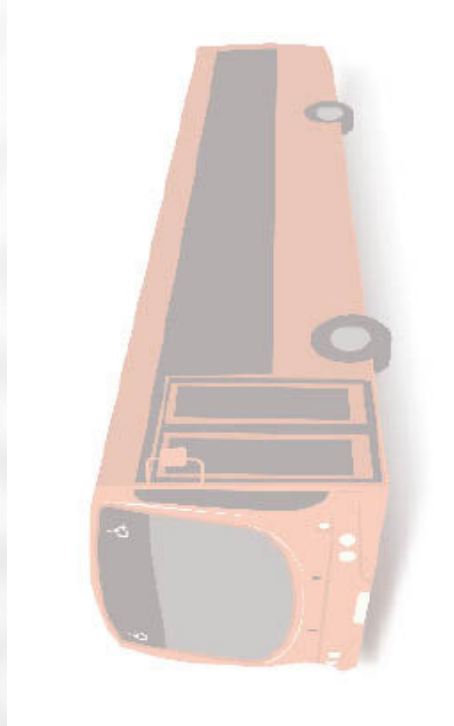


Local Transport Act – one year on

Nexus Bus Strategy

Steps to Delivery

12 January 2010



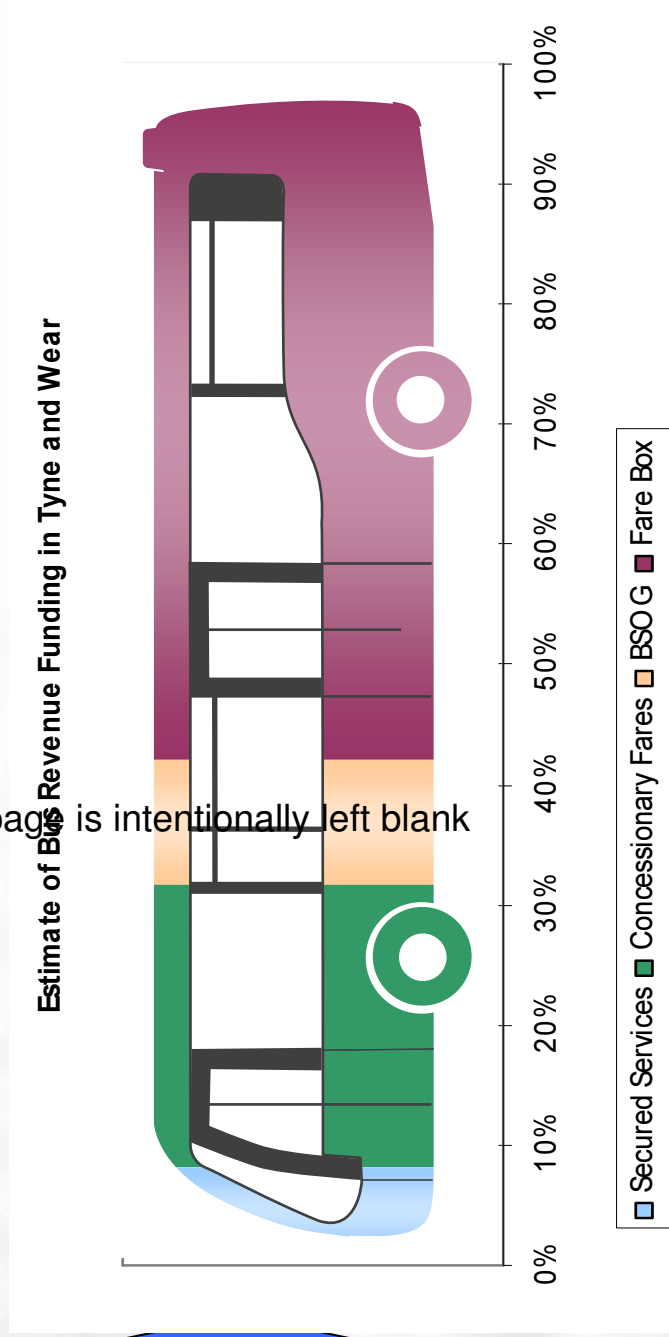
Tobyn Hughes – Director of Strategy, Nexus

