



# Tyne and Wear Integrated Transport Authority

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Meeting to be held: Committee Room, Civic Centre, Newcastle upon Tyne, NE99 2BN  
on Thursday 24 November 2011 at 10.00 am

## SUPPLEMENTAL AGENDA

Contact Officer: Victoria Miller (0191) 211 5118 [victoria.miller@newcastle.gov.uk](mailto:victoria.miller@newcastle.gov.uk)

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13. Christmas and New Year Services 2011/2012	
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**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.

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**CHRISTMAS OPERATION/SERVICES 2011/2012**

Day	Date	Bus Services	Metro	Ferry	Northern Rail N/castle-S/land	Travelcentres	Traveline (Subject to Confirmation)
Saturday	24 December 2011	Saturday timetables with run down of service after 1830. All services will be finished by 2000.	Saturday timetable with 6 additional trains until 1800. Reduction in service between 1800 & 2000 and an hourly service thereafter until approx 2315 for departing services from Monument	First Ferry: 0645 x So. Shields. Last Ferry: 1930 x No. Shields & 1915 x So. Shields.	Saturday timetable with run down from 2000	Close at 1300	0700 - 1700
Sunday	25 December 2011	No Service	No Service	No Service	No Service	Closed	Closed
Monday	26 December 2011	Reduced subsidised network on core routes commencing at approx. 0800 with some services operating until 2145. Limited commercial operation by Go North East between 0930 and 1830.	Sunday timetable between 1000 & 1930 plus additional football trains	Sunday timetable	No Service	Closed	0900 - 1700
Tuesday	27 December 2011	Saturday timetables	Saturday timetable	Normal timetable	Normal service with withdrawal of a limited number of early morning journeys	Closed	0700 - 1700
Wednesday	28 December 2011	Saturday timetables	Weekday timetable with additional 6 trains after 0930 reducing to a 6 minute headway between 1900 and 2030.	Normal timetable	Normal timetable	Normal Opening Hours	0700 - 1700
Thursday	29 December 2011	Saturday timetables	Weekday timetable with additional 6 trains after 0930 reducing to a 6 minute headway between 1900 and 2030.	Normal timetable	Normal timetable	Normal Opening Hours	0700 - 1700
Friday	30 December 2011	Saturday timetables	Weekday timetable with additional 6 trains after 0930 reducing to a 6 minute headway between 1900 and 2030.	Normal timetable	Normal timetable	Normal Opening Hours	0700 - 1700

Day	Date	Bus Services	Metro	Ferry	Northern Rail N/castle-S/land	Travelcentres	Traveline (Subject to Confirmation)
Saturday	31 December 2011	Saturday timetables with run down of service after 1830. All services will be finished by 2000.	Saturday timetable plus 6 additional trains until 1800. Reduction in service between 1800 & 2000 and an hourly service thereafter until approx 2315 for departing services from Monument	First Ferry: 0645 x So. Shields. Last Ferry: 1930 x No. Shields & 1915 x So. Shields.	Saturday timetable with run down from 2000	Close at 1300	0700 - 1700
Sunday	01 January 2012	No service	No Service	No Service	No Service	Closed	Closed
Monday	02 January 2012	Generally, a Sunday service will be operated by both Go North East and Arriva North East, however Stagecoach have elected to operate a Saturday service	Saturday timetable	Normal timetable	Normal timetable	Closed	0700 - 2100
Tuesday	03 January 2012	Normal services resume	Tuesday service with 6 additional trains after 0930 reducing to a 6 minute headway between 1900 and 2030.	Normal timetable	Normal timetable	Normal Opening Hours	0700 - 2100



## Tyne and Wear Integrated Transport Authority

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**DATE:** 24 November 2011  
**TITLE:** Allocation of the Local Transport Plan (LTP) Public Transport Block  
**REPORT OF:** DIRECTOR GENERAL, NEXUS  
**Not confidential**  
**District Implications: All Districts**

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### 1. Summary / Purpose of Report

1.1 To consider alternatives for the allocation of the LTP Public Transport Block.

### 2. Recommendations

2.1 The ITA is asked to note the content of this report and to agree to receive a further report from the Joint Transport Steering Group in January 2011 which will make a firm recommendation concerning how the Public Transport element of the LTP Integrated Transport Block funding should be allocated in 2012/13.

### 3. Introduction / Background

3.1 Integrated transport block funding is crucial to help local authorities improve road safety, stimulate local economies by reducing congestion, and deliver social justice to their local communities. In addition measures are designed to tackle climate change, improve air quality and health. Research has shown that investment in such measures can provide very high value for money.

3.2 Local authority integrated transport block allocations are calculated through a needs-based formula. The formula, which will shortly be subject to consultation, currently has six elements (objective one areas, road safety, **public transport**, congestion, tackling pollution and accessibility).

3.3 The full integrated transport block allocation for Tyne and Wear in 2011/12 and 2012/13 is shown in table 1 below. The allocation for 2010/11 is shown for comparison. The cut in funding from 2010/11 to 2011/12 is 24.5% (on top of the 25% cut already announced in June 2010). Table 1 also shows the provisional figures for 2013/14 and 2014/15.

<b>Table 1</b>	<b>£000</b>
2010/11 Original Allocation	20,509
2010/11 Revised Allocation (June 2010)	15,382
2011/12	11,617
2012/13	12,392
2013/14 (provisional)	12,392
2014/15 (provisional)	17,426

#### 4.0 **Breakdown of LTP IT Block (Public Transport) Funding 2011-12**

4.1 Of the £11.617m LTP IT block funding available to Tyne and Wear in 2011/12, £3.640m was allocated towards the public transport element. Despite the severe reduction in this resource, at its March 2011 meeting, the ITA resolved that the previous method of distributing the public transport element should be retained as the basis for its allocation in 2011/12.

4.2 Therefore, resources continue to be top-sliced to fund part of the agreed local contribution towards Metro reinvigoration and the cost of the LTP core team.

