



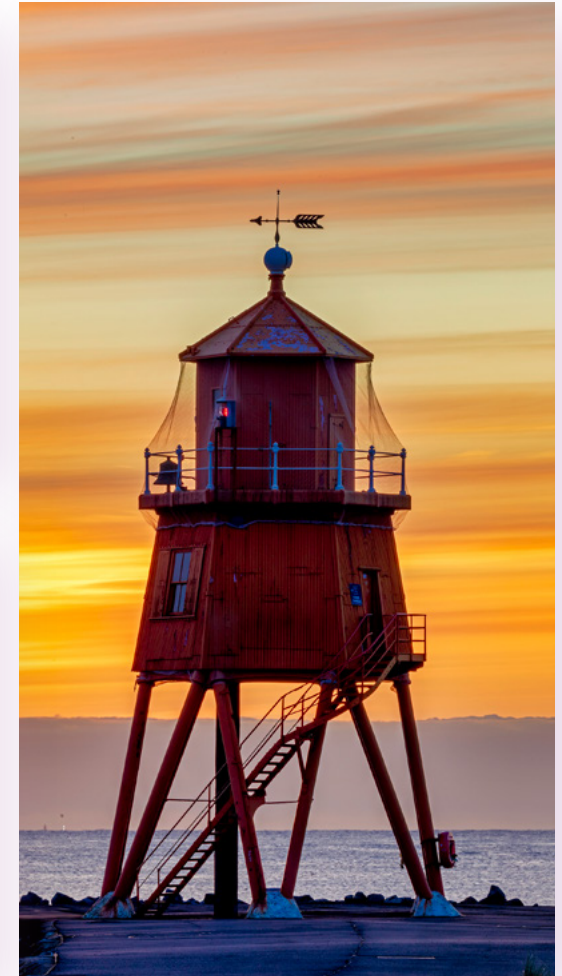
The Mayor's North East Local Transport Plan Consultation

Overview and findings



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Introduction

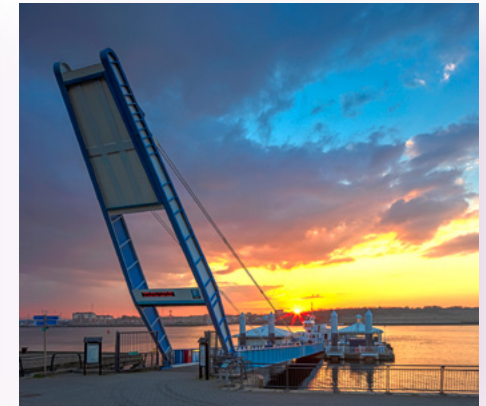
Working together for the North East

Collaborating with our partners and local authorities, we'll create a better North East 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.

Transport is a key factor in contributing to the North East Combined Authority's role in improving our economy, skills, health, and environment. Making journeys is good as it benefits our economy. However, greener journeys are even better as they also benefit our environment and health. The Mayor's Local Transport plan aims to deliver a green, integrated transport network that works for all.

Our draft plan was out for public consultation from 4 November 2024 until 26 January 2025. We asked the public to help shape the Mayor's plan to ensure it's right for them. To achieve success, we wanted the consultation to be far reaching and connect with anyone with an interest in improving transport, seeking to achieve maximum engagement with, and representation from, all sections of society in the region.

The following documents our overview and findings from this consultation.



Our audiences and approach



Our audiences

The North East Mayoral Transport Plan has been shaped through extensive consultation, designed to ensure that the views and experiences of our communities informed our plan from the outset. We are committed to delivering a transport network that works for everyone, and this consultation gave us the chance to hear directly from the people who live, work, and travel across our region, to check that we got it right.

Our people

Listening to the people of the North East was at the heart of this consultation. We understand that a truly effective and inclusive transport system must be shaped by the experiences and needs of the people who rely on it every day. That's why we made it a priority to hear from residents in all corners of the region - whether they live in our urban centres, coastal towns, or rural villages. We sought input from everyone, regardless of how they interact with our transport network: as drivers, public transport users, cyclists, walkers, freight logistics or any combination of these, for work or for leisure.

Our approach focused on ensuring all voices were heard, including:

All transport users

From commuters and logistics operators to tourists, this consultation embraced everyone who uses our transport network - whether it's for work, leisure, accessing services and healthcare, or moving goods across the region.

Young people

We engaged with young people to understand how transport impacts their education, career aspirations, and social lives, recognising the importance of shaping a system that serves their future needs.

Older residents and people with disabilities

Accessible, reliable, and inclusive transport is essential for older residents and those with disabilities, whose perspectives were vital to this consultation.

Women and girls

We paid particular attention to the unique transport experiences and safety concerns of women and girls, ensuring their voices are not just heard but prioritised, aligning with the commitments of Mayor Kim McGuinness to make our transport system safer and more inclusive for all.



Statutory consultees

Statutory consultees were a key audience for the consultation. These organisations bring expert knowledge and a deep understanding of the region's transport and environmental challenges. By working closely with statutory consultees, we've been able to align our plans with legal requirements and national standards while embedding sustainability at every stage. We have worked closely with the statutory consultees defined in the Local Transport Act throughout the consultation, ensuring the insights of these partners have all had the opportunity to be part of this consultation and their comments considered and incorporated in our response.

The statutory consultees include:

- Bus operators
- National Highways
- Subnational Transport Bodies (e.g Transport for the North)
- The 7 Local Authorities in the North East CA area
- Passenger Transport Executives (PTEs)
- Public transport user groups
- Rail operators (i.e. Train Operating Companies)
- Active Travel England



Partners and key stakeholders

We also engaged extensively with our partners and stakeholders. The North East is a region of collaboration, and our success depends on strong partnerships. Universities, colleges, schools, businesses, and advocacy groups have all contributed to this consultation, sharing their knowledge and helping us understand what their communities need from a transport system. These include:

- **Educational institutions** highlighted the importance of connecting students to education and employment opportunities.
- **Businesses and employers** made clear the vital role transport plays in driving economic growth and ensuring access to jobs.
- **Community and advocacy groups** spoke up for those who often feel left behind, making sure this plan is inclusive and fair.

This consultation was about ensuring our shared vision for transport in the North East was right. By listening to the voices of residents, statutory consultees, and our key partners, we've created a plan that puts people first. With safety, accessibility, and sustainability at its core, our transport plan reflects what matters most to the communities we serve.

