



Proposed changes to Nexus funded 51/51A, 59/359, W1 & W3 POST CONSULTATION FEEDBACK JULY 2019

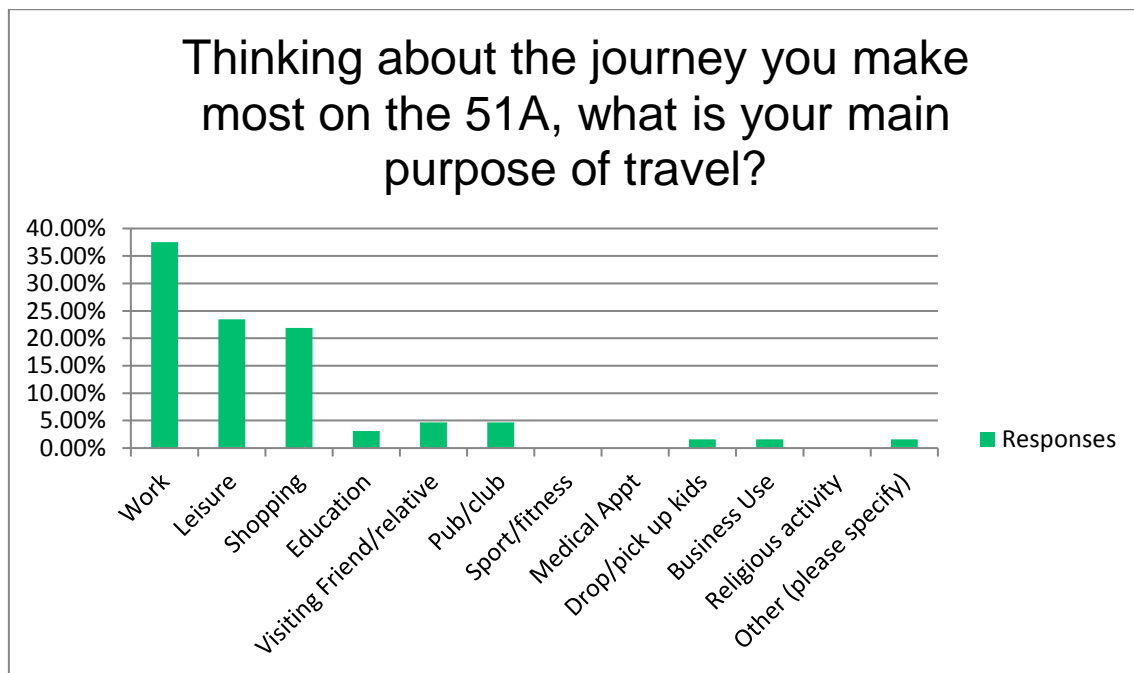
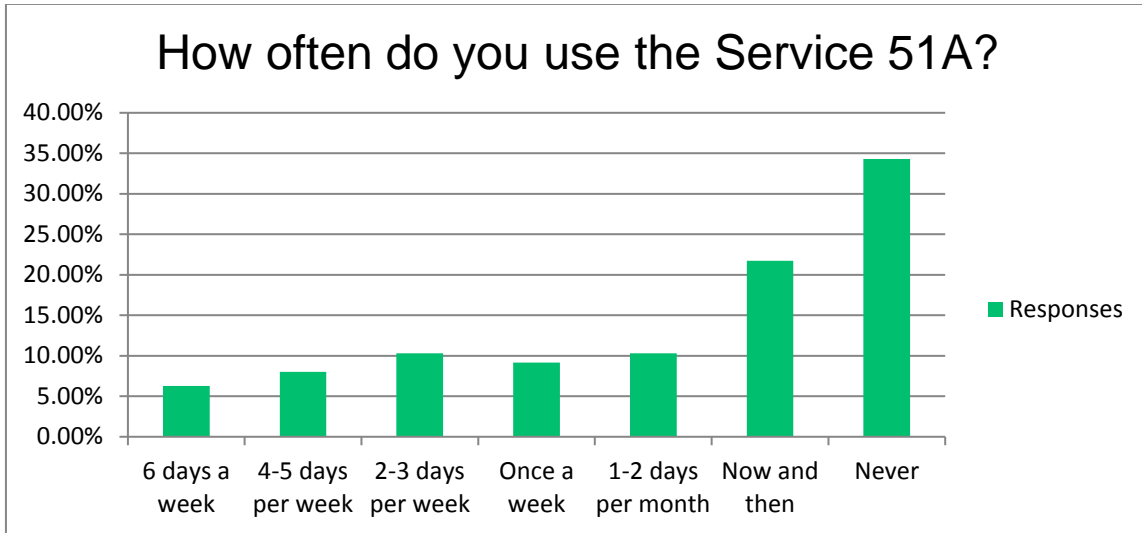
Summary