4.3 The residual amount available to all partners is shown in table 2 below. The effect is that no individual partner has sufficient funding to deliver any significant public transport schemes outside of Metro:-

<b>Table 2</b>	<b>Public Transport re-allocation</b>
	<b>£000</b>
Gateshead	113
Newcastle	135
North Tyneside	87
South Tyneside	69
Sunderland	136
Nexus	247
<b>TOTAL</b>	<b>787</b>

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- 4.4 This approach led to high profile public transport schemes that Nexus had developed with district partners being deferred. Examples include improvements at Gateshead Interchange, Kepple Street Bus station in South Shields and a scheme in Sunderland which at that stage had still to be determined. Match funding for improvements to Haymarket bus station in Newcastle was also withdrawn although Newcastle City Council have still managed to progress this particular scheme.
- 4.5 The concern if this method of distribution continues is that the ITA will not be in a position to implement any meaningful capital programme outside of the major investment in the Metro network. Funding from the Nexus revenue budget, previously used to augment LTP funding is under pressure because of the planned reduction in the levy. Although the indicative LTP integrated transport allocation for 2014/15 looks more encouraging, indications from the LTP IT block formula review working group are that future LTP IT block allocations in metropolitan areas could diminish still further. Therefore, one option is that to be able to deliver any meaningful capital investment in non-Metro assets will require all of the Public Transport element of the IT block funding being centrally managed by Nexus with accountability to the ITA.
- 4.6 As instructed by the ITA, the Joint Transport Steering Group has considered this issue during the course of 2011/12 and it is apparent that only two real options have emerged. The first is to retain the status quo as outlined above; the second is for Nexus to centrally manage all of the Public Transport element of the IT block funding, with accountability to the ITA.
- 4.7 In broad terms, the implication of retaining the status quo is that partners will be unable to deliver any meaningful public transport capital programme outside of the Metro network and whilst there may be opportunities to supplement this funding with other sources of funding, the reality is that these opportunities are becoming more and more limited.
- 4.8 Members' views are sought on this difficult matter and the Joint Transport Steering Group will provide a definitive recommendation at the ITA meeting in January 2012, together with detailed rationale and analysis surrounding the implications of its recommendation.
5. **Next Steps**
- 5.1 ITA to receive an update at its January 2012 meeting.
6. **Further comments by the:**
- **Clerk** (if any);
  - **Treasurer** (if any);

- **Legal Advisor** (if any);
- **Director General** (if any).

**7 Background Papers**

7.1 2010/11 & 2011/12 Public Transport Block Allocation 24<sup>th</sup> March 2011.

**8 Contact Officer (s)**

8.1 John Fenwick, Nexus Director of Finance and Resources, 0191 203 3408





## Tyne and Wear Integrated Transport Authority

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**Date:** 24 November 2011

**TITLE:** NEXUS ANNUAL EXPENDITURE AND ACTIVITY ANALYSIS REPORT  
2010/11

**REPORT OF** THE DIRECTOR GENERAL OF NEXUS

**District Implications: All Districts**

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**1. Summary / Purpose of Report**

1.1 To provide the ITA with financial and statistical information relating to Nexus' services as part of its annual reporting processes.

**2. Recommendation**

2.1 To note the attached report, 'Nexus Annual Expenditure and Activity Analysis Report 2010/11'.

**3. Introduction**

3.1 As with other Passenger Transport Executives and Travel Concession Authorities, Nexus reports on its financial performance annually. Its statement of accounts is subject to external audit by the Audit Commission and the District Auditor provides an opinion in regard to use of resources as well as the 'true and fair view' opinion.

3.2 At the Tyne and Wear Leadership Group meeting in December 2009, in the context of a discussion on the ITA levy, Leaders asked for more information on the services being provided by Nexus at a local authority level. In particular, there was some concern from Leaders that there was no transparency on how services funded from the Nexus budget impacted on individual authorities. In response, a proposal for capturing and reporting appropriate information was discussed with and agreed by District Treasurers when they met in April 2010 and an initial report covering expenditure and activity analysis for 2009/10 was presented to the ITA and District Leaders in July 2010.

3.3 This updated report, the 'Nexus Annual Expenditure and Activity Analysis Report 2010/11' has been prepared using similar principles to those adopted for the 2009/10 report but with revisions to the way in which data is collected.

#### 4. **Information**

4.1 The ITA is responsible for developing and overseeing the implementation of public transport policies at a Tyne and Wear level.

4.2 Nexus advises the ITA on policy development and has statutory responsibility for their implementation, again at the Tyne and Wear level. Programme development and prioritisation therefore also takes place at the Tyne and Wear level in conjunction with LTP processes and procedures.

4.3 It is however recognised that the ITA levy is generated locally based on population of constituent districts and therefore transparency and accountability requires the ITA and Nexus to be able to demonstrate value for money in the use of resources to each of the constituent authorities in the Integrated Transport Area.

4.4 This is not an exact science given that existing processes work at the ITA/sub-regional level and expenditure profiles are, for example, additionally influenced by:-

- the economies of scale if services are provided at a Tyne and Wear level including the extent to which Nexus can use the levy in order to lever additional funds;
- the high proportion of cross boundary services between the constituent authorities and neighbouring unitaries;
- the different characteristics within the constituent authorities in respect to public transport demand and supply;
- the nature and extent of bus operators commercial networks; and
- population densities, socio-economic geography and land use planning decisions.

4.5 Nonetheless broad conclusions can be drawn, although it is important to recognise that information provided at a district level will need careful examination and could warrant certain caveats in order that inaccurate interpretations or incorrect comparisons are not made.

#### 5. **Next Steps**

5.1 The Deputy Clerk and Treasurer and the Director of Finance and Resources, Nexus will be discussing this report with District Treasurers in order to help inform future resourcing of the ITA.

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6. **Further comments by the:**

- **Clerk** (if any);
- **Treasurer** (if any);
- **Legal Advisor** (if any);
- **Director General** (if any).

7 **Background Papers**

7.1 Nexus Annual Expenditure and Activity Analysis Report 2010/11.

8 **Contact Officer (s)**

8.1 John Fenwick, Director of Finance and Resources, Nexus (Tel: 0191 203 3248)

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## Expenditure and Activity Analysis



*"Building for tomorrow through  
better transport today"*

## **Introduction**

Nexus is the Tyne and Wear Passenger Transport Executive (PTE) established under the Transport Act 1968 (as amended) and administers funds in order to implement passenger transport policies on behalf of the Tyne and Wear Integrated Transport Authority (ITA).