Our methodologies

To ensure a broad and inclusive approach to the consultation process, we employed a variety of methodologies, each designed to maximise engagement and accessibility.

Below is a breakdown of the key methods we used:

Online survey

The online survey served as our primary route to market, offering a convenient and accessible platform for individuals to share their views. It was designed to be user-friendly and compatible across devices, ensuring people could participate at their convenience. The survey included a mix of open and closed questions to gather both quantitative data and detailed qualitative feedback.

Online events

Our online events provided an interactive platform for attendees to ask questions, discuss key aspects of the Plan, and hear directly from the team behind its development. These events were organised to accommodate those unable to attend in person, offering an accessible option for engagement regardless of geographical location or personal circumstances.

Community in-person events

We hosted in-person drop in events across the region to engage directly with communities. These events were designed to create a welcoming and open environment where participants could voice their thoughts, and share ideas. Holding events in varied locations ensured we reached people from urban centres, coastal towns, and rural villages.



Meetings with partners

We accepted meeting requests from partners, stakeholders, and community groups, providing tailored opportunities for in-depth discussions. These meetings were particularly valuable for understanding the perspectives of organisations and groups with specific interests in transport planning and delivery.



Written submissions

To accommodate those who preferred to provide detailed or formal input, we welcomed written submissions. This allowed participants to share their views in a structured and thoughtful way, particularly for organisations or individuals with complex feedback that couldn't be fully captured through other methods.

By incorporating these varied methodologies, we ensured that everyone—regardless of their preferences, circumstances, or resources—had the opportunity to engage meaningfully in the consultation process. This diverse approach reflects our commitment to best-practice consultation principles, prioritising inclusivity, accessibility, and transparency.



Our Analytical Approach

Our evidence and evaluation team provide expert advice and guidance across the organisation on:



Data

Including source and access, considerations in terms of analysis and reporting.



Research

Including developing project proposals, approach(s), surveys and consultations and reporting.



Evaluation

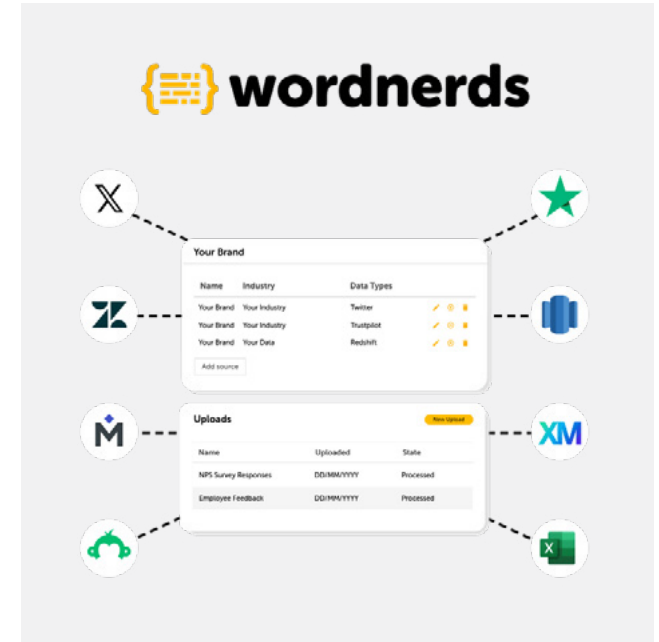
Including logic model development, methodologies and reporting outputs.

As a result, their participation in this consultation was vital as they took the lead on creating and managing the analytical approach throughout the project. Firstly, they created the online consultation questions to ensure they were written in plain English and proportionate to the ambitions of the consultation exercise. Secondly, they created a sampling framework to ensure the consultation was representative of our region and communities.

The team also worked in partnership with Wordnerds, a customer feedback analysis tool that helps organisations to analyse qualitative insights and feedback. This allowed us to assess the topics and themes coming through our consultation activities in real time.

The Wordnerds platform allowed us to conduct sentiment analysis (how positive or negative comments are) and thematic analysis against the five key themes within the Transport Plan and any unsupervised topics that surface through this exercise.

This analysis was considered in relation to our regional demographics and characteristics e.g. geography.



Where our responses came from

To achieve maximum engagement with, and representation from, all sections of society in the region we worked hard to ensure responses came from a wide variety of places. Statutory consultees, young people, women and girls, disadvantaged and rural communities were just some of the key audiences in which we focused our attention.

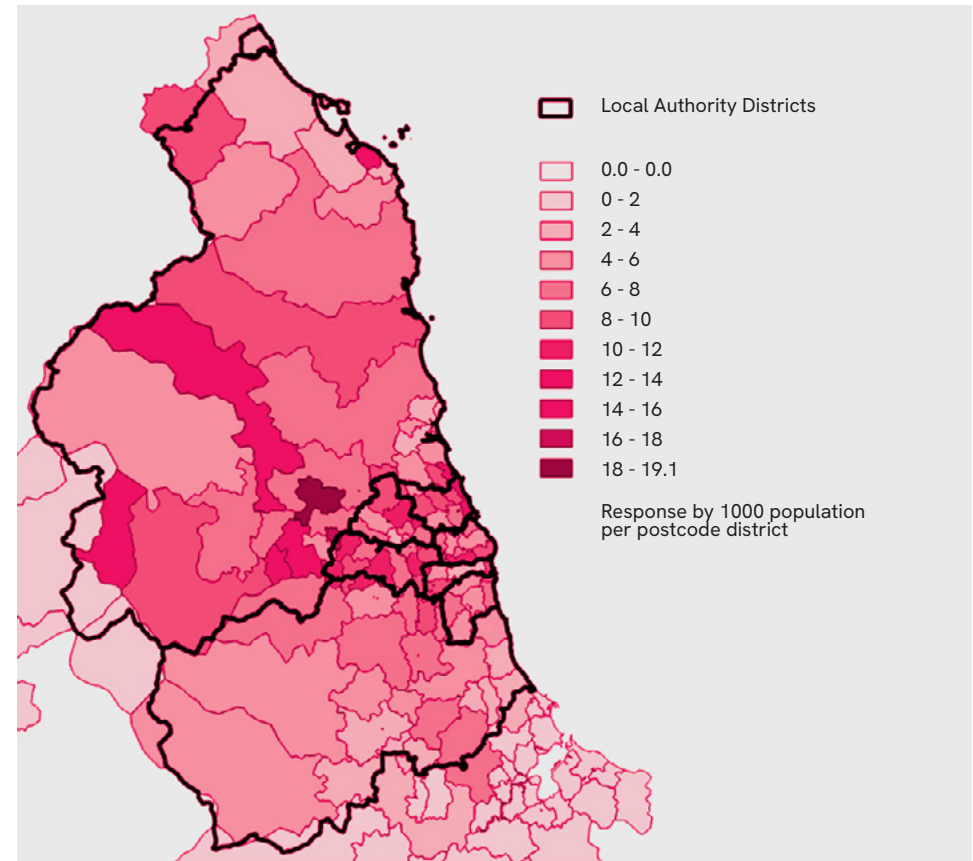
In terms of approach, we focused our efforts on different routes to market and our engagement with key stakeholders was positioned to be as flexible as possible. We worked closely with partners, stakeholders, and in particular our local authority colleagues, to help reach those audiences that we didn't have existing relationships with. For example, we worked closely with organisations like Age UK, Northumberland College, Deaflink and the West End Women and Girls Centre to engage their audiences via methods such as focus groups, events, toolkits, and bespoke communications.