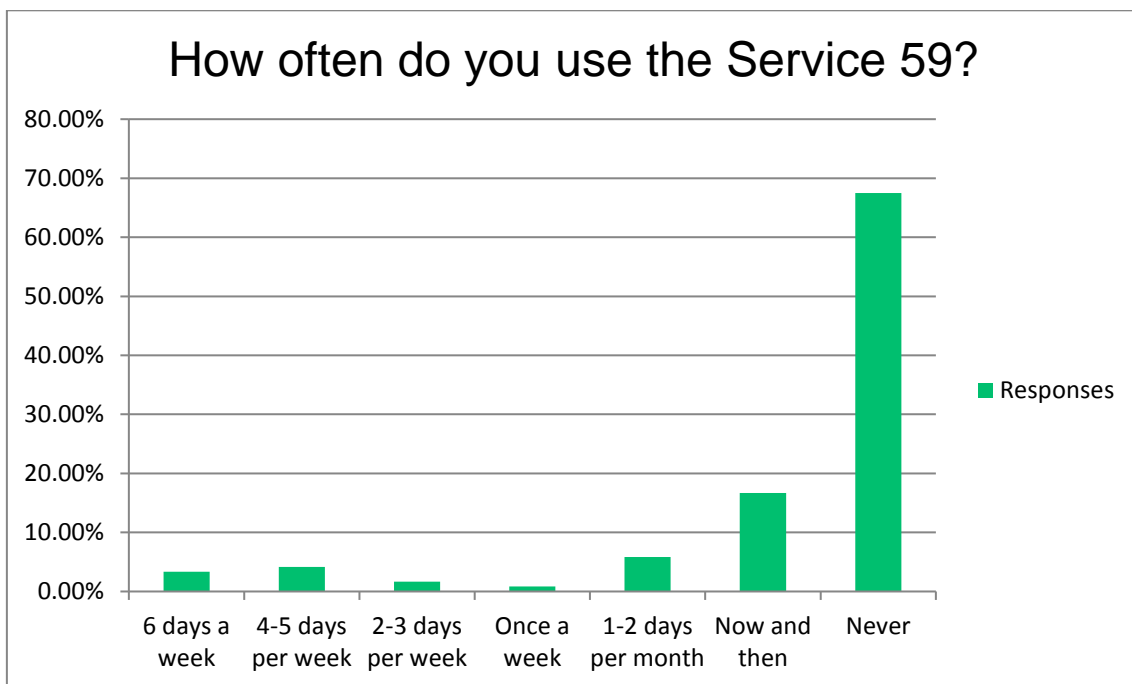
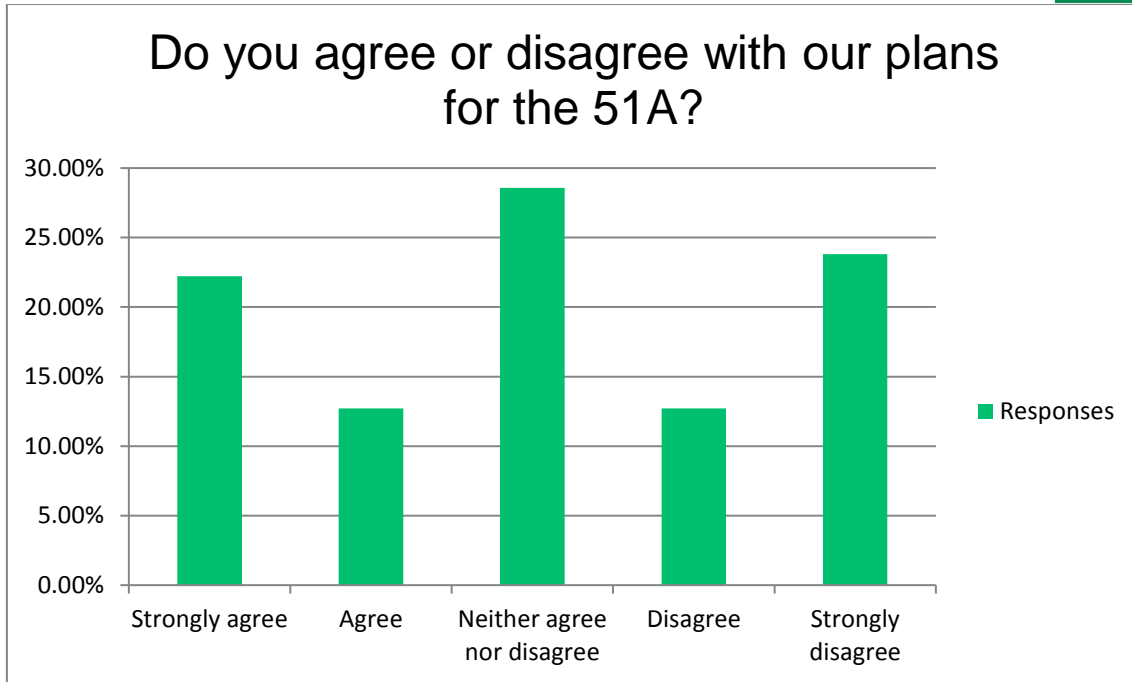
1. Service 359 currently operates hourly, Monday – Saturday daytime between 0930 and 1530 linking Backworth – Marden Estate. The bus used also operates the 359 at peak times (0730 – 0930 & 1530 – 1830) to deliver service 59 linking Backworth – Whitley Bay.
2. A review completed in February 2019 identified very low levels of demand for these services - an average of just 60 passengers per day. The review also identified that most of the trips made on these services can also be made on existing over-lapping commercial services.
3. To improve the value for money being delivered, Nexus proposed to withdraw services 59/359 and then instead use the bus to deliver an extension to service 51A (extending the existing Newcastle – Holystone Park service to Whitley Bay via Northumberland Park, the new Estates in Backworth (Heritage Green & Brierdene), Earsdon Village, West Monkseaton Sainsbury's and Monkseaton). To maintain links following the removal of the 59/359 it was also planned to divert the W3 to additionally serve Murton Village 0930 – 1500, Monday – Saturday daytime. The proposed changes were subject to a public consultation from 25th February – 5th April 2019.
4. During the public consultation we received 3 e-mails, 5 phone calls and 2 letters. A web-based survey also received feedback from 175 individuals. Nexus staff also travelled on the services affected to talk to passengers about our plans.
5. Whilst some of the feedback that we received was supportive of our planned changes, we also heard from some people who would be adversely affected. In particular, residents in Backworth, West Allotment and Marden Estate – who were keen for us to retain the local links within these areas, residents in Marden Estate who need to travel to/from NT Hospital but who would no longer have a direct connection and finally some residents within Holystone Park – who were strongly opposed to additional buses operating via Edmund Road.
6. Following consideration of all the feedback received, we have revised our plans (summarised below).
 - Services 51/51A will remain on their current routes but with minor timetable changes for improved reliability;