Our mission statement is 'Building for tomorrow through better transport today'.

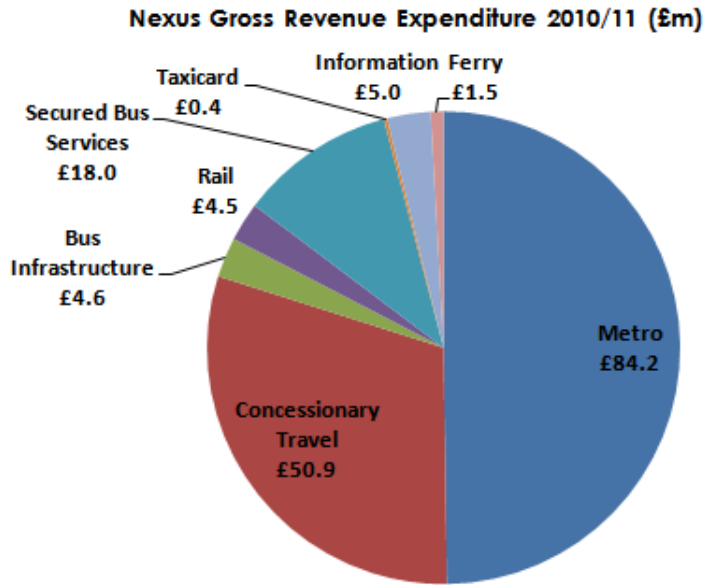
Working within the policy remit set for us by the ITA, and in accordance with the Tyne and Wear Local Transport Plan developed with our partners, Nexus provides, plans and promotes public transport to improve the economic prosperity of Tyne and Wear, and the daily lives of its people. It also looks to the future, creating the sustainable travel choices people will want to use in decades to come. 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 the ITA and Nexus, through getting people to work, children to school, students to colleges, allowing access to shops, medical facilities or leisure attractions.

### **Nexus Gross Revenue Expenditure 2010/11**

Nexus' Gross Revenue Expenditure during 2010/11 amounted to £169.1m<sup>1</sup>. This enabled the provision of the services shown in chart below.

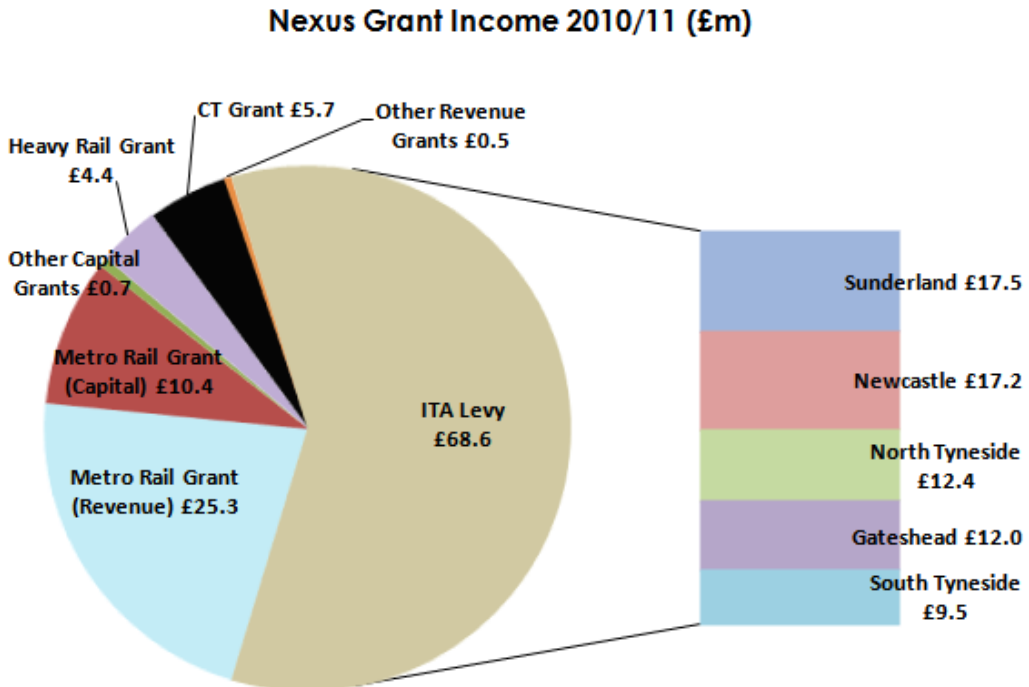
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<sup>1</sup> *This figure is not directly comparable with gross expenditure reported in 2009/10 because of the inclusion of depreciation in 2010/11, financed from the amortisation of capital grant during the year*



**Nexus Grant Income 2010/11**

Nexus' grant income in 2010/11 amounted to £115.6m. The chart below shows the sources of this grant funding:-



The largest source of grant funding received by Nexus during 2010/11 (around 60% of all grants) was from the ITA and this funding provides a direct link between the

local taxpayer and the services that Nexus provides. This is discussed in more detail below.

Other sources of grant funding in 2010/11 were provided for a specific purpose:-

- Metropolitan Rail Grant – from DfT to support the operating costs of the Tyne and Wear Metro
- Heavy Rail Grant – from DfT to support the operating costs of the Northern Rail franchise
- Concessionary Travel Grant – from DfT to support the costs of administering the concessionary travel scheme

