North East
Local Transport Plan

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North East
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NE North East
Combined
Authority

Contents

Foreword

The North East deserves a world class transport network and the plan I consult on here sets out my transport promises to the people of this region.

This plan outlines a joined up network - simple and affordable to use with wider reaching infrastructure that is fit for the future. It will be greener, more reliable, and safer. Wherever you are in the region, it will be accessible, both physically and financially.

From job creation to ending child poverty, the North East transport network has a vital role in my plans to create real opportunity across our region. It is a crucial growth lever, but when it goes wrong it is an insurmountable barrier.

That's why, over the next 15 years, I will work with people and organisations across the region to create that network, with real delivery target dates built into these plans as well as measures to track improvement.

For this plan to succeed it has to be a shared plan that reflects the many needs of our region, and I look forward to people across the North East having their say on our joint future.

Kim McGuinness
North East Mayor

1. Executive summary

Executive summary

This consultation draft of the North East Local Transport Plan (LTP) sets out the North East Combined Authority's (North East CA) transport priorities up until 2040 with a list of proposals to create a green, integrated transport network that works for all.

This draft document sets out a vision for what the network should look like, and how the new network will help us tackle our current transport and wider regional challenges. The accompanying delivery plan sets out how the region's priorities will be achieved.

North East CA vision

The **North East CA's vision** is "Our purpose is to champion the full potential of the region. Collaborating with our partners and local authorities, we'll create a better way of life by connecting communities, giving people the skills to succeed, and improving wellbeing for all, so that the North East is recognised as an outstanding place to live, work, visit, and invest."

North East CA commitments

The vision is also supported by five **commitments**:
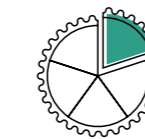
A fairer North East

A greener North East

A connected North East

An international North East

A successful North East

This LTP aims to **create a green, integrated transport network that works for all** and will support delivery of the North East CA's vision and commitments. It covers both the movement of people and freight in the region. Delivery of this LTP will benefit our region's economy, environment, and health.

This LTP holds the principle that making any form of journey in the North East is good, as the movement of goods and people stimulates the economy, and even a trip for leisure purposes can improve health. However greener, more sustainable journeys are even better as they also benefit the environment and public health.

By delivering a green, integrated transport network that works for all, sustainable travel will be made more attractive, convenient, and safer for both the movement of people and freight.

This will have a positive impact on communities in the North East, linking people to employment, education, health care provision, leisure opportunities and other essential services.

A green, integrated regional transport network

This LTP sets out the vision for where we want our transport network to be. It sets out the approach to achieve a green, integrated transport network that works for all with a timeline and plan for delivery up to 2040.

We have used the following five areas of focus to provide an assessment of the current state of transport provision in the region and outlined what an enhanced transport network should look like for the North East going forward:

Planning journeys/ informing users/ supporting customers.

Ticketing and fares.

Reach and resilience of infrastructure.

Safety, especially of women and girls, and other improvements in service quality.

Connections between different transport types.

Expected service standards are provided for each of these five focus areas which sets the framework for the interventions which follow in this LTP's delivery plan.

The North East is a unique region with a diverse range of urban, suburban, and rural communities with different transport challenges and needs. This LTP recognises these differences and will support inclusive economic growth across the whole of the region, helping to attract investment, boost job creation, and overcome inequality by enabling access to opportunity. It will help to protect our environment and tackle climate change as integrated, expanded, green transport will enable people and freight to travel easier across our region and beyond.

Delivery plan

The delivery plan sets out the steps the North East CA intends to take to create a green, integrated network that works for all.

Interventions are separated to show improvements that will be delivered by 2027, 2032, and 2040 and are accompanied by a costed package of funding measures to enable delivery. It is a live programme which will be continually monitored and updated to ensure the most appropriate and beneficial interventions are delivered. This will support progress against the measures of success and Key Performance Indicators (KPIs) highlighted in this LTP.

An Integrated Sustainability Appraisal (ISA) has been undertaken to assess the environmental, economic and social effects of the LTP and Delivery Plan. This is available to read alongside the LTP with onward recommendations responding to the ISA outlined within the Delivery Plan.

2. What is the North East Local Transport Plan?

This section will:

- Outline what this document is, its purpose, and what the plan proposes.
- This section also sets out how the North East Local Transport Plan (LTP) can contribute to improving the North East's economy, skills, health, and environment.
- Makes the case that 'travel is good' and helping people to make greener journeys has the potential to positively impact our local economy, the environment, and health of our people.

This North East Local Transport Plan is a statutory plan which sets out our region's transport priorities up to 2040. The plan is centred on creating a better transport network that acts as the yardstick on which all other networks are judged. This involves creating a green, integrated transport network that works for all. We believe this will make sustainable travel options more attractive, convenient, and safer, enabling more people and freight to make greener journeys.

If successfully delivered, the projects and policies will help to enable inclusive economic growth, give people the skills to succeed, achieve better health outcomes, protect our environment, and tackle climate change by providing attractive, seamless, safer, sustainable transport for people and freight across our region.

2.1 What does the North East Local Transport Plan propose?

This document sets out proposals to create **a green, integrated transport network that works for all**, built on five key areas of focus (see chapter 5). The network should have more joined up information, ticketing, and high customer experience standards. **The network should be efficiently designed, simple, and easy to use**.

An enhanced network, that encompasses all types of transport, will enable people to make more greener journeys depending on their personal and journey circumstances.

It will bring together active travel, bus, Metro, rail, the Shields Ferry, and roads under one cohesive identity, signalling that it is accessible and inclusive for all.

This document also supports our local authorities' plans, by promoting place making to ensure that a more joined up and reliable transport network links attractive areas with a broader range of good quality job opportunities. It will also support expansion of existing businesses and make relocation to our region a more attractive option through better infrastructure.

This LTP is also aligned with the emerging North East Local Growth Plan (LGP) which sets out how we create the infrastructure of opportunity needed to deliver on the North East CA vision.

We will use this document to highlight opportunities for investment in, and improvements to our transport network. This document will be our foundation for programme development, using existing devolved funding sources and requests for new transport investments to our region from central government and other sources such as Land Value Capture (LVC). It will look at any additional powers that are needed to achieve this programme of activity. **This is the long-term transport strategy for our forward-looking region**.

2.2 Why is a new Local Transport Plan being published?

Under the December 2022 and March 2024 North East devolution deals we have access to a new multi-year financial settlement for transport which is devolved to our region from central government, enabling us to plan and align our transport investments as our region sees fit.

Delivery will be enabled by the suite of transformational funding, powers, and partnerships available to us through the devolution deals including:

- A significant amount of funding devolved to our region.
- Bus reform powers.
- The establishment of a highways Key Route Network (KRN).
- Partnerships with National Highways (NH), Great British Railways (GBR), and Active Travel England (ATE).

Over the coming years, our region intends to build on this by securing further funding and powers to develop a fully integrated transport network. Using this LTP as a guide, the North East will seek:

- Accelerated delivery of existing projects.
- Further strategic powers (railways and highways).
- Surety of funding (revenue and maintenance grants).
- Funding and delivery of major projects (such as Leamside Line, which includes extension to Washington, and Metro signalling).

It is in this context that the North East LTP is being published.

2.3 Making journeys is good

Transport is a means to an end, a way of being able to do the things that make up our lives. We travel to education, to work, to shops, to care for others, and to socialise with friends and in 2022 the **average person in the North East made around 981 journeys a year – the most of any English region**. For businesses, transport enables the opportunity to acquire, move, and sell products and goods and to access a workforce. Making journeys stimulates the local economy and improves the physical and mental wellbeing of our people.

Transport is key to tackling inequality and deprivation by providing access to jobs, education, and healthcare and can also reduce social isolation, enhancing independence, opportunity, and wellbeing. High quality and integrated transport links (such as efficient connections between different types of transport and integrated ticketing) can help to promote and strengthen tourism, leisure, and regional development.

But how we choose to travel is important as it can leave an impact on our environment, health, and wellbeing. Through this LTP the North East CA aims to support the switch to more sustainable types of transport. Creating a fully integrated transport network will help achieve this.

> In 2022 **58%** of trips in our region were made by car or van as a driver or passenger, the most common of any transport type.

2.4 Sustainable travel is better

Making journeys is good but sustainable travel, whereby people move around in a way which has less impact on our health and environment is even better.

There are extensive benefits that our region could experience if more people decided to make more of their journeys greener.

Little changes have a big impact and even travelling sustainably for one journey a week could potentially have a significant impact.

As part of our region's Making the Right Travel Choice strategy, analysis found that if car users switched one journey a week to public transport, walking, or cycling and people who don't have access to a car continue to travel sustainably this could:

- Potentially save around 214,000 tonnes of CO2 emissions a year.
- Potentially reduce poor health caused by road traffic emissions. It is estimated that poor air quality is responsible for around 360 deaths each year in central Tyneside alone.
- Result in more people becoming active, improving healthy life expectancy (HLE).
- Save petrol and diesel car drivers' money on fuel (approximately £170-£190 per year based on June 2022 fuel prices).

2.5 Helping people to make greener journeys

Supporting and enabling people to make more sustainable journeys around the North East will benefit our region's economy, environment, and public health.

Helping people to make greener journeys will also be one of the most significant ways of ensuring that transport can support the North East CA vision and commitments.

We have created the 'decision tree', (see next page), to help people consider the travel options available. The 'decision tree' sets a hierarchy that prioritises active and sustainable travel, whilst also recognising that there is 'no one size fits all' approach and the reasons why people choose to travel are complex, personal, and can be influenced by several factors.
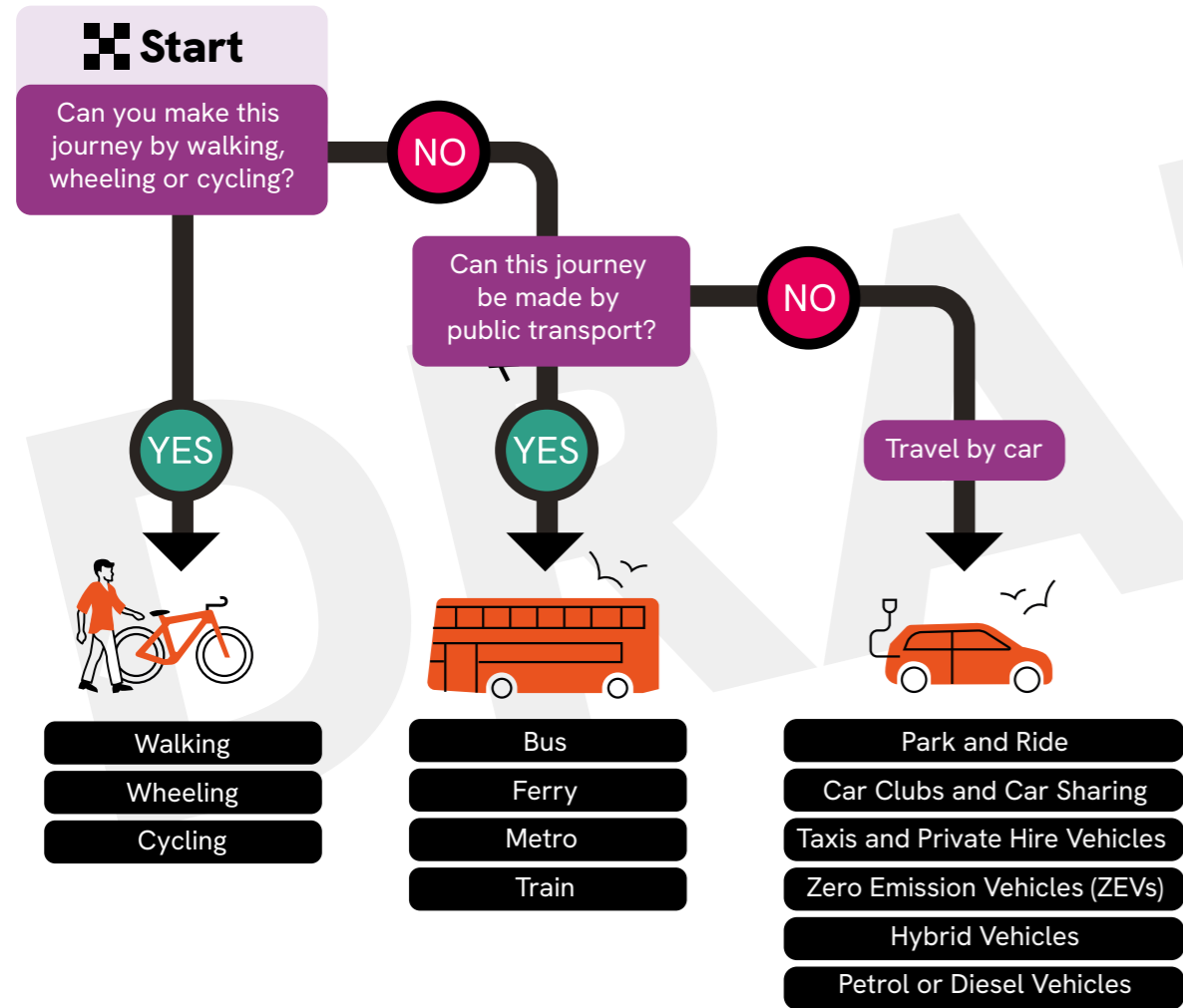
Crucially, the 'decision tree' makes clear that sustainable travel will not be possible for all journeys and there will be times when a car or van will be the most appropriate solution depending on journey and personal circumstances.

The principles of the 'decision tree' (Figure 1) also apply to the movement of freight and logistics. Successful delivery of the LTP could enable more freight to be transported by active travel or rail. More journeys being switched from car to sustainable transport, could also help reduce road congestion, resulting in improved and more reliable journey times for necessary journeys.

Creating a fully integrated transport network based around the five areas of focus could make active travel and public transport more attractive options, enabling more sustainable journeys to be made.

Figure 1 – Greener Journeys 'decision tree'

```
                    Start

        Can you make this
        journey by walking,        ── NO ──┐
        wheeling or cycling?                │
                                            ▼
                              Can this journey
                              be made by      ── NO ──┐
                              public transport?        │
             YES                                       ▼
              │              YES              Travel by car
              ▼               │                    │
              ▼               ▼                    ▼
```

Walking
Wheeling
Cycling

Bus
Ferry
Metro
Train

Park and Ride
Car Clubs and Car Sharing
Taxis and Private Hire Vehicles
Zero Emission Vehicles (ZEVs)
Hybrid Vehicles
Petrol or Diesel Vehicles

2.6 Why transport is important to our region

High quality, integrated transport is important for the North East as it enables people to get to work, training, education, health services, meet friends, and for other leisure opportunities.

A more integrated transport network could deliver affordable public transport fares, improve access to opportunities, including education, employment and healthcare and reduces transport related social exclusion.

Delivering this LTP will result in our region having an excellent integrated transport network, supporting people to choose active travel and public transport for more journeys, also enabling the efficient movement of freight.

Creation of the integrated network will help to overcome the North East's long-term challenges including:

⬛ Greater health inequalities than the rest of England.

⬛ 1 in 4 adults are physically inactive, doing less than 30 minutes physical activity per week.

⬛ Childhood obesity levels in reception and year 6 are significantly higher than the England average.

⬛ Around one third of children in the North East CA area are living in poverty.

⬛ 31% of residents in the North East (622,000 people) are at risk of transport related social exclusion (TRSE).

⬛ A range of transport issues has led to a contrast between rural isolation in our more remote areas and poor air quality and congestion in parts of our cities.

⬛ A slightly larger proportion of residents living in rural areas (19%) than the rest of England (16%), excluding London.

⬛ Many different types of rural and coastal towns and villages across our region with diverse communities, geographies, and economies with different transport challenges and needs.

⬛ Commuting to workplaces is dominated by car travel, so congestion is a significant issue on our roads, which affects public transport access and attractiveness, reduces productivity, and increases inactivity.

⬛ Public transport use is falling over the long-term. Since 2014, bus and Metro passenger journeys per head and vehicle miles have both decreased.

⬛ Transport contributes a significant proportion of carbon emissions. Approximately 97% of transport generated greenhouse gas emissions in our region are from roads, with A-roads being the greatest contributor.

⬛ Some areas have significant air quality problems to be tackled.

⬛ Car and van journeys made up 58% of all journeys made in 2022 and car ownership in the North East is increasing, leading to more traffic congestion.

⬛ Only 36% of journeys to school are made by active travel, the second lowest region in England.

⬛ Our region receives the lowest number of domestic and international visitors and has the lowest amount of spending of any region in England.

⬛ The working age population is set to fall over the next two decades which will have an impact on both economic outputs and future transport requirements.

The provision of an integrated North East transport network can enable seamless transition between different forms of transport as part of the same journey, improving connectivity within our region, with other parts of the UK, and internationally. It can help to deliver a better performing, successful and prosperous regional economy which closes the gap with other parts of England.

2.7 What this plan covers

This LTP is centred on helping people to make greener journeys. We recommend the creation of a fully integrated transport network bringing roads, Metro, rail, buses, the Shields Ferry, and active travel (walking, wheeling, and cycling) under a cohesive identity. This will signal a truly integrated network that is efficiently designed, simple and easy to use, and part of people's everyday lives.

Whilst the integrated transport network will evolve over time, up to 2040, this LTP sets out the service standards upon which it will be built. They will collectively make up our improved transport network and set the framework for the schemes which follow in the Delivery Plan.

Following these standards will enable the North East to have an outstanding transport network where people are able to make greener journeys.

The standards are designed around five key areas of focus:

⬛ Planning journeys/informing users/supporting customers

⬛ Ticketing and fares

⬛ Reach and resilience of infrastructure

⬛ Safety, especially of women and girls, and other improvements in service quality

⬛ Connections between different transport types

The LTP will enable the delivery of an improved, joined-up, co-ordinated, and integrated transport system across our region that works for our people.

This table sets out what information can be found elsewhere outside of this LTP.

Information that can be found elsewhere	Source
Details of, and decisions about specific bus, Metro, the Shields Ferry, and local rail services such as routes, times fares and ticketing.	www.nexus.org.uk www.gonortheast.co.uk www.arrivabus.co.uk/north-east www.stagecoachbus.com/about/north-east www.northernrailway.co.uk www.travelinenortheast.info www.durham.gov.uk/transport www.northumberland.gov.uk/Transport.aspx
Details of and decisions about airport operations, national rail services and seaports such as routes, timetables, and operations.	www.newcastleairport.com www.portofblyth.co.uk www.portofberwick.co.uk www.portoftyne.co.uk www.portofsunderland.org.uk www.crosscountrytrains.co.uk www.grandcentralrail.com www.lner.co.uk www.lumo.co.uk www.tpexpress.co.uk www.gbrtt.co.uk www.nationalrail.co.uk
Local Cycling and Walking Infrastructure Plans (LCWIPs) and Rights of Way Improvement Plans (RoWIPs).	Walking and cycling improvements - Durham County Council Durham County Council Strategic Cycling and Walking Delivery Plan 2019-2029 Durham County Council ROWIP4 Gateshead Council Transport Strategy

| Information that can be found elsewhere	Source
Local Cycling and Walking Infrastructure Plans (LCWIPs) and Rights of Way Improvement Plans (RoWIPs).	Newcastle City Council LCWIP North Tyneside Cycling Strategy, including LCWIP Northumberland County Council LCWIP South Tyneside Council LCWIP Sunderland City Council LCWIP
Local highway management and investment proposals. **(Highway Asset Management Plans, Traffic Asset Management Plans, Highway Design Standards, Parking Standards and car park CCTV, Roadworks management).**	How we look after our roads - Durham County Council Highways Asset Management Plan - Gateshead Council Roads and highways policies and plans	Newcastle City Council Highway asset management	North Tyneside Council Northumberland County Council - Roads and streets South Tyneside Council – Roads, streets and pavements Roads, highways and pavements - Sunderland City Council
Tyne Pedestrian and Cyclist Tunnels **Tyne Tunnel toll information**	www.tynepedestrianandcyclisttunnels.co.uk www.tt2.co.uk www.northeast-ca.gov.uk/how-we-work/transport/tyne-tunnels
More detailed information on specific transport types (active travel, bus, rail, Metro, the Shields Ferry, zero emission vehicle charging) in the North East.	www.northeast-ca.gov.uk/how-we-work/transport/ See **section 2.8** for a brief overview of our regional transport sub strategies.
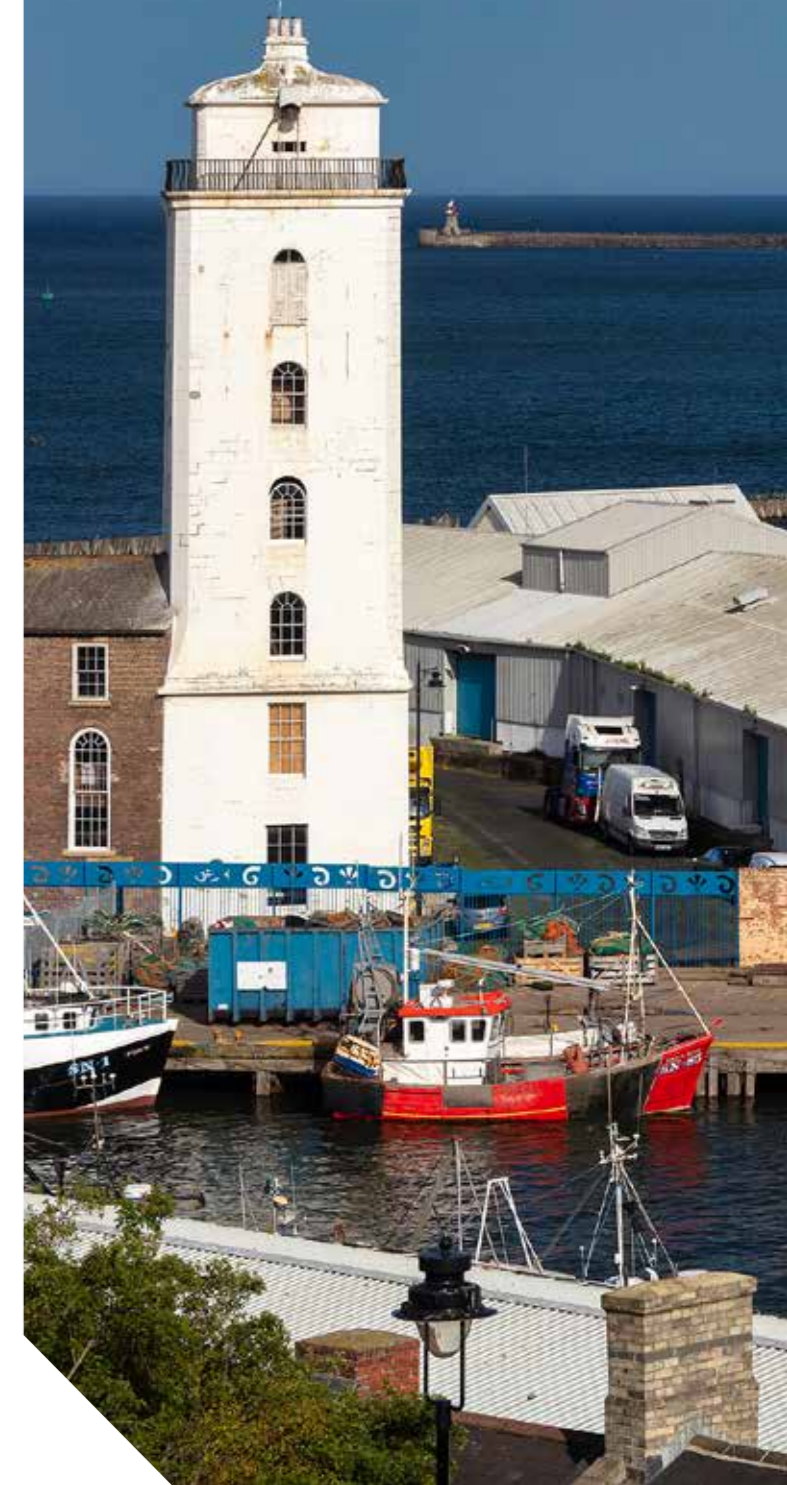
2.8 Regional sub-strategies and policies

Since 2021, we have published our own series of strategies and policies which act as sub-strategies to this Local Transport Plan and are part of the North East CA and aim to improve transport provision across our region, delivery of which will benefit our economy, environment, and health.

These sub-strategies set out our strategic aims for each transport type and provide greater detail and evidence with clear recommendations. Details on these sub-strategies can be found in Appendix 1 and at: **www.northeast-ca.gov.uk/how-we-work/transport/**. This North East LTP will bring all transport types together as one integrated network and the following diagram shows the sub-strategies and how they link with the LTP.