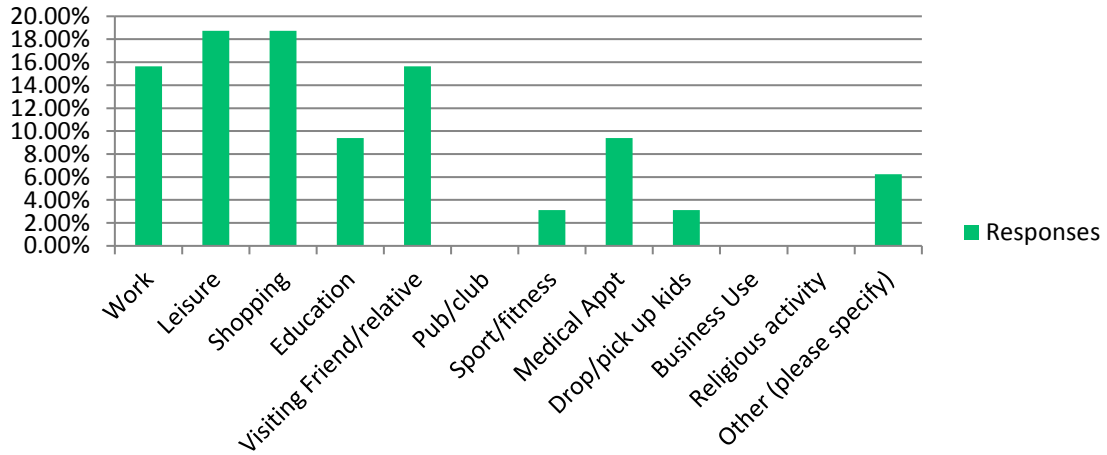
- Service 59 will no longer operate (passengers should instead use the Arriva 54 or our revised 359);
 - Service 359 will have a revised route and timetable:
 - i. The service will continue to operate between Marden Estate – Backworth Shrewsbury Drive as now (serving Preston Grange Morrisons, Rake Lane Hospital, Murton Village, West Allotment & Northumberland Park). Between Northumberland Park - Backworth, the service will now operate via Heritage Green, Briardene, and Castle Park estates (no longer serving Moorside which will continue to be served by the Arriva 54).
 - ii. The Marden Estate - Backworth service will operate hourly, Monday – Saturday daytime (0900 – 1540). During the early morning (0722 – 0840) and late afternoon (1541 – 1812), the 359 will then additionally operate up to every 20 minutes between Backworth – Northumberland Park only (replacing service 59).
 - Service W3 will continue to operate to the existing route/timetable.
7. Changes will be effective from 1st September 2019. Timetable information for the 51/51A and new 359 will be made available online from late July with printed copies of new timetables available from mid-August.
8. Nexus would like to thank everyone who took the time to provide us with their feedback on our plans during the consultation.
9. Set out below is a summary of the feedback received from the online survey and Table 1 then summarises the feedback received (from all mediums) along with our response to each issue raised.
10. For further information please contact Nexus Customer Services on 0191 20 20 747, or e-mail customerservices@nexus.org.uk.

Summary of Web-based Survey Results

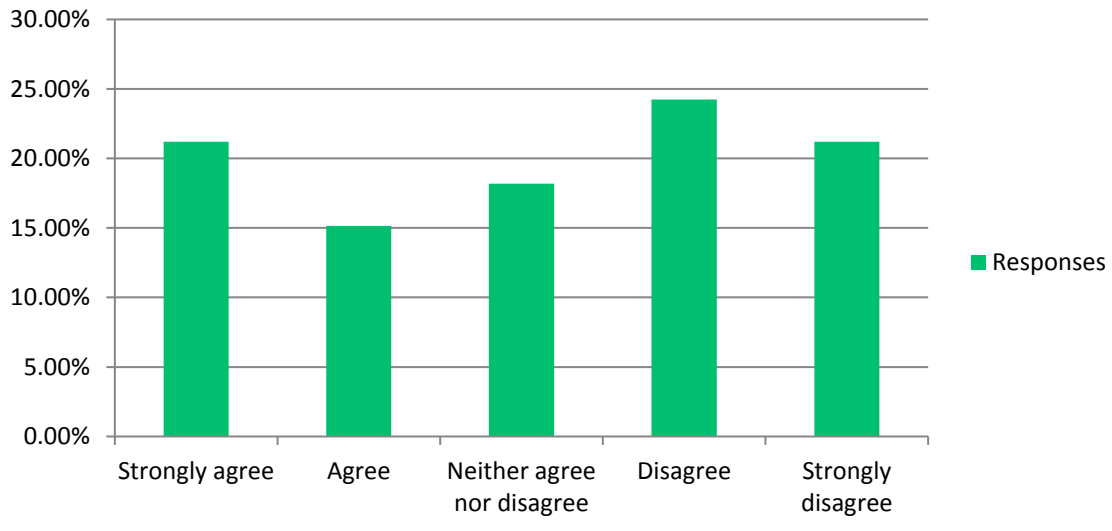




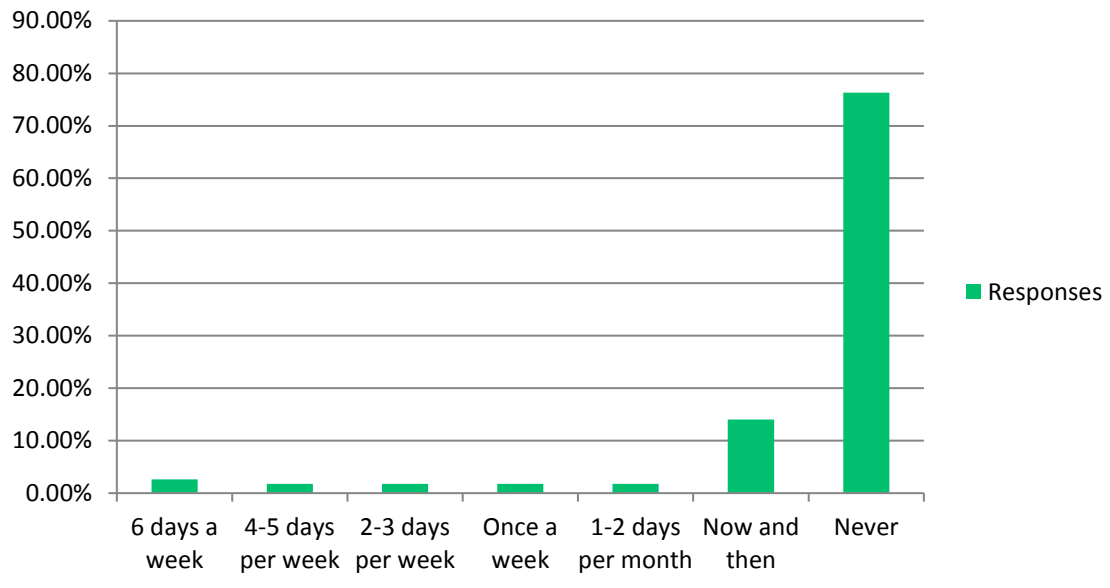
Thinking about the journey you make most on the 59, what is your main purpose of travel?