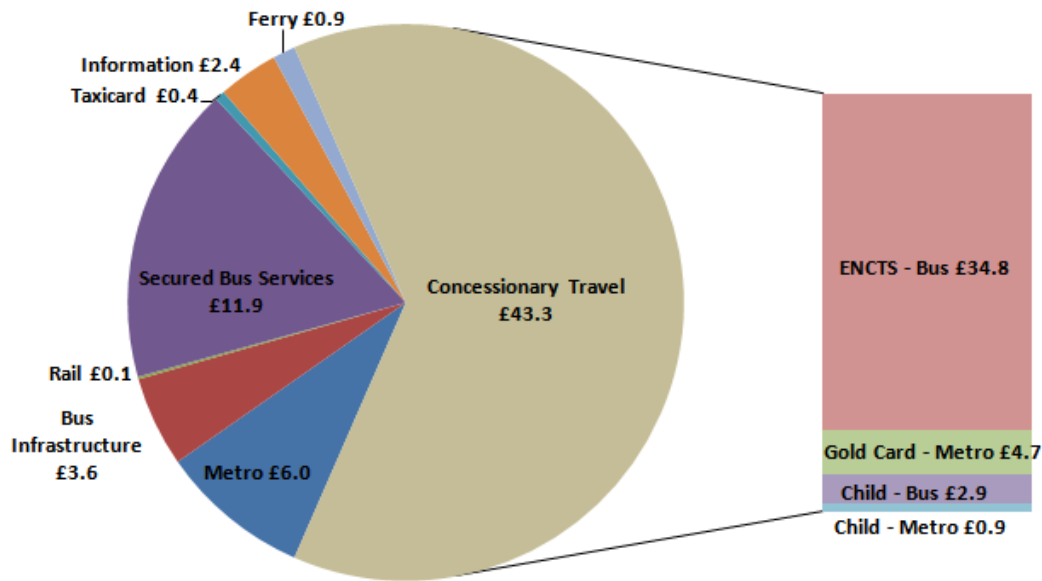
### **The ITA Levy**

The ITA agrees a budget and then issues a levy for each financial year to the constituent councils within Tyne and Wear so as to meet a proportion of its liabilities/expenses. The apportionment of the levy is calculated by reference to the total resident population of each Council. This is done in accordance with Section 7(5) of the Transport Levying Bodies Regulations 1992 where, in Section 3(a), Passenger Transport Authorities established by s28 of the Local Government Act 1985 (now renamed ITA's as a result of the Local Transport Act 2008), are identified as levying bodies. In the case of the Tyne and Wear ITA, it set a levy for the financial year 2010/11 of £71.7m, of which £68.6m was paid to Nexus in order to execute the policy decisions of the ITA.

Nexus' levy funded expenditure during 2010/11 amounted to £68.55m. The chart below shows how the levy was used by Nexus in providing the following services:-



### Nexus Levy Funded Expenditure 2010/11 (£m)



Activity and analysis of each of these services together with commercial bus services are described in more detail in the next section of this report.

### Activity Analysis

This section provides a breakdown and analysis of activity across the following areas of public transport service provision in Tyne and Wear:-

#### Services

1. English National Concessionary Travel Scheme (ENCTS)
2. Under 16 (U16) Concessionary Travel on Bus
3. Secured Bus

4. Commercial Bus
5. Bus Infrastructure
6. Metro
7. Gold Card Concessionary Travel
8. Under 16 (U16) Concessionary Travel on Metro
9. Rail
10. TaxiCard
11. Information
12. Ferry

### **1) Concessionary Travel on Bus (ENCTS)**

During 2010/11, English National Concessionary Travel Scheme (ENCTS) pass holders made 45.5 million journeys on bus in Tyne and Wear, which represents a decline of 2% on the previous year. 2010/11 also represents the first year since the introduction of the ENCTS in 2006 when patronage (pax)<sup>2</sup> has not increased year on year. The table below provides a breakdown of the figures relevant to the ENCTS<sup>3</sup> across Tyne

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<sup>2</sup> All patronage(pax) figures are shown in 000s of journeys, e.g. 11,646 journeys in Sunderland represents 11.646 million

<sup>3</sup> While the figures show that the eligible population has increased in all districts except Newcastle it is worth noting that the ENCTS population figures relate to over 60s only and have not yet been adjusted to account for the change in the age eligibility criteria so will be marginally over stated. It is also worth noting that Nexus carried out a detailed review of its ENCTS members during 2010, which resulted in the pass take up figures being revised upwards for all districts.

and Wear in 2010/11 and sets these in context by also showing the trend when compared to the previous year 2009/10<sup>4</sup>.

ENCTS on Bus: Tyne & Wear by District 2010/11								
District	Pax (000s)	VLY	Population	VLY	Pass Issues	VLY	Take Up	VLY
Sunderland	11,646	↓ -2%	64,300	↑ 1%	59,622	↑ 9%	92%	↑ 7%
Gateshead	9,506	↓ -4%	46,100	↑ 0%	40,403	↑ 8%	87%	↑ 7%
Newcastle	13,052	↑ 6%	54,600	→ 0%	44,771	↑ 5%	85%	↑ 8%
North Tyneside	4,767	↓ -8%	47,500	↑ 1%	44,453	↑ 7%	92%	↑ 4%
South Tyneside	6,571	↓ -8%	36,700	↑ 1%	32,650	↑ 7%	89%	↑ 7%
<b>Tyne &amp; Wear</b>	<b>45,542</b>	<b>↓ -2%</b>	<b>249,200</b>	<b>↑ 1%</b>	<b>221,900</b>	<b>↑ 8%</b>	<b>89%</b>	<b>↑ 7%</b>

*\* VLY shows trend versus last year*

The table shows that patronage declined across all districts except Newcastle however, the growth recorded in Newcastle was not strong enough to offset the decline recorded elsewhere. The patronage location is defined by the origin of a journey, i.e. a journey from Newcastle, irrespective of destination is classified as a Newcastle journey.

The figures for 2010/11 suggest that while the number of journeys has declined overall, it can be inferred that the proportion of journeys travelling out of Newcastle to adjacent districts (both in Tyne and Wear and, also beyond) has increased year on year, which helps explain this growth.

<sup>4</sup> The 2009/10 population figures have been revised by the Office of National Statistics since the publication of the previous report for 2009/10

## 2) Under 16 (U16) Concessionary Travel on Bus

During 2010/11, the Under 16 Child Concessionary Travel group made almost 8.4 million journeys on bus in Tyne and Wear, which represents growth of 3% on the previous year. The table below provides a breakdown of the figures relevant to the child concessionary travel market across Tyne and Wear in 2010/11 and sets these in context by also showing the trend when compared to the previous year 2009/10.

