

North East Combined Authority Bus Service Improvement Delivery Plan 2025-26																
Category of scheme/measure <small>[select from drop down list]</small>	Name of scheme/measure	Additional description of scheme/measure <small>(including intended beneficial outcomes)</small>	Target delivery date	Budget/estimated cost (£)			(of which) 2025-26 Bus Grant (£)			(of which) previous years' DfT BSIP funding (£)			(of which) Other funding (£)			Notes on other funding sources <small>(identifying non-BSIP funding)</small>
				Capital	Revenue	Total	Capital	Revenue	Total	Capital	Revenue	Total	Capital	Revenue	Total	
Simpler/more affordable fares	Young person fares	The following fares initiatives have been introduced using BSIP funding: - 21&U single (£1) - 21&U day (£3) Outcomes: - Across life cycle of the scheme over £64m in savings for customers - Around 58m journeys forecast by end of 2025 with an estimated social and economic benefit of £104.4m	Apr-25	0	14,907,213	14,907,213	0	14,907,213	14,907,213	0	0	0	0	0	0	
Simpler/more affordable fares	Adult multi-modal day tickets	A series of multi-operator and multi-modal day tickets: -Durham Day Rover (£5) - Northumberland Day Rover (£6) - Tyne & Wear Day Rover (£6.80) - TNE Day Saver (£7.50) Outcomes: - Across life cycle of the scheme over £64m in savings for customers - Around 58m journeys forecast by end of 2025 with an estimated social and economic benefit of £104.4m	Apr-25	0	3,812,735	3,812,735	0	3,812,735	3,812,735	0	0	0	0	0	0	
Simpler/more affordable fares	Adult single £2.50 cap	All single fares are capped at a maximum of £2.50 Outcomes: - Across life cycle of the scheme over £64m in savings for customers - Around 58m journeys forecast by end of 2025 with an estimated social and economic benefit of £104.4m	Apr-25	0	5,042,705	5,042,705	0	5,042,705	5,042,705	0	0	0	0	0	0	
Simpler/more affordable fares	Care experienced concession	Providing an annual season ticket for young adults up to age 25 who have left the care system. Outcomes: - Social value for every trip by a care leaver of £7.03 - Estimated 100,000 trips across life cycle of the scheme	Apr-25	0	650,000	650,000	0	0	0	0	650,000	650,000	0	0	0	
Ticketing equipment/systems	Smart ticketing capping (Pop 2.0)	Launching in Spring 2026, the smart capping system will be enabled through the implementation of an account based ticketing system. This will allow customers to seamlessly tap at the start of their journeys on bus, metro, ferry and a limited number of rail lines with the back office system calculating their best value fare at the end of the day. Outcomes: - Contribution to growth of bus modal share	Mar-26	700,000	0	700,000	0	0	0	700,000	0	700,000	0	0	0	
Bus service support/network development	Improved services, increased frequencies and operating hours including marketing	Increased service frequency and/or improved early morning, evening and weekend services, including better connections to employment and education. Significant portions of this funding are also being used to maintain the existing network such as funding services that are no longer commercially viable. Outputs: -Maintain 74 routes -Enhance 41 routes -Provide 27 new routes Outcomes: - Contribution to growth of bus patronage - Contribution to growth of bus modal share - Contribution to growth of bus passenger satisfaction	Sep-23	0	31,942,726	31,942,726	0	0	0	0	31,942,726	31,942,726	0	0	0	Funding services through to March 2027 using BSIP 1 due to better VIM of contracts
Bus service support/network development	DRT	Exploring options in collaboration with partners to expand existing Demand Rapid Transport schemes. Working with Community transport providers to purchase new vehicles to improve reliability and capacity. Outcomes: - Contribution to growth of bus passenger satisfaction	Jan-26	1,612,759	923,241	2,536,000	0	0	0	1,612,759	923,241	2,536,000	0	0	0	Funding may run through to March 2027
LTA delivery/admin costs	Partnership Delivery costs	Staffing costs, supporting software costs and any additional consultancy fees	Apr-25	0	635,200	635,200	0	0	0	0	635,200	635,200	0	0	0	