Figure 2 – North East Local Transport Plan (LTP) linkages with current regional sub-strategies and policies
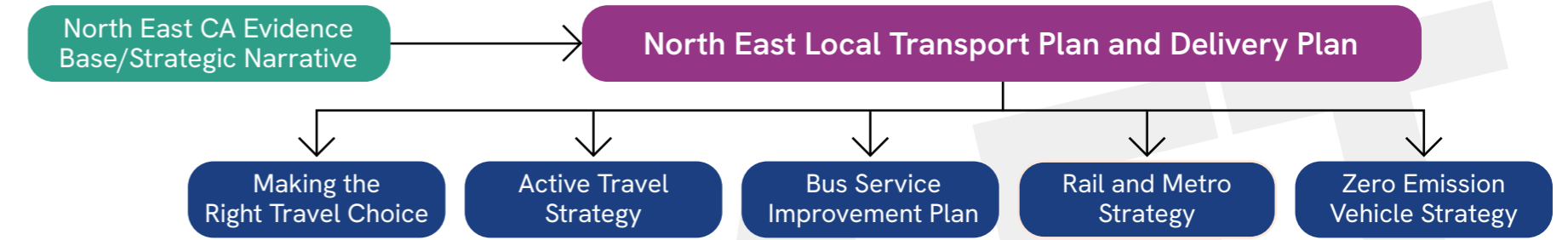
North East CA Evidence Base/Strategic Narrative → **North East Local Transport Plan and Delivery Plan**

- Making the Right Travel Choice
- Active Travel Strategy
- Bus Service Improvement Plan
- Rail and Metro Strategy
- Zero Emission Vehicle Strategy

Figure 3 – North East transport sub-strategies and policies summary 2024

Making the Right Travel Choice (2022)	Aims to make it easier for people to travel sustainably. Sets a target of encouraging car users to switch one journey a week to sustainable forms of transport such as walking, wheeling, cycling, or public transport and for people who don't have access to a car to continue to travel sustainably.
Active Travel Strategy (2023)	Aims to make walking, wheeling, and cycling the natural first choice for short everyday trips and to combine them with public transport for longer journeys. It sets a target for over half of all shorter journeys (under five miles) in the North East to be made using active travel by 2035.
Bus Service Improvement Plan (BSIP) (2023)	Outlines regional ambitions to make buses more attractive, such as by making them more affordable and a practical alternative to the car. It is refreshed annually and sets out a range of significant proposed improvements and interventions for all aspects of bus services, including timetables and fares.
Rail and Metro Strategy (2022)	Outlines the North East's ambition for its rail and Metro network. Sets key regional priorities including the full reopening of the Leamside Line, expanding our rail and Metro networks into more communities, and boosting capacity on the East Coast Main Line.
Zero Emission Vehicle (ZEV) Strategy (2023) /ZEV Policy (2022)	The strategy builds on the policy and is based on excellent infrastructure + well informed people = increase in ZEVs. It aims to deliver reliable public zero emission vehicle (ZEV) charging infrastructure across our region, wherever people need it. It doesn't aim to encourage people who are already walking, cycling, or using public transport to switch to a ZEV, but promotes the use of ZEVs for journeys which must be made by cars or vans.

2.9 Proposed new and refreshed transport policies

Over the coming years, the North East CA will publish a series of detailed transport policies which will be aligned to the Local Transport Plan.

These will serve as either a refresh of existing documents or be new policies.

Figure 4 – Proposed new and refreshed North East CA transport policies

Policy	Refresh	New
Greener Journeys Strategy (formerly Making the Right Travel Choice Strategy)	⬈	
Active Travel Strategy	⬈	
Bus Service Improvement Plan (BSIP)	⬈	
Rail and Metro Strategy	⬈	
Zero Emission Vehicle (ZEV) Strategy	⬈	
Roads Strategy		⬈
Intelligent Transport Systems (ITS) Strategy		⬈
Customer Experience Strategy		⬈

This list isn't exhaustive, and we may choose to launch research pieces to develop our thinking and latest evidence ahead of policy documents.

2.10 Interaction with other policies and strategies

The plan is closely aligned with national, regional, and local policy and strategy. For example, policies, strategies, and Local Plans of our seven constituent local authorities in relation to environmental, economic, regeneration, housing and land, investment, and transport have been considered when developing this document.

The transport strategies, policies and reports of Nexus align to this LTP, with the LTP building on current operational delivery through Nexus, and our region's enhanced bus partnership.

An exhaustive list of strategies and plans can be found in **Appendix 1**.

Key insights from this section:

- Travel is good and helping people to make greener journeys has the potential to positively impact our local economy, the environment, and health of our people.
- We've developed a 'decision tree' to support people to consider the travel options available depending on personal and journey circumstances.
- The LTP proposes the creation of a fully integrated transport network for the people of the North East that is efficiently designed, simple, and easy to use.
- This will help the North East to enable inclusive economic growth, give people the skills to succeed, achieve better health outcomes, protect our environment, and tackle climate change.

3. North East CA vision and commitments

This section will:

- Outline the North East CA vision and five commitments.
- Outline our three strategic themes for transport that will ensure our transport activities will contribute to the North East CA role in improving our economy, skills, health, and environment.

3.1 North East CA vision

"Our purpose is to champion the full potential of our region. Collaborating with our partners and local authorities, we'll create a better way of life by connecting communities, giving people the skills to succeed, and improving wellbeing for all, so that the North East is recognised as an outstanding place to live, work, visit and invest."

This vision sets the foundation of our approach set out in this North East Local Transport Plan (LTP). It represents the scale of ambition that will drive all our transport activities.

3.2 North East CA commitments

Commitment	How transport will support
A fairer North East We'll help people thrive with aspirational jobs, new skills, and better homes, improving quality of life for everyone. We'll create confidence in the North East by reducing inequalities and improving health.	Our new integrated transport network will deliver affordable public transport fares, improve access to opportunities, including education, employment and healthcare and remove transport related social exclusion.
A greener North East We'll take inspiration from our industrial heritage and unique mix of urban areas, countryside, coastline, and rivers, to nurture our natural resources - creating green jobs, sustainable industry, and clean energy.	We will help people to make greener journeys by making sustainable travel easier, more affordable, and more attractive, benefitting the environment. We will encourage the switch away from petrol/diesel cars and vans to zero emission cars/vans which will improve air quality across our region.
A connected North East We'll get behind businesses so they can improve productivity and connectivity. With better local transport networks and digital infrastructures, the North East will have a global reach, becoming the go-to place for innovative ideas and real-world results.	We will deliver an integrated transport network that connects all areas of the North East, including our remote rural and coastal communities and more deprived urban areas. Improved connectivity will also make the transportation of freight easier and more efficient, contributing to economic growth.

Commitment	How transport will support
An international North East Building on our economic strength, and championing our heritage, culture, arts, and sports, we'll drive our region's ambition to continually attract visitors and investment.	We will improve access to/from our international gateways making it easier to attract visitors and international investment. The movement of freight to/from our ports and airport will also become more efficient and sustainable.
A successful North East Together, we'll speak with one voice, and define our own future, cultivating the talent, skills, and innovation that will help grow our existing economy, becoming green industry leaders and a cultural destination - making the North East one of the best places to live, work, visit, and invest.	Our integrated transport network will encourage businesses to invest in our region, helping to stimulate the economy.

This North East LTP has been developed based on the vision and five commitments of North East CA to reflect the cross-cutting approach that will be required.
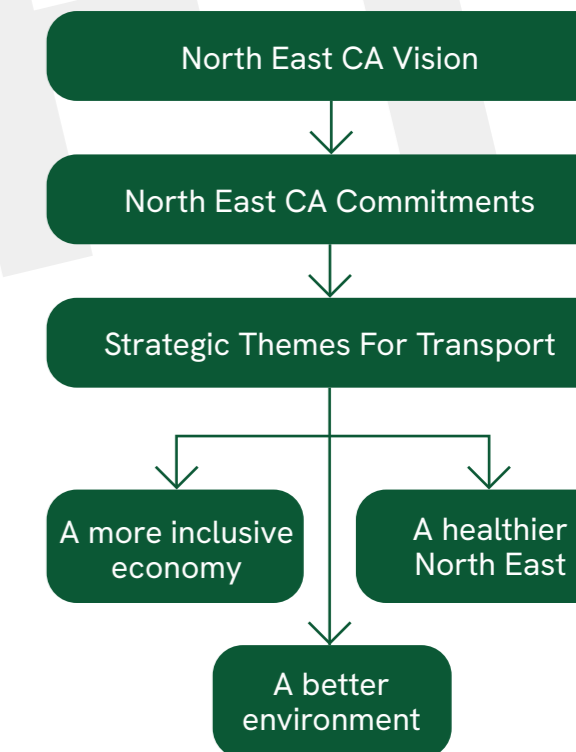
3.3 Strategic themes for transport

Transport is an enabler to delivering the vision and meeting all five commitments.

We believe that there are three cross-cutting strategic themes for transport which underpin the delivery of the North East CA vision and commitments:

Strategic themes

A more inclusive economy

The LTP will enable inclusive economic growth across the North East, helping to attract investment, boost job creation, and overcome inequality by enabling access to opportunity.

A better environment

The LTP will help to protect our environment and tackle climate change by providing an attractive, seamless, and sustainable transport network for people and freight across our region.

A healthier North East

The LTP will help achieve better health outcomes for people in our region by encouraging active and sustainable travel and facilitating better transport access to healthcare and social networks.

We are confident that using these three strategic themes will help us to deliver an integrated transport network which will ensure the North East CA vision and commitments are achieved.