U16 on Bus: Tyne & Wear by District 2010/11								
District	Pax (000s)	VLV	Population	VLV	Pass Issues	VLV	Take Up	VLV
Sunderland	1,899	↓ -14%	36,913	↓ -2%	15,526	↑ 4%	42%	↑ 6%
Gateshead	2,824	↑ 4%	25,070	↓ -2%	12,884	↑ 6%	51%	↑ 7%
Newcastle	2,124	↑ 13%	34,394	→ 0%	18,413	↑ 6%	54%	↑ 6%
North Tyneside	920	↑ 64%	25,948	↓ -1%	8,060	↑ 21%	31%	↑ 22%
South Tyneside	608	↓ -20%	20,557	↓ -1%	8,545	↑ 3%	42%	↑ 4%
Tyne & Wear	8,375	↑ 3%	142,882	↓ -1%	63,428	↑ 7%	44%	↑ 8%

The figures show that the number of pass issues has increased year on year across all districts, despite the eligible population declining. Whilst Child CT patronage has increased overall in Tyne and Wear during 2010/11, both Sunderland and South Tyneside recorded a decline.

Although starting from a relatively low baseline figure (26% pass take up rate and less than 600,000 journeys in 2009/10), the most significant change is in North Tyneside with the number of pass issues increasing by more than 20%, which in turn has generated very strong patronage growth of more than 60% year on year. The increase in North Tyneside can in part be explained by the active promotion of the North Tyneside 'Ease' card, which is a discount card for under 16s that provides a number of benefits, including the under 16 concessionary pass.

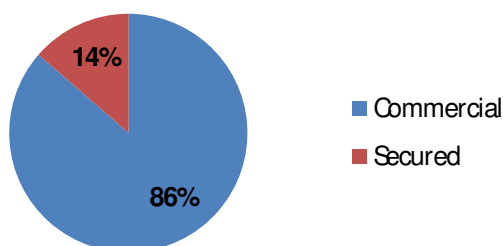
### 3) Secured Bus

During 2010/11, almost 9 million journeys were made on secured bus services in Tyne and Wear, which represents an increase of 10% on the previous year. The table below provides a breakdown of the figures relevant to the secured bus market across Tyne and Wear in 2010/11 and sets these in context by also showing the trend when compared to the previous year 2009/10.

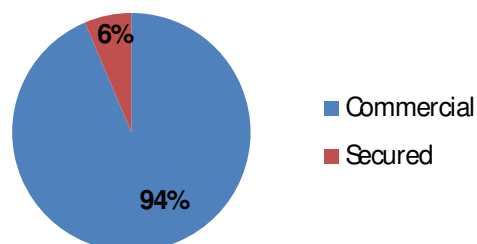
Secured Bus: Tyne & Wear by District 2010/ 11						
District	Pax (000s)		VLV	Mileage		VLV
Sunderland	1,609	↑	28%	1,536	↑	23%
Gateshead	2,408	↓	-8%	1,364	↑	2%
Newcastle	2,217	↑	36%	1,715	↑	44%
North Tyneside	1,754	↑	2%	943	↓	-26%
South Tyneside	988	↑	11%	725	↑	6%
<b>Tyne &amp; Wear</b>	<b>8,977</b>	<b>↑</b>	<b>10%</b>	<b>6,282</b>	<b>↑</b>	<b>9%</b>

The figures show that while patronage increased on secured services, mileage also increased in conjunction with a decline in mileage on the commercial network. Newcastle, Sunderland and South Tyneside recorded significant growth in terms of both patronage and mileage. The growth in these districts can be explained by a number of tertiary services which were secured as a consequence of operators de-registering services in response to a real terms reduction in their concessionary travel reimbursement. The significant decline in mileage operating in North Tyneside can be explained by the withdrawal of the 'LinkUp' services. The charts below show how the secured bus network contributes to the overall bus network in 2010/11 with regards to both patronage and mileage. What is striking is that the mileage to patronage ratio on secured bus services is significantly different to the mileage to patronage ratio for commercial bus services, reflecting the very different characteristics between the two ways of providing bus services.

**Bus Mileage 2010/ 11**



**Bus Patronage 2010/ 11**



#### 4) Commercial Bus

During 2010/11, more than 132 million journeys were made on commercial bus services in Tyne and Wear, which represents a decline of -2% on the previous year. The table below provides a breakdown of the figures relevant to the commercial bus market across Tyne and Wear in 2010/11 and sets these in context by also showing the trend when compared to the previous year 2009/10.

Commercial Bus: Tyne & Wear by District 2010/ 11					
District	Pax (000s)	VLV	Mileage*	VLV	
Sunderland	31,336	↓ -6%	25%	↑ 2%	
Gateshead	28,058	↓ -4%	21%	↑ 0%	
Newcastle	44,219	→ 0%	28%	↓ -1%	
North Tyneside	12,770	↑ 10%	14%	↓ -2%	
South Tyneside	15,668	↓ -5%	12%	↑ 1%	
<b>Tyne &amp; Wear</b>	<b>132,050</b>	<b>↓ -2%</b>	<b>100%</b>		
* Market Share					

The figures show that the market share of commercial mileage in Tyne and Wear fluctuated slightly across all districts in 2010/11, with both Sunderland and South Tyneside recording marginal increases, and both Newcastle and North Tyneside recording marginal declines with Gateshead remaining unchanged. However, it is important to note that mileage for the commercial bus network is estimated on a 'snap-shot' basis, and therefore can vary throughout different times of the year in line with service changes.

Commercial bus patronage declined across most districts with the exception of North Tyneside, where patronage increased by more than 1 million journeys year on

year, and Newcastle where patronage levels were stable year on year. North Tyneside was the only district to record patronage growth on commercial bus services during 2010/11, and with Metro patronage declining in North Tyneside by -6%, which is three times the rate of decline recorded systemwide on Metro (refer to section 7), it is therefore likely that the relatively high number of possessions in North Tyneside as part of the Metro All Change programme has resulted in a migration of some journeys from Metro to Bus in 2010/11 (refer to section 7).

## 5) All Bus

During 2010/11, more than 141 million journeys were made on all bus services in Tyne and Wear, which represents a decline of -1% on the previous year. The table below provides a breakdown of the figures relevant to the bus market across Tyne and Wear in 2010/11 and sets these in context by also showing the trend when compared to the previous year 2009/10.