Statutory consultees were a key part of the consultation, as there is a statutory duty on authorities to produce a LTP under the Transport Act 2000. In preparing the Local Transport Plan, and in keeping it under review, we were happily obliged to consult with certain groups. We engaged with these

audiences regularly throughout the consultation to encourage a formal response as much as possible. Many of these were provided through written letters/detailed feedback. 84% of our statutory consultees provided a response, and these were individually reviewed.

It was important that we gave those who didn't have digital access the opportunity to have their say, as well as providing an opportunity for those who would rather have an in-person discussion with the team to understand more about the Plan, consultation, and how they can contribute. We therefore held 36 events across the region, including pop up events in public spaces, and bespoke events to help us engage with different audiences such as women and girls, disability groups, and young people.

Young people in particular were a group we were keen to engage with, as traditionally it is the older demographic that tend to respond to these types of consultations. As a result, we created a young person friendly version of the survey that we distributed through schools and colleges across the region, which generated 133 responses. In total, 7% of our survey responses were from young people under the age of 25.



When it comes to localities, we continually measured the responses from across the seven local authority areas and compared them to the ONS population to ensure we were getting fair representation from across the region.

Where numbers weren't representative, we pivoted activity to target those which needed more/less engagement. As a result, we managed to achieve a fair balance of responses from across the region which is demonstrated in the chart above.

Responses to the consultation

16,294
total responses

15,985
online survey responses

36
Community engagement sessions

4
Online events

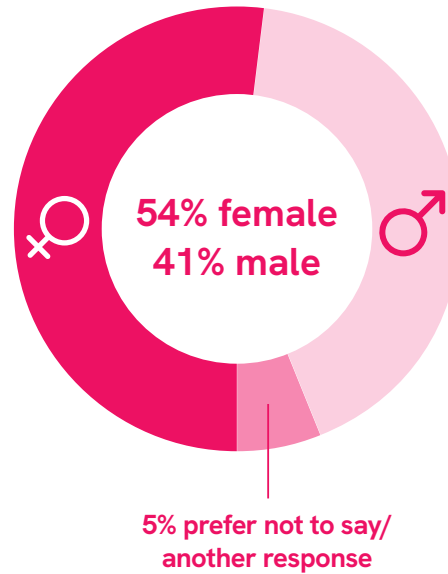
133
young person survey responses

9
Bespoke events

16
Statutory responses

111
Letters and emails

Respondents' gender distribution



Respondents' health conditions

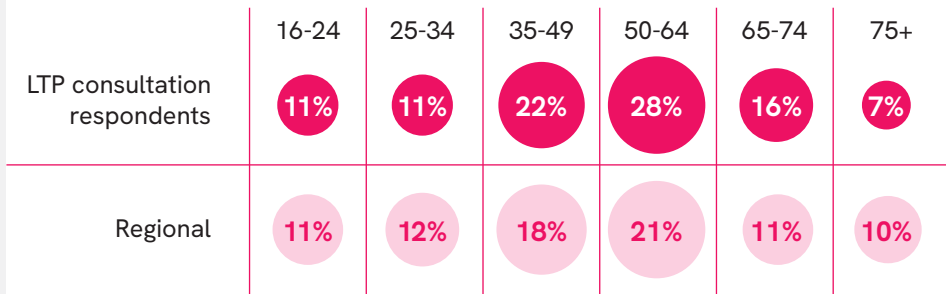


37% of respondents have a disability, impairment or health condition affecting daily life.

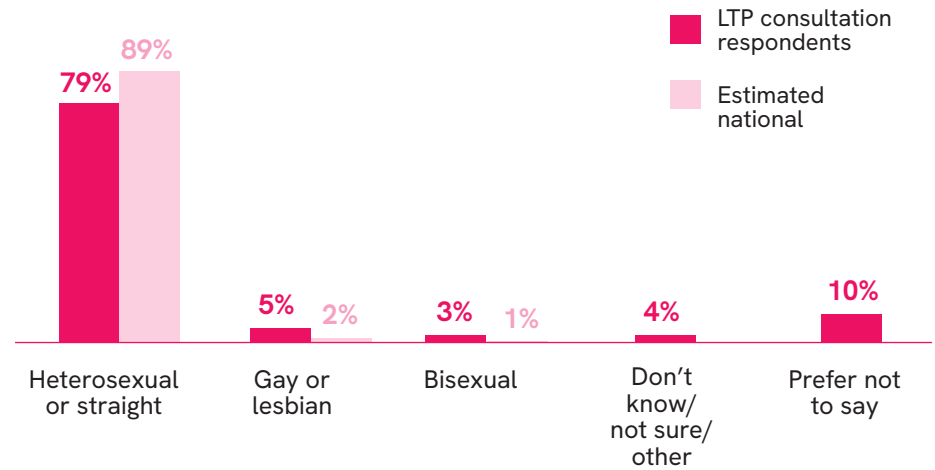
An estimated **21%** of our region's population describe themselves as having a disability.

| Local Authority | LTP Consultation respondents | ONS population |
|---------------------|------------------------------|----------------|
| County Durham | 21% | 27% |
| Gateshead | 15% | 10% |
| Newcastle upon Tyne | 15% | 15% |
| North Tyneside | 15% | 11% |
| Northumberland | 15% | 16% |
| South Tyneside | 7% | 8% |
| Sunderland | 12% | 14% |