Figure 5 – North East CA vision and commitments linkages with strategic themes for transport

```
North East CA Vision
        ↓
North East CA Commitments
        ↓
Strategic Themes For Transport
        ↓
A more inclusive economy    A healthier North East
        ↓
A better environment
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3.4 Link to portfolios

Transport is one function working alongside other North East CA portfolios to deliver against the five commitments and overall vision. The seven portfolios are:

| Transport | Finance and investment | Environment, coastal and rural | Culture, creative, tourism and sport | Economy | Housing and land | Education, inclusion and skills |

Transport is a true cross-cutting policy area – there to enable the success of the other portfolios.

Key insights from this section:

- This LTP has been developed based on the North East CA vision and five commitments to reflect the approach that will be required.

- The North East CA vision and commitments have been used to develop three strategic themes for transport that will ensure our transport activities contribute to the North East CA role in improving our economy, skills, health, and environment.

4. Regional context

This section will:

- Set out the context of our region including our geography, economy, environment, and health.

- Introduce how this regional context interfaces with the North East CA vision, commitments, and our strategic themes for transport.

- Make clear that the large and diverse geography creates a variety of transport needs and challenges.

4.1 Regional context

The North East is a unique region with rich history, diverse geography, and beautiful landscapes. Our region is rooted in a strong industrial heritage that was dominated by coal mining and heavy industry until the 21st century.

With a dynamic £54 billion economy, the North East is well situated to build on its engineering, scientific, and creative prowess to thrive in today's innovation economy. Home to world-class businesses in critical sectors, the North East has an internationally-significant manufacturing and automotive cluster; and is leading the UK transition to a greener economy. The North East:

- Is increasingly becoming recognised as a vibrant cultural powerhouse; is in a prime location for tech and other knowledge-intensive professional services.

- Enjoys a rapidly growing health and life science businesses.

- Benefits from internationally competitive universities and excellence within the local further education system – and all are alongside a strong public sector, foundational economy and active Voluntary, Community and Social Enterprise (VCSE) organisations.

Our cities, towns, villages, and extensive rural and coastal communities are home to a wide range of leisure, cultural, and historical attractions including two UNESCO World Heritage sites, Durham Cathedral and Hadrian's Wall. The Glasshouse and BALTIC at Gateshead Quays speak to the area's significant cultural offer, and the opportunity to expand the visitor economy. The North East's number of cultural businesses is growing faster than almost any other UK region.

Our region also includes miles of unspoiled coastline and outstanding scenery including Northumberland National Park, the North Pennines Area of Outstanding Natural Beauty, and Durham Heritage Coast. Our passion and pride are highlighted during events like the Great North Run. Our history, geography, culture, and people make our region an attractive place to live, work, visit, and invest.

The large and diverse geography creates a variety of transport needs and challenges for our residents. These challenges range from areas at risk of isolation, to areas that face significant deprivation.

Whilst our region faces several economic and health related challenges, including widening inequalities, which have been further exaggerated by the COVID-19 pandemic and the rise in the cost of living, there are significant growth opportunities which could deliver new, good, jobs to benefit people across the whole region.

These opportunities will be unlocked by building on existing assets and through a clear focus on transformative and inclusive transport investment which will create opportunities for our people and communities.

Figure 6 – North East regional transport connectivity and assets

4.2 Our geography and people

The North East is home to approximately two million people. It is important to consider where people live and the diversity of our population as this will allow us to understand that different locations and different people have different needs. Connecting our communities is vital to ensure people living in our region can access key locations such as employment sites, access health provision, public services, and education. It is also important to understand how the North East is predicted to change in the next couple of decades as this will help to inform future transport requirements.

The North East essentially comprises three distinct areas: urban, rural, and the surrounding areas. Each of these areas have different demands and challenges and will require different transport solutions.
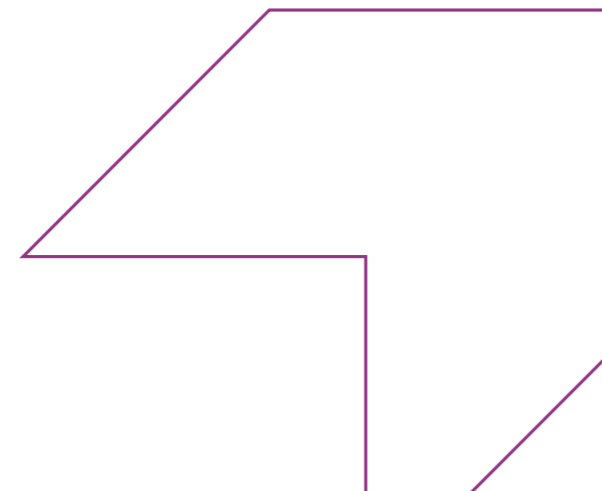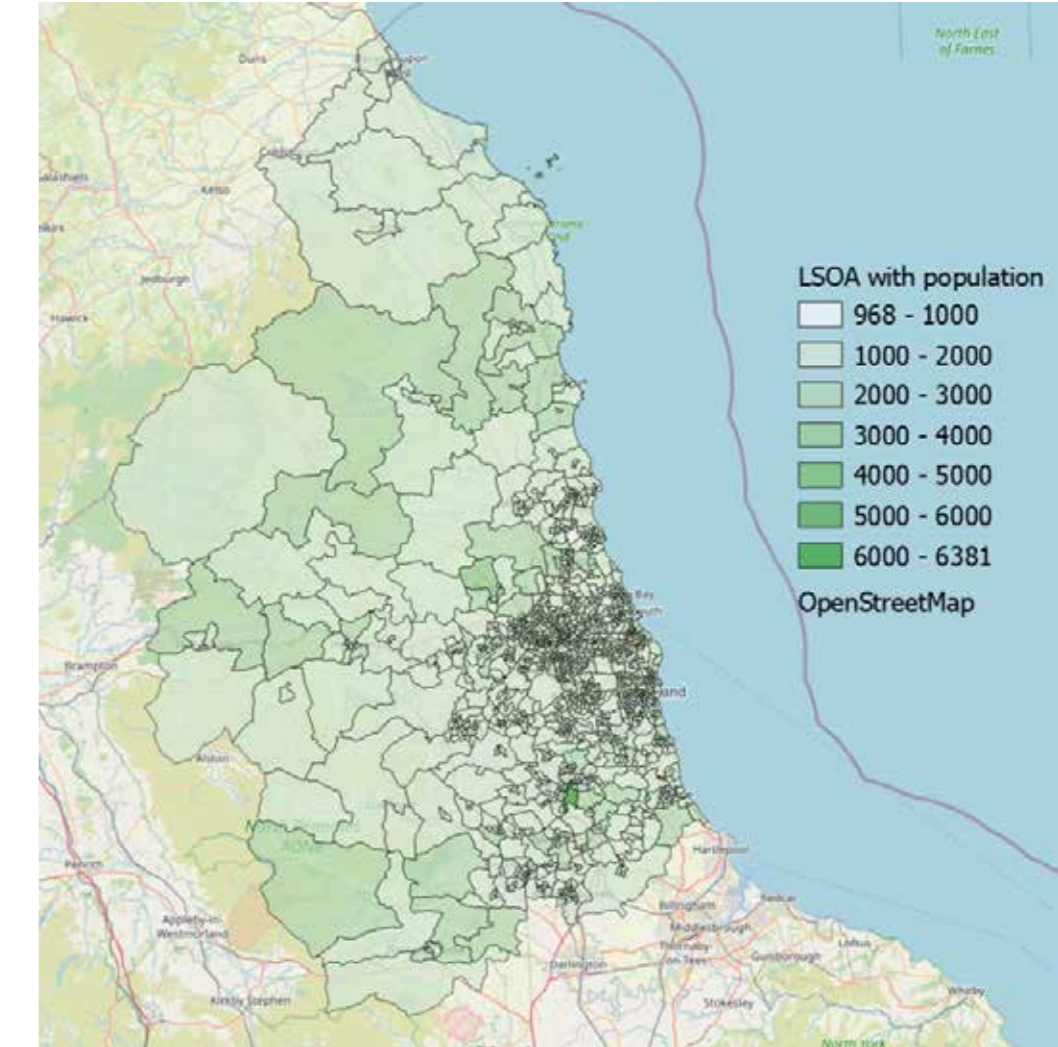
4.2.1 Where people live

◤ The North East has a slightly larger proportion of residents living in rural areas (19%) than the rest of England (16%), excluding London.

◤ The areas with the highest percentage of people living in rural areas are Northumberland and County Durham.

Poor transport provision and infrastructure in rural areas is a significant challenge, restricting both people and freight from accessing employment, services, facilities, and amenities.

Inadequate transport infrastructure affects the visitor economy, movement of freight, and compromises the resilience of the rural road network.

However, it is important to note there is not one type of rural area. There are many different types of rural towns and villages across our region with diverse communities, geographies, and economies with different challenges and needs.

Figure 7 – North East population density map

LSOA – Lower Super Output Area. LSOA provides a more detailed overview of the population in smaller areas.

Table 1 – Where people live, rural and urban split (2022)

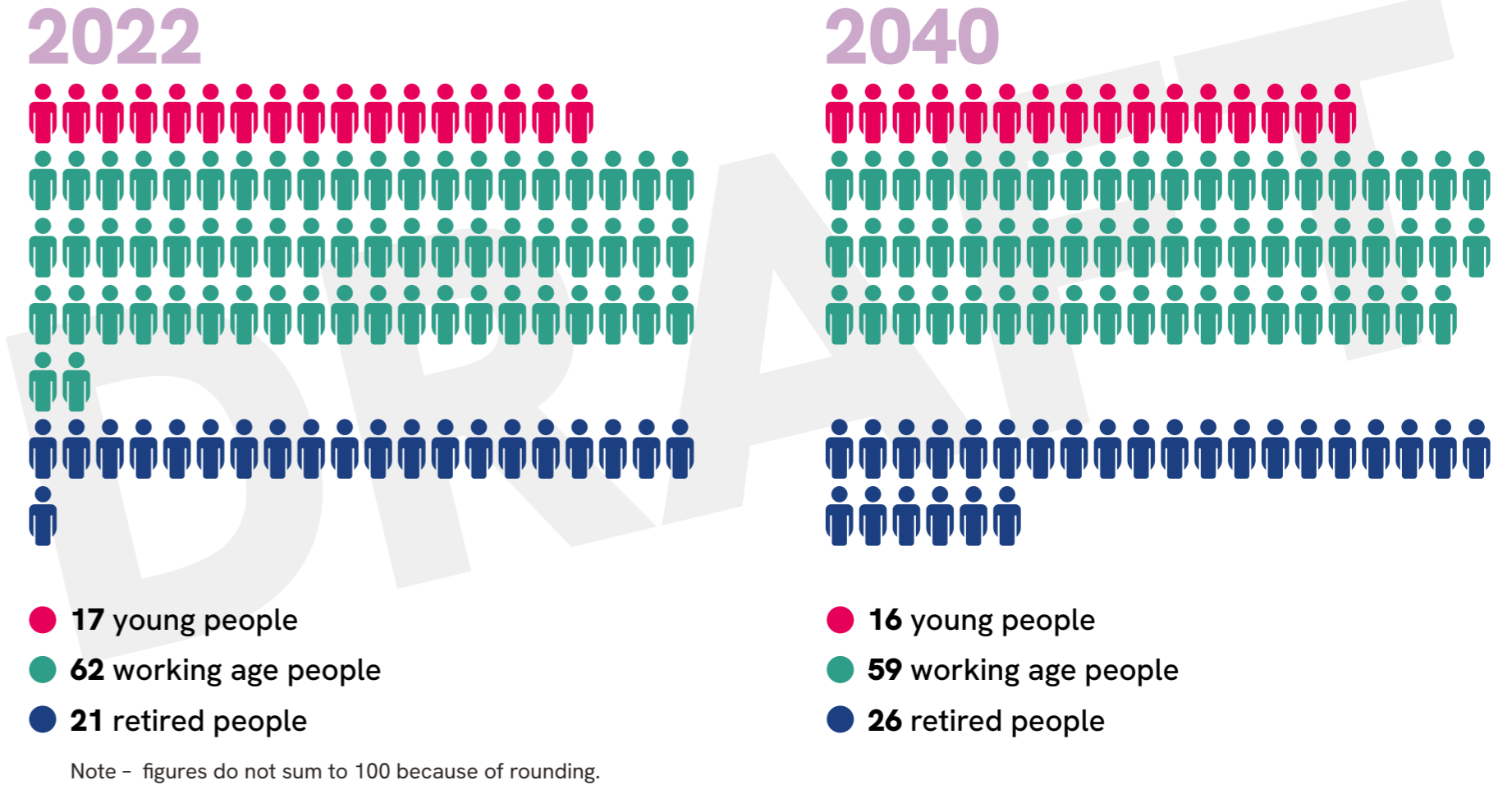| Local Authority	Population	% Rural	% Urban
County Durham	528,127	41	59
Gateshead	197,722	6	94
Newcastle	307,565	2	98
Northumberland	324,362	44	56
North Tyneside	210,487	4	96
South Tyneside	148,667	0	100
Sunderland	277,354	1	99
North East total	**1,994,284**	**19%**	**81%**

4.2.2 Housing developments

A significant number of new homes are planned in our region by 2040. It is crucial that our region can plan new housing development and transport effectively in a more cooperative way over the coming years.

Opportunities will be identified in the emerging North East Spatial Development Strategy (SDS) to make sure that transport plays a major role.

4.2.3 Age profile

It is important to consider the age profile of our region in this LTP and how it is predicted to change over the coming decades. The North East has an ageing population which will have an impact on both economic outputs and future transport requirements.

Figure 8 - North East age profile 2020s v 2040s

- 🔴 **17** young people
- 🟢 **62** working age people
- 🔵 **21** retired people

- 🔴 **16** young people
- 🟢 **59** working age people
- 🔵 **26** retired people

Note – figures do not sum to 100 because of rounding.

As the graphs show, by 2040, one in four people in the North East will be at retirement age (age 65 and above). As a result, the working age population is set to fall over the next two decades. This will have a direct impact on future transport requirements.

4.2.4 Digital connectivity and exclusion

There is not one single measure of digital connectivity/inclusion in the UK, but data indicates that the North East has one of the highest levels of digital exclusion. The proportion of people in our region that are currently offline is approximately 8%, whereas the England average is 5%. There are also low levels of digital engagement in our region. In 2020, an estimated 177,000 adults in the North East CA area had either never used the internet or had not used it in the last 3 months.

There are also significant disparities in connectivity across the region with 12% of Northumberland and 5% of County Durham with no mobile coverage at all.

Digital exclusion most likely impacts those from disadvantaged and socially excluded groups including:

- Older people
- Those without a job
- Lower income groups
- People with disabilities
- Low educational qualifications
- Living in rural areas
- Those who are homeless
- Those where English is not their first language

4.3 Our economy

4.3.1 Background

Transport plays a key role in how our economy functions. For example, the movement of people, skills, and goods services, to connect with job opportunities and employment sites.

Our region provides a thriving business environment, with approximately 890,000 jobs.

Over recent decades, our region's economy has diversified. Section 4.3.4 outlines our key employment sectors.

Our region has four universities, which drive opportunity for people and make our region a net importer of students. They are also significant employers, and control considerable assets and are critical to the future of our region. Their international reputation and relationships with key regional businesses are critical to our future growth trajectory.

The North East is also home to an extensive network of catapult centres (a government initiative to spearhead economic growth opportunities), including the Offshore Renewable Energy Catapult, Digital Catapult NE&TV, NE Satellite Applications Centre of Excellence, the High Value Manufacturing Catapult [through CPI], and Compound Semiconductor Catapult.

The National Innovation Centre for Ageing and the National Innovation Centre for Data, both based at Newcastle Helix, provide

further research capacity and expertise, whilst NETPark in County Durham is home to the National Formulations Centre, National Centre for Healthcare Photonics, and National Centre for Printable Electronics. Also, home to the National Innovation Centre for Rural Enterprise and nine FE colleges, the North East has a thriving ecosystem of knowledge and capacity for innovative delivery that underpin our regional economy.

Improving the connectivity between workers and employment sites is an enabler which can improve both productivity and inclusivity in the North East.

Figure 9 – Summary of our economic and cultural assets across the North East, 2024 [providing an overview by sector and geography, rather than a comprehensive mapping]
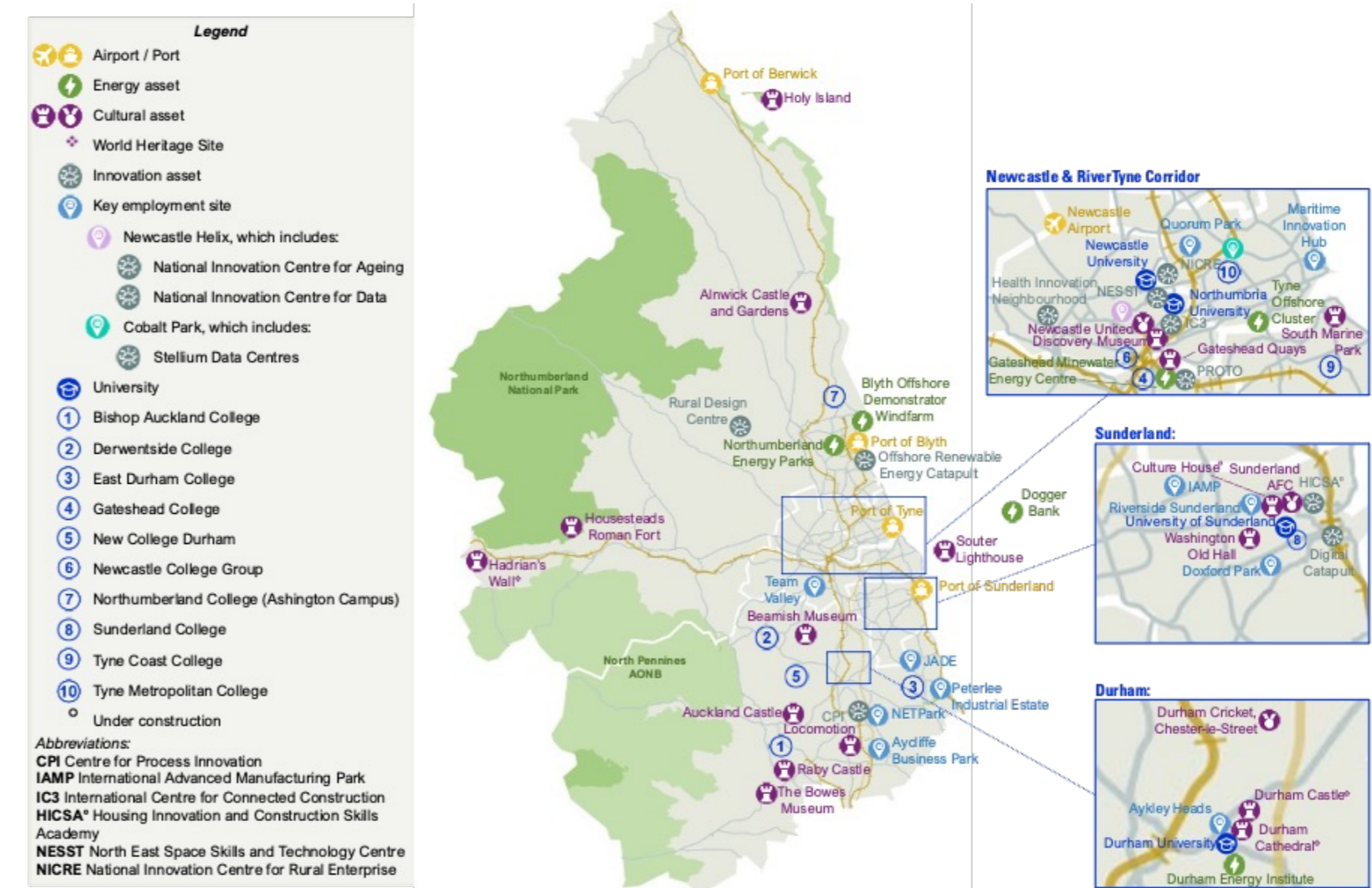
4.3.2 Productivity

In 2021, gross value added (GVA) per hour worked in the North East CA area was **£32.02**, 11% below the England excluding London equivalent.

Our region has low productivity compared to national averages in total and per head.

We have pockets of productivity though, including across rural and coastal areas. Most of the GVA in the North East is produced in urban areas. These accounted for 85% of total output in 2021, with a further 15% being produced in rural areas. 21% of output was produced in coastal towns, which overlaps with the urban and rural classifications used above.

Some of the issues that affect productivity include low business density, relatively low export value outside vehicle manufacturing and pharmaceuticals, and issues of inequality including distribution of skills and poor health.

Transport plays a key part of this productivity challenge, and poor or weak transport infrastructure limits growth.

4.3.3 Employment and wages

There are significant economic inequalities present within our region. Employment rate is lower than national averages, with higher levels of unemployment and economic inactivity.

Unemployment figures fluctuate month on month, however between May and July 2023, the North East had a higher percentage of people who were unemployed (all aged 16 years and over). In our region, 5.2% of people were unemployed compared to the England average at 4.3%.

For example, in September 2023, the South Tyneside unemployment rate was 6.7%, the highest across the North East, while North Tyneside had an unemployment rate of 3.5%, the lowest across the North East.

In 2022, 60% of families in the North East received at least some form of state support, compared to **52%** for the UK as a whole.

The North East also has a high proportion of jobs earning below the living wage. In 2022 14.4% of jobs earned below the Living Wage Foundation rates, compared to 12.3% in England excluding London.

Transport enables people to access and sustain good quality, well-paid work, and is important in unlocking access to opportunity.

Average pay in the North East area is lower than any of the UK's other regions. Our inequalities exist with national averages and within our region.

Median gross weekly earnings (£) in 2023:

North East = **£608.40**

England = **£683.50**

4.3.4 Key employment sectors

The North East has a diverse employment sector, including health, education, and manufacturing industries. As of September 2023, the North East had a higher percentage of people (22%) working in the public sector compared to the England average (16.8%).

Retail and hospitality are also big employers in our region which support the Foundational Economy.

In 2022, the health sector was largest sector of employment in our region with approximately **172,000** workers.

We have seen a big rise in knowledge-intensive private services (which include ICT, financial services, and many creative industries), with the sector accounting for more than a third of employment growth in the past ten years. Our current sector strengths and future opportunities are based around a number of key sectors and opportunities:

- Offshore wind and renewable energy
- Film and creative content
- Health and life sciences
- Knowledge intensive business services
- Visitor economy
- Battery technology and electric vehicles
- Space and defence

Although film is not a major employment sector currently, Sunderland is expected to have one of the largest filmmaking complexes in Europe, creating over 8,000 jobs in the next decade. It is estimated that this will generate **£336 million** a year in GVA.

4.3.5 Sector spotlight – the visitor economy

There is good geographic distribution of visitor and tourism activity across our urban, rural, and coastal communities. Worth £6.1 billion, the visitor economy in North East England supports more than 60,000 jobs.

Despite this, our region receives the lowest number of domestic and international visitors and the lowest amount of spending of any region in England.

There are significant growth opportunities with the North East making up a relatively small share of the UK's visitor economy:

- Only 1% of all international visitors to the UK.
- Low average visitor spend, partly due to composition of domestic and international visitors, partly due to a low cost of activities comparable to other areas.
- Low number of visitors in our region for business purposes.

These points can be built upon, and transport is an enabler to supporting growth of our region's visitor economy.

Destination North East England, born out of the first ever regional Destination Development Partnership (DDP) pilot in England, has set out ambitions to double the size of our visitor economy by 2034. This could support the provision of more than 25,000 new jobs in the sector.

In 2023, we welcomed **69 million** visitors who brought **£6.1 billion** into our regional economy.

4.3.6 Education and skills

Our region has a lower qualifications profile than the rest of England. The North East also has a higher proportion of residents with no formal qualifications than the national average, with the gap widening slightly in recent years.

This has implications for transport – we know residents with low and no qualifications are more likely to find it difficult to get a job, and also have a much smaller travel to work area.

The issue of skills availability is felt by employers who identify a number of gaps in what employees and prospective employees offer, and what their business needs. This includes a person's knowledge and occupational skills as well as soft skills, which are character traits and interpersonal skills that characterise a person's ability to interact effectively with others. Examples of soft skills are the ability to communicate with clients, mentor co-workers, lead a team, negotiate a contract, follow instructions, and finish a job on time. The largest gap is with specialist skills or knowledge.

4.4 Our environment

4.4.1 Climate change and greenhouse gases

Fossil fuel-burning transport emits greenhouse gases (GHG) such as carbon dioxide, trapping thermal energy and directly contributing to the warming of our planet. This warming is causing our climate to change which includes both increased temperatures and an increase

in extreme weather events such as storms, droughts, and flooding. Our changing climate also impacts our physical and mental health, as well as wildlife and ecosystems.
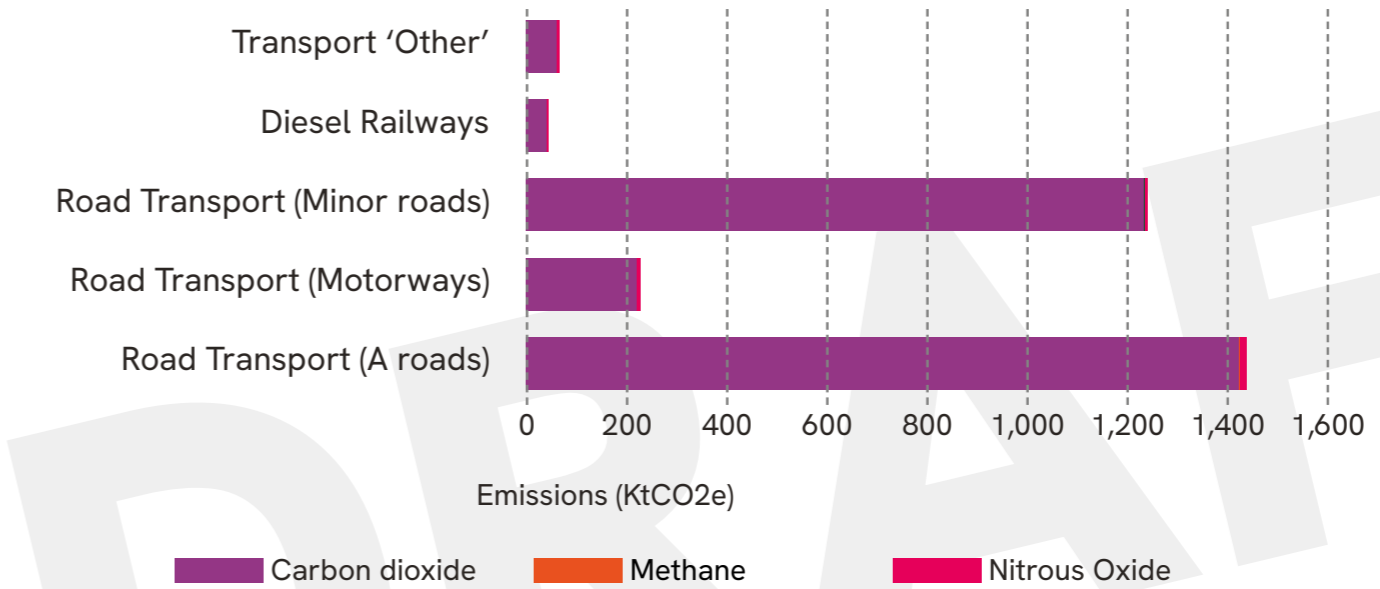
Transport is the largest GHG emitting sector in both the UK and North East. The graph below shows GHG emissions in the North East region by sector and type of gas.

Figure 10 – North East emissions by sector and gas (2022)
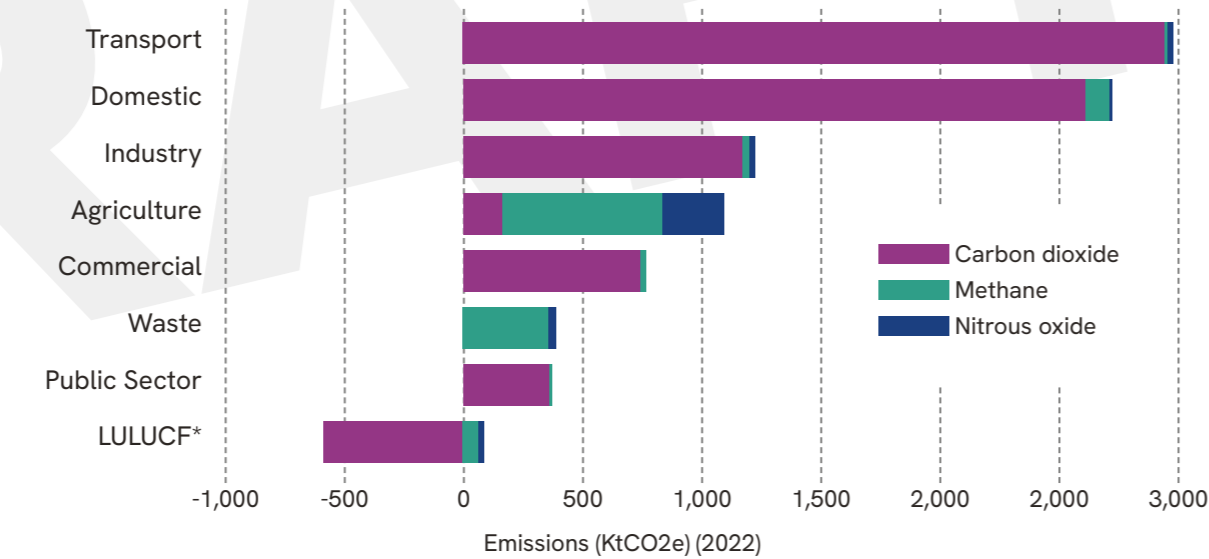
* LULUCF – Land use, land use change and forestry

Figure 11 – North East Transport emissions (greenhouse gases) by sub-sector and type of gas (2022)
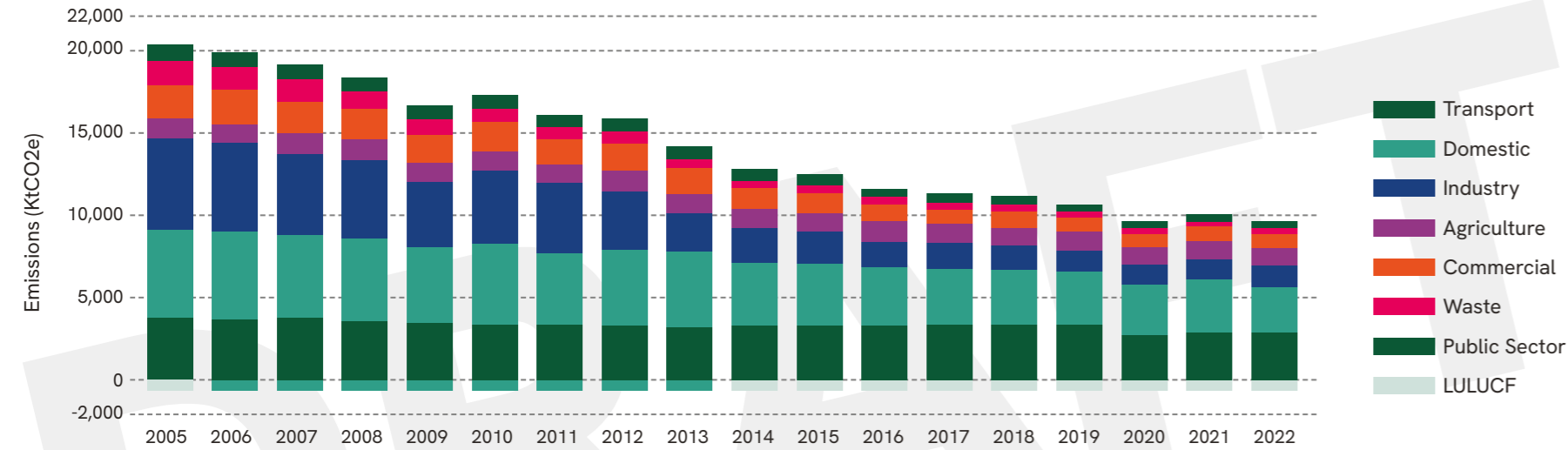

NOTE: These local estimates do not include emissions from aviation, shipping, and military transport. These types of transport are outside the scope of the Local Transport Plan and datasets are not available to estimate these emissions at a regional or local level.

Approximately 97% of transport generated GHG emissions in our region are from roads, with A-roads being the greatest contributor at 48%.

Despite transport being the largest emitting sector, our region has been at the forefront of decarbonisation and developing low-carbon solutions for our transport network, with success in offshore wind technologies and electric vehicles. Transport emissions in the North East in 2022 were about 22% lower than in 2005.

Figure 12 – North East emissions by sector, 2005-2022

Legend:
- Transport
- Domestic
- Industry
- Agriculture
- Commercial
- Waste
- Public Sector
- LULUCF

Net zero

The UK is committed to reaching net zero by 2050. Net zero means no longer adding to the total amount of GHG in the atmosphere. Not all emissions can be reduced to zero, so those that remain need to be matched by actively removing GHG from the atmosphere. This will require a transformation of the nation's economy, and region's like the North East can benefit as a driving force for that change.

4.4.2 Climate change and health

Our warming planet and changing climate are directly linked to human health and wellbeing. Rising temperatures and increases in extreme weather events impact on human physical and mental health, lead to changes in our planet's life systems such as food and water availability, and change patterns of infectious disease spread. All these changes impact our social systems, affect our livelihoods, and place increased pressure on health and social care services.

Therefore, actions taken to reduce GHG emissions, protect our planet, and reduce the impacts of climate change can also contribute to protecting our health and wellbeing.

4.4.3 Air quality

Air pollution is a mixture of particles and gases suspended in the air that are harmful to our health. Both road and non-road transport are sources of air pollution. The North East has some of the lowest levels of one of the most harmful air pollutants, particulate matter 2.5 (PM2.5), in the country. However, we do have high levels of nitrogen dioxide (NO2) in some of our cities, particularly during peak travel hours.

Private small vehicle use remains the most common type of travel in the North East with 58% of trips being made by car or van driver and passenger. This high level of car and van use results in congestion on some parts of our road network, particularly during peak travel hours.

Whilst the number of zero emission vehicles is growing in the North East, they made up just less than 1% of registered vehicles in our region in Q3 2022.

Our region has multiple Air Quality Management Areas (AQMAs). These include areas where the national air quality objectives are unlikely to be met. In January 2023, a Clean Air Zone (CAZ) was also introduced covering some of Newcastle and Gateshead.

Air quality and health

Although poor air quality affects us all, certain groups are more vulnerable to harm such as babies, children, pregnant women, the elderly, and those with pre-existing medical conditions. Poor air quality also disproportionally affects people living in the most deprived areas.

Evidence shows that long term exposure to air pollution is associated with an estimated 28,000-36,000 deaths each year in the UK.

4.4.4 Noise pollution

Transport is a contributor to noise pollution. The unit of measurement used for sound is decibels (dB), the higher the number, the higher the noise level. In our region, 6% of the population live near major road routes and are exposed to more than 55dB of noise at night (see figure 13). This level of noise can result in disturbed sleep patterns and increased stress.

Figure 13 – Estimated % of people affected by road noise pollution levels at night in the North East (Department for Environment, Food and Rural Affairs – Noise Exposure data – Round 3 2019).

% affected by noise pollution
- >=50dB: 11%
- >=55dB: 6%
- >=60dB: 3%
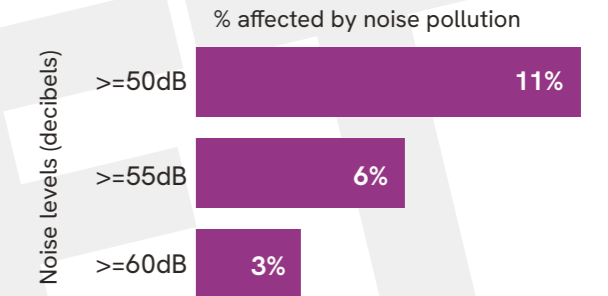
4.5 Our health

4.5.1 Background

Transport is essential for health and wellbeing as it enables access to healthcare services, employment opportunities, and social networks. It can also be a powerful lever in tackling poor health outcomes and inequalities. Transport plays an important indirect role by enabling people to live good quality lives, by providing accessible infrastructure and services.

The North East experiences greater health inequalities than the rest of England and these inequalities are widening both within our region, and between the North East and other regions in England.

4.5.2 Setting the scene: the wider determinants of health

Our health and wellbeing are determined by individual factors, the healthcare we receive and the wider determinants of health. The wider determinants of health are a range of social, economic, and environmental factors.

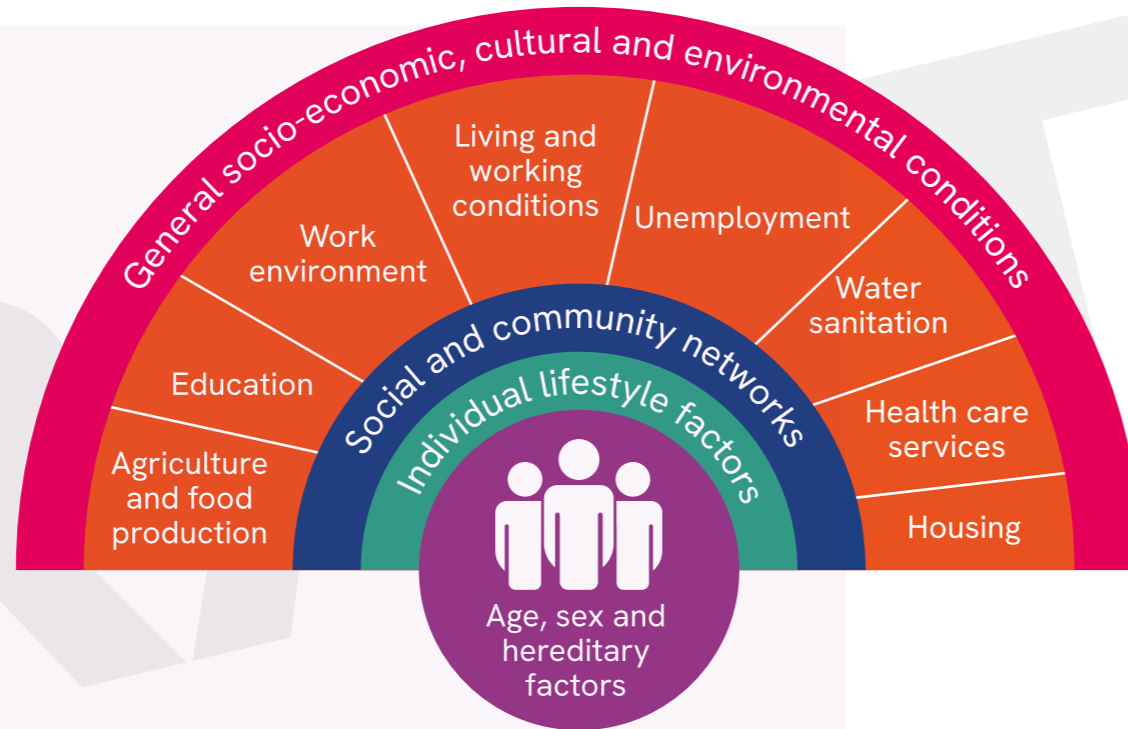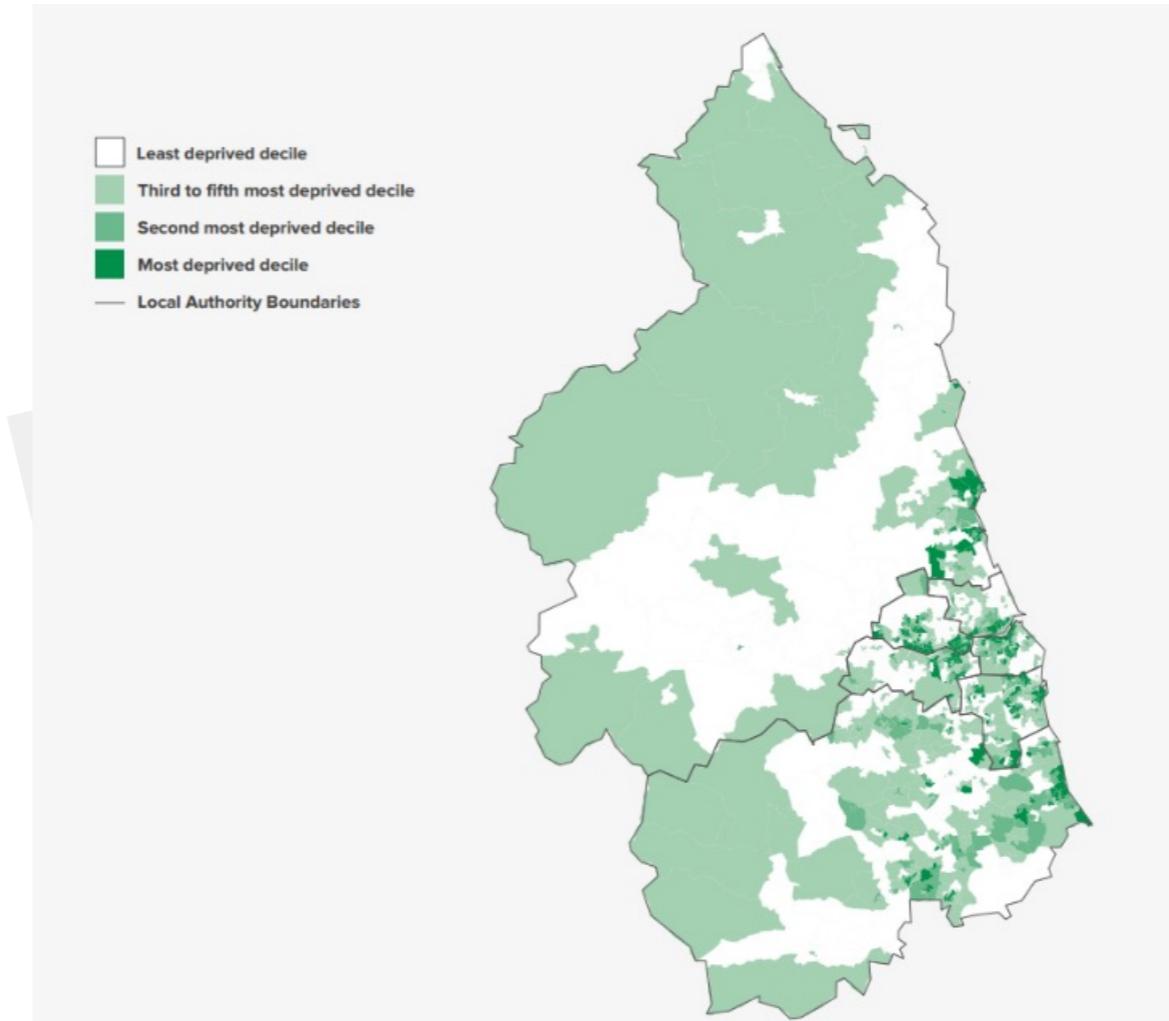**Figure 14 – The wider determinants of health – Dahlgren and Whitehead, 1991**

Figure 15 – Index of Multiple Deprivation deciles – North East LSOAs (2019)

Legend:
- Least deprived decile
- Third to fifth most deprived decile
- Second most deprived decile
- Most deprived decile
- Local Authority Boundaries

4.5.3 Deprivation, inequality, and child poverty

Across the region there are inequalities that influence our health and wellbeing such as income, education, employment, and housing.

Deprivation describes a range of factors in our lives that impact our health and wellbeing. Across our region the most deprived areas are found in urban communities and along the coast, with data showing that when we consider England overall, deprivation is becoming more concentrated in the North East.

Around one third of children in the North East CA area are living in poverty - with the region having experienced the country's steepest increases in child poverty over much of the last decade.

Poverty has harmful impacts on children's health, their social and emotional wellbeing, and their education, both in the short term and into their futures.

4.5.4 Life expectancy and healthy life expectancy

A person living in the North East has a lower life expectancy than the average person in England, and males have a lower life expectancy than females.

Figure 16 – Life expectancy at birth for males and females in England and the North East Combined Authority (North East CA) area

Inequalities in life expectancy are the gap in life expectancy between the most and least deprived areas. Males in the North East have an average gap in life expectancy of 11.2 years with the biggest gap being in Newcastle at 12 years. Females have an average gap of 8.9 years with the biggest gap being in Northumberland at 10.1 years. Healthy life expectancy is the number of years someone is expected to live in good health. Both males and females living in the North East have lower healthy life expectancies than the England average, and has the lowest of all regions in England.

Figure 17 – Healthy life expectancy at birth for males and females in England and the North East Combined Authority area

4.5.5 Disability

Over 21% of people living in the North East CA area identified as having a disability in the 2021 Census, the highest percentage of all English regions. Disabled adults take an average of 28% fewer journeys per year than non-disabled adults. For further breakdown please see the Department for Transport's annual disability and accessibility statistical release.

We know that the proportion of the population who are disabled increases with age, therefore we must consider that as the population of the North East ages faster than other regions, the proportion of people living with a disability in our region may also increase at a faster rate.