<b>All Bus: Tyne &amp; Wear by District 2010/11</b>					
<b>District</b>	<b>Pax (000s)</b>	<b>VL</b>	<b>VL</b>	<b>Mileage*</b>	<b>VL</b>
<b>Sunderland</b>	32,945	↓	-4%	25%	↑ 3%
<b>Gateshead</b>	30,466	↓	-5%	21%	→ 0%
<b>Newcastle</b>	46,436	↑	1%	28%	→ 0%
<b>North Tyneside</b>	14,523	↑	9%	14%	↓ -3%
<b>South Tyneside</b>	16,657	↓	-4%	12%	→ 0%
<b>Tyne &amp; Wear</b>	141,027	↓	-1%		
<i>* Market Share</i>					

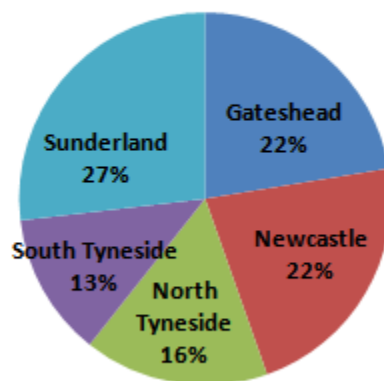
The figures show that bus patronage in Tyne and Wear declined overall in 2010/11, however, there was variation between districts. As previously stated (section 4 refers) the strong patronage growth in North Tyneside is predominantly attributable to the increase in commercial journeys, and the other district to record growth was Newcastle with a marginal increase of 1% year on year. The decline in the market share of bus mileage in North Tyneside can be explained by the combination of a reduction in commercial mileage as well as secured mileage following the withdrawal of LinkUp services. However, the caveat from the previous section on commercial bus also applies in that mileage for the commercial bus network is estimated on a 'snap-shot' basis, and therefore can vary throughout different times of the year in line with service changes.



## 6) Bus Infrastructure

Nexus provides almost 6,000 bus stops and manages 2,000 bus shelters across Tyne and Wear. Newcastle provide all of their own bus shelters through an independent commercial contract. Gateshead uses its own budget to provide the majority of new shelters, which Nexus then manages, maintains and cleans. In addition, Nexus also manages a number of bus stations and interchanges across Tyne and Wear. As it is the actual bus stop that determines a location as an access point to public transport the chart below provides a breakdown of bus stops across Tyne and Wear by district.

**Bus Stops by District 2010/11**



The table below provides a breakdown of the figures in 2010/11 and sets these in context by also showing the trend when compared to the previous year 2009/10; however, as would be expected, the figures show that there was no material change in these physical assets year on year.

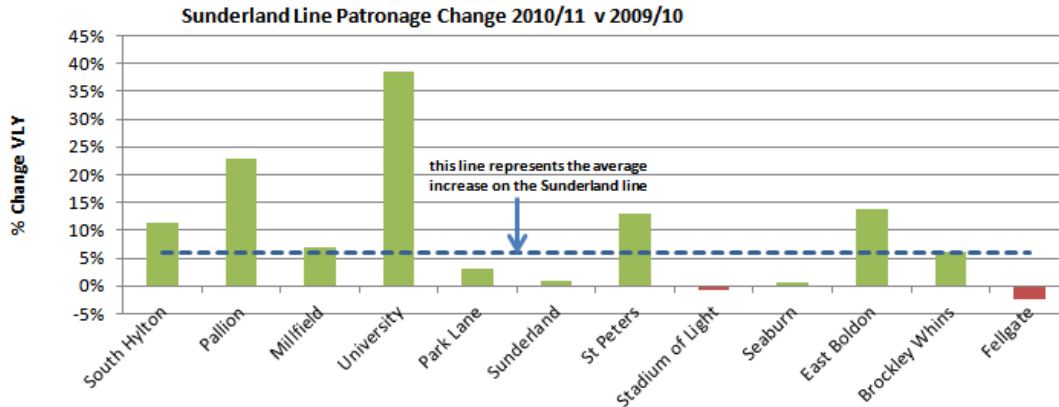
<b>Bus Infrastructure Tyne &amp; Wear by District 2010/11</b>				
District	Stops	VLV	Stations	VLV
Sunderland	1,597	→ 0%	4	→ 0%
Gateshead	1,332	→ 0%	5	→ 0%
Newcastle	1,319	→ 0%	3	→ 0%
North Tyneside	956	→ 0%	4	→ 0%
South Tyneside	741	→ 0%	2	→ 0%
<b>Tyne &amp; Wear</b>	<b>5,945</b>	<b>→ 0%</b>	<b>18</b>	<b>→ 0%</b>

## 7) Metro

During 2010/11, almost 40 million journeys were made on Metro in Tyne and Wear, which represents a decline of -2% on the previous year. The table below provides a breakdown of the figures relevant to the Metro in 2010/11 and shows the trend when compared to the previous year 2009/10. Part of the decline can be explained by the migration of some Metro journeys to Bus in North Tyneside (section 4 refers), which is attributed to the relatively high number of possessions as part of the Metro All Change programme. However, Metro has also experienced patronage decline across other parts of the system, which can be explained by the reduction in non-essential leisure and retail journeys as a result of the economic environment. However, despite the decline in patronage our latest customer satisfaction surveys inform us that customer satisfaction levels remain high and continue to improve.

Metro: Tyne & Wear by District 2010/11							
District	Pax (000s)	VLY	Stations	VLY	Track (miles)	VLY	
Sunderland	3,105	↑ 5%	9	→ 0%	6	→ 0%	
Gateshead	5,399	↓ -3%	5	→ 0%	4	→ 0%	
Newcastle	19,132	↓ -1%	20	→ 0%	12	→ 0%	
North Tyneside	8,041	↓ -6%	17	→ 0%	14	→ 0%	
South Tyneside	4,249	↓ -5%	10	→ 0%	12	→ 0%	
<b>Tyne &amp; Wear</b>	<b>39,926</b>	<b>↓ -2%</b>	<b>61</b>	<b>→ 0%</b>	<b>48</b>	<b>→ 0%</b>	

The figures show while patronage declined in Tyne and Wear overall, Sunderland was the only district to record patronage growth with the number of journeys increasing by 5% year on year. Furthermore, regarding patronage in Sunderland, it should also be noted that patronage at the stations where train frequencies were increased in May 2009 increased by 21% in 2010/11, which contrasts significantly with the system wide decline of -2%. The chart below highlights the significance of the growth along the South Hylton to University section in the context of the other stations along the Sunderland line.