- Disconnect between funding and service design

Step 1
REFRESH
BUS
STRATEGY

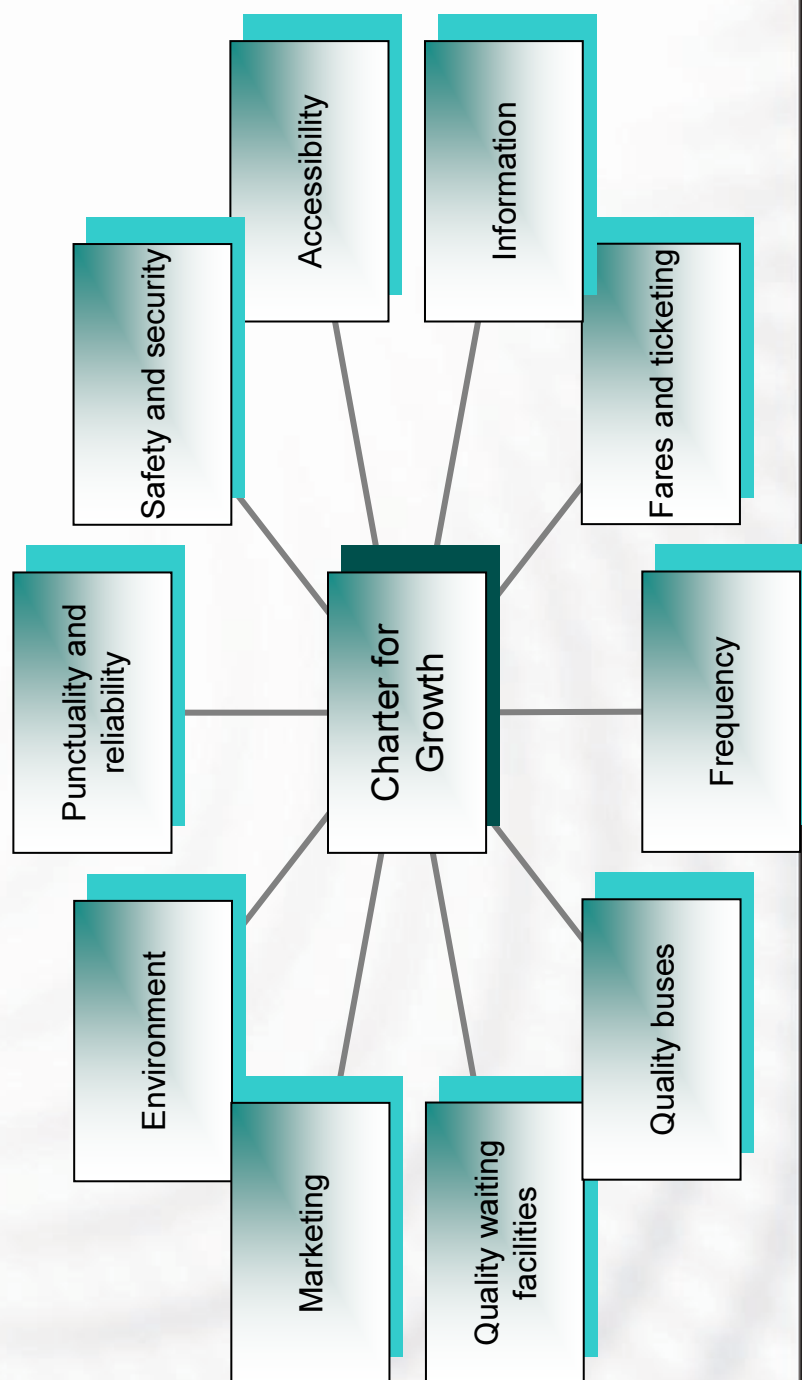
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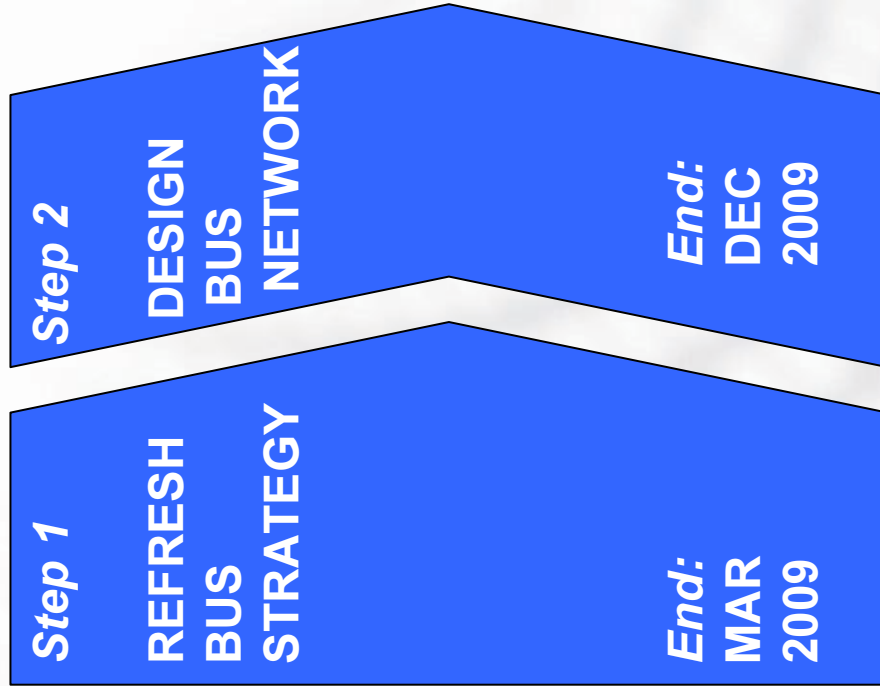
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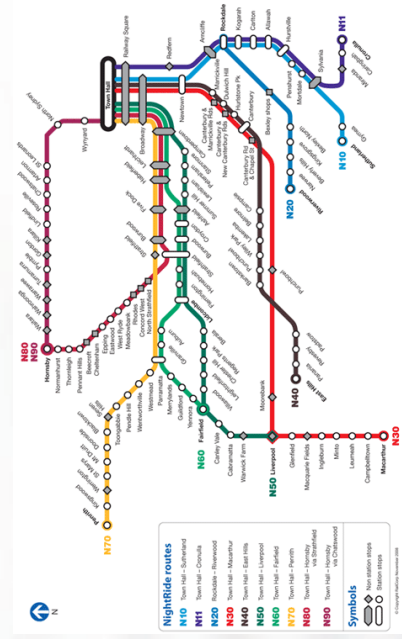
- Public consultation leading to targets and action plans for improvement