4.5.6 Physical inactivity and childhood obesity

One in four adults (25.1%) in the North East is physically inactive (undertaking less than 30 minutes of physical activity per week). Levels of overweight and obese children in Reception and Year 6 aged are higher than the England average and are some of the highest in the country.

4.6 Transport-related social exclusion

Transport-related social exclusion (TRSE) occurs when people are unable to access key services, opportunities, and community life when they need to, and face significant knock-on consequences from travelling. Areas with a high risk of TRSE are concentrated in many of our:
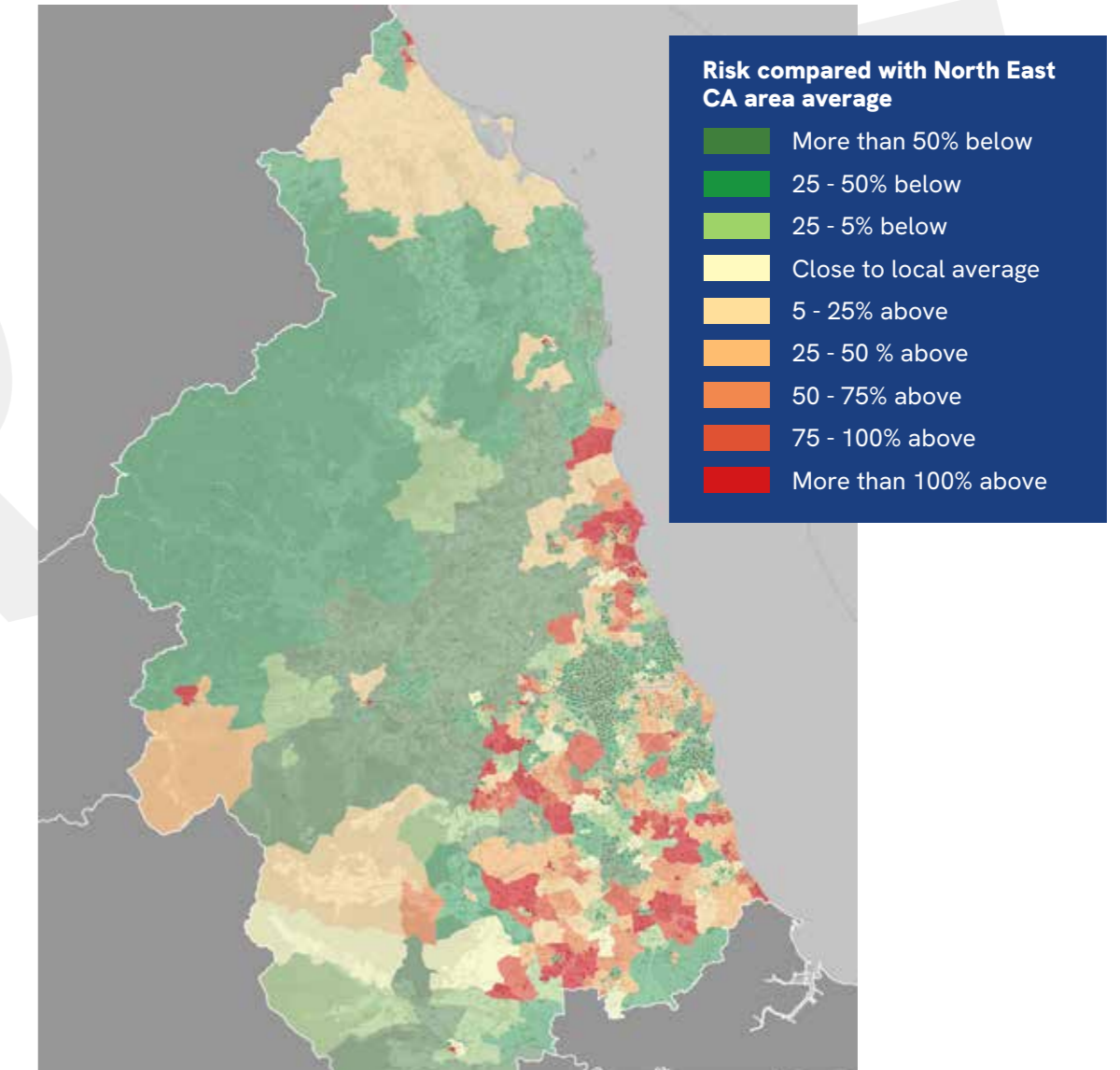
- manufacturing and mining legacy areas
- rural-urban fringes
- smaller cities and towns
- coastal communities.

31% of residents in the North East (622,000 residents) are at risk of transport related social exclusion, compared to 21% of Northern England, and 18% of England.

The map shows how the risk of TRSE varies across the North East. Each area is compared to the average for our region.

Improving connectivity between employment and further education opportunities, as well as public services such as hospitals, libraries and leisure centres alongside improved public transport connectivity can be a factor to counter TRSE.

Figure 18 – Transport-related social exclusion – North East (2022) Transport for the North

Risk compared with North East CA area average

- More than 50% below
- 25 - 50% below
- 25 - 5% below
- Close to local average
- 5 - 25% above
- 25 - 50 % above
- 50 - 75% above
- 75 - 100% above
- More than 100% above

4.7 Section summary

Table 2 – Summary of the North East's challenges

Focus area	Key challenges which link to transport
Geography and people	▪ There is a rural, urban split in our population. These areas have different demands and challenges and will require different transport solutions. ▪ A significant number of new homes are planned by 2040 which could put more demand on transport. ▪ We have an aging population. By 2040, a higher percentage of people in our region will be of retirement age. ▪ The North East has one of the highest levels of digital exclusion and one of the lowest levels of digital engagement. The proportion of people in the North East that are currently 'offline' is approximately 8% whereas the England average is 5%. ▪ There are significant disparities in digital connectivity across the region with 12% of Northumberland and 6% of County Durham with no mobile coverage at all.
Economy and skills	▪ The North East is performing below the national average with lower rates of GVA per capita. ▪ Average pay is lower than any of the UK's other regions. ▪ We have a lower employment rate than the national averages. ▪ We have a higher percentage of people receiving state support. ▪ Our region has a higher percentage of people working in the public sector compared to the England average. ▪ We have lower numbers of domestic and international visitors with lower levels of tourism spending. ▪ Around one third of children in the North East CA area are living in poverty. ▪ Our region has a lower qualification profile than the rest of England (excluding London). ▪ There is a skills gap in a range of technical, specialist, and soft skills.
Environment	▪ Fossil fuel powered transport directly contributes to greenhouse gas emissions and planetary warming, leading to climate change. ▪ Climate change presents risks to our livelihoods and health through increased temperatures and extreme weather events. ▪ Transport contributes a significant proportion of carbon emissions. ▪ 97% of transport generated greenhouse emissions in our region are from roads, particularly our A-roads. ▪ Air pollution is harmful to our health and some parts of our cities have high levels of air pollution, particularly during rush hours. Air pollution is also harmful to nature and biodiversity.
Health	▪ Our region has high levels of deprivation in some areas and when looking at England overall, deprivation is becoming more concentrated in the North East. ▪ We have greater health inequalities (differences in health status and health outcomes) than the rest of England, and this trend is getting worse. ▪ People living in our region have a lower overall life expectancy than the average person in England. ▪ People living in our region have a lower healthy life expectancy than the average person in England and our region has the lowest healthy life expectancy of all regions in England. ▪ Just over one in five people are disabled and will be negatively impacted by barriers to accessing transport. ▪ Almost one in three people are at risk of transport related social exclusion, higher than both England and the North of England. ▪ One in four adults are physically inactive. ▪ Levels of overweight and obese children in Reception and Year 6 aged are higher than the England average and are some of the highest in the country.

Key insights from this section:

- The North East is an extremely diverse region with a lot of positive characteristics including: a rich history, beautiful landscapes, and a proud industrial heritage.

- Our region faces several long-standing challenges in the form of productivity, wages and income, health outcomes, and deprivation.

- Challenges can also be seen as opportunities to grow and improve. Continuing to develop our transport network will enable us to do this.

5. Where we want to be – a green, integrated transport network that works for all

This section will:

- Set out our ambitions for transport in the North East up to 2040 to create a single, cohesive network that is efficiently designed, simple and easy to use.

- Outline the concept of a fully integrated North East transport network against five areas of focus:

  - **Planning journeys/informing users/ supporting customers.**
  - **Ticketing and fares.**
  - **Reach and resilience of infrastructure.**
  - **Safety, especially of women and girls, and other improvements in service quality.**
  - **Connections between different transport types.**

- Show how having an enhanced regional transport network encompassing all types of transport, will enable more greener journeys to be made.

- Provide standards for the five areas of focus, which collectively make up our improved transport network and set the framework for interventions which follow in the Delivery Plan.

This section sets out the vision for where we want our transport network to be by 2040. This involves creating a green, integrated transport network that works for all, and acts as the yardstick on which all other networks are judged.

A single, cohesive network that is efficiently designed, simple, and easy to use will enable people and goods to make greener journeys.

Developing this network will help our region meet its challenges head on, providing sustainable, integrated links between communities, services, and opportunities, paving the way for growth and further inward investment.

Creating a better transport network should also strengthen our regional economy, environment, and the health of our people, meeting the North East CA vision and five commitments.

Standards for what the network should consist of are provided for each of the commitments, which collectively make up our improved transport network and set the framework for the interventions which follow in this LTP's delivery plan.
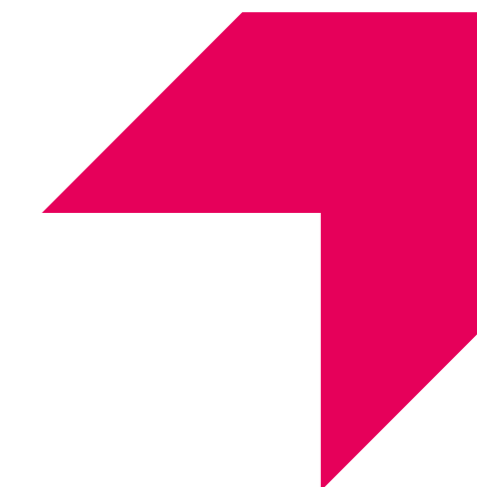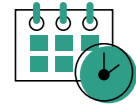
Planning journeys/informing users/supporting customers

1 **Information, help, or assistance should be easily available and accessible to everyone before, during, and after a journey.**

- Information provided on our integrated transport network should be reliable, helpful, consistent, clear, accessible to all, and should be available for every stage of the door-to-door journey. It should be adapted to suit individual needs, meeting the varied requirements of people and freight. This should ensure customers feel supported throughout their journey.

- There should be more joined-up information informing users about station facilities, and how to access hubs and interchanges by different types of transport.

- Enhanced levels of information should make it easier for residents and visitors to travel to and from stations, tourism assets, and employment centres by sustainable transport.

- Technology should continuously evolve and improve the customer experience, remaining easy to use, intuitive, and engaging for everyone.

- People should be able to easily contact the network to raise queries or feedback compliments, regardless of the transport type. Feedback from network users should be responded to promptly and clearly.

- At the end of the journey, people should still be able to interface with the network if they need to do so and people should find it easy to offer feedback about their experience.

- People should receive a considered and appropriate response to all queries, complaints, and comments.

- Customer support for an integrated network should include everything users need to support them in making a journey, such as information, ticketing, the ability to raise a concern, including who to contact in an emergency, make complaints and to report and retrieve lost property.

2 **Live journey information should be accurate and consistent wherever and however it is being accessed. It should be presented in a way which is understandable and trusted by people.**

- People should be informed about how their journey is progressing, and each step should be simple to navigate, improving the customer experience.

- As people navigate the network, signage should be easy to follow and technological prompts should be available, all of which will continue to evolve as technology develops over time.

- Information provision should include comprehensive detail informing users of services and facilities which are available on the network. For example, there should be live information showing the number of available car park spaces, including disabled parking bays, park and ride spaces, the number of available cycle hires docked, cycle storage spaces, as well as the number of available chargepoints for electric vehicles.

- Live journey updates should include live information across all forms of transport, highlighting journey times, roadworks, disruption, delays, and congestion. If disruption does occur during a journey, people should be presented with alternative solutions. This should also help support the movement of freight.

- The integrated network should provide a new free to use app so that users can better plan journeys. As technology advances, the network should offer personalised journey updates and alert systems. People should be informed via live journey information if their usual bus is running late, there is disruption on their route or if a connecting service is running late, and the time it can be expected arrive. Journey updates should also include relevant information on onward journeys.

- Data from our Urban Traffic Management and Control (UTMC) systems should be increasingly used to provide up-to-date and accurate information directly and instantaneously to vehicles, so people are aware of issues as they happen such as road accidents, roadworks, lane closures, diversions, traffic signal faults, and impacts of extreme weather. UTMC systems should also be used to enable bus services to run to timetable and be more punctual.

- Our transport network should be actively managed with live journey data being centrally processed to enhance coordination and consistency, not only allowing information sharing, but also interactively changing the way our network performs through traffic signals on our highways, also improving the efficient flow of freight.

- Open data should be used to improve journey planning and improve live journey information for people.

3 The integrated network should have a strong identity to give confidence in the network and encourage people to make greener journeys.

- The integrated network should be a quality product which should help people to make greener journeys. A range of impactful education, campaigning, marketing, and other tools should be used to promote the network. This should include advising people where to go to find information to help them plan and make a journey.

Ticketing and fares

4 Fares and tickets should be as simple and easy to use as possible

- Better integrated ticketing and fares should mean easier journeys. Fare structures and pricing should be convenient and simple with unnecessary complexities being removed.

- There should be simple fare bands which are affordable. This should include fare capping with a maximum daily, and weekly fare charge regardless of the number of journeys made. This should also include initiatives for children and young people to ensure fares are affordable, helping to reduce child poverty in the region.

- There should be a specific focus on offering great value ticketing and fares products which help people reach education or new employment opportunities previously beyond their reach. In addition to this, there should be specific initiatives to support people getting back into work or training.

- Ticketing products and payment methods should allow seamless travel across different types of transport, without the need to purchase separate tickets for each part of a journey, including park and ride, electric vehicle charging, public transport, and cycle hire.

- There should be a range of payment methods that can be used to support people who don't use a smart phone or have access to online banking such as cash.

- People should be able to tap in and out at the start and end of a journey, simplifying payment, and further technological advancements should enhance this experience by making payment even more seamless. A fully integrated public transport system should mean making one payment.

- Rewards and incentives should be considered within the network, whereby active travel and public transport use is rewarded.

- Ticketing and fares initiatives should also support and promote the North East's tourism assets, making sustainable travel more convenient for tourists visiting our region.

- Our ticketing and fare's structure should be perceived as fair, supporting the North East CA vision and commitments.

5 People should be able to travel across the whole region, between rural and urban areas, incorporating bus, Metro, rail, and the Shields Ferry without needing to buy multiple tickets and with payment methods that enable seamless travel.


- Unified ticketing and fares should enable people to use a single ticket or payment across different types of transport, making the network simple to use. The ability to make seamless journeys through easy ticketing and payment should be a key feature of the integrated network.

- Ticketing and payments should also integrate with wider transport services such as EV charging, Park and Ride, car clubs, and cycle and e-scooter hire, enabling network users to plan and pay for their entire door to door journey through a single offer and platform.

- Integrated fares and ticketing should make it easier for people travelling to and from our region's national and international gateways, such as Newcastle International Airport, Port of Tyne's International Passenger Terminal, and mainline railway stations.

- The Pop Card should be expanded beyond bus and Metro so it can also be used on local rail services, such as the Northumberland line.

Reach and resilience of infrastructure

6 The geographical reach of the integrated transport network should extend into every community of the North East, including our rural and coastal areas.

- The reach of the integrated transport network should be expanded, connecting people to towns, cities, employment, education, housing growth, health and leisure facilities and other essential services.

- The coverage of our public transport network should increase throughout our region, regardless of the type of location, in terms of operation times and locations served.

- Bus services should be improved to support region-wide efforts to address our region's economic, environmental and health challenges, enabling more people to access work and training opportunities.

- In addition to this, the North East CA should also work with the area's local authorities to support and maximise existing bus routes.

- Rail partnerships should be established to to meaningfully influence and shape local rail services and investment decisions that affect our communities, enhance the reach and resilience of the network and further integration with the Tyne and Wear Metro.

- Expanding the reach of the network should also enable seamless access to our key gateways such as Newcastle International Airport, sea ports and national rail services.

- There should be no "one size fits all" approach to the network, ensuring the needs of people living in rural areas are taken into account, helping to address transport related social exclusion (TRSE). For example, the network should have flexible, demand responsive transport, community transport, mobility hubs, and services feeding into stations and interchanges.

- Examples of new services that could be made available across the region include bike hire (including electric bikes), car hire and sharing (car clubs), 'Mobility as a service' (MAAS) where digital transport service platforms enable users to access, pay, and get live journey information on a range of public and private transport options and sharing opportunities for freight and other transport. In addition to this, our current cycle network should be expanded so it covers more of the region, including our rural communities.

- Our integrated transport network should include 'mobility hubs': visible, safe, and accessible spaces where public transport and active travel are co-located alongside improvements to the public realm, along with community facilities.

- There should be a clear 'look and feel' of the network highlighting its comprehensive reach across the North East.

- Park and ride provision should be comprehensive. There should be more park and ride provision in our rural areas and remote coastal communities to help link our residents and visitors to the public transport elements of the network.

- The North East CA should seek to continue to develop the future Metro and local rail network for more stations and future expansion plans.
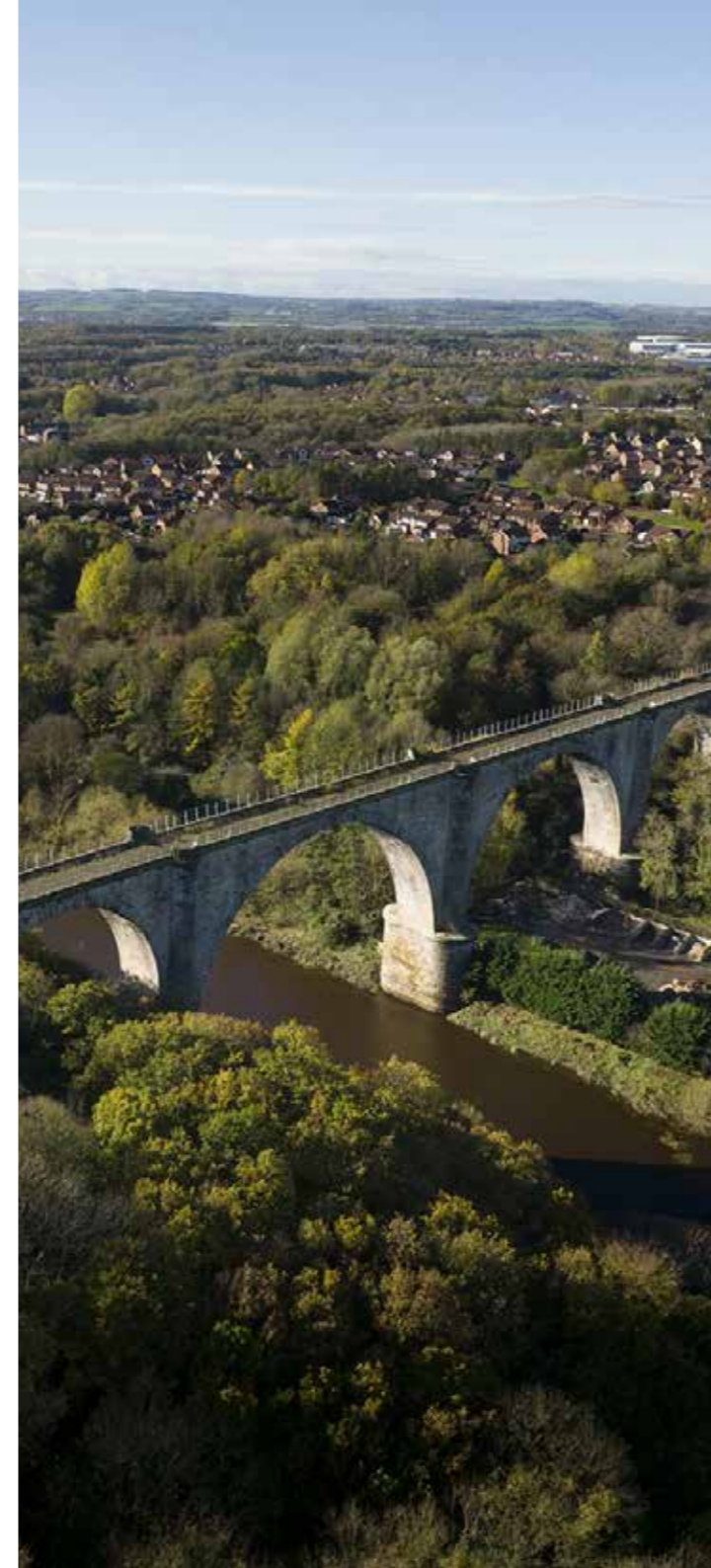
How do we get there?

The Leamside Line

Proposals to reopen the Leamside Line and expand the reach and resilience of our Metro network are included as part of the LTP delivery plan.

The full reopening of the Leamside Line in the North East is an integral part of any national programme to upgrade capacity on the East Coast Main Line (ECML). By diverting slow-moving freight traffic, it would enable up to nine passenger trains per hour to run on the congested section of the ECML between Newcastle and Northallerton. This provides the ECML with much-needed capacity, allowing for the expansion of long-distance rail connections between London and Edinburgh via the North East.

Local Connectivity Benefits

The Leamside Line would also provide direct access to the region's rail and Metro network for communities in Washington, Penshaw, West Rainton, Ferryhill, Fencehouses, and a new connection between Sunderland and the East Coast Main Line. Some of these areas suffer from high levels of deprivation, and new connections into Newcastle, central Sunderland and beyond would help foster economic growth and social inclusion.

To date, the North East CA has utilised a combination of its own funding and government grants to develop a business case for the full Leamside Line. In partnership with Nexus, we have also progressed the extension of the Tyne and Wear Metro to Washington using the northern section of the Leamside alignment.

However, a project of this scale and transformational impact will ultimately require access to central Government funding streams. We are therefore calling on the Government to take the full restoration of the Leamside Line forward as a national project, with input from the North East CA as a local partner, as part of a long-term programme to future-proof the ECML.

7 To support the development of the integrated network, there should be a joined-up approach to transport infrastructure investment and spatial planning.

- New employment sites and housing should have strong sustainable travel links, such as public transport and active travel. New development such as housing or for businesses use should also be served by a range of high-quality walking, wheeling and cycling links. Sustainable transport provision should be an integral part of any new development.
- There should be enhanced infrastructure to improve freight connectivity and delivery services. For example, improving road freight movements into and out of Newcastle International Airport and our five seaports.
- Routes, services, and infrastructure should also directly connect communities to large employment sites, urban centres, out of town business parks, rural coastal communities, and village centres.
- Expanding the reach of the integrated network into every community should be developed through engaging with communities to ensure that elements of the network properly meet local needs and circumstances.
- There should be a full review of public transport accessibility as early as possible which will inform where there are gaps and where improvements need to be made. The results from the accessibility review should be used to set out how to make sure all bus and Metro stops are accessible to disabled people, for example, and that transport staff are provided with Disability Equality training.

8 Transport services should meet the demands of people, accommodating shift patterns for work and late evening social activities, enhancing the reach of the network.

- More people should be able to access sustainable transport, reducing reliance on cars. People of all ages, especially those without access to a car should benefit from enhanced reach and connectivity of the network. Public transport services should start earlier and end later.

9 There should be strong transport connectivity beyond our boundaries for both people and freight.
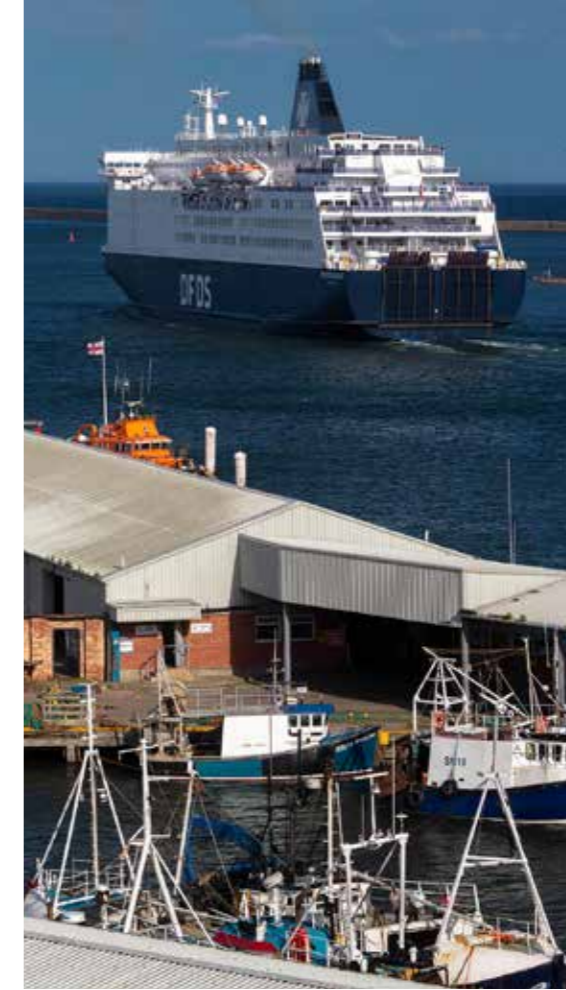
- More freight should travel sustainably by rail. Our region should have a Strategic Rail Freight Interchange (SRFI) to enable intermodal rail freight services to and from our region. There should be a fair allocation of rail network capacity for both passenger and freight services.
- Our region should have a defined Key Route Network (KRN) to support the movement of people and goods, provide direct connections to major transport interchanges and to proposed new development sites. It will also consider which roads in the region are most important for regional road-based freight movements.
- Given regional investment priorities for the Major Road network (MRN) are set by Transport for The North (TfN), the North East CA should work with TfN to make the case for investment in the North East and ensure there is a clear route to mitigation of the carbon impacts of its programme.

10 Infrastructure that enables people to walk, wheel, or cycle should be central to the transport network and should link to public transport for longer journeys.

- Cycle and walking routes should be joined-up and link together public transport stations, interchanges, and other locations such as key tourist attractions, employment sites, education, essential services, new housing developments, and access to green spaces.

- There should be wide, segregated, and well-maintained pedestrian infrastructure with reduced street clutter, dropped kerbs, ramp access provision where needed, and other inclusive infrastructure such as well-designed crossing points. Where possible, in rural areas active travel links between neighbouring areas, services and public transport interchanges should be improved and these routes should have high levels of infrastructure maintenance.

- The region should have an affordable and accessible regional cycle hire scheme, also offering electric bikes. This could support first and last mile journeys and help expand the reach of the network.

11 The network should be able to deal with disruptions, accidents, and extreme weather more effectively.

- Investment should be made in existing and new services and infrastructure to ensure it is resilient and capable of providing a punctual and reliable service.

- Our highways should be managed in a way that provides the best possible improvements for all users within the resources that are available. Prioritising safety enhancements, regular maintenance for all users, including people and freight, should help to improve the resilience of roads.

- Resilience should also be a key factor for further improvements to our region's public transport offer and for enhancing the current public transport facilities, including through regular maintenance.

- Potholes and surface imperfections on our roads should be addressed and drainage should be regularly maintained to mitigate flooding.

- Public transport in our region should be more reliable and able to cope better with different types of weather and where there is a fault or issue on part of the system.

- Our region should be able to effectively secure maintenance funding for different types of infrastructure which make up the transport network.

- Our region should have a clear strategy to maintain and improve our transport assets, such as a Transport Asset Management Plan (TAMP), which should deliver strategic investment in our network focusing on long term asset performance and reduced liability for future generations.