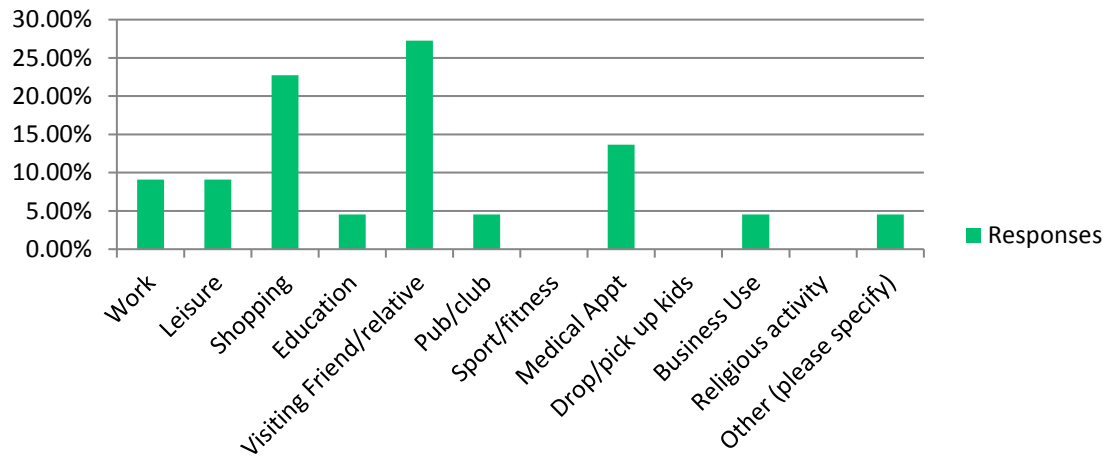
Do you agree or disagree with our plan to withdraw the service 59?



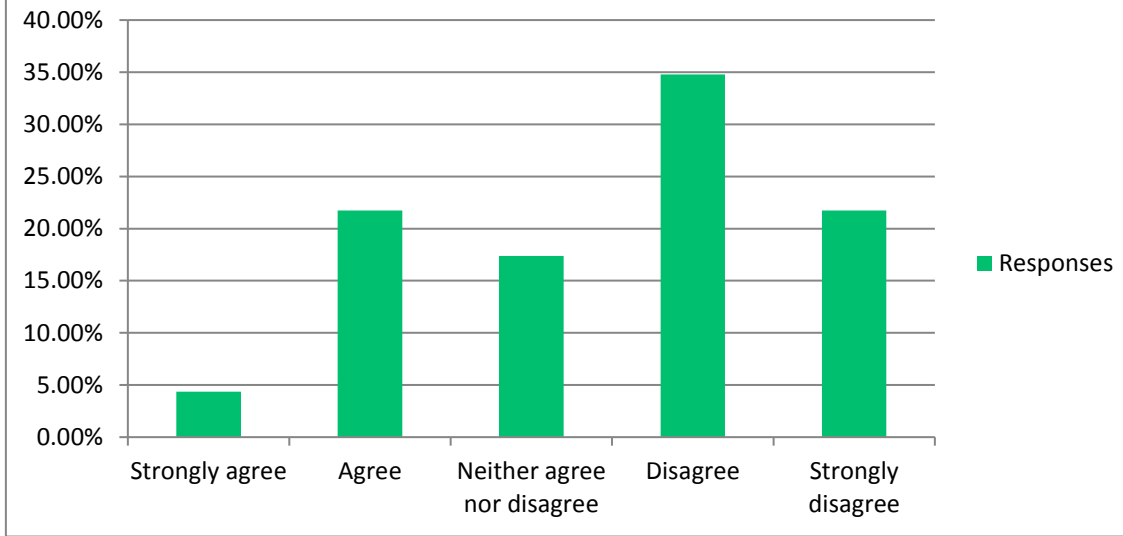
How often do you use the Service 359?



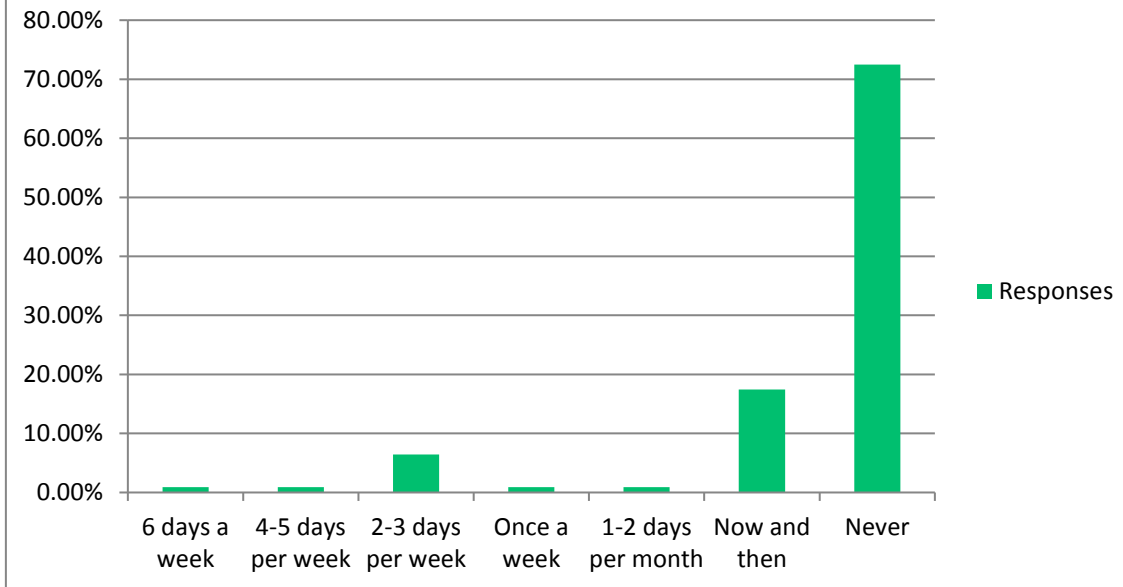
Thinking about the journey you make most on the 359, what is your main purpose of travel?