Step 1
**REFRESH
BUS
STRATEGY**
**End:
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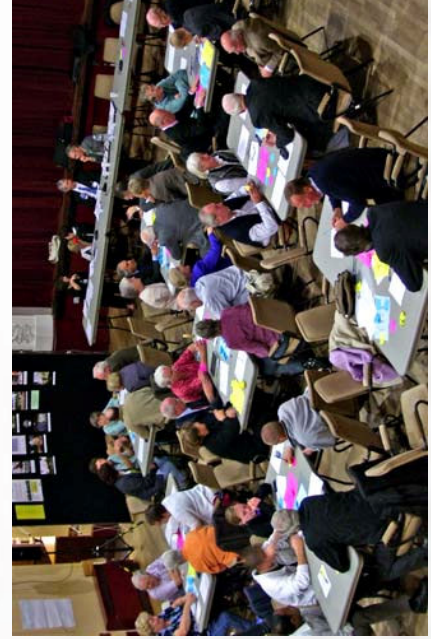
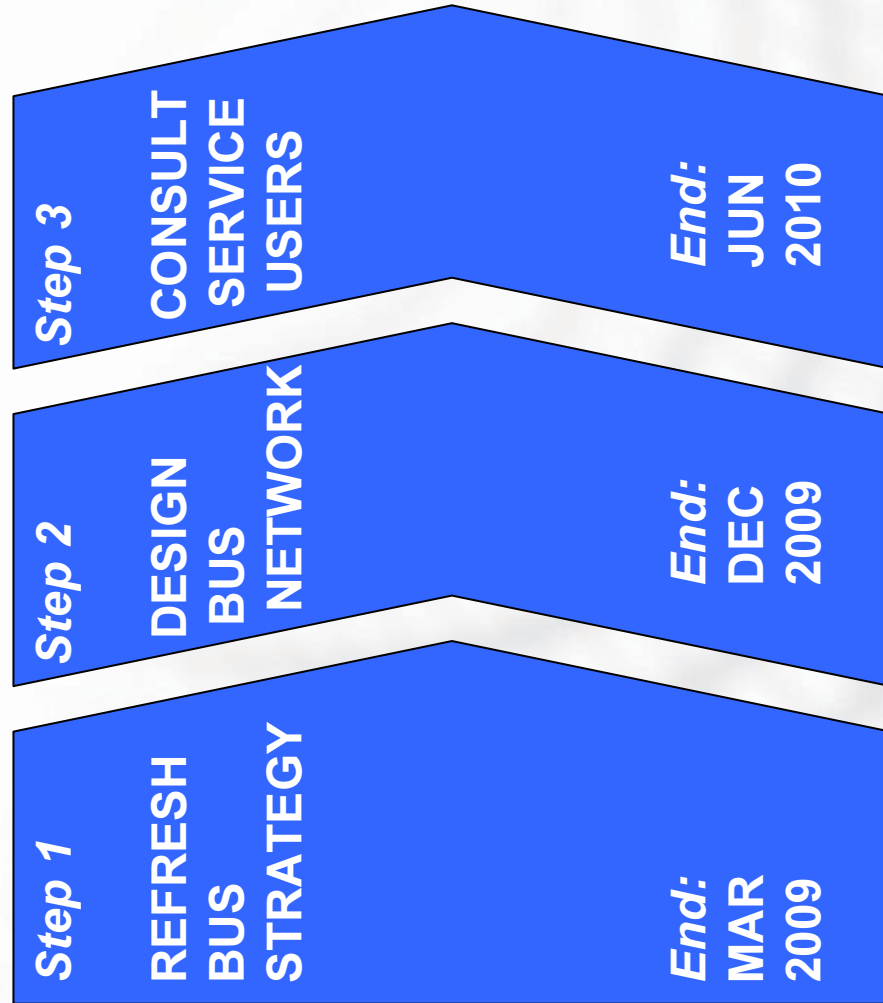