- Community engagement should take place to ensure that the network quality meets the needs of all its people.

How do we get there?

Metro Signalling

The signalling system used by the Metro to control the safe movement of trains across the network is in urgent need of replacement.

Failure to invest in this project will result in increased failures of the signals which would impact reliability, increase delays, and reduce the attractiveness of Metro as a public transport option. In the long-term would result in sections of track being removed from use for a passenger service.

To overcome these issues, there is a pressing need for a new signalling system from 2030. A main priority will be to develop the business case to replace the signalling system for the Metro network to ensure work can commence on replacing this critical asset by 2025 which will enable plans to expand the Metro network and to deliver a more resilient and efficient Metro network.

A new signalling system to replace the current, outdated system to allow Metro to continue to operate safely, linking with capacity enhancements and expansion of the Metro network is included as part of the delivery plan.

How do we get there?

A19 junctions north of Newcastle

The A19 is a vital route connecting the North East with our border regions, the wider UK, as well as to our international links. It is also a key link for many of the North East's important employment and economic growth sites. Lack of capacity is a significant issue at the junctions north of Newcastle: Moor Farm and Seaton Burn. These pitch points generate congestion, worsen air quality, result in unreliable journey times, and hold back our region's economic growth.

National Highways (NH) is the government-owned company that operates, maintains, and improves the strategic road network (SRN). The North East has been calling on NH to address these issues urgently.

A1 Morpeth to Ellingham

A1 in Northumberland between Morpeth and Ellingham is currently suffering with congestion and safety problems. The planned project of dualling this section of road has been stalled many times at significant costs.

National Highways need to deliver on this project at pace and without the delays and postponements that have held up delivery of this important scheme for the North East in recent years.

For the resilience of our strategic road network to meet the needs of its users it is vital that the existing single lane sections of the A1 between Ellingham and Morpeth in Northumberland are dualled and that junction improvements on the A19 north of Newcastle take place. This will help address congestion, improve journey time reliability, and unlock growth opportunities.

Both of these regional interventions are included as part of the LTP delivery plan. We should continue the fight to secure the backing needed to dual the A1 to Scotland.

12 Our highway network should provide essential access to all areas of the region, with particular emphasis on rural and coastal communities, who often bear the brunt of disruptive weather patterns.

- Our Strategic and Key Route Network (KRN) should have a built-in resilience. For example, there should be high standards of drainage, lighting, highway surface materials and road conditions. This should allow our region's road network to serve the needs of our region to 2040.
- Our UTMC centres should be used to make the integrated transport network more resilient. For example, using Intelligent Transport Systems (ITS) to improve the flow of traffic.

13 Charging infrastructure for Zero Emission Vehicles (ZEVs) should be present across the whole network, including at key stations and interchanges and rapid charging hubs.

- People should be able to conveniently and reliably charge their electric vehicles using a public chargepoint wherever they need to regardless of whether they live in urban, sub-urban, or rural locations.
- Public chargepoint infrastructure should cover remote rural communities with lower levels of utilisation and urban areas with high deprivation and low car ownership to ensure comprehensive provision.
- There should be more publicly available EV charging infrastructure throughout our region, including comprehensive coverage at hubs on major routes and at visitor destinations. The provision of rapid EV charging hubs should be supported on major routes and visitor destinations.
- Electric vehicle charging should become part of everyday life, just like refuelling a petrol or diesel car or van.

- ZEV infrastructure should not be only limited to electric vehicle charging, the development of hydrogen as an alternative zero emission fuel for heavy transport (large vans, heavy goods vehicles, buses, and trains), should have advanced further and form part of the integrated network.

14

Capacity should be boosted on the East Coast Main Line and the Durham Coast Line to meet our need for more long-distance rail passenger and freight services, supporting strong connectivity beyond our boundaries.
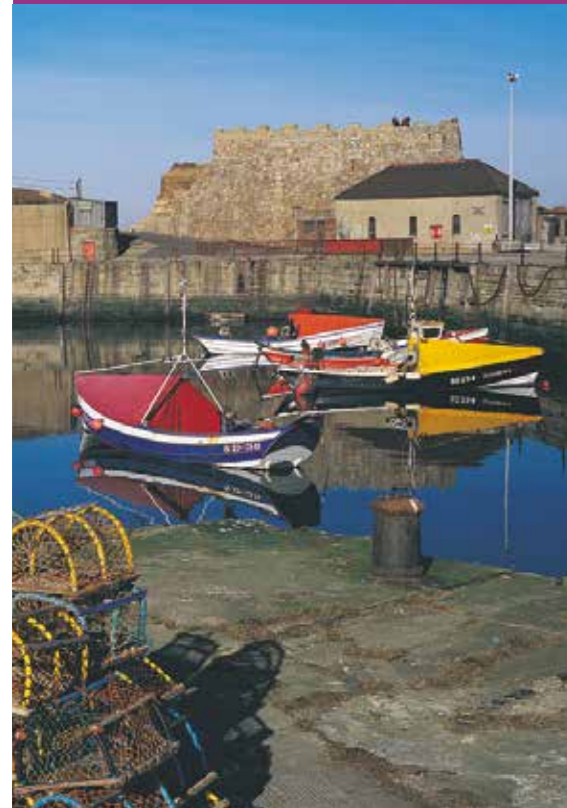
- Investing in long distance transport infrastructure increasing the capacity and resilience of the East Coast Main Line and Durham Coast Line should improve our region's connectivity. There should also be improved local rail connectivity on the ECML north of Newcastle.

- Improved national rail links should also enable the North East to welcome new businesses and organisations to be based here. More people should be able to travel sustainably to and from our region's international gateways from right across the North East, benefitting residents, businesses, and tourists.

- There should be strategic investment in our transport links (surface access) to and from all areas of the North East to our five seaports and the airport to support the sustainable movement of both passengers and freight.

- New technologies should be trialled and introduced, unlocking investment opportunities, enabling freight to be delivered in new ways.

- There should be reduced journey times for the movement of people, and goods between freight centres in our region, those across the UK, and international gateways.

How do we get there?

Improving East Coast Main Line (ECML) capacity and resilience

The East Coast Main Line (ECML) capacity has been a consistent area of focus in the North East's engagement with Government, Network Rail and Transport for the North.

The single most significant barrier to improving the external rail connectivity of the North East is the ECML reducing from four tracks to two between Northallerton and Newcastle which means that only 6 trains per hour can run from and to the North East on this section. Also, on the ECML corridor to Edinburgh having few locations where long-distance services can overtake slow-moving freight, limits growth in potential rail connections.

Without major upgrades in the North East and elsewhere, the ECML will be unable to meet these future demands.

The LTP delivery plan identifies the need to fast-track capacity upgrades to the ECML in the North East, including an intervention to release capacity for more trains to/from London without disrupting existing passenger and freight flows.

Safety, especially of women and girls, and other improvements in service quality

Whilst anyone can have safety concerns when travelling, this issue is far more pronounced for the one million women and girls in our region who have the right to feel safe when they travel. By looking at the root causes of why women and girls can feel unsafe on our network, and taking targeted action to fix them, we can ensure that all people feel safe whilst travelling around the North East.

15

There should be clear and effective channels through which to report harassment and violence against women and girls on the network.

- Awareness should be raised of the channels available for women and girls to report any concerns they may have when travelling on the transport network; these channels should be accessible to all. This should include support for those who feel vulnerable before, during, or after journeys and should outline the short and long-term support available.

- Detailed guidance should be provided on what to do, and who to contact if anyone feels unsafe, concerned, or if they are a victim of an incident when using the network. This guidance should be developed in collaboration with women and girls to ensure it addresses the relevant issues and helps to build trust that reporting of incidents will lead to an effective outcome. Women and girls should be confident that the channels through which they report problems ensure that they are heard, provide confidence that action will be taken, and inform them of any outcomes that come from reporting.

- There should also be active encouragement for other passengers witnessing a situation to report it to network operators so that action can be taken.

- Improved reporting of incidents and concerns should help to identify the types of issues and the scale of the problem, helping to ensure that targeted action can be taken, and resources can be appropriately allocated.

16

Targeted action should be taken and resources should be assigned to prevent violence against women and girls on the region's transport network. This should cover preventing offences from happening but should also look to tackle the root causes of violence and prevent it from developing.

- There should be a zero-tolerance policy towards hate crime, anti-social behaviour of any kind or harassment on public transport towards passengers and staff.

- Resources should be targeted to ensuring the prevention of offences against women and girls, improving both safety but also people's perceptions of safety and security.

- This should include measures directly on the transport network but should also look to target the root causes of issues and educate people.

- Additional CCTV, enhanced security on the network and body worn cameras should be widespread to prevent issues before they occur and play a role in catching perpetrators and bringing them to justice. Beyond this however, they should provide reassurance to passengers. Resources should be targeted on areas identified by women and girls in the region as feeling unsafe. This should include days of action to offer a presence in response to identified higher rates of incidents, or circumstances that may lead to the possibility of a higher rate of incidents across the transport network.

- Enhanced training should be provided to staff across the network to help prevent and manage violence against women and girls and provide reassurance. Gaps in current training and safety practices should be identified and filled. There should be greater levels of professional and friendly staffing presence to improve safety, and perceptions of safety, on the public transport element of the integrated network. There should also be close partnership working with the police to maintain a safe network.

- Additionally, there should be efforts taken to change behaviour and try to prevent the early causes of violence against women and girls on the transport network and improve safety. This should look to show people how to be active bystanders and provide awareness of inappropriate behaviour and attitudes to help prevent issues from occurring. Education should make people understand what makes women and girls uncomfortable and why, as well as informing about the consequences that could face offenders.

17

Women and girls should have increased trust, confidence, and perceptions of safety on the transport network.

It should be safer and easier to walk, wheel, and cycle to and from key local destinations, for everyday journeys such as for work, healthcare, education, and leisure purposes, and to access other public transport.

Direct action should be taken to create increased trust and confidence in the safety of the network and to improve perceptions of safety. To a degree, the standards outlined above will help to achieve this. Overt and covert days of actions should incorporate enforcement against offenders and improved reporting should help identify offenders exploiting the transport network.

However, there should be further actions taken to improve the perception of safety and allow women and girls to build confidence in using the transport network. Improvements to physical infrastructure should play a significant role in this, including:

- Improvements to public transport stops and stations to make them safer, such as better lighting, removing blind spots and clear safety information, including what to do in an emergency.

- The green, integrated transport network should bring new, safe bus stops, a vital addition that is too often overlooked.

- Better lighting, routes segregated from traffic and improved CCTV should also be present across the active travel network.

Obstructions such as vegetation should be removed from routes, landscaping should be undertaken where appropriate, and blind bends should be avoided. Additionally, routes should be planned around areas with higher footfall to ensure safe journeys.

- Active travel, taxi and car club infrastructure should be well integrated with public transport to ensure there are not long distances that need to be travelled at night between transport options, and these facilities should also be well-lit.

- Public electric vehicle charging infrastructure should be situated in well-lit locations with high passing footfall where possible.

- Additionally, investment should be directed into placemaking around transport hubs, making them pleasant places to be, increasing footfall and reducing the likelihood of people having to wait by themselves. Our streets should be welcoming and safe spaces for all people, enabling more journeys to be made by active travel and public transport.

Beyond physical interventions, awareness should continually be raised around the issues faced by women and girls on the transport network to ensure it remains a topic of discussion and improvements continue to be made to prevent violence and harassment.

18 Roads should be made safer, with a specific focus on the most vulnerable users.

- All road users in our region should feel safe when using the network, including pedestrians, cyclists, wheelers, car drivers, and heavy goods vehicle drivers.
- However, there should be a specific focus on making roads safer for the most vulnerable users (defined as pedestrians, cyclists, and motorcyclists).
- Our region should aim to reduce the amount of road casualties and fatalities year on year and should aspire for zero road deaths and serious injuries.
- With the support of the region's local highway authorities the region should draw up an action plan covering a holistic set of measures to reduce the number of North East road casualties, with the overall ambition for zero road fatalities and serious injuries by 2040, with an emphasis on working to achieve this sooner.

19 Integrated public transport services on the network must comply with legal and policy accessibility requirements, including ensuring services are accessible for all. Drivers and staff should ensure that everyone feels welcome and safe at stations and on services, strengthening confidence in the network.

- There should be further accessibility improvements on public transport so it is a truly integrated service and people with additional needs should be supported by staff on the network.
- Our communities should not be impacted negatively by vehicular traffic, with volumes, speeds, and any resultant air pollution being kept to a minimum. This includes ensuring heavy goods vehicles avoid residential areas where possible.
- Stations and interchanges should have secure car parks and cycle storage, so people have confidence that their vehicle or bike are safe until they return to it. Cycle storage should allow for a range of cycle types to be stored securely at transport hubs, stations, and interchanges.

20 The customer experience should be transformed setting the highest service standards, where users can expect the provision of safe, reliable, clean, and efficient transport infrastructure.

- Our two Urban Traffic Management Control (UTMC) centres should be used to improve the functionality and performance of the integrated transport network, including improving the flow of traffic in designated Air Quality Management Areas (AQMAs). Public transport services should have timely arrivals and departures with minimal delays.
- People should be able to easily find pre-journey information on punctuality, customer satisfaction, and safety, increasing confidence in using the network.
- The strategic highway network should offer more reliable journey times for the movement of both people and goods. This should help lead to a greater share of journeys being made by sustainable travel, as well as freeing up capacity on road network for essential journeys.
- Asset management plans should ensure that future weather patterns do not cause undue disruption.
- The use of Intelligent Transport Systems (ITS) incorporating UTMC and live journey time control should be enhanced to improve journey time reliability, reduce congestion and assisting people on the network.
- There should be comprehensive cleaning regimes at public transport stations, stops, and interchanges to create a positive first impression for people.
- Cleanliness and hygiene standards should be maintained on public transport vehicles, with regular cleaning and maintenance schedules.
- Stations and interchanges should have comfortable, secure, well-lit, and clean facilities so people have confidence in using them.
- There should be high levels of cleanliness and maintenance of Park and Ride sites, mobility hubs and cycle storage facilities.
- EV chargepoint infrastructure for cars, vans and light goods vehicles should be of a consistent standard and well maintained across our region, facilitating confidence for people. Chargepoint infrastructure should be accessible for all users.
- Maintenance should be carried out promptly across the whole integrated transport network. Assets should be maintained in the best possible condition to ensure their continued efficiency of operation.

21
The network should have consistent and cohesive branding such as colour schemes, signage, design standards, and quality of service, so that there is a clear 'look and feel' of the network on routes, stops, and stations.

- Signage and wayfinding should be consistent across the entire network, regardless of the type of location, including rural and coastal areas. Consistent and cohesive branding should also be applied online.

- Existing brands and sub-brands should live harmoniously as part of the integrated network.

- A prominent, unified transport network should lead to increased awareness of travel opportunities and help to increase the proportion of journeys made sustainably. This could strengthen our region's economy, environment, and the health of our people, meeting the North East CA vision and five commitments.

22
The North East should set the highest standards for a fleet of green public transport vehicles.

- The integrated network must help enable significant reduction in greenhouse gas emissions from transport.

- The North East should set the highest standards for a fleet of green, Zero Emission Buses operating as part of an integrated network.

- There should also be high quality facilities for HGV drivers, with alternative fuel infrastructure in place to support the decarbonisation of road freight.

23
People should feel a sense of pride in the network and be keen to use it again.

- People should be able to provide feedback on their experience, allowing for improved passenger satisfaction and continuous improvement in service quality.

Connections between different transport types

24
The region should no longer consider different forms of transport as separate networks and move to one integrated and highly interconnected network where people can make seamless door to door journeys.

- Seamless travel across different types of transport should help people to make greener journeys depending on their personal and journey circumstances.

25
The integrated network should be based around making it easier to switch between different types of transport including public transport, active travel, taxis, and other transport options such as Park and Ride, micromobility and community transport.

- Railway stations, bus and coach stops and stations, Metro stations, taxi ranks, mobility hubs, car parks, and cycle storage should all be places on the integrated network where seamless interchange between different types of transport take place.

- This is especially vital for services from rural and coastal areas where we need to ensure buses meet trains and vice versa for return journeys to reduce journey times and prevent lengthy wait times.

- There should also be sufficient electric vehicle charging points and bike parking at key stations and interchanges. The design and use of this infrastructure should all be planned around seamless integration.

- There should also be more infrastructure which supports journeys being made by different transport types. Physical links between different transport types should also be improved so that switching from one form of transport to another is as seamless as possible.

- Technology should enable people to automatically pass through gates with no physical interaction, ensuring fare going customers can get to and from Metro and trains more easily and comfortably.

- There should be a focus on ensuring there is strong integrated transport options for the beginning or end of an individual journey to or from a transport hub or service.

- Transport hubs and interchanges should be more multi-functional spaces that improve the passenger experience and ease the transition from one type of transport to another. This could also support greater footfall and use of greener travel.

- Transport interchanges and hubs should prioritise high standards in terms of safety and security while being welcoming and inclusive spaces, to help them become a focal point of local areas and enhancing quality of place.

26

There should be well co-ordinated public transport timetables and services which complement each other and enable seamless and smooth transfer from one type of transport to the next.

- Integrated public transport should be provided by interlinking services and timetables provided to make it easier for customers to make journeys this way. More focus should be given to joining up services which should broaden their reach and enable people to get to places they want to go to by public transport.

- Active travel links should feed into key stations, mobility hubs, and interchanges with safe and secure cycle storage enabling transition onto other services.

- Timetables for different transport types should join up, creating an improved, integrated, and smooth journey experience. The public transport network linked to our key gateways such as Newcastle International Airport, and national rail services should be timetabled to reduce wait times for those travelling into and out of the North East.

27

The Shields Ferry should continue to be a vital part of the integrated network, with even better linkages with other types of transport.

- The relocation of the Shields Ferry to the North Shields Fish Quay will ensure a direct sustainable river-based transport link between North and South Shields can be maintained. It should enable the transport network in this area to be fully integrated, supporting easy access to active travel routes, Metro, and bus services as well as other key locations on both sides of the river Tyne.

28

Park and ride provision should be comprehensive, enabling people to seamlessly switch onto fast and frequent onward journeys.

- There should be further development of park and ride services, better taxi ranks at railway stations, and adequate drop-off and pick up areas, recognising that the car or van may be the only option for certain journeys and personal circumstances.

- There should be more park and ride provision in more rural areas to help link communities to the public transport elements of the network.

Summary

We will no longer view different types of transport as separate networks. Instead, we will develop a single, cohesive network which people can use effortlessly. It should seamlessly connect people and move freight between different forms of transport. Affordable prices should be charged for transport services, with routes allowing people and freight to move easily around the North East as well as in and out of our urban centres, rural, and coastal areas. The integrated transport network will be a system fit for a modern, forward looking North East and will meet the vision of the North East CA.

Having an integrated regional transport network will enable people to make greener journeys, travelling sustainably where possible. This will free up the road network for essential journeys that need to be made by car, van, lights goods vehicles, and HGVs.

Our robust regional delivery plan is a live document based on evidence to meet our aspirations and will be reviewed regularly so that it can be refreshed and updated going forward. It sets out a comprehensive list of deliverable interventions which aligns to the ambition set out in this section.

Types of interventions include:

- New infrastructure projects

- Service improvements (ticketing and fares, vehicles, stations)

- Regulation (land use, vehicle type, financial, planning policy)

- Creation of partnerships

- Promotion and sharing information (marketing, data sharing, workplace engagement)