Respondents by age bracket

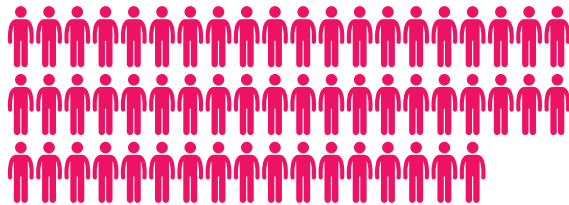


Sexual Orientation



Employment Status

57% Employed
full or part-time
(ONS UK: 36%)



26% Retired
full or part-time
(ONS UK: 20%)



5% Self-employed
full or part-time
(ONS UK: 5%)



5% Prefer not to say
(ONS UK: N/A)

4% Full-time education
(ONS UK: 6%)

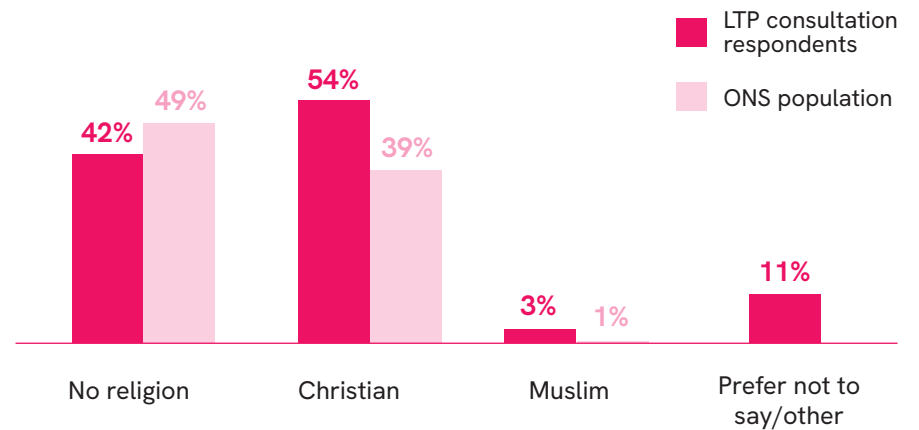
2% Unemployed but looking for work
(ONS UK: 2%)

1% Unemployed but NOT looking for work
(ONS UK: 2%)

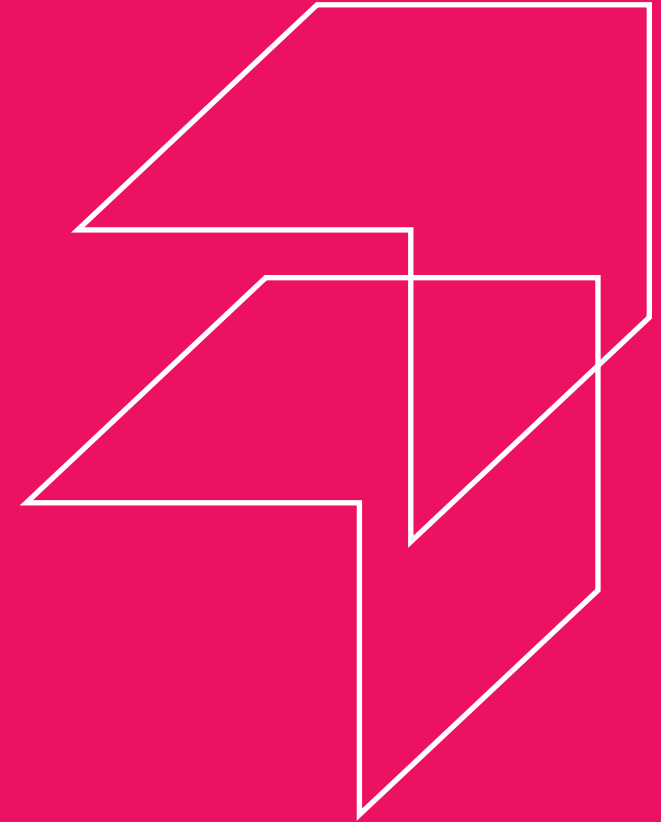
1% Carer
(ONS UK: 3%)

0% Unable to work due to a disability or health issue (ONS UK: 4%)

Religion



Overall findings



Overall findings

The responses received from the consultation were vast, insightful and constructive, allowing us to reshape and finalise the North East Local Transport Plan and Delivery Plan with confidence. To give us a clearer focus we've broken the findings down into key themes over the next few pages.

We asked, you said



Support for the mayor's vision

The North East Local Transport Plan outlines the mayor's ambition for a green, integrated transport network that works for everyone.

Public support:

81% support the ambition, with 54% strongly supporting it.



Challenges in our transport system

Many people face difficulties when using public transport due to:

- Lack of clear journey planning information
- Confusing and expensive ticketing
- Unequal access to transport options
- Frequent disruptions from traffic, delays, and bad weather
- Concerns about safety, especially for women and girls

Public agreement:

85% agree these challenges exist, with 46% strongly agreeing.



Our plan for a better transport network

We aim to:

- Simplify journey planning with better access to information
- Introduce simple, affordable, multi-use tickets
- Expand sustainable transport options across the region
- Improve system resilience to reduce disruptions
- Ensure safety for all passengers at every stage of their journey

Public agreement:

85% agree we are focusing on the right improvements, with 42% strongly agreeing.



Impact on sustainable travel

We asked how the proposed improvements would affect the use of sustainable travel (walking, wheeling, cycling, public transport, and zero-emission vehicles).

Public response:

64% said they would use sustainable travel more if improvements were made.



Young people's support for a green transport system

We asked young people:

"The mayor wants to create a green transport system that's easy to use and works for everyone. How much do you support this idea?"

Response:

77% supported the idea, with only 2% opposing it.

Sentiment analysis

Sentiment analysis is the process of classifying whether a block of text is positive, negative, or neutral.

Almost 30,000 unstructured text responses were analysed, and sentiment analysis determined the proportion of comments that were positive, neutral or negative.

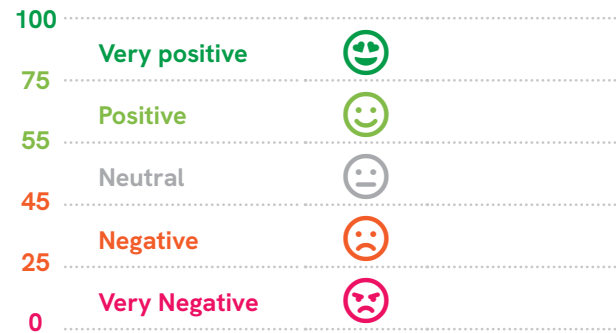
The vast majority of unstructured text responses came from the online survey, although responses received via email and online events were also recorded and analysed.