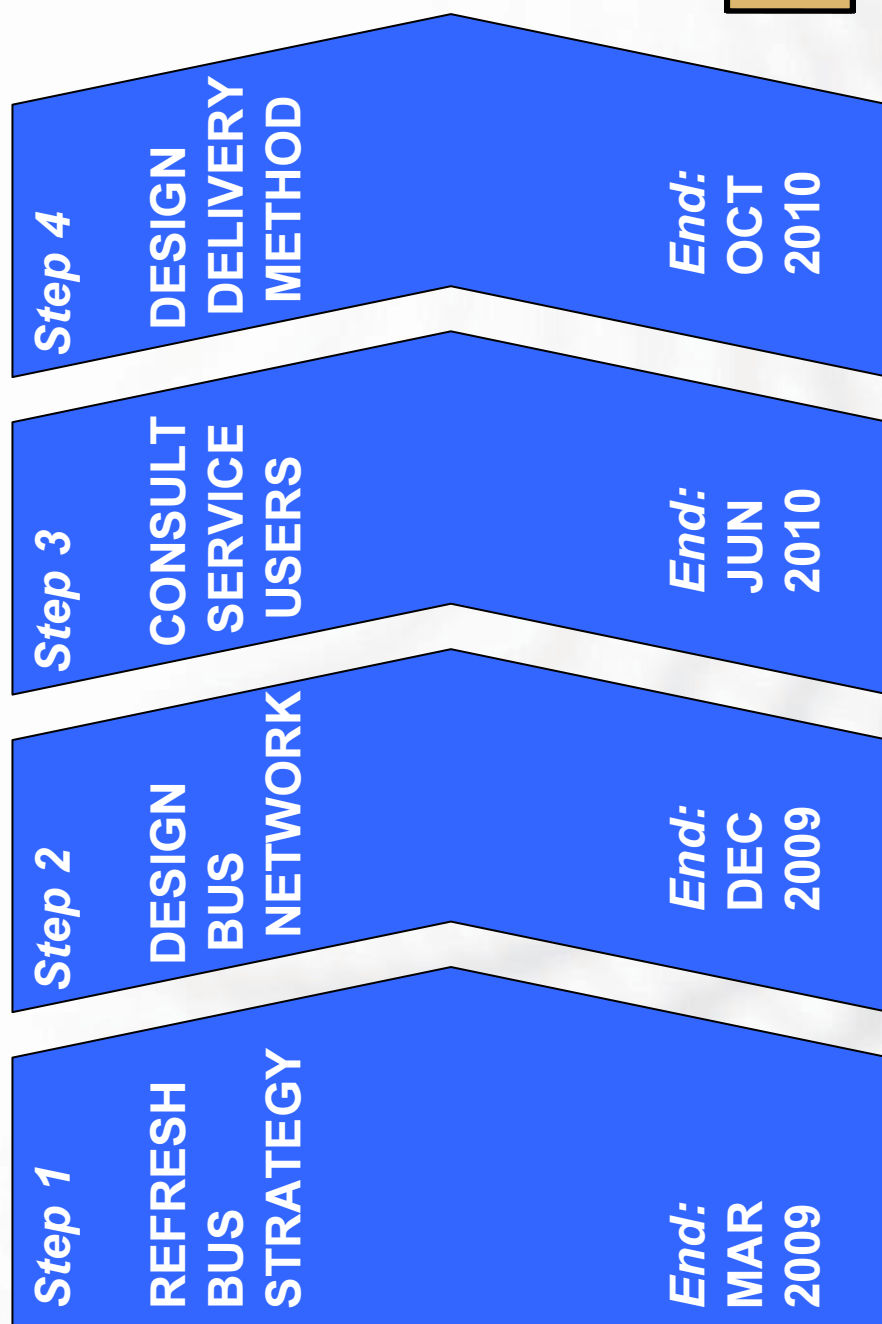
- Accessibility targets by District
- Nexus, bus operators and council officers
- Appropriate service and vehicle types
- Cost and affordability estimates