- Innovation development (planning for the future, trialling ideas, working with organisations across the North East).

Interventions included in the delivery plan have gone through a thorough review and sifting process to ensure they are deliverable rather than just being aspirations, and together will enable us to achieve a truly integrated regional transport network, benefitting our region's economy, health, and environment.

The provision of a single, joined-up and cohesive integrated regional transport network will maximise connectivity, enabling the North East CA vision and commitments to be met.

Key insights from this section:

- We will no longer view different types of transport as separate networks. Instead, we will develop a green, integrated transport network that works for all.

- This section sets out the way forward to create a network that acts as the yardstick on which all other networks are judged.

- We believe this will make sustainable travel options more attractive and convenient, enabling more people and freight to make greener journeys.

6. Current situation and challenges

This section will:

- Show what transport challenges will be addressed by the standards we have set out in the where do we want to be chapter.
- Set out our transport challenges under the five areas of focus:
  - Planning journeys/informing users/ supporting customers
  - Ticketing and fares
  - Reach and resilience of infrastructure
  - Safety of women and girls and service quality (punctuality, cleanliness, and safety)
  - Connections between different transport types

The North East's current transport network in numbers

There were an estimated
600 million
walking and cycling trips across our region in 2022.

In 2022 there were
over 100 million
bus journeys across our region.

There were
over 370,000
journeys using the Shields Ferry in 2023.

Over 30.5 million
Metro journeys were taken in 2023/24.

There were
nearly 15 million
entries and exits at mainline rail stations in the financial year 2022/23.

Over 19 million
vehicles travelled through the Tyne Tunnels in 2023.

In 2022 there were
over 700,000
domestic passengers flying from Newcastle International Airport.

Over 9 billion
miles were travelled on our region's roads in 2022.

Over 1,200
vessels arrived at our region's ports in 2022.

The average person made just
under 1,000
journeys per year across all transport types in 2022.

There were
around 8,000
registered Electric Vehicles (EVs) in our region in 2022.

56 million
tonnes of goods transported by road in our region in 2022.

1.6 billion
miles covered by light goods vehicles in 2022.

The North East has made great strides in recent years to improve the region's transport network, ranging from the introduction of more integrated ticketing to major infrastructure developments.

To build on our recent success, we are focusing on addressing the five key areas of focus to create a green, integrated transport network that works for all.

The following sections will describe the current situation of our transport network and the challenges our region faces for each of the five focus areas.

6.1 Summary of the North East's transport challenges

- Car and van journeys made up 58% of all journeys made in 2022 and car ownership in the North East is increasing.
- Public transport use is falling over the long-term. Since 2014, Bus and Metro passenger journeys per head and vehicle miles have both decreased.
- 31% of residents in the North East (622,000 people) are at risk of transport related social exclusion (TRSE).
- A range of transport issues has led to a contrast between rural isolation in our more remote areas and poor air quality and congestion in parts of our towns and cities.

- Actual violence and perceptions of violence against women and girls can act as a barrier to use of active travel and public transport.
- Commuting to workplaces is dominated by car travel, so congestion is a significant issue on our roads, which affects public transport access and attractiveness, reduces productivity, and increases inactivity.
- Transport contributes a significant proportion of carbon emissions. Approximately 97% of transport generated greenhouse gas emissions in our region are from roads, with A-roads being the greatest contributor.
- In 2022, only 36% of journeys to school (5–16-year-olds) were made by active travel, the second lowest percentage of any region in England.

6.2 Planning journeys, informing users, and supporting customers

Public transport operators, Nexus, and Durham County Council all have their own journey planning tools which provide varying levels of information. They are either specific to one type of transport or don't cover the whole region. Apps and websites such as Google or CityMapper can provide journey planning for the whole region however they don't always contain real time information.

Planning journeys, informing users, and supporting customers - current situation

Our region has a variety of measures to support customers when they are planning a journey or looking for travel information.

All public transport stops in our cities, towns, and villages have printed information and/or QR codes which are updated when timetables change.

400 bus stops have digital information screens showing timetable information; however, the availability of real time information is limited. Updates in technology have created a mismatch between the data feed from transport operators and the region's back-office systems.

Bus stops with minimal use or in very rural areas of the region have limited information available.

Local rail and Metro stations are fitted with help points that allow passengers to get in contact with staff. Help points can be incredibly useful for customers due to the large number of unmanned stations on the rail network.

Most major interchanges and some larger bus stations, including Durham bus station, are staffed by customer service staff who already help thousands of passengers make journeys in the region. Smaller bus stations generally do not have a customer service staff presence.

Public transport passenger announcements serve as an important information stream for providing passengers with information on current or future network disruption. For example, announcements provided on Metro fall broadly into two categories; network wide pre-recorded messages to inform passengers of planned disruption or current faults, and personalised messages which can be delivered to selected stations when there is unplanned disruption.

Customers also currently have the choice to use multiple apps or the internet to view real time passenger information:

- Timetables and public transport information is available on the Durham County Council, Nexus and Northumberland County Council websites.

- Our regional bus operators each have their own separate websites, apps, and phone lines which provide passengers with bus information and updates. Our bus operators allow passengers to track the live location of their bus.

- Traveline North East, a partnership of councils and public transport operators, provides comprehensive timetable and fare information for all local bus, Metro, train, and ferry journeys.

- Comprehensive live journey planning, timetable, and accessibility information is available on the Nexus website.

- Nexus 'Pop' app for Metro allows passengers to track Metro departures in real time, buy Metro tickets, access journey updates, and see Park and Ride facilities near stations. In 2023, the Pop app was updated to allow both Android and Apple smartphone users to access the app.

- Nexus and local bus operators also have their own social media pages which provide live service updates.

- Durham County Council provides a web-based interactive public transport map with a journey planner as well as timetables and routes for all local bus services. However, the current Real Time Passenger Information (RTPI) system is life expired.

Currently, there is also significant use of third-party technology such as Google Maps and Apple Maps to plan a journey and to assist people while travelling. Google Maps was identified in a 2019 Nexus insight panel as the number one stop for public transport information for 29% of respondents. Google Maps allows users to set a start and end location, specifying additional route options such as "Wheelchair accessible" and "Less walking".

A 2023 Nexus Insight Panel found that both the Go North East bus app and the Tyne and Wear Metro app were used by nearly half of respondents that use a public transport app.

Machines located at Metro stations provide ticket information to passengers. Banners above the screen provide a visual map of the fare zones and a list of stations and required tickets, helping passengers in ticket selection.

Current passenger experience standards across the North East's 32 railway stations vary significantly. For example, three local rail stations (Acklington, Chathill, and Pegswood) do not have any ticket machines.

Planning journeys, informing users, and supporting customers – challenges

There are current barriers which passengers face when trying to plan their journey.

For example, information provided to customers is often unreliable, leading to dissatisfaction with services.

Inconsistencies in information are particularly apparent when users need to use more than one type of transport or more than one operator. Whilst multiple online platforms and apps exists, there is no one single platform that provides all of the real-time transport information for our region. This makes it difficult for passengers trying to plan a door-to-door journey. Users are required to use multiple online sources from different operators to find journey information, view

and purchase tickets and access real-time information. The quality of information provided also differs significantly between transport operators.

Currently, information for passengers relating to planned and unplanned disruption is mixed. There has been a significant rise in social media being used as the primary way to communicate updates. However, this may not necessarily reach all customers as social media is not typically used for journey planning and for customers who do not use social media or have internet access to view online information.

> **"**
>
> "A single website for users to be able to investigate and map journeys via multiple modes is key. A single quality source of transport information is important. The current situation seems fragmented."
>
> **Micro business, Newcastle 'Making the Right Travel Choice' Market Research, Primary Research with Employers April 2022**

The complaints procedures face similar issues; with no single place to do so. Customers that wish to make a complaint are required to use multiple online sources from different operators. For buses, each of our region's operators have different complaints teams with their contact details readily available on the relevant operator services and websites.

> **"**
>
> "A regional integrated system involving trains, Metro and buses and interchangeable tickets would be brilliant".
>
> **Big Bus Conversation 2023**

Our bus operators, along with Nexus, the North East local authorities, Traveline, and Network One have strong individual brand identities. Although these brands are strong with good customer recognition, the lack of a unified identity potentially adds complexity from a user perspective. The quality of public transport signage also varies significantly across our region.

The lack of information and integration between active travel and public transport has also been highlighted as a challenge to planning journeys, informing users, and supporting customers.

Zero Emission Vehicle (ZEV) users face similar issues. The quality of maps showing available chargepoints in our region, whilst improving, is often poor as they do not always show the full extent of chargepoints in our region and there is sometimes no distinction between slow, fast, and rapid chargers, or information on whether the charger is operational or is currently being used by another driver. This causes issues for current EV drivers when planning or making a journey relying on public chargepoints to reach their destination. It also acts as a potential barrier to further ZEV take up.

> **"**
>
> 62% of potential EV drivers were put off buying an EV for their next car due to poor chargepoint availability.
>
> **North East Charging Behaviour Study (2020)**

> **"**
>
> "The charging points are always busy, which can again be a barrier." – Large business, South Tyneside
>
> **Making The Right Travel Choice Strategy – Employer research (2022)**

6.3 Ticketing and fares

Ticketing and fares - current situation

Transport operators across our region offer a wide variety of ticketing products valid on their services, from single and day tickets to weekly passes. The North East's ticketing offer includes some products that allow interchange between different operators and types of transport, which are summarised in Table 3.

The North East Bus Service Improvement Plan (BSIP) and Enhanced Bus Partnership (EP) has led to the introduction of multi-operator, capped tickets across different types of public transport which have increased customer flexibility to travel around the current network. Despite this strong progress, more needs to be done.

Table 3 – Summary of the North East's integrated public transport ticketing offer 2024

Ticket type	Details
Network One (multi-operator ticketing company in our region)	Network One offers a full range of multi-modal tickets within Tyne and Wear, but only a limited range for the wider region. Multi-modal tickets have historically been priced at a significant premium to single-operator equivalents and the uptake has been relatively low.
Bus Service Improvement Plan (BSIP) and Enhanced Bus Partnership (EP) Initiatives	Through BSIP funding, we have introduced a number of multi-operators. and multi-modal day ticketing options, these are: ▪ £1 single tickets on buses and £3 day tickets for those aged 21 and under on buses, Metro, Shields Ferry, and the Northern Rail services between Blaydon and Sunderland. ▪ All day, anywhere multi-operator daily bus tickets for travel within Durham, Northumberland, and Tyne and Wear. There is also a regionwide day ticket enabling adults aged 22 and over to travel across the entire North East CA region on any bus, the Metro, Shields Ferry, and the Northern Rail services between Blaydon and Sunderland. ▪ A discount to the existing Network One Day Rover multi-modal ticket for Tyne and Wear. ▪ Free multi-modal travel passes for young people aged 18-25 who grew up in local authority care, with 60% of holders using their pass to make journeys involving interchange. Without these interventions there would be discrepancies and variations between commercial bus fares in the product range across bus operators.

Ticket type	Details
Pop smart payment	Pop is a smart payment system on dedicated cards or android phones which allows customers to load a balance onto their card and pay for their journeys on the Metro, Shields Ferry, and certain bus services. Nexus manages the Pop system and fares are lower for passengers using Pop pay-as-you-go (PAYG) on the Metro and the Shields Ferry compared to purchasing a paper ticket. The system also includes a daily price cap on Metro. An upgraded system Pop 2.0 will launch in autumn 2025 allowing passengers to benefit from a multi-modal daily price cap when using Pop across different modes of transport by tapping on and off on each journey. This development will provide customers with greater flexibility and ease in how they pay for sustainable transport. Pop cards can also be used to carry season tickets for travel on Metro and multi-modal Network One journeys.
Northumberland Line	Passengers on the Northumberland Line will be able to use Pop to make journeys integrated with the Metro at a small premium to rail-only prices. Pop cards can also be used on Northern trains between Newcastle and Sunderland which use the same route as the Metro.
Take the kids for free	Fare paying adults can take up to three children aged 11 and under with them free on Metro and the Shields Ferry, all day, every day. There have also been limited offers from bus companies of a similar nature during school holidays.
Metro Gold Card	People eligible for the English National Concessionary Travel Scheme (ENCTS) can purchase a Metro Gold Card that can be loaded onto their ENCTS card. This extends the concession to include the Metro and Shields Ferry and is priced at £12 a year for Tyne and Wear residents, and £24 a year for non-residents. Around 164,000 Tyne and Wear residents have a Metro Gold Card.

In addition to the above another positive step forward has been made on the new Northumberland Line. Fares will have two options: passengers will have the choice of either purchasing an integrated ticket allowing travel on the Northumberland Line and Metro or be able to buy rail only tickets for travel on the Northumberland Line and the national rail network.

Ticketing and fares – challenges

The complex range of brands and fare offers can cause confusion and passengers might not be aware which ticket offers the best value for money. A 2019 Nexus Insight Panel survey found that 49% of bus users and 69% of non-users found it difficult to understand the different types of available tickets.

> "Tickets valid only on one company's buses does not encourage interchanges across city or region. All bus companies should be integrated into Nexus brand so that you can plan routes easier and only pay a single ticket to travel on multiple buses".
>
> **Big Bus Conversation 2023**

> "Sometimes ticketing across different operators can be complicated, especially the multi-day options".
>
> **Big Bus Conversation 2023**

A further potential hinderance to seamless integrated ticketing occurs at Park and Ride sites where separate public transport and parking tickets need to be purchased.

Contactless payment options are available on all public transport across our network, however 'tap on, tap off' payment and capping is only available on certain types of transport or is limited to a specific public transport operator, preventing passengers making seamless payments between different types of transport and across different geographical areas within our region. Some tickets are also limited by location. For example, not all tickets that offer multi transport type use in Tyne and Wear extend beyond these boundaries.

Some ZEV drivers have also highlighted confusion with current payment methods at publicly available chargepoints across

our region. For example, the need to have numerous cards, membership, and not being able to use contactless card payment at some of our region's public chargepoints have been cited as barriers to transitioning to a ZEV for those who need to use a car or van.

> "The speed of the roll-out of public charging points needs to double. A simple "one size fits all" payment system must be in place to provide access to all chargers regardless of the provider. I have enough Apps already, along with numerous RFID Cards."
>
> **North East Zero Emission Vehicle Strategy Consultation (October 2023)**
>
> **(RFID) – Radio Frequency Identification**

6.4 Reach and resilience of infrastructure

When reach is mentioned, we are referring to how far the network stretches across the entire region.

Resilience refers to the ability of our transport infrastructure to withstand and effectively deal with problems such as congestion, faults, and severe weather events.

There are several factors which mean the North East's current transport network fails to fully reach and properly connect all areas of our region. There are also elements of the current network which also have significant resilience concerns.

Reach – current situation

The Tyne and Wear Metro was designed to sit at the centre of an integrated transport network, serving much of the urban core of Tyne and Wear and connecting passengers with other services such as buses and the Shields Ferry. Metro connects our region to gateways such as Newcastle International Airport, and the central railway stations of Newcastle and Sunderland. There are currently five interchanges sited on key transport corridors to connect local bus services to fast train routes into the urban core of Tyne and Wear. Other stations are deliberately sited on bus corridors.

The North East's bus network has a much larger reach across the whole region than

Metro. Services are mainly dictated by demand which results in variable levels of provision throughout our region. Urban areas tend to have higher levels of demand and therefore more options for bus travel, whereas rural and coastal areas have less demand and as a result tend to have less options for bus travel. An example of this would be the West End of Newcastle where high levels of demand lead to frequent services. By contrast, the village of Otterburn in rural North West Northumberland, where demand is lower, is linked to Newcastle city centre by just three services per day.

Rail services and stations are another area where there is strong provision in certain areas but a total lack of options in others. There are 533km of rail lines across the North East that serve both local rail and national rail services. Local rail services include the Durham Coast Line which links Newcastle and Sunderland with destinations in the Tees Valley, and the Tyne Valley Line linking Newcastle, Gateshead Metro Centre, west Northumberland and into Cumbria. National rail services provide vital passenger and freight connections beyond our region to Scotland, Manchester, London and more. However, there are several large areas in the North East not directly served by rail, such as Washington.

Our roads are inherently multi-use and the current network interfaces with every journey we make from door to door daily, whether that be by active travel, bus, motorcycle, car, or van. Our road infrastructure and

public transport network provide key links to our national and international gateways, which is vital for passenger transport, freight movements, and for the economic prosperity of our region.

The North East does have some park and ride provision linking to bus or Metro services which are mainly concentrated around the city centres of Durham, Newcastle, and Sunderland. There are also park and ride sites at a number of train stations including Horden, Durham, Prudhoe.

The Shields Ferry is fully accessible to customers and forms a fundamental connection in the current sustainable transport network in Tyneside. As the nearest River Tyne crossing to the coast, it is an integral part of Route 1 of the National Cycle Network, the England Coastal Path, and EuroVelo 12 (the North Sea Cycle Route). For the communities in the surrounding area, car and van access is relatively low, highlighting the importance of the Ferry for connecting people to onward journeys.

Active travel infrastructure is another area that serves large parts of our region and is fundamental for allowing journeys with multiple types of transport use. Our network includes 16 routes which are part of the National Cycling Network (NCN), a UK-wide network of active travel routes, connecting cities, towns, the countryside, and the coast.

High quality walking and cycling infrastructure is key to increasing uptake of active travel. The active travel network also enables freight transport, including cargo bike companies and bike deliveries for food companies.

The Tyne Tunnels are made up of two traffic tunnels and the pedestrian and cyclist tunnels which run under the River Tyne and provide a vital link between north and south Tyneside. The two road Tyne Tunnels handle large traffic volumes; in March 2024 alone, there were 1.6 million vehicle journeys made that otherwise would have to route through central Newcastle.

Infrastructure is also important for freight. Our five regional ports handle just under 6 million tonnes of cargo per year and Newcastle International Airport handled 2,449 tonnes of air freight in 2022.

Coach companies in our region play a vital role in helping to improve the reach of our current transport network. Coaches are vital for transporting people to, from and around our region every day. The coach industry provides corporate, and tourism travel as well as education trips for schools. There are also scheduled coach services which take passengers beyond our region to other parts of the UK. Current operators include Megabus, National Express and Flixbus. Coach journeys reduce the number of cars on the roads. One

vehicle has the potential to remove 50 cars off the road. Coaches also support sustainable travel, producing lower greenhouse gas emissions per passenger than any other type of transport.

Community transport provision also exists across the region, providing flexible and accessible community-led solutions in response to local transport needs. It often represents the only means of transportation for many vulnerable and isolated people, usually older people, or people with disabilities. Most community transport services are demand responsive, taking people from door to door, but a growing number are scheduled services along fixed routes where conventional bus services aren't available. In late 2022, there were 39 Community Transport Association (CTA) member organisations registered in the North East.

Powered two-wheel vehicles (power-assisted cycles, motorcycles, scooters, and mopeds) also play a role in the transport mix. Whilst these vehicles use less road space, users face many of the same issues as cyclists, particularly with safety, and whilst there has been a downward trend in the North East CA area since 2015, accident rates remain high.