Bus priority infrastructure	Sourh Shields- Newcastle corridor : Whitney Way	Remove existing T-junction. Replace with landscaping/ urban realm scheme. Junction realignment to provide a signalised crossroads. Outcomes: - Contribution to improved average speed of buses - Contribution to improved bus reliability - Contribution to improvements in bus punctuality	Sep-26	1,500,000	0	1,500,000	0	0	1,500,000	0	1,500,000	0	0	0
Bus priority infrastructure	Sourh Shields- Sunderland Corridor	various interventions across corridor including new section of bus lanes, extension of existing bus lanes and, Realign bus stop onto carriageway allowing buses to maintain priority as passengers depart/alight Outcomes: - Contribution to improved average speed of buses - Contribution to improved bus reliability - Contribution to improvements in bus punctuality	Nov-25	1,996,263	0	1,996,263	0	0	1,996,263	0	1,996,263	0	0	0
Bus priority infrastructure	Bus Priority Infrastructure Tranche2	Schemes include realignment of roundabouts, new bus lanes and extension of existing bus routes Outcomes: - Contribution to improved average speed of buses - Contribution to improved bus reliability - Contribution to improvements in bus punctuality	Mar-27	22,568,776	0	22,568,776	0	0	22,568,776	0	22,568,776	0	0	0
Other infrastructure	Intelligent Transport Systems Roll out	A program consisting of 71 signal upgrades in total, 58 major and 13 minor interventions across 7 corridors Outcomes: - Contribution to improved average speed of buses - Contribution to improved bus reliability - Contribution to improvements in bus punctuality	Mar-26	10,523,038	0	10,523,038	0	0	10,523,038	0	10,523,038	0	0	0
Other infrastructure	Pocket Park and Ride	Package of strategically placed, micro Park and Ride sites to make it easier for people to join the bus network, sites have been identified in Durham and Gateshead Outcomes: - Contribution to improved average speed of buses - Contribution to improved bus reliability - Contribution to improvements in bus punctuality - Contribution to improved customer satisfaction	Sep-26	2,500,000	0	2,500,000	0	0	2,500,000	0	2,500,000	0	0	0
Bus stops/stations/interchanges	Safe and Accessible Bus Infrastructure	A package of works has been assembled to deliver interventions at several key bus stations around the region and 100's of bus stops including accessibility improvements to access bus stops Outcomes: - Contribution to improved bus customer satisfaction - Contribution to modal share growth	Mar-27	8,000,000	0	8,000,000	0	0	8,000,000	0	8,000,000	0	0	0
Other infrastructure	Passenger Information Display Project	the delivery of 398 passenger display board to provide the next generation of real time information to bus users Outcomes: - Contribution to improved bus customer satisfaction - Contribution to modal share growth	Mar-26	3,500,000	0	3,500,000	0	0	3,500,000	0	3,500,000	0	0	0
LTA delivery/admin costs	Programme management overheads	Technical support costs for programme management	Mar-26	303,880	0	303,880	0	0	303,880	0	303,880	0	0	0

Other	Additional Staff (UTMC)	Signal technician and designer at urban traffic management centre (UTMC), dedicated staff focusing on bus movements and allowing for bus priority using improved signal systems.	Mar-26	0	170,154	170,154	0	0	0	0	170,154	170,154	0	0	0
Other	Turnaround Cleaners	Providing an improved passenger environment on board buses by providing turnaround cleaners at major interchange impacting on services across the region. Rollout started September 2023, full deployment by April 2025. Outcomes: - Contribution to improved bus customer satisfaction - Contribution to modal share growth	Apr-25	0	469,442	469,442	0	0	0	0	469,442	469,442	0	0	0
Other	Community Bus Partnerships: Employing Community Engagement Officers (Bus Champions)	Community Bus Partnerships: Employing Community Engagement Officers (Bus Champions) to create Community Bus Partnerships to work with businesses, educational establishments, community groups and charities to identify barriers to using the bus and implement initiatives and projects to encourage people to use the bus. All in place by December 2024. Outcomes: - Contribution to improved bus customer satisfaction - Contribution to modal share growth	Dec-24	0	279,712	279,712	0	0	0	0	279,712	279,712	0	0	0
Other	Community Bus Partnerships: Sustainable Commuting	Community Bus Partnerships: Sustainable Commuting project to identify commuting behaviour across the region's largest public sector employers to identify origin-destination data to assist with network planning and implement incentive and initiatives to encourage employees with a viable bus commute who are currently travelling by less sustainable means to use the bus. Outcomes: - Contribution to improved bus customer satisfaction - Contribution to modal share growth	Mar-26	0	625,000	625,000	0	0	0	0	625,000	625,000	0	0	0
Improved information, marketing	Community Bus Partnerships: Improving accessibility of information	Community Bus Partnerships: Improving accessibility of information on bus services for a variety of groups with additional needs to reduce barriers to travel. Outcomes: - Contribution to improved bus customer satisfaction - Contribution to modal share growth	Mar-26	0	250,000	250,000	0	0	0	0	250,000	250,000	0	0	0
Other	Community Bus Partnerships: small projects	Community Bus Partnerships: Other smaller projects and initiatives arising from this programme of activities Outcomes: - Contribution to improved bus customer satisfaction - Contribution to modal share growth	Mar-26	0	250,000	250,000	0	0	0	0	250,000	250,000	0	0	0
Other	Bus Ambassadors	Bus Ambassadors: Employing Customer Service Officers to improve the provision of customer information across the bus network. Outcomes: - Contribution to improved bus customer satisfaction - Contribution to modal share growth	Jan-25	0	189,488	189,488	0	0	0	0	189,488	189,488	0	0	0
Improved information, marketing	Delight the customer: Customer service training	Delight the customer: Customer service training for front line staff including drivers on how to provide excellent customer service, have a better understanding and awareness of the requirements of those with additional needs, and allyship for various groups to improve perceptions of safety (particularly for women and girls) Outcomes: - Contribution to improved bus customer satisfaction - Contribution to modal share growth	Mar-26	0	425,000	425,000	0	0	0	0	425,000	425,000	0	0	0