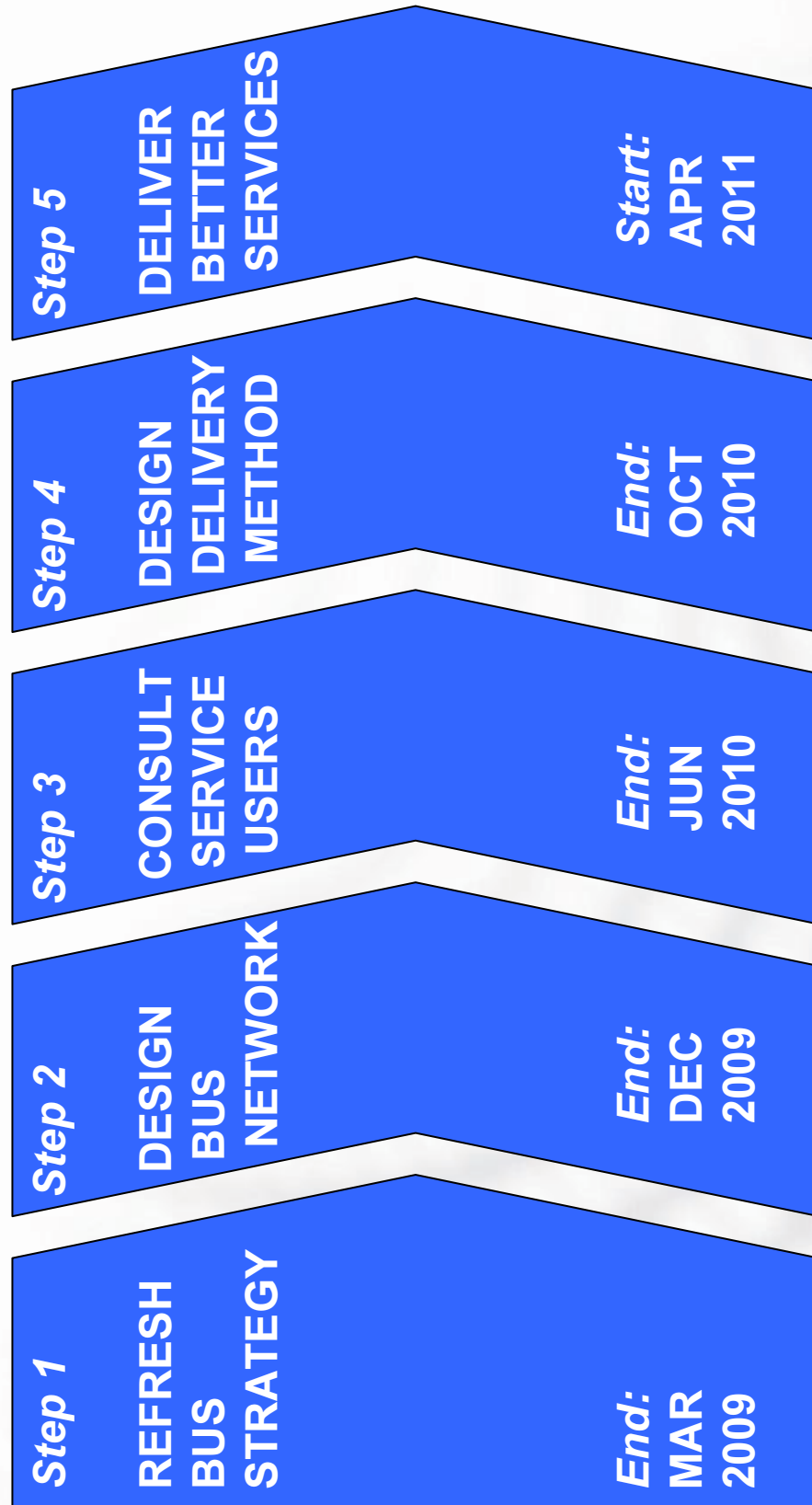


- Member consultation
- Detailed public consultation
- Network design iteration



- ITA
- Nexus
- Bus operators
- Councils
- Businesses







Tyne and Wear Integrated Transport Authority Scrutiny Committee

21st January, 2010

TITLE: CONCESSIONARY FARES
REPORT OF: DIRECTOR OF STRATEGY, NEXUS

1. Summary / Purpose of Report

1.1 To receive, as requested, an update on concessionary fares.

2. Recommendations

2.1 Members are asked to note an update on concessionary fares.

3. Concessionary Fares: Update

- 3.1
- We implement the statutory National CT scheme in full in Tyne and Wear
 - Free travel on local bus services for elderly and disabled people from 0930 Monday to Friday, and all day at the weekend and bank holidays
 - Free travel on local bus before 0930 for hospital appointments
 - In addition we give qualifying residents the opportunity
 - to travel on Metro using Gold Card for a £12 annual fee
 - and similarly to qualifying residents of Durham/Northumberland residents for a £25 fee
 - Disabled people who are in work or education can travel free (on bus) all day
 - There is a concessionary charge of 50p for elderly and disabled people on the Shields Ferry & the Sunderland to Newcastle rail service
 - Take-up of the CT scheme by elderly and disabled people is estimated at 87% (one of the highest levels in the country) at 215,000 elderly people and 20,000 disabled people
 - Ridership is continuously increasing