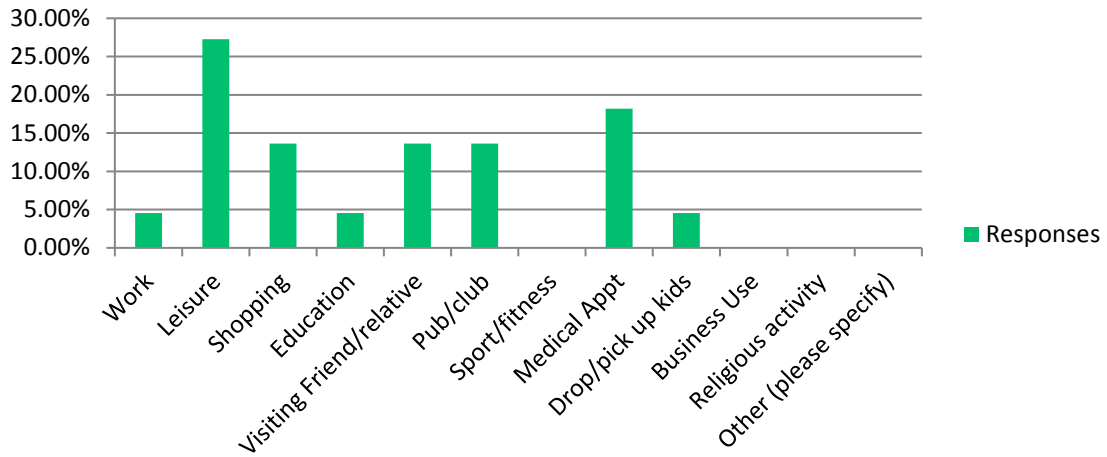
Do you agree or disagree with our plan to withdraw the service 359?



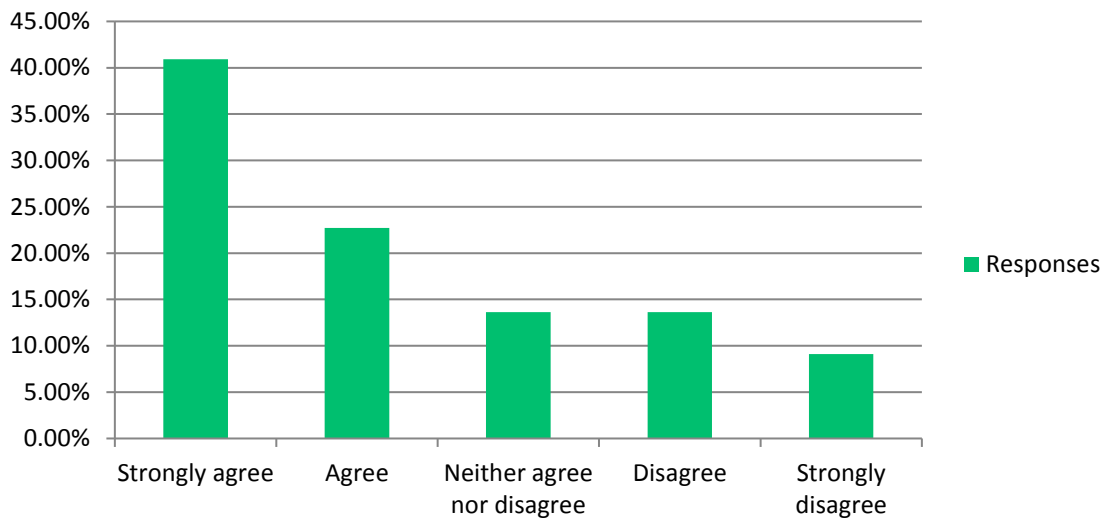
How often do you use the Service W3?