The overall sentiment score was on the negative/neutral boundary, with the neutral responses accounting for almost half, negative over a third - and less than a fifth positive.

Note: The survey contained three open-end questions, and each response is counted individually above.

Sentiment key

Sentiment is scored on a scale of 0 to 100; the score thresholds are shown along the dotted line. Where only three sentiment groups are shown, the two positive and two negative groups are combined.



Identifying unique issues

Using a probability metric to identify which issues are more specific to filtered data sets.

Measuring how unique an issue is

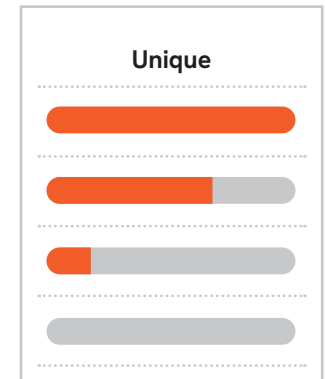
Understanding the volume and sentiment of discussions on a particular issue is useful, but it's often more insightful to put this into context - specifically, to see how unique an issue is to a particular segment of respondents or how much it overlaps with another theme. To assess this, we've used Unique, and the Unique Bar is shown throughout the report.

The technology works by analysing the filtered dataset and comparing it with the rest of the data in the project. The more unique a theme or topic is, the more specific it is to the filtered dataset - meaning it is either exclusively discussed within that set or appears in a significantly higher proportion compared to the broader data.

For this project, we have used this technology to identify issues that affect specific categories or demographics. For example, both *buses* and *metro* are mentioned frequently in the data. The highest-volume topics in any filtered view will likely include these, but looking at Unique helps us cut through the noise and identify the themes that are genuinely distinctive to a group.

Unique bar

Where the Unique Bar is displayed, it indicates how specific an issue is to a filtered dataset. The fuller the Unique Bar, the more unique the issue is.



Top Level View - Core Commitment Categories

Our core commitment categories are:

- 1) Planning, informing, supporting
- 2) Ticketing and fares
- 3) Reach and resilience
- 4) Safety
- 5) Connections

Over 80% of responses mentioned at least one of the core commitment categories, with reach and resilience the most discussed, and also discussed the most negatively.

| Full Dataset 28,385 | Matched 23,325 | 82.17% | 🙄 44 |
|------------------------------------|-------------------|--------|---------|
| 1) Planning, informing, supporting | | 🙄 43 | 💬 4638 |
| 2) Ticketing and fares | | 🙄 45 | 💬 5739 |
| 3) Reach and resilience | | 🙄 42 | 💬 15747 |
| 4) Safety | | 🙄 43 | 💬 4956 |
| 5) Connections | | 😐 45 | 💬 7332 |
| Unmatched | | 😐 49 | 💬 5060 |

Responses that didn't discuss the core commitments

18% of responses didn't discuss one of the core commitment categories, and has been considered as 'unmatched' data.

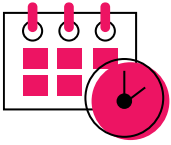
2% of these 'unmatched' responses were from respondents keen for more sustainable options, particularly trams to connect transport hubs. While 3% say they prefer using the car.

There is a desire for better and more direct access to health centres and hospitals particularly for those in Northumberland and North Tyneside.

| Full Dataset | Matched | | |
|----------------|---------|-----------|--------|
| 28,385 | 5,122 | 18.04% | ☹️ 49 |
| Theme | Volume | Sentiment | Unique |
| Tram | 25 | ☹️ 51 | |
| Sustainable | 124 | ☹️ 52 | |
| Prefer car use | 167 | ☹️ 46 | |
| Health | 38 | ☹️ 44 | |
| Scooters | 12 | ☹️ 42 | |

"Connectivity from where people live to where people need to work, go to hospital appointments and shop. The infrastructure is not there to help people get from A to B in Northumberland."

"Better connections for those needing to reach hospital appointments / treatment centres that are no longer close to home due to services being moved away to further afield venues"



Planning journeys

Over 15% of text responses mentioned the category of planning, informing, supporting, with staffing/availability the biggest issue, followed by timetables, where buses had the biggest problems.

Staffing and availability drives 34% responses in this category. This is closely linked to feeling safer when travelling with a desire for police/security presence on metros and at stations.

When discussing **timetables**, 65% of responses are referencing buses while only 29% metros. People want to see alignment between buses and trains and accurate real time updates. Live updates can be impacted by lack of digital access, inaccuracies and having to use multiple apps to plan a journey across Local Authorities.

Accessibility 6% state that they struggle with space for both buggies and wheelchairs, 4% mention need for onboard support.

| Full Dataset 28,385 | Matched 4,638 | 16.34% | 🙄 43 |
|----------------------------|------------------|--------|--------|
| Staffing/availability | | 🙄 44 | 💬 1564 |
| Timetables | | 🙄 41 | 💬 1311 |
| Accessibility | | 🙄 42 | 💬 735 |
| Real time updates/tracking | | 🙄 49 | 💬 732 |
| Information provision | | 🙄 46 | 💬 689 |
| Apps | | 🙄 41 | 💬 634 |
| Website | | 🙄 41 | 💬 204 |
| Onboard support | | 🙄 35 | 💬 167 |
| Wifi | | 🙄 40 | 💬 34 |
| Social media | | 🙄 38 | 💬 26 |
| Charge phones | | 🙄 43 | 💬 14 |

"As a wheelchair user, I can't always get onto buses because the wheelchair bays are full or taken up by prams."

"Conductors or wardens on the vehicles with the powers necessary to evict passengers and follow through on convictions. Make it policy that all people under 18 must be accompanied by a suitable adult."

"Often v inadequate bike parking available. Unable to take my bike on the metro unless at very specific times so connecting metro journeys with bikes is challenging."



Ticketing and Fares

1 in 5 responses mentioned ticketing and fares; discussion around ticketing was more likely to be mentioned in relation to the Metro and trains.

Within comments on value for money we see responses mention the need for more affordable travel, but also 8% of these would like better understanding of travel zones and usage.

Integrated ticketing is desired for a number of reasons: ease of travel, ease of planning and a tap on system that gives the best possible price for the journey.