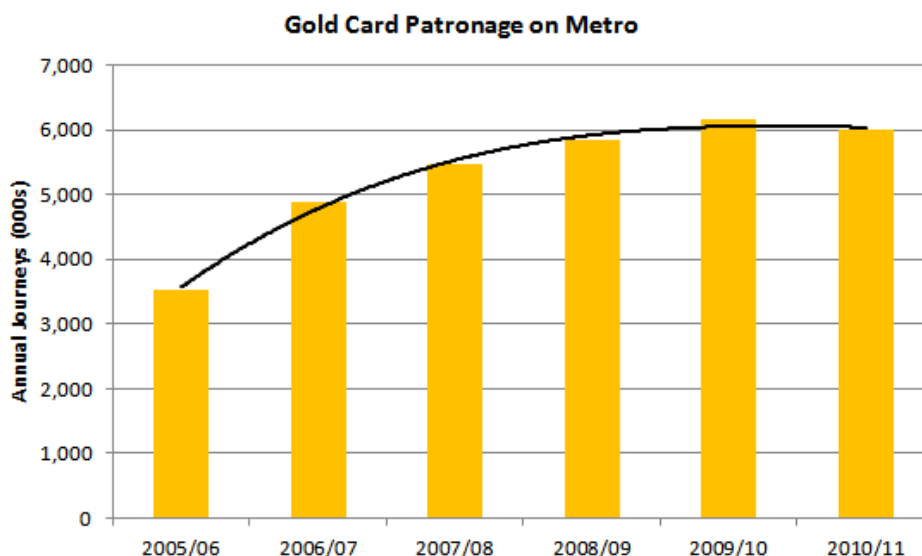
### 8) Gold Card Concessionary Travel on Metro

During 2010/11, Gold Card Concessionary pass holders made more than 6 million journeys on Metro in Tyne and Wear, which represents a decline of -2% on the previous year. The table below provides a breakdown of the figures relevant to the Gold Card concessionary market across Tyne and Wear in 2010/11 and sets these in context by also showing the trend when compared to the previous year 2009/10<sup>5</sup>.

District	Pax (000s)	VLY	Population	VLY	Pass Issues	VLY	Take Up	VLY
Sunderland	594	↑ 6%	64,300	↑ 1%	16,807	↓ -2%	26%	↓ -3%
Gateshead	878	↓ -4%	46,100	↑ 1%	13,113	↑ 4%	28%	↑ 3%
Newcastle	2,451	↓ -1%	54,600	↔ 0%	14,548	↓ -4%	27%	↓ -4%
North Tyneside	1,311	↓ -6%	47,500	↑ 1%	20,066	↑ 1%	42%	↔ 0%
South Tyneside	773	↓ -4%	36,700	↑ 2%	17,383	↑ 2%	47%	↔ 0%
<b>Tyne &amp; Wear</b>	<b>6,006</b>	<b>↓ -2%</b>	<b>249,200</b>	<b>↑ 1%</b>	<b>81,917</b>	<b>↔ 0%</b>	<b>34%</b>	<b>↓ -1%</b>

The trends on Gold Card match closely with adult fare paying trends on Metro, with Sunderland bucking the trend of patronage decline recorded in all other districts. It is also worth noting that patronage increased in Sunderland despite a small decline in the number of pass holders. However, the patronage growth in Sunderland was not strong enough to offset the decline recorded in other districts. The result of this means that as with ENCTS patronage on bus, patronage by Gold Card pass holders has also not increased for the first time following its introduction in April 2006 as shown in chart below.

<sup>5</sup> **NOTE:** same caveat applies to eligible population estimates for Gold Card as with ENCTS



### 9) Under 16 (U16) Concessionary Travel on Metro

During 2010/11, the Under 16 Child Concessionary Travel group made 1.2 million journeys on bus in Tyne and Wear, which represents a decline of -4% on the previous year. The table below provide a breakdown of the figures relevant to the child concessionary travel market across Tyne and Wear in 2010/11 and sets these in context by also showing the trend when compared to the previous year 2009/10.

U16 on Metro: Tyne & Wear by District 2010/11								
District	Pax (000s)	VLY	Population	VLY	Pass Issues	VLY	Take Up	VLY
Sunderland	60	↓ -23%	36,913	↓ -2%	15,526	↑ 4%	42%	↑ 6%
Gateshead	177	↑ 4%	25,070	↓ -2%	12,884	↑ 6%	51%	↑ 7%
Newcastle	571	↑ 3%	34,394	→ 0%	18,413	↑ 6%	54%	↑ 6%
North Tyneside	269	↓ -12%	25,948	↓ -1%	8,060	↑ 21%	31%	↑ 22%
South Tyneside	121	↓ -13%	20,557	↓ -1%	8,545	↑ 3%	42%	↑ 4%
<b>Tyne &amp; Wear</b>	<b>1,198</b>	<b>↓ -4%</b>	<b>142,882</b>	<b>↓ -1%</b>	<b>63,428</b>	<b>↑ 7%</b>	<b>44%</b>	<b>↑ 8%</b>

The figures show that the pass take up rate has increased year on year across all districts and this is despite the eligible population figures declining<sup>6</sup>.

While Child CT patronage on Metro has declined in Tyne and Wear overall during 2010/11 both Newcastle and Gateshead recorded growth, however, the growth was not strong enough to offset the decline recorded elsewhere.

<sup>6</sup> The introduction of the EASE card in North Tyneside has assisted

Unlike on bus, 2010/11 was a challenging year for the under 16 market on Metro with both concessionary and commercial journeys down year on year. While the increase in pass take up rate in North Tyneside generated additional Child CT bus patronage this was not mirrored on Metro, which can be linked to the possessions in North Tyneside that appear to have influenced a modal shift in some Child CT journeys moving from Metro to Bus.