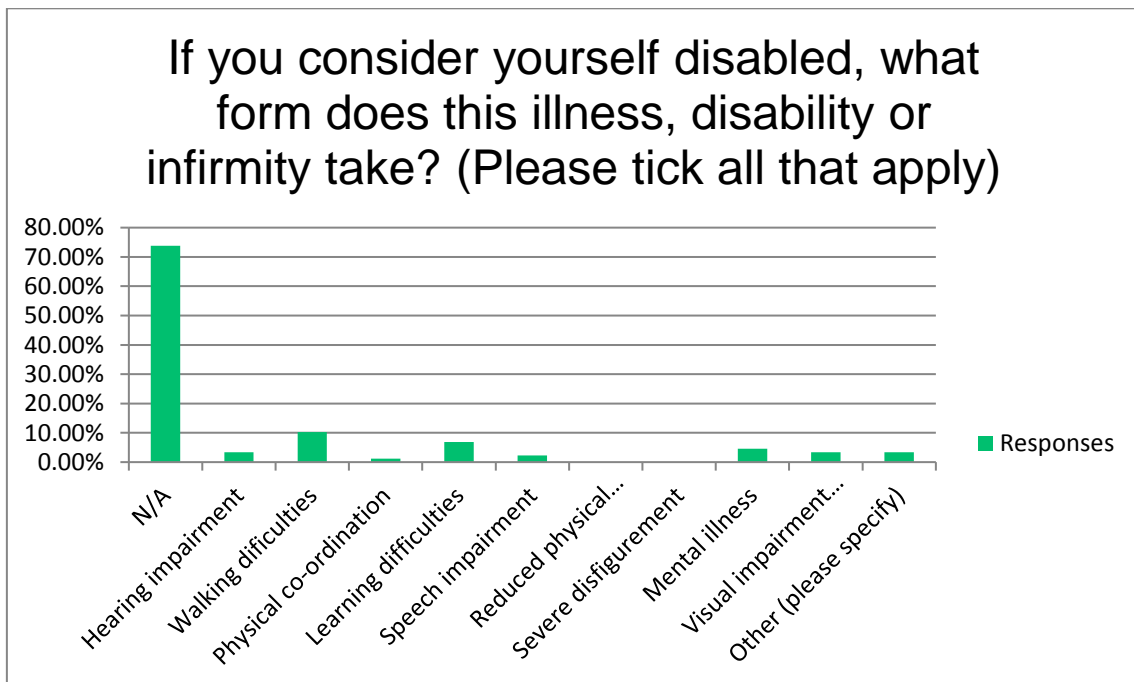
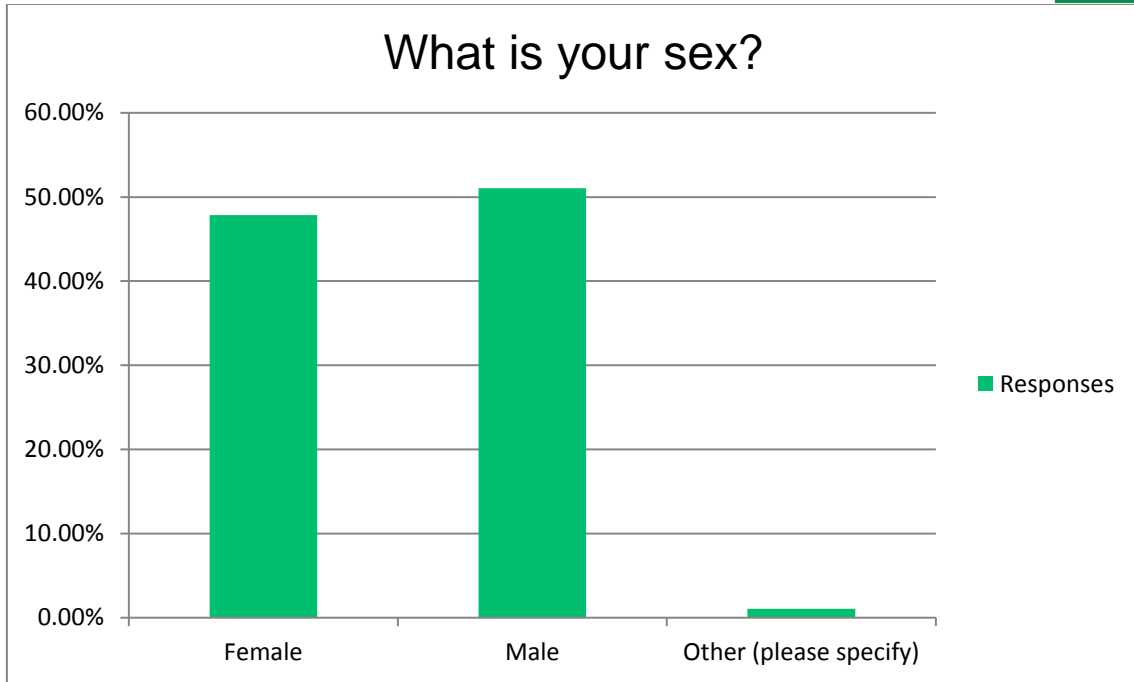


Thinking about the journey you make most on the W3, what is your main purpose of travel?



Do you agree or disagree with our plans for the W3?