- Prior to the National Scheme (2005/6) there were 34 million trips a year
- Over 50 million concessionary trips were made in 2008/09
- An increase of nearly 50% in 3 years
- On average there are 200 trips a year being made by passholders - one of the highest levels of usage in the country
- The cost for projected concessionary travel ridership levels in 2009/10 is £43 millions
- As a trial we have introduced a Companion Card for those previous members of the Taxi-Link scheme who can with assistance use mainstream transport
- We also address the transport needs of children
 - there is a flat single journey fare of 50p
 - or an All Day 'CAT' at £1 for those with an Under 16 Card
 - the costs are around £4.4 million a year
 - Take-up is estimated at 42% of the eligible child population NB the take up is higher among older children (66%) who are more likely to travel independently
 - There were 6.6 million child journeys in 2007/08
 - Following the child scheme change in September 2008 (when all day travel - previously only MtoF up to 1900 - and CAT were introduced) ridership quickly increased by 33%
 - Ridership for 2009/10 is projected to be over 9m child trips
- We are looking at the practicalities and cost of extending the U16 Card to U18, in line with the changes that are about to occur in the school leaving age
- We already support a discount for 'Teen Travel' Traveltickets which is a Network Ticketing Limited product
- We are commenting as part of the review of funding formula distribution

4. Opportunities/Risks

4.1 An opportunity is provided to note progress/key issues.

5. Background Papers

5.1 None

Contact Officer: Graham Robinson 0191 203 3296 graham.robinson@nexus.org.uk

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Tyne and Wear Integrated Transport Authority Scrutiny Committee

21st January, 2010

**TITLE: SUMMARY OF DECISIONS: INTEGRATED TRANSPORT AUTHORITY
26TH NOVEMBER 2009**

REPORT OF: SCRUTINY MANAGER, ITA SCRUTINY COMMITTEE

1. Summary / Purpose of Report

- 1.1 A short digest of business transacted by the ITA on 26th November, 2009 is set out, focusing particularly on decisions made.

2. Recommendations

- 2.1 The Scrutiny Committee is recommended to consider if it would like to add ITA agenda items, or decisions made, to its own work programme.

3. ITA Discussion

3.1 Minutes, 24th September 2009

The Director General, Nexus provided a number of updates. To compliment investment at platform level, opportunities were being explored to improve the above ground environment of Sunderland Central Station. Representations continued to be made pressing the strong case for Phase I High Speed rail to include the North East

3.2 Revenue Budget Monitor April to October 2009

The Deputy Clerk and Treasurer provided Members with a Revenue Budget monitor for April - October 2009. This set out expenditure compared to original estimates. Spending was as planned. It was confirmed there was no financial exposure to Icelandic financial institutions.

The ITA noted the current financial position.

3.3 Annual Audit and Inspection Letter 2008/09

The Treasurer and Deputy Clerk provided a copy of the Annual Audit and Inspection Letter. The Letter gave positive feedback, with only a small number of relatively minor recommendations all covered by an Action Plan approved by the ITA.

The ITA agreed to receive the 2008/09 Audit and Inspection Letter.

3.4 New Tyne Crossing Update

The Project Director gave an overview of progress. Key dates remained those agreed in April, 2009.

Various aspects of civil engineering works were set out, including plans to locate the immersed sections of the new tunnel in January/February, 2010. An update was also provided on communication with local communities, including master planning for landscaping/site re-instatement. A series of consultation events had resulted in over 300 comments.

The ITA noted the update, requesting a site visit.

3.5 S31 Grant Metro Ticketing and Gating Scheme

The Director of Finance and Resources, Nexus reported on the outcome of discussions with the Department for Transport on a bid for funding. The bid was bigger than first envisaged as there was an opportunity to extend the scope of works to include: internet retailing, regional smartcards and replacement of 31 Ticket Office machines. Strong linkages were also being made to the regional smart card.

Pleasingly a grant of £13, 351 had been secured against the estimated outturn cost of £14, 856. Funding would be paid over three years 2009/10-2011/12.

The ITA authorised the Director of Finance and Resources, Nexus to accept the grant.