Understanding zones and different operators causes people to describe ticketing as confusing and frustrating- particularly being unable to use train tickets across operators when facing cancellations.

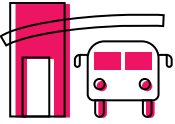
| | Full Dataset 28,385 | Matched 5,739 | 20.22% | ☹️ 45 |
|----------------------|------------------------|------------------|--------|--------|
| Ticketing (general) | | | ☹️ 44 | 💬 3294 |
| Value for money | | | ☹️ 44 | 💬 2682 |
| Integrated ticketing | | | 😐 50 | 💬 1323 |
| Fares | | | ☹️ 45 | 💬 936 |
| Understanding zones | | | ☹️ 45 | 💬 630 |
| Smart tickets | | | ☹️ 42 | 💬 514 |
| £2 cap | | | ☹️ 38 | 💬 177 |
| Ticket machines | | | ☹️ 26 | 💬 37 |
| Cash | | | ☹️ 34 | 💬 33 |
| Ticket offices | | | ☹️ 44 | 💬 9 |

"The cost of transport makes it almost inaccessible to me as a student."

"Lack of knowledge to what the final cost shall be when going across different operators"

"Improve the Pop card top-up system. Have a system where you are charged the cheapest fare at the end of the day based on your journey (like Oyster)."

"Follow TFL or TFGM and have one branded network, where tickets apply on all buses (or, ever better, there is a hopper fare, just like TFL)."



Reach and resilience of infrastructure

Over half of responses mentioned reach and resilience, with punctuality/reliability and journey times the big issues - delays and disruption were discussed the most negatively.

Punctuality and reliability comments are more likely to be referencing buses and the delays and disruptions that hit services.

Journey times are not only viewed as too long but are heavily impacted by delays which make respondents feel that car travel is their only reliable way to get to work. 6% discuss the need for more direct/express services.

Delays and disruption comments overlap with overcrowding (9% of delays comments mention this) and are more unique to buses (69%). As well as longer journey times, we also see concerns over safety when waiting around at stops/stations and complaints over live times on the apps.

| Full Dataset 28,385 | Matched 15,747 | 55.48% | 🙄 42 |
|-----------------------------|-------------------|--------|--------|
| Punctuality and reliability | | 🙄 39 | 💬 5451 |
| Journey times cxt | | 🙄 34 | 💬 5060 |
| Delays and disruption | | 🙄 29 | 💬 2420 |
| Gaps in network | | 😐 51 | 💬 2113 |
| Frequency | | 😐 52 | 💬 1519 |
| Journey times | | 🙄 42 | 💬 1080 |
| Transport availability | | 🙄 41 | 💬 999 |
| Overcrowding | | 🙄 30 | 💬 999 |
| Pavements and walkways | | 🙄 43 | 💬 902 |
| Traffic congestion | | 🙄 34 | 💬 827 |
| Zero emissions vehicles | | 😐 47 | 💬 722 |
| Evening services | | 🙄 45 | 💬 697 |
| Direct/express services | | 😐 50 | 💬 692 |

"Buses turning up on time not being cancelled constantly and drivers having a better attitude"

"Not waiting around for a bus or train longer than 20 minutes would help. Reliable transport. More busses and trains locally."

"Buses not turning up or having to wait ages. Unreliable service. Not always easy to access for those with disabilities, hard to work out how to get places. Feeling unsafe, including when waiting for transport on metro stations or bus interchanges."

"Dangerous overcrowding on some services. So much so people including staff cannot move through carriages."



Safety

The Metro was the mode most likely to be discussed in relation to safety at over 40% of responses.

Personal safety and feeling safe on public transport were spoken about in 28% of the overall discussion on safety, with 41% specifically mentioning the Metro, and 36% buses.

Visibility of staff was closely related to Metro users: 17% of these discuss the need for police or security presence at Metro stations and onboard.

Pedestrian safety picks up on concerns over walkways and pavements (44%). Primarily, better maintenance of footpaths and ensuring they are well lit as well as issues such as safe alignment with cycle lanes and traffic/crossings.

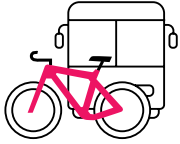
| Full Dataset 28,385 | Matched 4,956 | 17.46% | 🙄 43 |
|----------------------------|------------------|--------|--------|
| Safety | | 🙄 44 | 💬 2963 |
| Personal Safety | | 🙄 41 | 💬 1408 |
| Visibility/Action of Staff | | 🙄 42 | 💬 907 |
| Pedestrian Safety | | 🙄 48 | 💬 707 |
| Being Female | | 🙄 38 | 💬 637 |
| ASB | | 🙄 34 | 💬 602 |
| Lighting | | 🙄 44 | 💬 568 |
| Manned/Gated Stations | | 🙄 47 | 💬 219 |
| Police/Security Staff | | 🙄 43 | 💬 217 |
| CCTV | | 🙄 46 | 💬 120 |

"Feeling safe, warm and being able to see where I am on my journey without the use of my map or app."

"Increased staff presence/CCTV on services later at night would also help with feeling secure"

"Stops are poorly lit, CCTV is too old, and often there's nobody there at certain times of the day/night. This isn't just city metro lines, but also buses."

"Poor pavement quality and pavement parking
Lack of safe cycle infrastructure and lack of consideration from drivers
Expensive public transport"



Connections

Over a quarter of responses discussed connections and the need to make it easier to combine multiple modes of travel.

Stations and stops are mentioned most here. Trains are most unique mode in this theme with discussion around staff availability, safety and improved parking being needed.

Mentions of cycle routes/lanes focuses on safety and integration with pedestrians. There is also desire for better storage and transportation of bikes.

58% of conversations around **integration** are about ticketing that is easy to use across modes/operators. 17% mention the need for timetable alignment to reduce wait times.

| Full Dataset 28,385 | Matched 7,332 | 25.83% | 🙄 45 |
|--------------------------------|------------------|--------|--------|
| Stations and stops | | 🙄 40 | 💬 2425 |
| Cycle routes/lanes | | 😐 47 | 💬 2028 |
| Integration | | 😐 52 | 💬 1448 |
| Change modes | | 😐 47 | 💬 1052 |
| Parking | | 🙄 42 | 💬 796 |
| Bike storage | | 😐 46 | 💬 593 |
| Walking between services/modes | | 😐 46 | 💬 533 |
| Timetable alignment | | 😐 53 | 💬 511 |
| EV charging | | 😐 50 | 💬 431 |
| Park and ride | | 🙄 45 | 💬 289 |

"More investment in walking and cycling infrastructure construction and maintenance including winter maintenance"

"Safer cycling paths that are separate to road which have priority over traffic at junctions."