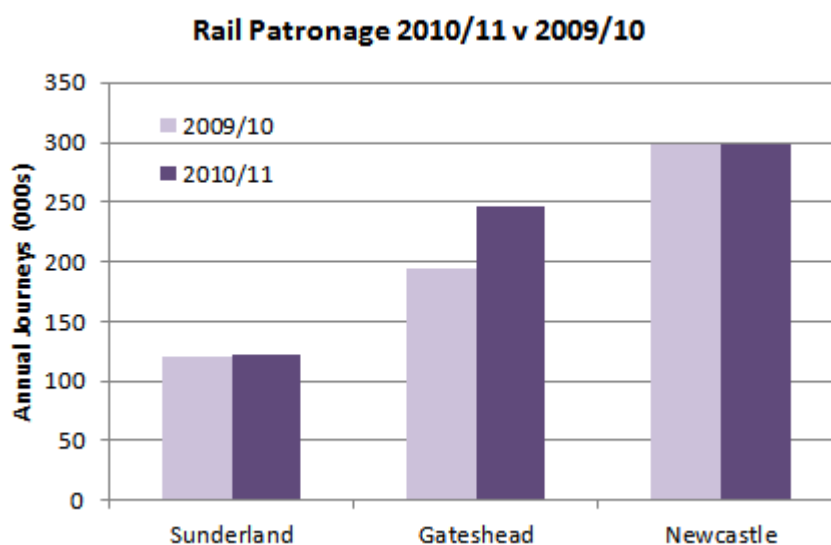
## 10) Rail Services

During 2010/11 there were almost 0.7 million journeys on local Rail services in Tyne and Wear, which represents an increase of 9% on the previous year<sup>7</sup>. This figure includes only journeys with both origin and destination within Tyne & Wear. The table below provide a breakdown of the figures relevant to the Rail market across Tyne and Wear in 2010/11 and sets these in context by also showing the trend when compared to the previous year 2009/10.

Rail: Tyne & Wear by District 2010/11									
District	Pax (000s)	↑	VLY	Stations	⇒	VLY	Track (miles)	⇒	VLY
Sunderland	123	↑	2%	1	⇒	0%	6	⇒	0%
Gateshead	246	↑	26%	4	⇒	0%	10	⇒	0%
Newcastle	298	⇒	0%	1	⇒	0%	1	⇒	0%
North Tyneside	-	-	-	-	-	-	-	-	-
South Tyneside*	-	-	-	-	-	-	5	⇒	0%
<b>Tyne &amp; Wear</b>	<b>667</b>	<b>↑</b>	<b>9%</b>	<b>6</b>	<b>⇒</b>	<b>0%</b>	<b>21</b>	<b>⇒</b>	<b>0%</b>

\* NOTE: 5 miles of track on the Sunderland and Newcastle line is actually in South Tyneside

The figures show that while patronage has increased overall by 9% year on year, the significant growth was recorded in Gateshead, with more modest increases reported in Sunderland.

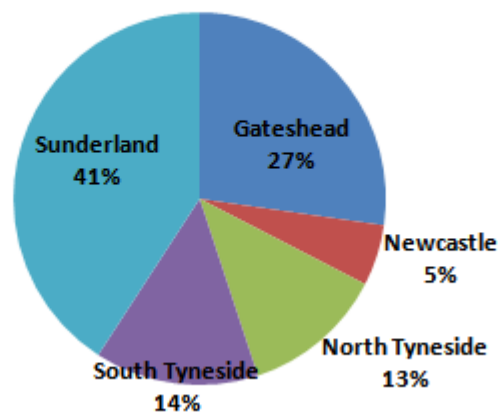


<sup>7</sup> The line including Manors rail station in Newcastle falls outside of the scope of this report

## 11) TaxiCard Services

TaxiCard is a social inclusion transport initiative which is provided for disabled people who have difficulty in accessing mainstream public transport services. At the end of 2010/11 there were almost 3,000 registered members of the scheme. The chart provides a breakdown of Taxi Card members by district and shows that while the number of Taxi Card members in Tyne and Wear has declined overall, both Sunderland and Gateshead have recorded an increase in members with Sunderland residents now accounting for more than 4 out of every 10 Taxi Card members.

**Members by District 2010/11**



The table below provides a breakdown of the figures in 2010/11 and sets these in context by also showing the trend when compared to the previous year 2009/10. The figures show that the number of Sunderland residents using TaxiCard has increased by 20% year on year, with Gateshead also recording growth in members; however, there was a decline in numbers in both North Tyneside and South Tyneside with a significant decline in Newcastle.

Taxi Card: Tyne & Wear by District 2010/11			
District	Members		VLY
Sunderland	1,149	↑	20%
Gateshead	768	↑	6%
Newcastle	149	↓	-52%
North Tyneside	348	↓	-13%
South Tyneside	401	↓	-12%
Tyne & Wear	2,815	↓	-1%

## 12) Information

Nexus also provides a wide range of public transport information in a variety of formats at stops, stations, travel shops and on the internet. In 2010/11 Nexus had almost 2 million hits on the [www.nexus.org.uk](http://www.nexus.org.uk) website, which represents an increase of 24% year on year. Our latest customer surveys inform us that while around 20% of customers use the website as their preferred method of obtaining information, the most popular method is timetables with around 30% of our customers stating this. Bus stops are key access points to information as all stops have printed timetable information displayed on them, and our latest customer surveys inform us that more than 90% of our customers are either satisfied or very satisfied with the information Nexus provides at bus stops. The table below shows how this aspect of the information service is distributed across the districts based on the number of bus stops.

Bus Stops in Tyne & Wear 2010/11		
District	Stops	% Total
Sunderland	1,597	27%
Gateshead	1,332	22%
Newcastle	1,319	22%
North Tyneside	956	16%
South Tyneside	741	12%
Tyne & Wear	5,945	100%



### 13) Ferry

During 2010/11 there were more than 0.5 million journeys on the cross Tyne Ferry service, which represents an increase of 5% on the previous year. While this service provides a key cross Tyne link between South Tyneside and North Tyneside, which is reflected in the figures below, some of the benefit also spreads to other districts of Tyne & Wear and beyond<sup>8</sup>. The table below shows the % split of Ferry users by district based on Nexus 2010 Ferry User Profile research<sup>9</sup>.

<b>Ferry Users by District 2010/11</b>	
<b>District</b>	<b>% Total</b>
North Tyneside	49%
South Tyneside	42%
Sunderland	5%
Newcastle	3%
Gateshead	1%
Tyne & Wear	100%

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<sup>8</sup>Users that have either origin or destination outside of Tyne & Wear have been excluded from the table

<sup>9</sup> Users defined by district origin or district destination of full end to end journey that includes using the Ferry

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