Reach – challenges

There are some major gaps in the reach of our infrastructure. For example, smaller rural communities in the North East are often lacking in adequate public transport provision.

As mentioned previously, the bus market in the North East is largely dictated by customer demand, and where there are socially necessary services, supported by subsidy payments. This results in some areas, particularly isolated and rural communities, having little to no options for public transport.

The lack of reach of the current network isn't just limited to rural areas though and is also experienced in parts of Tyne and Wear. Although most of Tyne and Wear has access to the Metro, there are still areas that aren't directly served. For example, Washington is the fourth largest town in England without a dedicated heavy or light rail service, hindering opportunities for residents and businesses. This results in an over-reliance on the congested road network and economic isolation for people without a car.

At many locations passengers face physical barriers to integrated travel such as long walks from bus stops or between station platforms, a lack of car park spaces, a lack of onward connections, or inadequate bike storage facilities.

Public transport service times across our region don't necessarily align with the demands of modern daily life, such as work shift patterns and late evening social activities. Service times also hinder sustainable transport access to our national and international gateways.

The freight market in the north of England is heavily dominated by road, with 87% of the tonne kilometres transported by road. The North East does not currently have a Strategic Rail Freight Interchange (SRFI), restricting opportunities for transferring freight onto the rail network. In 2022 it was estimated that HGV and light commercial vehicles travelled over 1.9 billion miles on our region's roads, representing almost 18% of traffic by all road users. This causes congestion, unreliable journey times for all road users, and disruption to communities due to heavy traffic, air pollution, and noise pollution.

There are limitations with our public EV charging infrastructure, which can vary widely based on the location with remote rural areas currently having far fewer chargepoints. This issue has been widely acknowledged in local research.

> "How are we expected to make the switch with a chronic lack of infrastructure and investment?"
> **North East EV Charging Behaviour Study (2020)**

> "The private sector isn't going to put them in some rural village in Northumberland, so someone has to fill the gaps."
> **North East EV Charging Behaviour Study (2020)**

Resilience – challenges

Significant work has been undertaken to try to make the region's current transport network more resilient. For example, in recent years there has been significant infrastructure upgrades across our region's transport network such as improving the flow of roads for freight, the renewal of rail tracks, overhead lines, public transport stops and stations. Despite ongoing progress, a significant number of challenges remain.

There are several resilience issues affecting our current transport network which hinder the efficient movement of people and goods. For example, our road network has some major pinch points, such as A19 junctions north of Newcastle, which generate congestion, contribute to air pollution, hold up buses, displace traffic onto unsuitable roads, and hold back economic and housing growth.

The A1 through Northumberland suffers significant reliability and resilience issues for both local and longer distance journeys, largely due to sections of single carriageway. These resilience issues result in unreliable journey times which can impact both people and freight.

The lack of consistency in existing active travel routes has been found to be an issue, with 45% of cyclists who participated in a 2022 Nexus Insight Panel survey stating that they were dissatisfied with the condition of cycling routes in the North East. Concerns about poorly maintained existing pavements and cycle paths was also raised as a concern during the North East Active Travel Strategy public consultation (2023).

With new weather patterns emerging, maintaining the current transport network against the impacts of climate change is becoming increasingly challenging. Impacts include flood risk, extreme heat, increased winds, and land instability. Maintenance needs in some rural and coastal locations can be different to other areas due to climate impacts and the remote and exposed nature of some of the network in these places. This can have a negative impact on the safety of the network and leave communities isolated. The effects are not limited to roads but equally impact on active travel infrastructure and the rail and Metro network. Climate change impacts place added pressure on the cost of day-to-day operations and improvements to the wider transport network, with resilient solutions often being significantly more expensive.

The region also has publicly funded Urban Traffic Management Centres (UTMC), which can control road traffic signals at key junctions to adapt timings based on demand. However, joint co-ordination with the transport operators is currently limited to major sporting and cultural events.

Significant resilience problems also affect the East Coast Main Line (ECML). The ECML is the primary rail route connecting the North East to London and Edinburgh, and carries a mix of commuters, tourists, business travellers, and freight. Rail infrastructure has had a lack of long-term investment, and, as a result, services often don't provide a suitable alternative to car travel. Infrastructure in our region will struggle to meet capacity needs for future growth. The ECML is constrained because of fragile infrastructure and a lack of capacity. The combination of its use for long distance, regional, local, and freight traffic is also a contributing factor. Issues on the ECML often have knock on impacts for the rest of the region's transport network, but also other parts of Britain.

The Metro system is over 40 years old and many of its components are beginning to fail, which reduces performance and restricts growth. Some of the network is built on 180-year-old infrastructure. Failing infrastructure is a particular issue for the Metro's signalling system, which needs to be upgraded and causes a large proportion of delays on the network. Figure 19 shows the number of faults on the Metro caused by the current signalling system. The dotted blue line shows forecasted faults up to 2029/30, demonstrating that the current situation is predicted to get steadily worse without intervention.

Figure 19 – Metro signalling disruption by faults over 9 years + forecast
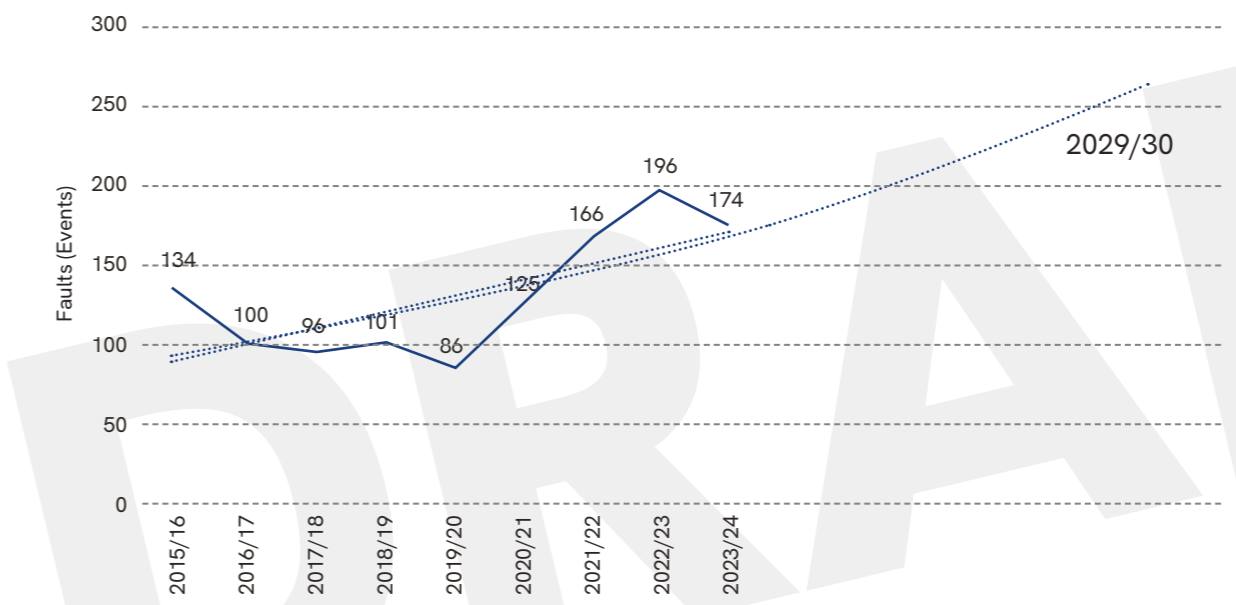
An asset resilience issue exists for the Shields Ferry, with the North Ferry Landing reaching the end of its functional lifespan and in need of replacement. Whilst these issues are specific to the Metro and the Shields Ferry, like the ECML, they affect the whole transport network and limit its ability to function in an integrated and efficient way, as if one type of transport has problems this can cause knock on impacts for the others.

The lack of revenue funding for the North East impacts on the resilience of infrastructure as it impacts the ability to design resilient schemes and limits the ability to maintain infrastructure once it has been installed.

## 6.5 Safety, especially of women and girls, and other improvements in service quality

Everyone, especially women and girls have the right to feel safe when they travel. Women and girls often face heightened risks of violence and harassment. Addressing both actual and perceived safety issues is essential to ensure that all transport, particularly, public transport, is accessible, reliable, and safe for all users.

Despite efforts to tackle these issues, such as the introduction of safety measures and campaigns, many women still report feeling unsafe when travelling and using public transport.

Perceptions of safety and its impact on travel behaviour

Research from the North East Travel Survey (2022) found that approximately 1,330 women said they feel unsafe or very unsafe from crime and disorder when walking in the dark, compared to 380 men (see figure 20).

Figure 20 – 2022 North East Travel Survey Question 'how safe do you feel from crime and disorder when walking in our region in darkness by gender?'
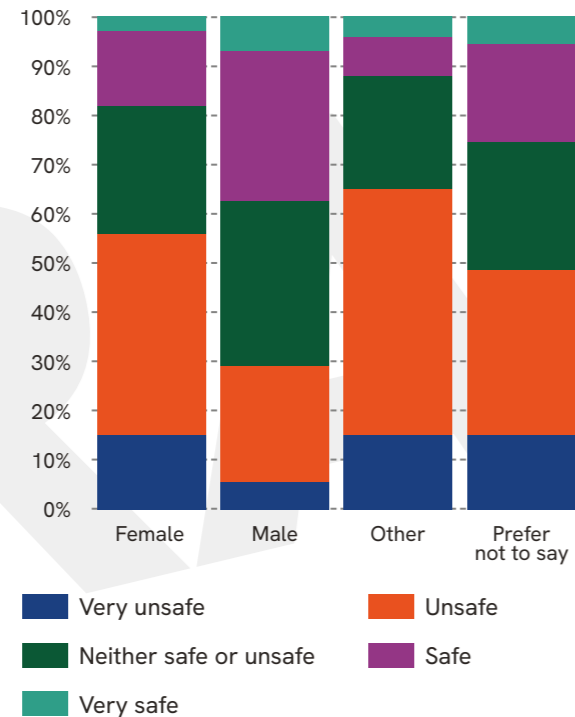
Whilst the evidence base is limited, these safety concerns may lead to women changing how and where they travel such as avoiding poorly lit or isolated routes or opting to drive instead of using active travel or public transport.

There are a number of factors that impact on the actual and perceived safety of people, especially women and girls while travelling, including:

- Walking and cycling routes to bus stops and stations.
- Low footfall at stations and interchanges.
- Location of a bus stop and facilities at the stop.
- Experience when travelling on public transport.
- Layout of park and ride facilities.
- Presence of staff at stations, interchanges, and onboard vehicles.
- Location of EV charging infrastructure.
- Behaviour of other passengers.

Recent measures that have been undertaken

Significant measures to improve actual and perceived safety, especially of women and girls, on our public transport network have been introduced in recent years with the aim of preventing unwanted behaviours such as harassment and antisocial behaviour.

Measures include:

- A Safer Transport Northumbria App for passengers to download on their smartphones, making it easier to raise concerns and for victims to report crimes.
- Improved CCTV on the Metro network.
- More staff on Metro trains and at stations day and night, with body-worn cameras.
- 'Not big, not clever, not here' public awareness campaign to discourage anti-social behaviour on Metro and encourage people to report concerns discreetly.
- A national ''See it. Say it. Sorted.' campaign to encourage train passengers and station visitors to report any unusual activity or items.
- CCTV fitted on nearly all buses across our region as well as two-way radio communication to allow drivers to easily request for assistance if needed.
- Northumbria Police working with Stagecoach to operate a 'Trojan' bus service in November 2023. The bus looked like a normal service with regular stops at bus stations however, plain clothed police officers were on board ready to pick up offenders of harassment and anti-social behaviour.

Despite these measures, safety concerns remain, highlighting that this is a problem that needs to be addressed.

Challenges

Research with underrepresented groups in cycling (2022) found that women had concerns over cycling in the dark stating that they felt vulnerable when cycling alone on remote paths because of the potential to fall off or be exposed to anti-social behaviour.

Safety concerns also included perceptions that in rural areas, there is a lack of pavement space, with narrow roads and high-speed limits (60 mph) along some non-residential roads often shared between motor vehicles, cyclists, and pedestrians.

Table 4 - Road types and cycling concerns

Road type	Safety concerns
Main roads	Volume and speed of traffic; impatient drivers.
Residential roads	Parked cars, causing reduced visibility; drivers not expecting cyclists.
Rural roads	Narrow roads: drivers not expecting cyclists.
Rural roads	Vehicles driving too close and or passing at speed; an absence of dedicated cycle lanes; adverse road conditions, such as potholes.

Additional safety concerns raised from underrepresented groups in cycling in 2022 were:

- **Cycling in the dark:** due to visibility, as well as personal safety. A greater issue in winter months
- **Fumes:** the inhalation of - particularly if cycling in heavy traffic.
- **Vulnerability:** when cycling alone on more remote paths – in case of falling off or exposure to anti-social behaviour.

A 2019 Nexus Insight Panel found 68% of respondents felt worried about their personal safety while on board Metro, 21% while waiting for a Metro and 11% when walking to/from stations and stops.

Additionally, 56% of female respondents reported feeling unsafe when using the Metro in the last three months before the panel. These findings reinforce the need for continued efforts to address both actual and perceived safety concerns for women and girls.

75% of women who took part in Transport Focus Bus survey (2023) thought personal safety while at a bus stop in the North East was good, with 84% considering personal safety on the bus to be good.
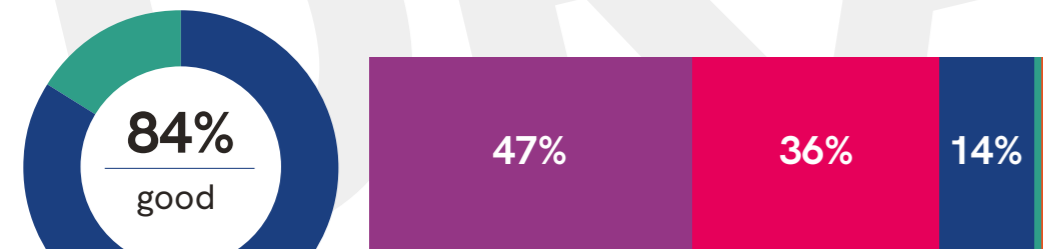
Rowdy behaviour was the biggest concern amongst females both on the bus (41%) and at the bus stop (53%). Abusive or threatening behaviour was also raised as an issue with 17% of female respondents stating that this is a problem on the bus and 15% stating that it is an issue at the bus stop.

Figure 21 – Transport Focus Bus Survey (2023) showing the female response to the questions on personal safety on the bus and while waiting at the bus stop

Personal safety at the bus stop

75% good

| Very good 38% | Fairly good 37% | Neither good nor poor 19% |
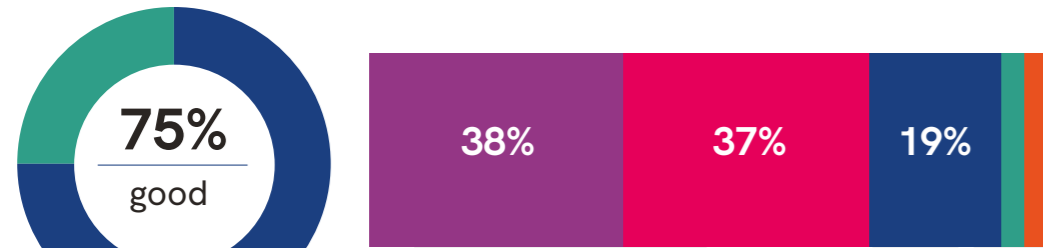
Personal security on the bus

84% good

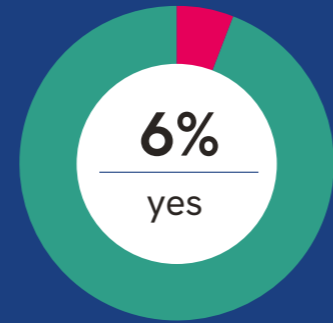| Very good 47% | Fairly good 36% | Neither good nor poor 14% |

Legend:
- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor

Year: 2023 North East CA area

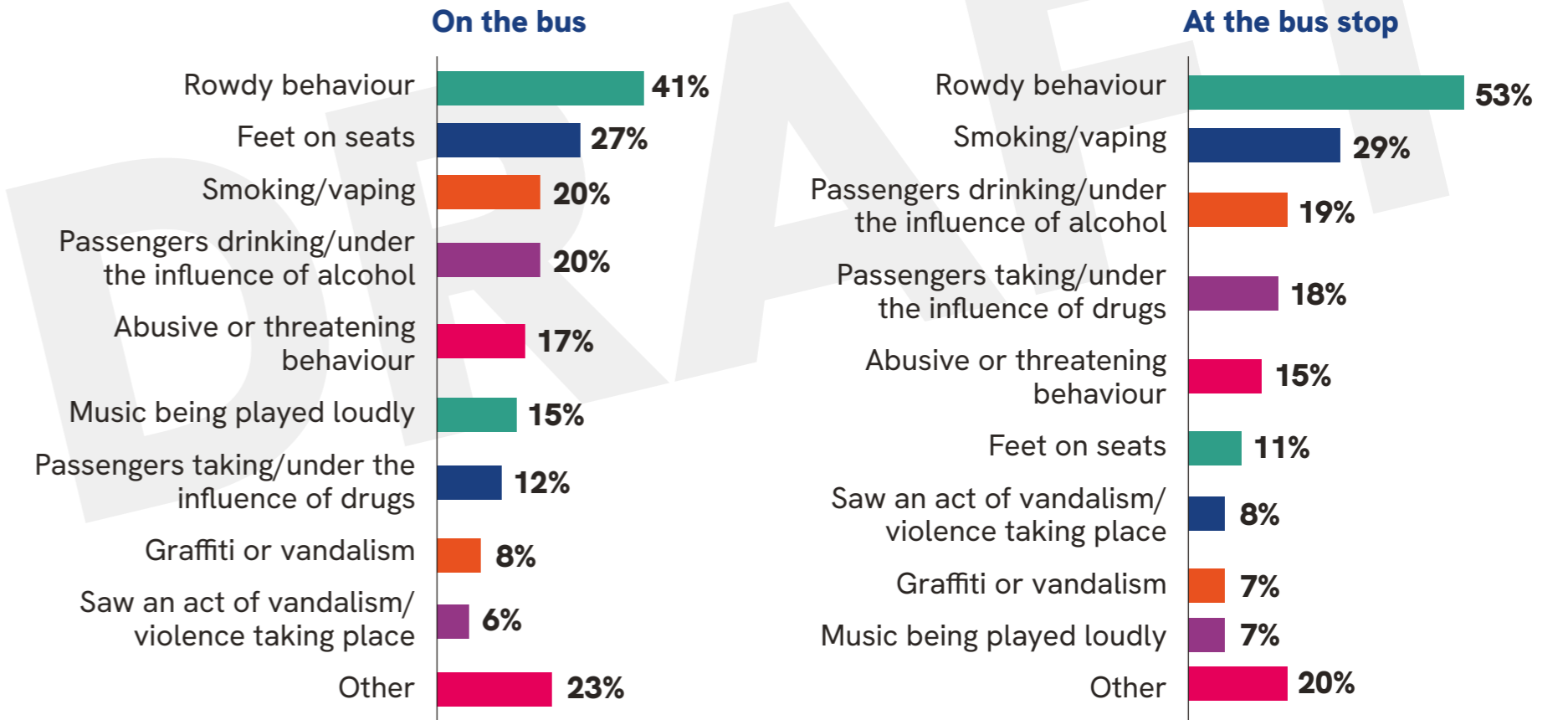### Passenger behaviour caused concern:

At the bus stop
6% yes

On the bus
6% yes
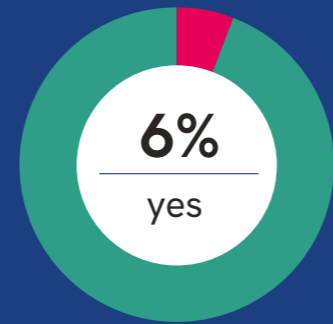
Cause for concern (among those with concerns)

On the bus

Rowdy behaviour	41%
Feet on seats	27%
Smoking/vaping	20%
Passengers drinking/under the influence of alcohol	20%
Abusive or threatening behaviour	17%
Music being played loudly	15%
Passengers taking/under the influence of drugs	12%
Graffiti or vandalism	8%
Saw an act of vandalism/ violence taking place	6%
Other	23%

At the bus stop

Rowdy behaviour	53%
Smoking/vaping	29%
Passengers drinking/under the influence of alcohol	19%
Passengers taking/under the influence of drugs	18%
Abusive or threatening behaviour	15%
Feet on seats	11%
Saw an act of vandalism/ violence taking place	8%
Graffiti or vandalism	7%
Music being played loudly	7%
Other	20%

Out of the 32 railway stations in the North East CA area, 10 have only partial CCTV coverage and 4 rail stations have no coverage at all:

Table 5 – 14 of the 32 North East CA railway stations have no or only partial CCTV coverage

North East CA area railway station	22-23 Patronage	CCTV coverage
Newcastle	8,402,922	Partial
Durham	2,446,734	Partial
Cramlington	133,834	Partial
Seaham	110,570	Partial
Haltwhistle	77,010	Partial
Shildon	56,968	Partial
Stocksfield	38,864	Partial
Haydon Bridge	38,830	Partial
Riding Mill	24,162	Partial
Bardon Mill	8,270	Partial
Widdrington	2,492	None
Pegswood	1,612	None
Chathill	1,348	None
Acklington	434	None

Actual or perceived inadequate lighting, especially on walking routes to and from stations has created additional safety concerns. Lighting on station access routes is generally good, but there are quite a few exceptions. For example, other stations and platforms such as the eastbound platform at Blaydon are only accessible through long, unlit routes.

The combination of poor lighting on routes to and from rail stations along with no CCTV coverage are particular concerning at stations with low patronage, with services running late into the evening.

Poorly lit areas, blind corners and areas obscured by vegetation could create the perception that some routes are unsafe and needs to be addressed.

Street clutter is also a safety issue creating barriers to travel. This is defined as poorly placed or redundant objects on pavements that negatively affect pedestrians or other pavement users. Examples include advertising boards, unnecessary signage, maintenance work, inappropriate cycle and e-scooter hire parking and pavements blocked by cars. The growing issue of street clutter is a particular safety issue for visually impaired people, those using mobility aids to move around and those with pushchairs.

Safety concerns also relate to connectivity issues such as no mobile phone coverage in parts of the region. This could potentially hinder peoples' ability to report incidents in real-time, further affecting people's sense of safety and security.

Whilst people benefit from 4G and 5G connectivity through their phone contracts on much of the region's transport network, there are 'no spot' areas where mobile signal is weaker, including tunnels, rural and coastal areas. Currently only EE mobile network customers have 4G coverage on the Metro at underground stations and tunnels.

12% of Northumberland and 6% of Durham have no mobile coverage at all. These connectivity issues and 'no spot' areas could also affect actual and perceived safety.

There are also gender differences in perceptions of active travel. The 2021 public attitudes to active travel study found that only 25% of females who cycle were willing to cycle on North East roads, compared to 40% of males who cycle. Women stated that safety concerns were the top barrier, particularly the lack of segregated cycle lanes and the perceived high volume and speed of other traffic on roads.

> "There'd have to be a direct bike lane from where I was going to my office for me to be able to feel confident to do it – without any parts where there wasn't a bike lane, as then I'd be uncomfortable." Female, 35-39
>
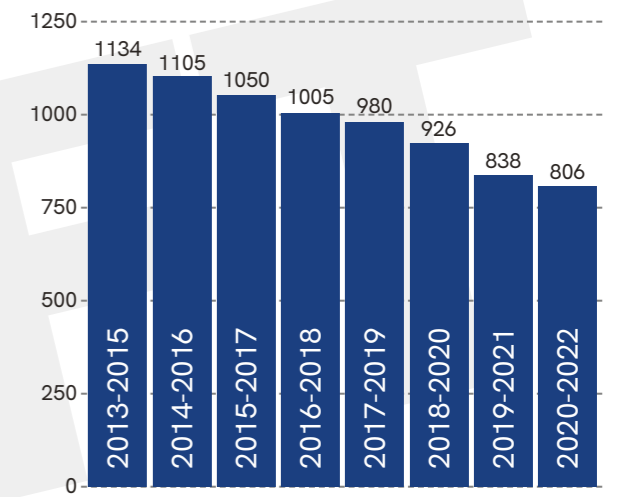> **(North East Underrepresented Group in Cycling Market Research, 2022)**

Pedestrians, cyclists, and powered two-wheeler users are among the most vulnerable road users, with higher casualty rates per mile travelled. The 2022 Traffic Accident Data Unit (TADU) statistics showed an increase in injuries and fatalities among these groups, highlighting the need for further road safety measures.

Figure 22 – North East road safety 2022 – vulnerable road users

- **Pedestrians** – large increase in all severities of injury from 2021 to 2022.
- **Pedal cyclists** – increase in fatalities from 2021.
- **Motorcyclists** – double the number of fatalities in 2022 than 2021 and increase in killed or seriously injured (KSI) from 2021.
- **Children** – 3 fatalities in 2022, up from zero in 2021, and increase in total injuries from 2021.
- **Young people** – more than double the number of fatalities in 2022 than 2021 and increase in the number of killed or seriously injured (KSI) from 2021.

Figure 23 outlines the number of active travel casualty figures between 2013 and 2022. Although there has been a steady decline in the figures over the years, any road death is not acceptable.

Figure 23 – North East Active Travel Casualty figures 2013 – 2022

Period	Value
2013-2015	1134
2014-2016	1105
2015-2017	1050
2016-2018	1005
2017-2019	980
2018-2020	926
2019-2021	838
2020-2022	806

Broader service quality challenges – punctuality and reliability of public transport

Punctuality, cleanliness, and safety are fundamental hallmarks of a high-quality transport network. These factors influence passengers' perception of transport, particularly public transport.

Customer satisfaction levels of public transport have been declining in our region across the network. Based on data from Transport Focus, 80% of people using bus in the North East were satisfied with their journey in 2023. This was a substantial reduction from satisfaction levels in 2019 although different methodologies were used. The decrease may be explained by service issues such as unreliability and poor punctuality associated with a national bus driver shortage. It may also have been affected by a long-term reduction in bus routes across our region. In 2023, there were 52.1 million miles operated in the North East – a 30% reduction compared to 2010.

National research from Transport Focus has found that, for rail and bus users, punctuality and reliability are the most important factors contributing to passengers' overall satisfaction levels and can also act as a barrier to using public transport. Data from a 2019 Nexus Insight Panel survey found that the second biggest barrier to bus travel in Tyne and Wear, coming after 'buses take too long' (46%), was that 'buses are unreliable' (37%).

> "Better reliability. I use my car when I have to be somewhere by a particular time because I can never be sure that the bus will come on time, or at all."
> **Big Bus Conversation 2023**

Figure 24 – North East historic bus punctuality (Department for Transport)
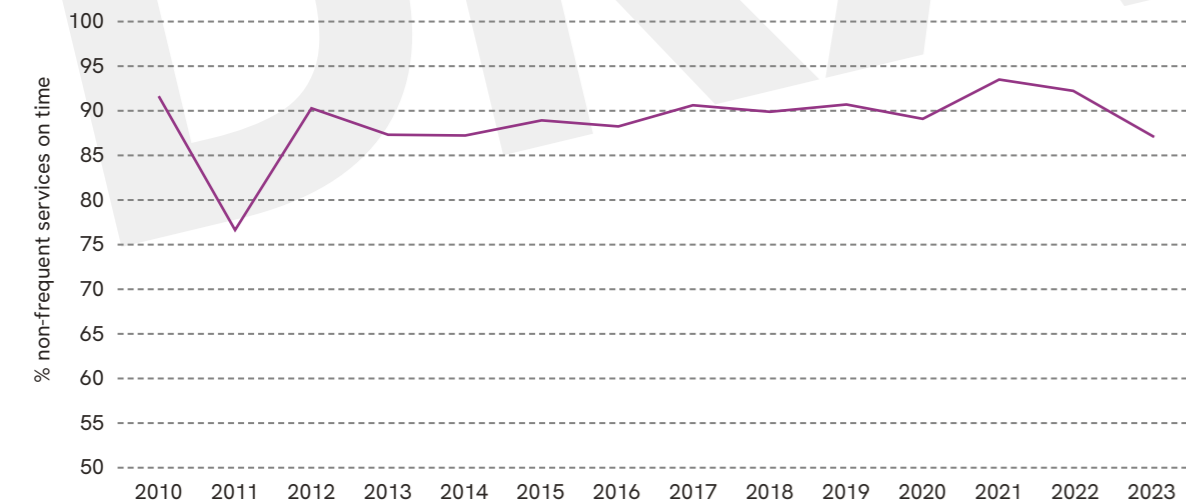
Metro is currently going through a highly challenging operational period in which service performance is being impacted by ageing trains, as well as the transition towards the new fleet. Just 61% of Metro services arrived on time in the four weeks to 9 December 2023, a record low although the situation has since improved with a figure of 79% reported from 7 January to 3 February 2024. This low punctuality of services can negatively impact onward journeys as it makes it more difficult for customers to arrive on time to connect to other public transport services. This may negatively impact customer confidence in using public transport.

The introduction of the new Tyne and Wear Metro fleet during 2024/25 will mark a new era for our region, improving the reliability of services and the level of comfort for customers.

Service quality challenges – perceptions of cleanliness

Perceptions of cleanliness was also an issue that has been raised relating to some elements of our transport network. When conducting engagement and research with members of the public during the development of the region's Bus Service Improvement Plan (BSIP), a word often associated with buses was "dirty".

For Metro, cleanliness often scores highly. This could be due to comprehensive cleaning regimes that are in place at stations and on trains.

The perceived or actual unreliability of some public electric vehicle chargepoints has been raised as a concern for many current EV drivers. Older charging infrastructure can suffer from maintenance issues and occasional technical glitches. This has led to instances where drivers encounter unavailable or malfunctioning chargepoints, hindering their journey plans and causing frustration.

> "The thing that is most frustrating about using an electric car is that hardly any rapid chargers in the region actually work. The network isn't reliable enough to drive somewhere without having at least enough battery left to get back home."
> **North East EV Charging Behaviour study (2020)**

Evidence outlined in this section (6.5) suggests that safety, especially of women and girls, and other improvements in service quality are needed relating to the region's transport network.

6.6 Connections between different transport types

Despite steps forward to improve connections between different transport types, a major barrier to enabling people and goods to travel more sustainably is a lack of integration across the transport network. This following section outlines the current situation, highlighting recent progress as well as setting out existing shortcomings and challenges.

Current situation

Active travel is one of the most common methods for passengers to get to and from public transport stops and interchanges. For example, every bus journey generally starts and ends with an element of active travel. As well as this, 31.5% of homes in Tyne and Wear are within walking distance (defined as 800 metres) of a Metro station.

Cycle storage at public transport stations and interchanges has also improved. There are approximately 900 cycle parking spaces across the Metro network. These are made up of around 800 spaces via cycle racks/stands

and over 100 secure, Pop card operated, cycle lockers. All stations apart from Airport have secure bike storage at or close to the station and/or are near bus stops allowing for onward journeys via other sustainable transport types.

There are also some active travel measures in place across our region which benefit bus users. For example, six Go North East routes currently have the capacity to carry two unfolded bikes. The same operator also now provides bike racks on some of its longer distance and express route services which connect our region beyond our boundaries, permitting up to two bikes to be carried securely on board.

The Tyne and Wear Metro system, which opened in 1980, was designed and constructed as the central feature of a fully integrated public transport system. The network includes the Shields Ferry which operates between North and South Shields.

The North Shields landing is currently a ten-minute walk from the Metro station and bus interchange. A bus service financially supported by Nexus connects people to the town centre, with free journeys with any valid Ferry ticket. In South Shields, the Ferry landing is a five-minute walk from the transport interchange and the Ferry also connects passengers with several active travel routes to allow customers to make onward journeys by walking, wheeling, or cycling.

Three major interchange locations with bus and national rail were built at the core of the Metro network to make transition from Metro trains to other types of transport simple. There are also 13 bus and Metro interchanges on the rest of the network, further simplifying the transition between different types of transport. These include new bus specific interchanges at South Shields and North Shields Interchange which were opened in 2019 and 2023 respectively.