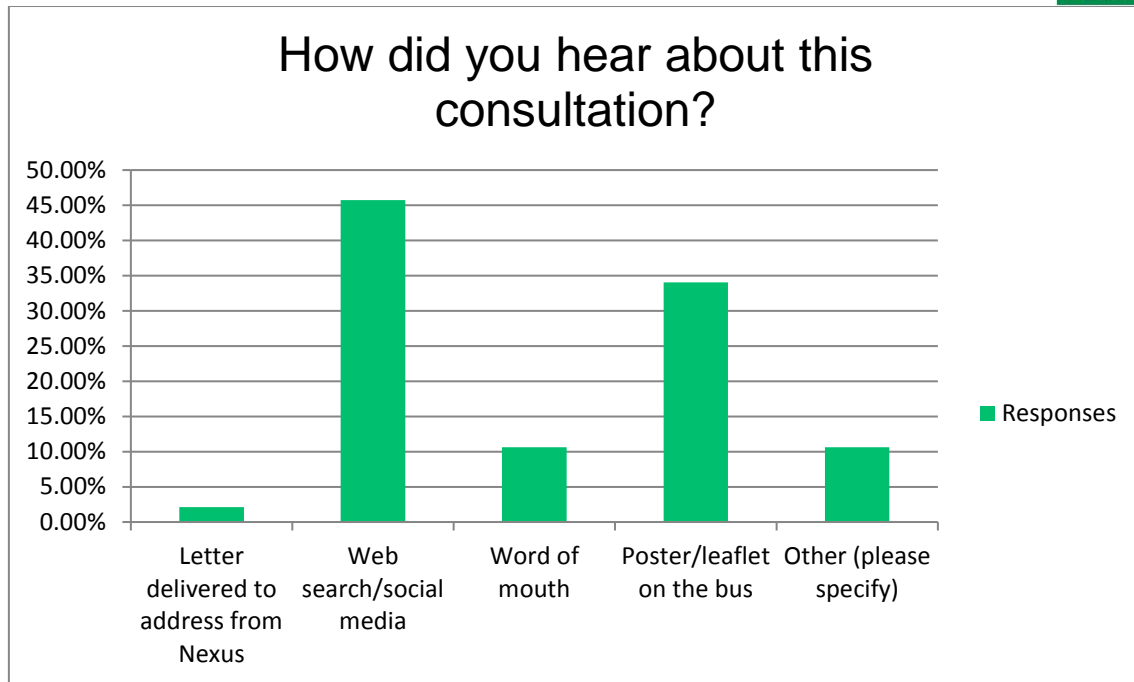




Table 1 – Issues raised during consultation (all mediums) and Nexus response

Ref	Feedback	Medium	Nexus response
1	Keep the first 51A (06:24) from Holystone Park to Newcastle for early morning commuters	9 web responses	<p>Removal of the first weekday 51A trip from Holystone Park to Newcastle was not an intended part of the plans we put out to consultation. Reference to the service operating between 730am – 7pm was only intended to relate to the proposed extension east of Holystone Park.</p> <p>This early morning commuter trip from Holystone Park will continue to operate with minor changes to the timetable. Nexus apologise for any confusion/distress caused during the consultation.</p>
2	59 should continue to run as the Arriva service 54 is not reliable and does not serve local estate roads	5 web responses	<p>Feedback regarding poor reliability of service 54 has been passed to Arriva who are currently working on plans to address this. Completion of long-term roadworks on Killingworth Road will make it easier to deliver a more reliable service.</p> <p>There is a significant amount of overlap between services 54 and 59. It does not make sense for Nexus to continue spending public funds on service 59 when the vast majority of trips being made on this service can also be made using the Arriva service 54.</p> <p>Our changes will remove this duplication and make more efficient use of our resource whilst maintaining the majority of valued local links. We will also work with Arriva to deliver improved reliability on their service 54.</p>



3	51A should be diverted to additionally serve Hadrian Lodge	4 web responses	Service 51A was introduced in March 2018 (part funded by the housing developers at Holystone Park) to provide fast and direct connections to/from Newcastle City Centre – hence the more direct route via Station Road North. We are unable to accommodate this request but we note the aspirations of residents in Hadrian Lodge to have more frequent services on Wiltshire Drive and will continue to explore with the bus operators how this might be achieved.
4	The 51/51A are always late – extending the route of the 51A will reduce reliability further	4 web responses	We have worked with Arriva to design a revised timetable for services 51/51A to help improve the reliability of these services.
5	Remove 51/51A from Edmund Road in Holystone Park as these services are not used	3 web responses	Longer term, buses will use the full length of Francis Way (both directions). Once Francis Way is open, buses will no longer operate via Edmund Road.
6	Provide more buses to Holystone Park as this new Estate is not well served by public transport	3 web responses	The level of service to/from Holystone Park will not change as a result of our revised plans. We note the aspiration for improved frequency of service to/from Holystone Park and will continue to work with the local bus operators to explore how this can be achieved.
7	Provide direct bus between Backworth Castle Park – North Shields	1 Letter 2 web response	We do not believe there is sufficient demand to justify funding a dedicated service between Backworth – North Shields. It remains possible to travel between these locations, albeit with interchange with Metro at Northumberland Park, or by transferring between buses in Shiremoor.



8	Arriva services 53 & 54 should also serve Northumberland Park Metro	2 web responses	The Arriva services 53 & 54 are mostly operated commercially without public subsidy from Nexus. We will therefore refer this request/suggestion to Arriva.
9	West Monkseaton – Whitley Bay link is already served by 5 buses per hour, why does the 51A also need to operate this way?	2 web responses	We accept that our proposed extension to the 51A would have increased overlap with existing services operating between West Monkseaton – Whitley Bay. Our revised plans maintain the existing level of service between these locations. We still believe that there is demand for new links to/from Monkseaton and will continue to work with the local bus operators to explore how this might be achieved.
10	Can the extended 51A additionally serve West Allotment	2 web responses	We have been unable to accommodate these requests within our revised plans. We note the requests and will continue to work with Operators to explore how to deliver improved bus links for West Allotment.
11	No need to serve new private housing estates in Backworth as most of them are car owners who do not need bus services	1 Letter	Local planning policy is to provide public transport access for all residents in Tyne & Wear.
12	Operate the extended 51A service between Northumberland Park Metro – Backworth Castle Park via new link road rather than duplicate the route used by the Arriva 54	1 e-mail	Our plans to extend the 51A to/from Whitley Bay were based on using the new link road (Briardene Way) between Northumberland Park and Backworth. Whilst the 51A will no longer be extended, our revised plans for the 359 will still see the introduction of services on the new link road.
13	Proposed new 51A should be allocated as service 50 instead as limited synergy with 51	1 e-mail	The 51A will continue to operate on its existing route.
14	Could the proposed 51A operate via Bromley Avenue in Monkseaton?	1 e-mail	Within our revised plans we will not be extending the 51A to/from Whitley Bay and therefore have been unable to consider this request. We note the



			aspiration for improved service provision in Monkseaton and will continue to explore with the local bus operators how this might be achieved.
15	Support for 51A operating via Northumberland Park Metro	1 web response	Our revised plan is for the 51A to keep to its existing route. We will continue to explore with the local bus operators how we may be able to deliver improved connectivity to/from Northumberland Park.
16	Operator of service 51A should be changed	1 web response	The current commercial agreement with Arriva to operate the 51A is for 5 years (commencing from March 2018) after which it is anticipated the service will be commercially viable with continued operation by Arriva.
17	Contract for service 51A should be awarded to Go North East	1 web response	
18	51A extension should include Beaumont Park instead of Monkseaton	1 web response	Within our revised plans we will not be extending the 51A to/from Whitley Bay and therefore have been unable to consider this request. We note the aspiration for improved service provision in Beaumont Park and will continue to explore with the local bus operators how this might be achieved.
19	The 51 or 51A should provide a link between Northumberland Park – North Tyneside Hospital	1 web response	Our revised 359 will continue to provide a direct link between Northumberland Park – North Tyneside Hospital. It is also possible to travel between Northumberland Park – NT Hospital using Arriva service 54 (serving bus stops on Station Road/Earsdon Road adjacent to the shops at Northumberland Park). We have referred to Arriva the requests for service 54 to additionally serve Northumberland Park Metro.
20	West Monkseaton not well served by bus – new links are welcome	1 web response	Within our revised plans we will not be extending the 51A to/from Whitley Bay and therefore have been unable to consider this request. We note the