"Bus isn't available. Parking is expensive. Parking bays too small when limited mobility"

"Secure, monitored cycle parking for the WHOLE bike, so I don't have to remove my accessories, saddle etc so it doesn't get nicked."



Women and girls

Safety

Woman and girls accounted for almost 58% of discussion on safety, primarily discussing **journey times** and **long waits at stations and stops**. 1 in 5 mention both **journey times** and **staff visibility**.

| Theme | Volume | Sentiment | Volume % | Unique |
|---------------|--------|-----------|----------|--------|
| Woman or girl | 2,894 | 47 | 58% | |
| Man or boy | 1,384 | 52 | 28% | |

Reach and resilience

Responses from woman and girls are more likely to discuss issues around reach and resilience where buses are the biggest problem. **Punctuality and reliability** was the biggest issue with over half of these mentioning buses and a quarter mentioning Metro. There was some overlap with **safety** due to more time waiting at stations.

| Theme | Volume | Sentiment | Volume % | Unique |
|---------------|--------|-----------|----------|--------|
| Woman or girl | 8,172 | 42 | 53% | |
| Man or boy | 5,761 | 37 | 37% | |

"Feeling safe, warm and being able to see where I am on my journey without the use of my map or app."

"Human presence on stations (rail and bus) for info/safety"

"Buses turning up on time not being cancelled constantly and drivers having a better attitude "

"Not waiting around for a bus or train longer than 20 minutes would help. Reliable transport. More busses and trains locally."

What this means for the transport plan



What this means for the transport plan

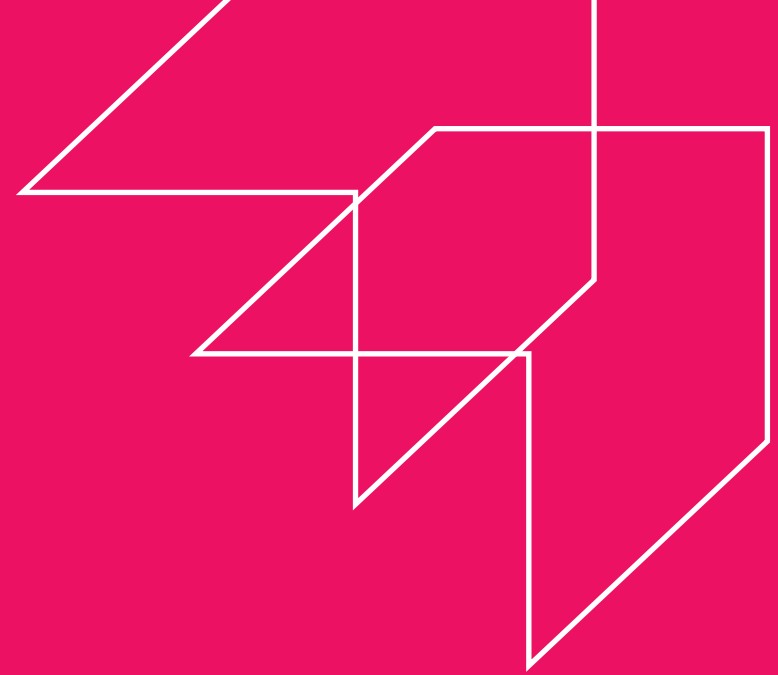
The responses received from the consultation were vast, insightful and constructive, allowing us to adapt and finalise the North East Local Transport Plan with confidence. Whilst all the statutory responses were fed into the Wordnerds platform, they were also pulled out and review individually. The following table highlights changes made in the post-consultation LTP and Delivery Plan based on consultation feedback.

| You said | We did |
|---|--|
| Limited reference to Motorcycles in the draft LTP. | The LTP now includes an acknowledgement that Powered two-wheel vehicles (power-assisted cycles, motorcycles, scooters, and mopeds) also play a role in the transport network. For example, the final LTP also includes reference to motorcycle parking as part of an integrated transport network, supporting seamless connections between different types of transport. |
| Key Performance Indicators (KPIs) not specific, measurable, timebound targets. | <p>As part of the development of the LTP, a set of cross-cutting KPIs were agreed which are aligned to the LTP’s aim and strategic themes for transport. The KPIs are also linked to creating a green, integrated transport network that works for all. Monitoring and evaluation will take place on a yearly basis and be publicly accessible via the North East CA 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.</p> <p>Due to the infancy of the North East CA, any implementation of specific targets for KPIs in the LTP 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.</p> |
| Gap between levels of committed funding and aspirations / ambition. | Delivery Plan is being reoriented to ensure that the 2027 strand is deliverable. Funding details have been updated and a table has been introduced showing funded and unfunded propositions. |
| Scheme promoter interventions. | All comments were gratefully received have been logged and shared with the respective scheme promoter as a result a log of changes to the Delivery Plan has been prepared to reference the adjustments and/or responses to the consultation feedback. Adjustments include projects being rescoped, retimed, removed or new projects added. Further detail on changes is available upon request. the pipeline will be regularly refreshed and its performance will be monitored. |