3.6 Developing a Strategy for Smart and Integrated Ticketing: Department for Transport Consultation

The Director General, Nexus set out consultation by the Department for Transport on its draft strategy and proposed feedback from a) NESTI Partnership (the North East Smart Ticketing Initiative Partnership) and b) pteg, the association of Passenger Transport Authorities.

The DfT's report signalled a clear intention to move towards a nationwide smart ticketing system. NESTI and pteg had both responded welcoming this approach, but suggesting the strategy should cover integrated fares as well as technological innovations.

The ITA noted key themes in responses made.

3.7 Update on the North East Smart Ticketing Initiative (NESTI)

The Clerk to the Authority and Director General, Nexus updated on progress since May, 2009. Proposals had been supported by the North East Leaders and Elected Mayor group. Within Tyne and Wear there were clear linkages with the Metro Ticketing and Gating initiative and these would be factored in.

£10m had been allocated from the Regional Funding Allocation and additional resources identified, including from the ITA. A Partnership Board had been established and working arrangements/governance proposed. The ITA would take the role of lead authority and Nexus programme manager - within a legal framework being developed. Bus operator participation would be secured by means of a formal agreement through grant funding.

Looking ahead, there was scope to extend the regional card into other areas, such as libraries or even the private sector; with full smart ticketing capability by the end of March, 2012.

It was hoped to bring a finalised Business Case and Programme Blueprint to the next meeting.

The ITA agreed the form of its and Nexus's involvement, including the Chair of the ITA reporting to the North East Leaders and Elected Mayor group. Funding issues were also agreed.

3.8 Revision to Fares 2010

The Director General, Nexus set out proposals for Metro and Ferry fares from 3rd January, 2010. Members welcomed the ambition of a more structured pricing structure but considered this should be within a freeze in prices, particularly given the difficult economic situation. The Director General was asked to fund the freeze from within existing budgets.

The ITA agreed to freeze fares in 2010.

3.9 Christmas and New Year Services 2009

The Director General, Nexus set out Metro, Ferry, Secured Bus and Northern Rail services over the Christmas/New Period.

The ITA noted arrangements in place.

3.10 National Rail Penalty Fares Rules Consultation

The Director General, Nexus set out national consultation on an increase in penalty fares from £20 to £50 (£25 if paid within 21 days). Changes sought to reflect inflation and act as a greater incentive to ticket purchase. Penalties applied to Metro trains. There was estimated to be 4% fraud levels on Metro services.

The ITA noted the report and implications for Metro fares.

3.11 DfT Consultation on the Special Grant Allocation for Concessionary Travel for 2010/11

The Director of Finance and Resources, Nexus set out a proposed response to key questions posed by consultation on National Bus Concession Special Grant 2010/11. Grant had been made available to cover additional costs incurred in operating the free off-peak concession operating in England. Consultation focused on the grant formula. Experiences to date were sought. The proposed response supported no change in distribution.

The ITA approved consultation feedback set out.

3.12 Nexus Performance - Recent Survey Results and Awards

The Director General, Nexus set out pleasing outcomes from the recent mystery shopper survey. Locally, in terms of Nexus services, satisfaction was in the top quartile including for: cleanliness of bus shelters (83%), bus shelter provision (95%) and timetable legibility (93%).

Nexus had also won a regional Award. This was in the category of Best Customer Relations at the regional Public Relations Awards.

The ITA welcomed positive feedback and thanked all staff involved.

3.13 Petition Relating to Withdrawal of Service 4/5 in Newcastle

The Director General, Nexus set out consideration given to a petition about the withdrawal of a service previously provided on a commercial basis. It was considered that there was an insufficient case for public funding to provide some or all of the service given alternative services available. The Bus Network Design Project was examining, however, travel options including for Newcastle residents in the inner west.

The ITA noted the report.

4. Opportunities/Risks

- 4.1 An opportunity is provided to note outcomes from the ITA's recent meetings. Reports can be requested to inform the work of this Committee. It is suggested reports are best linked to the five key transport planning ambitions set out in the work programme report elsewhere on the agenda.

5. Background Papers

- 5.1 Agenda Integrated Transport Authority 26th November, 2009

Contact Officer: Paul Staines 0191 277 7524 paul.staines@newcastle.gov.uk

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Tyne and Wear Integrated Transport Authority

Scrutiny Committee

21st January, 2010

TITLE: WORK PROGRAMME 2009/10

REPORT OF: SCRUTINY MANAGER, ITA SCRUTINY ADVISORY COMMITTEE

1. Summary / Purpose of Report

1.1 To review and update, if necessary, the committee's work programme.

2. Recommendation

2.1 The committee is asked review its work programme to ensure continued focus on key issues (Appendix A).

3. Background

3.1 At the June, 2009 meeting, the committee adopted a new theme-based approach - focussed on the five goals for national transport policy. Focus will ensure the committee maximises influence on ITA policy making as envisaged in committee terms of reference. Previously, agendas had been based on a mix of reports and presentations.