			aspiration for improved service provision in Monkseaton and will continue to explore with the local bus operators how this might be achieved.
21	Would like to know where bus stops will be on new Backworth link road	1 web response	A plan of the proposed stop locations on the new link road has been issued to the respondent and is available to others on request – please e-mail busservicecontracts@nexus.org.uk for a copy.
22	Would like to know planned route for buses through Holystone Park longer term	1 web response	Longer term, buses will use the full length of Francis Way (both directions). Once Francis Way is open, buses will no longer operate via Edmund Road.
23	Strongly support proposed new link from Backworth to West Monkseaton and Whitley Bay	1 web response	Within our revised plans we will not be extending the 51A to/from Whitley Bay. We note the aspiration for improved connections between West Monkseaton – Whitley Bay and will continue to explore with the local bus operators how this might be achieved.
24	Makes sense to withdraw the 59/359 if links are already provided by other services	1 web response	Support for planned changes acknowledged. Our revised plans for the 359 will remove most of the duplication whilst retaining the key links which customers have highlighted as important during the consultation.
25	Extend existing 359 to include Cullercoats to make service more popular	1 Letter	Extending the 359 to additionally serve Cullercoats would require an additional bus to be added to the route, or for an existing section of the route to be no longer served. We do not consider that there is sufficient demand to justify either of these options.
26	Provide better promotion of the 359 and the places it serves	1 Letter	We hope that the revised route for the 359 will stimulate new demand. We will also produce new timetable publicity for the service and actively market the links provided to the local communities served.



27	Proposed changes are not satisfactory for Murton Village and will lead to increased car use	1 web response	We have revised our plans in light of the feedback received and Murton Village will continue to be served by the 359 during daytime hours, Monday – Saturday.
28	Demand for 359 is only low because timetable is not based around hospital visiting hours	1 web response	<p>We have looked in detail at this request but consider that changing the timetable significantly will adversely impact too many existing users of the service.</p> <p>When designing new timetables there are many factors that must be taken into consideration and it is not always possible to accommodate the specific needs of all users.</p>
29	More people from Shiremoor and New York would use 359 if it was extended to Whitley Bay	1 web response	Extending the 359 service to/from Whitley Bay would increase overlap with existing commercial services in the area and would therefore not represent good use of public funds (which need to be prioritised towards filling 'gaps' in the commercial network).
30	Keep 59/359 as they take me right to my door (in Backworth)	1 web response	The desired local connectivity within Backworth will be retained as part of our revised plans for an amended 359.
31	Changes to 359 will remove link between New York and breast cancer screening service at Morrison's Preston Grange	1 web response	Our revised plans will retain the direct link between New York and Preston Grange Morrison's.
32	Will the changes to the W3 mean that the first bus (after 0930) from Valley Gardens to Whitley Bay will be later than at present?	1 e-mail	As part of our revised plans we will no longer be making any changes to the W3.
33	Can the W3 frequency be increased to every 30 minutes?	1 e-mail	We are unable to meet this request as we do not have sufficient funding available at present to enable a frequency increase on the W3.



			We also do not consider that there is sufficient demand on the existing service to justify a frequency increase.
34	Will changes to the W3 timetable affect connections with the W1 & 57 on Monkseaton Front Street (for access between Valley Gardens – West Monkseaton Sainsbury's)	1 e-mail	As part of our revised plans we will no longer be making any changes to the W3.
35	Revise W3 timetable to better match visiting hours (i.e. buses arriving before 1400hrs)	1 web response	<p>We have looked in detail at this request but consider that changing the timetable significantly will adversely impact too many existing users of the service.</p> <p>When designing new timetables there are many factors that must be taken into consideration and it is not always possible to accommodate the specific needs of all users.</p>
36	Extend W3 to Royal Quays instead of serving Meadow Well	1 web response	<p>An extension of the W3 to/from Royal Quays would require additional funding and would also remove existing direct bus links to/from Meadow Well.</p> <p>We do not consider this request a viable option but will hold the request on file for further consideration within any future reviews.</p>
37	Changes to W3 will remove links to/from North Tyneside General Hospital (NTGH)	1 web response	As part of our revised plans we will no longer be making any changes to the W3.
38	Can you please confirm the route of the W3 through Westminster Avenue if the service additionally serves Murton Village	1 web response	As part of our revised plans we will no longer be making any changes to the W3.
39	The Arriva 55 should be extended to Whitley Bay instead of the 51A	1 web response	The Arriva service 55 is operated commercially without public subsidy from Nexus. We will therefore refer this request/suggestion to Arriva.



40	Would like to have a W2 from Whitley Lodge to Whitley Bay Metro at 0710am	1 web response	<p>The early morning trips on service W2 were withdrawn in March 2017 due to low levels of demand. We do not consider that there have been any material changes to potential demand since then and therefore we are not currently in a position to meet this request.</p> <p>There are early morning trips (funded by Nexus) on service 51 which pass through Whitley Lodge towards Shiremoor Metro, or towards Whitley Bay Town Centre (a short walk from Whitley Bay Metro).</p>
41	North Tyneside General Hospital (NTGH) is becoming increasingly difficult to access by bus	1 web response	<p>As part of our revised plans the existing links to/from NTGH will be retained. The revised 359 will also introduce new direct links between Heritage Green/Briardene estates in Backworth and NTGH.</p>
42	Buses should be re-regulated	1 web response	<p>Feedback passed to Nexus Bus Strategy Team.</p>