Feedback from the Have Your Say transport consultation

Easy read version
About Nexus and this feedback report

This report comes from Nexus. It tells you all the main things people said they feel are important about the things Nexus provides.

Nexus is an organisation which provides public transport across Tyne and Wear.

- Metro
- Buses
- Bus stops
- Bus passes
- Ferry
- Travel information

Nexus gets a lot of its money from the Government and local councils. Because of cuts there will be less money in the coming years.
Having less money means Nexus may have to cut some of the services.

Because of this people were asked about what was most important to them about the things Nexus provides. This will help Nexus understand what is most important for people.

The main things that people told us

Nearly seventeen hundred people told us what they think.

There were all types of people who told us what they think. Young people, old people, people with disabilities and men and women all took part.
These are the things that people told us were most important

1: The most important thing was, bus services, group travel and ferry services

A

People really liked regular bus services that run on the same route.

B

People thought services which are close to where they live are very important.

C

People liked services that had links to other public transport services.
People like high quality vehicles

People like services that took them directly door to door.

2: The second most important thing was public transport information

Information at bus stops was very important

Many people also liked the information online at nexus.org.uk

This was especially the journey planner and any updates about services
Some people, mainly younger people, liked information on smartphones and tablets.

Leaflets are still seen as important.

Information at Travel Shops.

Calling Nexus Customer Services.
3: The third most important thing was local voluntary concessions

A

Extension to the bus pass before 9.30am Monday to Friday for travel to medical appointments was the main local concession people who used the pass most valued.

B

The All Day disabled pass, child fares and Gold Card were all seen as very important.

C

Next most important in terms of concession was the Companion Card

D

Other areas mentioned included
- the 50p single fare on Northern Rail services
- The Taxi card
- Peoples wish for an extension to the bus pass after 11pm
4: The fourth most important things was bus waiting facilities

A

Security was really important for people. People talked about
- staffing at interchanges
- lighting
- CCTV at bus shelters

B

Good travel information at waiting facilities was mentioned next in terms of importance

C

After this people really wanted clean facilities

D

Staffing in places such as large interchanges was important for some people
5: The least important area for people was Major Projects

Major projects means those large types of work that Nexus sometimes has to do such as improving stations or buying new trains.

A

Although projects were the least important area for people overall the people who did speak about projects said the most important thing was improving things like Metro Stations and Bus Stations.

B

Some people wanted the money spent on projects to be used for supporting concessionary travel.

C

Others thought the money for major projects would be better spent on new technology such as smart ticketing and payment systems.

D

Finally other ideas about how to use the money spent on major projects included investment in sustainable travel like more cycling and walking.
What Happens Next?

With cuts to the funding of Nexus it is likely that there will be some reduction of the services that Nexus provides in the coming years.

The things people have told us will, with other information we have, help us to decide the what areas we might have to reduce in the future

In January 2017 Nexus will find out how much money it has to run its services.

Decisions will need to be made about which services to reduce.

Nexus will let people know if there is any further consultation.