The geographic size of our region means that key centres are linked by national rail, including 'intercity' long distance trains. These services coexist alongside well used bus services because buses serve more local places along the way, and more 'first and last mile' origins and destinations.

Our region has park and ride sites at 30 Metro stations, 4 bus sites and 19 regional railway stations, totalling 4,300 spaces. These sites enable drivers to make part of their journey

by public transport. However, these assets are currently underutilised and in 2022 between 07:00 and 19:00 the average occupancy at 11 of these sites was only 14%.

Taxis, including private hire vehicles (PHVs), currently play a vital role in supporting transport provision. They can fill in gaps in the transport network where other options aren't feasible, enabling people with restricted mobility or a disability a door-to-door service. We have just over 8,000 licensed Hackney Carriages and PHVs in our region, with each of our seven councils having its own taxi policies that suit local needs. The key role that taxis play within an integrated network is partly about the gaps that they plug that would not be covered by public transport, but also where they feed into the wider network. For example, in more rural and coastal locations, taxis can provide the connection that allows people to reach local rail or bus services.

Within our region, car clubs also play an active role in enabling people to make a journey by car without owning their own vehicle. Car club vehicles currently exist in a range of areas including some rural communities, inner city locations where parking is restricted, and near railway stations and public transport stations. This helps to connect people to public transport services and can reduce the need to own a car.

Demand responsive transport (DRT) is a form of shared transport for groups and individuals which alters its route based on demand rather than following a fixed route or timetable, these services are most often run via buses or other smaller vehicles. DRT services complement fixed route public transport services and improve mobility in low-density areas and at low demand times of day. Integrated on demand public transport can also be used to feed into the wider public transport network at "hub" points – major bus stops and stations, Metro, rail stations and interchanges.

There are a limited number of DRT solutions across our region. In County Durham there are Link2Work and Link2 DRT services. In West Northumberland there is Dial a Ride. Beyond these, DRT options are minimal, which is a further barrier to those in isolated rural and coastal communities and can contribute to transport related social exclusion.

Connections between different transport types – challenges

> Bus deregulation in the 1980s ended the existing fully integrated system and some bus services now compete with Metro or other bus services.

This creates unnecessary duplication with multiple bus operators serving the same route. This can have disadvantages for passengers as ticketing and timetables aren't coordinated between operators, it can also mean resources aren't spread efficiently throughout the region.

Competition rather than collaboration means there is also limited ability to join-up bus and local rail services.

Integration between transport types is often made harder by a lack of complementary timetables. Often different transport timetables lack the coordination passengers require, with approximately two in five North East residents stating that they feel bus timetables do not currently fit with their personal needs and rising to one in two residents in rural areas.

> "
>
> "It's not very good, the bus service, around here at all. It is reliable, but say I wanted to go further afield, you're talking 2 or 3 buses to get to your destination. That's where the car would come in."
>
> **Making the Right Travel Choice – Market Research, Primary Research with Residents April 2022**
>
> **(Rural North East Resident, Live in village/countryside)**

> "
>
> "Connecting transport such as bus and Metro are unreliable and can cause me to miss my train".
> **North East Travel Survey 2023**

> "
>
> "I would use the bus more if buses were on time and punctual, and integrated into the rail network, so changes between buses, or bus and train, doesn't mean hanging about for ages".
> **Moving Buses Forward, 2024**

78% of respondents to the Big Bus Survey 2023 said better integration between different types of transport would help them use the bus more.

Public transport integration with local rail services is currently limited to Northern train services between Sunderland and Blaydon as well as the Northumberland line once it reopens. Other common journeys are not integrated, such as East Coast Main Line (ECML) services between Durham, Newcastle, Morpeth, and Berwick, as well as Northern services between Hexham and Newcastle.

Bus based Park and Ride throughout the rest of the region is limited with significant room for improvement. There is a dedicated Park and Ride site provided within Great Park on the outskirts of Newcastle, but demand is relatively low. There is also Park and Ride in Durham City Centre to help alleviate traffic congestion in the city centre.

There are also car parks provided at some of the main bus/Metro interchanges which primarily serve Metro based Park and Ride. A temporary Park and Ride route has also been established between the Metrocentre and Newcastle/Gateshead to relieve congestion during the Tyne Bridge works, but this is time limited.

> "Central planning and integration with other forms of public transport seems to be the way forward, with multimodal contactless ticketing for all types of transport."
> **Big Bus Conversation 2023**

Transport services are currently painted in a wide array of different colours. The three main bus operators (Go North East, Arriva, and Stagecoach) and the small independent operators each have their own corporate identity. Route based branding is also heavily used by Go North East (GNE) on their core routes. Rail operators also have strong corporate identities.

Our bus operators, along with Nexus, the North East local authorities, Traveline and Network One have strong individual brand identities. Although these brands are strong with good customer recognition, the lack of a unified identity potentially adds complexity from a user perspective.

Nexus has modal branding which is applied to all infrastructure and on-street information throughout Tyne and Wear, with similar branding used for timetables displayed in Northumberland. The Calvert font for Metro has become the iconic core of the modern Metro brand.

Durham County Council branding is applied to their infrastructure, on-street information, and a small in-house fleet of directly operated buses. Coach stations in the region are mostly owned by coach operators and have distinct branding.

Network One branding is applied to multi-operator tickets. Marketing and advertising for the recent BSIP funded multi-operator tickets has focused on specific ticketing products with the North East CA logo featuring for funding purposes.

Each transport operator currently promotes their own services and fares. There has been some integrated promotion for Network One and BSIP ticketing. However, there is currently no cohesive whole network marketing effort, although introducing this has previously been considered by the Enhanced Partnership.

The following table provides a summary of the challenges our network faces for each of the five focus areas.

Table 6 – Summary of our key transport challenges specifically relating to integration.

Focus area	Key challenges
Planning journeys, informing users, and supporting customers.	• Lots of available information but no single source that brings all this together. • Variable quality and availability of wayfinding information across the network.
Ticketing and fares.	• Several types of tickets for different operators and types of transport. • Only a few integrated tickets are available. • Lack of widespread smart ticketing with fare capping.
Reach and resilience of infrastructure.	• Despite having areas with infrastructure to support integrated journeys there are still significant gaps. • Some types of sustainable transport don't reach all communities, particularly our remote rural areas. • There are several areas where resilience issues are creating limitations and hindering the current network.
Safety, especially of women and girls, and other improvements in service quality.	• Perceptions of public transport service quality tend to be quite low. • There are actual and perceived safety concerns that also need to be addressed to increase confidence. • Transport options don't always match up to people's lifestyles, for example the need to travel early morning, late evening, and weekends.
Connections between different transport types.	• In some areas there is a lack of supporting infrastructure to facilitate journeys using multiple types of transport. • Timetables and service patterns often don't match up which can make it difficult to use multiple types of transport for a journey. • Strong individual brand identities with good customer recognition, but the lack of a unified identity potentially adds complexity from a user perspective.

For more detailed information on the current challenges relating to each transport type can be found in the region's transport policy and strategy suite as set out in section 2.8.

Key insights from this section:

- We have provided an outline of our current transport network, where the strong points are, and where challenges exist.
- The North East has made some progress in recent years in enhancing the integration our transport network.
- However, much more needs to be done to create a single, integrated transport network which enables people to make greener journeys.

7. Measures of success/key performance indicators

This section will:

- We have provided an outline of our current transport network, where the strong points are, and where challenges exist.
- The North East has made some progress in recent years in enhancing the integration of our transport network.
- However, much more needs to be done to create a single, integrated transport network which enables people to make greener journeys.

7.1 Measuring our success

To understand whether our proposals are successful in delivering the North East CA vision and commitments, there is a need to effectively measure progress.

To do this, several measures of performance, or Key Performance Indicators (KPIs), have been identified to capture progress.

Transport is an enabler to delivering the North East CA vision and meeting all five commitments.

This LTP has unpacked the North East CA vision and commitments and identified three cross-cutting strategic themes for transport:

- A healthier North East
- A better environment
- A more inclusive economy

Using these three strategic themes will help North East CA to deliver an integrated transport network which will ensure the North East CA vision and commitments are achieved.

Furthermore, the selected KPIs compliment the North East CA other transport policies. A table containing the Transport Plan KPIs can be found in section 7.2.
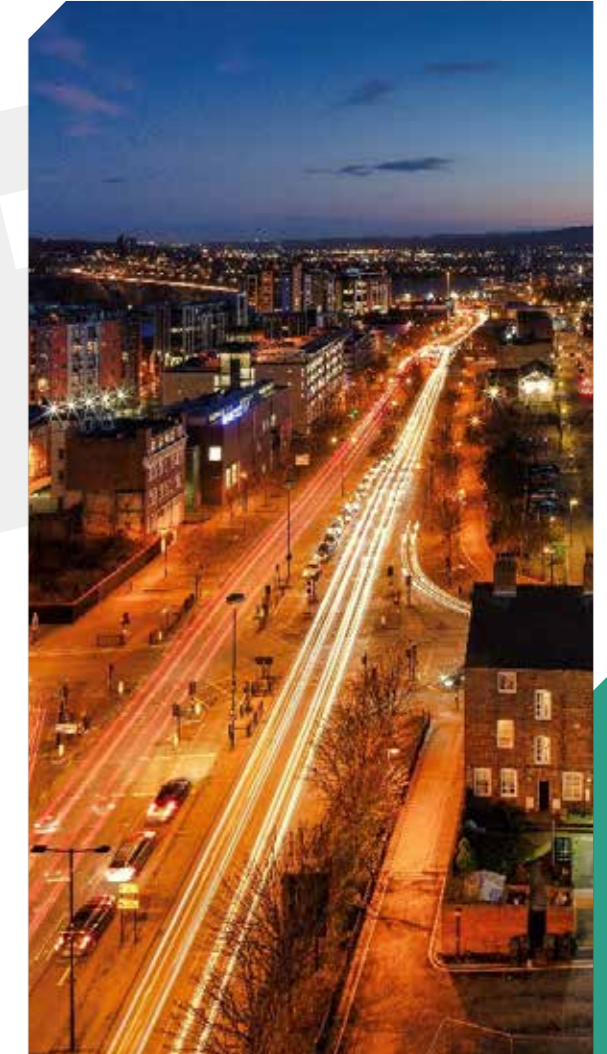
7.2 Key Performance Indicators (KPIs)

Table 7 – Key Performance Indicators

KPI	Strategic themes for transport aligned to	Baseline statistic (Source)	Insight	Aim (direction of travel)
Sustainable travel Percentage of journeys made by walking, wheeling, cycling, and public transport as a percentage of total journeys in our region.	More inclusive economy Healthier North East Better environment	In 2022 approximately 40% of journeys in the North East were made using sustainable travel. *(National Travel Survey)*	Through creating a user friendly, integrated transport network we will encourage more people to use sustainable modes of travel. This in turn will lead to a reduction in harmful emissions and the uptake in more sustainable travel, benefitting both the environment and the health of our people.	**Increase** the percentage of journeys made by walking, wheeling, cycling, and public transport as a percentage of total journeys in our region.
Public transport accessibility Percentage of households that have access to a hospital, GP, secondary education, a town centre and 10,000 jobs within 45 minutes using public transport.	More inclusive economy Healthier North East Better environment	Approximately 63% of households have access to a hospital, GP, secondary education, a town centre and 10,000 jobs within 45 minutes using public transport.	Through the creation of an integrated network, we will improve public transport accessibility levels. This will increase access to employment and educational opportunities, enhancing the economic inclusivity of our region, whilst generally reducing transport related social exclusion. Furthermore, this will provide greater options for sustainable travel, increasing the associated health and environmental benefits this brings.	**Increase** the percentage of households that have access to a hospital, GP, secondary education, a town centre and 10,000 jobs within 45 minutes using public transport.

KPI	Strategic themes for transport aligned to	Baseline statistic (Source)	Insight	Aim (direction of travel)
Climate action Annual Carbon Dioxide (CO2) emissions per capita created by transport	Healthier North East Better environment	In 2022 approximately 1.35 tonnes of CO2 emissions per person was produced from transport. *(Department for Energy Security and Net Zero)*	Reducing our CO2 emissions per capita remains a key priority as we strive towards a carbon neutral North East, addressing the current climate emergency we find ourselves in.	**Decrease** the annual Co2 emissions per capita created by transport.
Air quality Annual mean level of Nitrogen Dioxide (NO2) and Particulate Matter 2.5 (PM2.5)	Healthier North East Better environment	In 2022 Nitrogen Dioxide (NO2) levels at selected sites across the region was approximately 26.8 micrograms per cubic metre. Particulate Matter 2.5 (PM2.5) at selected sites across the region was approximately 7.4 micrograms per cubic metre. *(Automatic Urban and Rural monitoring network and locally managed automatic monitoring sites)*	By making it easier to use sustainable forms of transport with an improved, integrated network, we will improve air quality in our region. This will lead to a better environment and improvements in our people's health, reducing demand on health services.	**Decrease** the annual mean levels of both PM2.5 and NO2

KPI	Strategic themes for transport aligned to	Baseline statistic (Source)	Insight	Aim (direction of travel)
Network performance Percentage of road vehicles using key route network (KRN) travelling above congestion speed.	More inclusive economy Healthier North East Better environment	In 2022 6% of all vehicles across the key route network were recorded travelling below 50% of the free flow speed. *(Inrix traffic data)*	By improving the performance of our network and peak speeds for those who have no other choice but to use roads, we will minimise congestion, reducing both traffic emissions and journey times. In turn, this will improve our regional economy, whilst also creating a healthier North East and better environment for our residents.	**Decrease** the percentage of vehicles using the KRN travelling at less than 50% of free flow speed.
Road safety Roads should be made safer, with a specific focus on the most vulnerable users to significantly reduce the number of slight casualties and address safety concerns.	More inclusive economy Healthier North East Better environment	Between 2020 and 2022 there were on average 642 individuals killed or seriously injured annually amongst all North East road users. *(TADU killed or seriously injured 3 year rolling average)*	By significantly reducing the number of people killed or seriously injured on our roads we will encourage people to increasingly use more sustainable forms of travel, improving our environment and the health of our people, and consequently reducing the economic burden on our healthcare system.	**Significantly decrease** the number of people killed or seriously injured amongst North East road users.

KPI	Strategic themes for transport aligned to	Baseline statistic (Source)	Insight	Aim (direction of travel)
Road safety Roads should be made safer, with a specific focus on improving safety for the most vulnerable users to significantly reduce the number of people killed or seriously injured on our roads.	More inclusive economy Healthier North East Better environment	Between 2020 and 2022 there were on average 2,288 slight injuries annually amongst all North East Road users. *(TADU slightly injured 3 year rolling average)*	Again, through significantly reducing those slightly injured and improving safety concerns we will encourage people to use more sustainable forms of transport, making the road network safer for those that need to use it.	**Significantly decrease** the number of slight casualties amongst North East road users.
Uptake in ZEVs Percentage of all licensed vehicles in our region (excluding HGVs) that are ZEV.	Healthier North East Better environment	At the end of 2022 approximately 0.9% of all licensed vehicles (excluding HGVs) were ZEV. *(Department for Transport & Driver, Vehicle and Licensing Agency)*	By increasing the proportion of the vehicle fleet in our region made up of ZEVs we will reduce harmful pollutants associated with traditional combustion engines for journeys that need to be made by car and other vehicles (excluding HGVs).	**Increase** the proportion of licensed vehicles (excluding HGVs) that are ZEVs.

7.3. Monitoring

Monitoring and evaluating our performance against our KPIs effectively will be crucial to understanding if we are on track to successfully delivering this Local Transport Plan. Critically, it will also help us to understand where things may not be going as well as planned. This monitoring and evaluation will take place on a yearly basis and be publicly accessible via our website. This provides a level of accountability, informs whether our strategies and policies are working, and highlights if our KPIs are moving in the desired direction.

By reporting on a yearly basis, it allows us to incorporate annually published datasets, whilst also mitigating against variables that could influence smaller intervals. We will monitor our KPIs by continuing to collaborate and effectively share data with both regional and national organisations.

These include but are not limited to:

- Nexus
- The Transport Accident and Data Unit (TADU)
- Our two Urban Traffic Management Control Centres (UTMCs)
- Transport for the North
- Central Government Sources:
- Department for Transport
- Department for Energy Security and Net Zero
- The Office of National Statistics
- UK Health Security Agency
- Office for Health Improvement and Disparities
- Government Office for Science
- Public Transport Operators

It is expected that there will be additional opportunities for primary data collection in relation to these KPIs in the future, enhancing our understanding of our progress.

Due to the infancy of the North East CA, any implementation of specific targets for KPIs is likely to become quickly outdated as our region realises its potential as a combined authority. Therefore, it has initially been decided to move forward with directional targets, with the intention to review and potentially introduce more specific targets in the future.

Key insights from this section:

- To understand how successful our proposals have been we have developed 10 Key Performance Indicators that interface with the North East CA vision, commitments, and strategic themes for transport.

- We will monitor and evaluate progress towards meeting these KPIs and report on this on a yearly basis.

Appendix 1 List of National, Regional and Local Policies and Strategy

The following sets out an exhaustive list of national, regional, and local policies, strategies and plans that have been taken into account in the development of the North East Local Transport Plan (LTP).

National

The following national transport policies and strategies were considered when developing the draft Local Transport Plan:

- Bus Back Better (DfT, 2021)
- Electric Vehicle (EV) Infrastructure Strategy (DfT, 2022)
- Future of Freight Plan (DfT, 2022)
- Future of Mobility: Urban Strategy (DfT, 2019)
- Future of Transport: Rural Strategy
- Gear Change (DfT, 2020)
- Levelling Up the United Kingdom (The former Department for Levelling Up, Housing and Communities, 2022)
- Manual for Streets 1 and 2 (DfT / CIHT, 2007 / 2010) (MfS) & forthcoming MfS3 2024
- National Infrastructure Strategy (HM Treasury, 2020)
- Network Management Duty
- Network North (2023)
- Noise Action Plans
- Plan for Drivers (DfT, 2023)

- School Travel Strategy
- Transport Asset Management Plan
- Transport Decarbonisation Plan (DfT, 2021)
- Williams-Shapps Plan for Rail (DfT, 2021)
- UK Government's five strategic transport priorities (July 2024)

The following wider national economic, environmental, social, and spatial plans, policies and strategies were also considered:

- Build Back Better (HM Treasury, 2021)
- Children and Young Peoples Plans (CYPP)
- Clean Air Strategy (DEFRA, 2019)
- Green Infrastructure Framework (Natural England)
- Levelling Up White Paper (The former Department for Levelling Up, Housing and Communities, 2022)
- National Park Management Plans and AONB Management Plans
- National Planning Policy Framework (NPPF) (Ministry of Housing, Communities and Local Government, 2012)
- UK's Digital Strategy (Department for Digital, Culture, Media & Sport, 2022)
- UK Hydrogen Strategy, (The former Department for Business, Energy, & Industrial Strategy, 2021)

Regional

The following regional plans, policies and strategies were considered when developing the draft Local Transport Plan:

Pan-regional (Northern England)

- Transport for the North (TfN) Strategic Transport Plan 2 (2024)
- TfN Decarbonisation Strategy and subsequent action plan (2021)
- TfN Freight & Logistics Strategy and subsequent action plan (2022)
- TfN International Connectivity policy position statement (2023)
- TfN Rural Mobility policy position statement (2022)
- TfN Transport Related Social Exclusion in the North of England (2022)

The North East (North East CA Region)

- The 2021 North East Transport Plan and its sub strategies and policies.
- The North East Devolution Deal (28 December 2022).
- Relevant policies and plans from other organisations that have come together through the North East CA:
  - Invest North East England (INEE)
  - The North East Local Enterprise Partnership (LEP)

Kim McGuinness
North East
Mayor

North East
Combined
Authority

- North of Tyne Combined Authority (NTCA)
- The former North East Combined Authority (NECA)
- The North East Combined Authority (North East CA) portfolios and workstreams:
  - Culture, Creative and Tourism (Durham County Council)
  - Rural and Environment (Northumberland County Council)
  - Economy (Newcastle City Council)
  - Skills, Education and Inclusion (South Tyneside Council)
  - Housing and Land (North Tyneside Council)
  - Transport (Gateshead Council)
  - Investment (Sunderland City Council)
- Rail policies and strategies from neighbouring authorities outside of the North East LA7 area but part of the North East Rail Management Unit (NERMU) geography (relevant to rail partnerships work).

North East Devolution-driven workstreams

The LTP will also act as an enabler to the following devolution driven workstreams:

- Agreement of a Key Route Network.
- Development of a City Region Sustainable Transport Settlement (CRSTS) Business Case including highways asset maintenance plan.
- Bus reform – the development of bus service delivery options available to the Mayor and Cabinet.

- Development and deliver smart integrated ticketing through CRSTS.
- Delivery of a capital programme using CRSTS.
- Partnerships with Great British Railways, National Highways, Active Travel England and Transport for the North (TfN).
- Development of a strategic infrastructure plan.
- Potential for Bus Service Operators Grant (BSOG) to be devolved to North East CA.
- Delivery of a programme of initiatives to help people to make the right travel choice.
- Active travel workstreams such as:
  - The potential for the appointment of an active travel commissioner
  - Creating a regional active travel network by binding Local Cycling and Walking Investment Plans (LCWIPs)
  - Moving forward with a regional bike hire scheme.
  - Creation of Institute of Future Mobility.

Local

The transport strategies and policies of Nexus as outlined below should also be aligned to this Local Transport Plan.

Nexus (Tyne and Wear Passenger Transport Executive) Strategy suite

- Customer Experience Strategy (2021)
- Customer Information Strategy (2020)
- Accessing the Public Transport Network Strategy (2020)
- Ferry Strategy (2023)
- Environment and Sustainability Strategy (2022)
- Shields Ferry Economic Value Final Report (2022)
- Market Research Strategy (2023)
- Economic value of the metro and local rail to the North East (2019)
- Social value of the Tyne and Wear Metro (2023)
- Personal safety and security (refresh underway)
- Tyne and Wear Metro strategy (refresh underway)
- Tyne and Wear Bus strategy (refresh underway)

The LTP also interfaces with local authority Rights of Way Improvement Plans (ROWIPs) and Local Cycling and Walking Infrastructure Plans (LCWIPs).

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