| | |
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| <p>Stronger reference needs to be made to partnership working.</p> | <p>A range of stakeholders highlighted the importance of collaboration with key partners such as (but not limited to) schools, colleges, trade unions, tourism organisations, local communities, neighbouring authorities, police, and police and crime commissioners in order to ensure a strategic approach is taken to deliver the ambition to create a green, integrated transport network that works for all across the region.</p> <p>The final LTP now highlights the importance of close partnership working. Delivery will be enabled by the suite of transformational funding, powers and partnerships available to us through devolution deals.</p> |
| <p>No reference to horses, riders, and carriages as vulnerable road users.</p> | <p>LTP now includes reference to horse riders as vulnerable road users. The LTP makes clear that there should be a specific focus on making roads safer for the most vulnerable users (defined as pedestrians, cyclists, motorcyclists, as well as horse riders and horse-drawn vehicles).</p> |
| <p>LTP does not mention taxis as part of the wider green, integrated network. Taxis only mentioned in the 'connection between different types of transport'.</p> | <p>LTP now includes stronger reference on the importance of taxis, including private hire vehicles (PHVs), as part of the region's current and future transport network. The LTP makes clear that taxis and PHVs will form part of the creation of a green, integrated transport network that works for all.</p> <p>Reference to taxis has also been included in the 'safety of women and girls, and other vulnerable groups' section as well as 'reach and resilience'.</p> |
| <p>There is a lack of information on strategic housing and employment sites.</p> | <p>LTP makes clear that the region should integrate transport provision within wider regeneration opportunities. LTP also explores potential delivery approaches which link together placemaking and connectivity. For example, developing the Leamside Line growth corridor.</p> |
| <p>Highlight the importance of maintaining and renewing critical infrastructure.</p> | <p>The LTP now places a greater emphasis on the importance of maintaining and renewing critical infrastructure, including how the region will pro-actively consider approaches which reduce whole-life costs and minimise disruptions to the region's network.</p> |
| <p>There should be a stronger emphasis on the importance of our five sea ports and international airport, especially the importance of facilitating the efficient movement of freight.</p> | <p>Section has been strengthened to highlight the importance of improving surface access by sustainable transport to increase connectivity to and from the Airport and sea ports. Text now includes information on the current limitations of public transport access to and from the Airport.</p> <p>The LTP makes clear that expanding the reach of the network should also enable seamless access, for both people and freight, to our key gateways such as Newcastle International Airport, sea ports and national rail services. The LTP also recommends that 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.</p> <p>There is now reference to Newcastle International Airport's plans to create a dedicated airport freight / warehousing development (Site A) to highlight the important steps key partners are taking to help with the movement of freight to and from our international gateways.</p> |

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| <p>Lack of information on the transport challenges faced by the visitor economy. The term 'visitor economy' to be used instead of tourist industry.</p> | <p>Text has been consolidated and made clearer.</p> <p>Text now includes appropriate working of 'visitor economy'.</p> <p>Text highlights how high quality and integrated transport links such as efficient connections between different transport and integrated ticketing can help promote the visitor economy, leisure, and regional development.</p> |
| <p>Lack of information describing the potential effects of not being able to reach places.</p> | <p>During the Mayor's Local Transport Plan (LTP) public consultation, we heard directly from those working in the visitor economy who highlighted significant transport challenges, particularly in rural areas. These challenges affect not only visitors but also employers, employees, and young people who cannot afford to buy a car. During public consultation, students made clear that whether they can get to an education site impacts their choice of course and where to go to study.</p> <p>Stronger emphasis has been made on how the reach of infrastructure impacts real opportunity e.g. employment and education. The LTP sets out challenges which make it difficult for people to access further education, college sites and training courses.</p> |
| <p>Lack of evidence base for the violence against women and girls.</p> | <p>Everyone, though especially women and girls, has the right to feel safe when they travel. The evidence base in the current situation relating to the safety of women and girls, and other vulnerable groups has been strengthened as a result of specific feedback from respondents. North East Mayor Kim McGuinness hosted an event focusing on the safety of women and girls on the transport network as part of a public consultation. The post-consultation LTP now makes clearer that addressing safety issues is essential to ensure that all transport, particularly public transport, is accessible, reliable, and safe for all users. Working with organisations such as local police forces in the North East CA area will be key to address network safety and security.</p> |
| <p>Lack of reference to inclusivity access from communities such as the hearing and visually impaired, and lack of reference to provisions of training for staff to work with vulnerable groups.</p> | <p>The LTP's vision is for the North East to have a green integrated transport network that works for all. Within the Delivery Plan we have a project called Accessibility Audits and Training which looks at physical accessibility of the network and an emerging action plan, as well as an accessible information project which looks at enhancing the supply and quality of public transport information.</p> |
| <p>There are opportunities when promoting schemes the LTP should seek to ensure that reducing CO2 emissions and achieving Net Zero carbon targets are core objectives of projects.</p> | <p>Overall, it is considered that the LTP, through shifting travellers to more sustainable and active modes, will be beneficial in respect of reducing air pollution and carbon emissions, the degree to which it will address net zero targets is highlighted. The impact of each transport investment will be appraised in accordance with Best Practice, the impacts can be aggregated up and will be regularly reported to decision makers to show progress.</p> |

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|--|--|
| <p>Lack of information on car use and parking policies such as the Workplace Parking Levies and Congestion Charging.</p> | <p>The LTP focuses on encouraging people to travel more sustainably by seeking to provide an integrated transport network which is attractive, gets people to where they want to be and is simple to use. We recognise that some journeys will need to be made by car or van and we are not seeking to penalise drivers.</p> <p>Parking policies are outside the scope of the LTP. The Traffic Management Act 2004 imposes an explicit duty on local authorities to manage their road network so as to reduce congestion and disruption, and provides additional powers to do with parking. As a part of this 'Network Management Duty', local authorities need to develop parking strategies (covering on- and off-street parking) that are linked to local objectives and circumstances.</p> |
| <p>More information needed on the role of scheduled coach services with better information on stops.</p> | <p>We recognise the role of coach scheduled services and private hire and, as stated in the Delivery Plan, we will develop a Coach Action Plan.</p> |
| <p>More emphasis on high standards of provision e.g. including toilets.</p> | <p>As stated in the Delivery Plan, the next generation stations programme will include public convenience in the design of interventions.</p> |
| <p>Consolidate provision of concessionary travel pass arrangements to ensure same right of access across the network.</p> | <p>The Delivery Plan outlines that we are currently in phase 2 of a project for subsidised travel enhancements. We are working towards a consistent offer for concessionary travel across the region.</p> |
| <p>Alignment of the LTP with the North East CA Corporate Plan and emerging Local Growth Plan (LGP).</p> | <p>The consultation draft LTP was developed prior to the finalisation of the North East CA Corporate Plan. The Corporate Plan is deliberately structured around five missions, reflecting our commitment to being a delivery-focused Combined Authority. The overall aim of these five missions is to increase opportunity, create more well-paid employment, improve transport connections, build a greener North East, and reduce child poverty. The emerging North East CA Local Growth Plan is structured around the same five missions:</p> <ol style="list-style-type: none"> 1. Home of real opportunity 2. A North East we are proud to call home 3. Home to a growing and vibrant economy for all 4. Home of the green energy revolution 5. A welcoming home to global trade <p>The LTP, Delivery Plan (DP) and summary document now have the five missions built into the plan. The final documents make clear that the LTP will support delivery of the North East Combined Authority's five missions.</p> |



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