3.2 The five national goals are to:

- **Support** national **economic** competitiveness and **growth**, by delivering reliable and efficient transport networks
- Reduce transport's emissions of carbon dioxide and other greenhouse gases, with the desired outcome of **tackling climate change**
- **Contribute to better safety security and health** and longer life-expectancy by reducing the risk of death, injury or illness arising from transport and by promoting travel modes that are beneficial to health
- **Promote** greater **equality of opportunity** for all citizens, with the desired outcome of achieving a fairer society;
- **Improve quality of life** for transport users and non-transport users, and to promote a **healthy natural environment**

- 3.3 The committee's new approach will enable Members to also discuss, in a systematic way:
- The wider role of the ITA - including around the Local Transport Plan - not part of previous discussion
 - Formal inspections/audits of the ITA and Nexus
 - Known risks - and how assurances are delivered
 - The move to Comprehensive Area Assessment, where all agencies need to demonstrate how they are shaping and improving the lives of local people
 - Opportunities for better engagement with the public and stakeholder groups (eg business, transport user groups, traditionally disadvantaged communities)
- 3.4 The effectiveness of the new approach was supported by the ITA at its meeting on 24th September, 2009 when considering if membership should be reviewed.
- 4. Agenda Items**
- 4.1 Given scrutiny is Member-led, the committee is asked for suggestions for reports/topics for review - thinking particularly about meetings July - November, 2010.
- 4.2 It is proposed to continue to report to Members on decisions taken at ITA meetings and also to provide an opportunity to discuss the committee's work programme.
- 5. Opportunities/Risks**
- 5.1 The Scrutiny Committee provides Councillors from across Tyne and Wear with an opportunity to discuss key issues in the development of local transport policy. In linking the work programme of the committee to key national ambitions, there is more scope to hold to account those delivering decision making locally.
- 6. Background Papers**
- 6.1 Delivering a Sustainable Transport System (November, 2008)
- www.dft.gov.uk/about/strategy/transportstrategy/dasts

Contact Officer: Paul Staines 0191 277 7524 paul.staines@newcastle.gov.uk

Integrated Transport Authority Scrutiny Committee: Work Programme 2009/10

Appendix A

21 st January, 2010 - South Tyneside		18 th March, 2010 - Sunderland	
<p>Key Theme: 'to improve the quality of life for transport users and non-transport users, and to promote a healthy natural environment'</p> <ul style="list-style-type: none"> • Access: Bus Network Design, Concessionary Fares), 'Link Up' - review & user feedback • Tickets and Ticketing 		<p>Key Theme: 'to contribute to better safety, security and health for all citizens, with the desired outcome of achieving a fairer society'</p> <ul style="list-style-type: none"> • Equality Scheme and process/ priorities from Equality Impact Assessment • Scooters on the metro • How key risks are being addressed • DVLA: More Use of Tax Disc Reminders • Newcastle Central Station Ticket Barriers 	
20 th May, 2010 - Newcastle		15 th July, 2010 - Gateshead	
<p>Key Theme: Promote greater equality of opportunity for all citizens, with the desired outcome of achieving a fairer society'</p> <ul style="list-style-type: none"> • Priorities from Equality Impact Assessment • Make up and use of Passenger Panel 		<p>Key Theme: 'to support national economic competitiveness and growth by delivering reliable and efficient transport networks</p> <ul style="list-style-type: none"> • High Speed Rail: Update/outcomes of representations from North East • A19 Junction Improvements: Update 	
16 th September, 2010 - North Tyneside		18 th November, 2010 - South Tyneside	
<p>Key Theme: 'Reduce transport's emissions of carbon dioxide and other greenhouse gases, with the desired outcome of tackling climate change'</p> <ul style="list-style-type: none"> • Nottingham Declaration CO² Reduction Action Planning: Exceptions Report • Tyne Tunnel: Update and Visit 		<p>Key Theme: 'to improve the quality of life for transport users and non-transport users, and to promote a healthy natural environment'</p>	
January, 2011 - North Tyneside		March, 2011 - Sunderland	
<p>Key Theme: 'Reduce transport's emissions of carbon dioxide and other greenhouse gases, with the desired outcome of tackling climate change'</p> <ul style="list-style-type: none"> • Nottingham Declaration CO² Reduction: Exceptions Report • Tyne Tunnel Visit 		<p>Key Theme: 'to contribute to better safety, security and health for all citizens, with the desired outcome of achieving a fairer society'</p>	

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