

North West Durham Consultation Results

In August 2012 we consulted customers about planned changes to services in the North West Durham area. In total, nearly 1400 responses to the consultation were received, providing an excellent overview of customer views. The key findings were as follows:

- 41% of respondents were against our proposals to combine services 15/15A into a single route
- Only 17% of respondents were against our proposals to re-route service 44 to omit White-le-Head and Tantobie.
- Just 14% of respondents were against our proposals to replace service 143 with a new service 131 and revised service X43

Following our consultation, we will be making a number of changes to North West Durham services from 28th October 2012:

- Given the significant number of customers who were not in favour of the proposals for service 15/15A, we have decided to retain the current routes of these services. There will be some changes to times of the service. Bigger buses will also be used to provide extra capacity on busy journeys, which means that the extra journey numbered 815 will be withdrawn.
- We are proceeding with our plans to reroute service 44 to omit White-le-Head and Tantobie. This will benefit the majority of passengers through improved reliability and faster journeys. Passengers in Tantobie can continue to use services 43 and X43, whilst passengers in White-le-Head continue to have a half-hourly service operated by Hunter's.
- New service 131 will be introduced in place of service 143 between Acton Dene and Stanley. Passengers in this area will now gain a Saturday service, as the new 131 will operate on Saturdays. Service X43 will be diverted via Sleepy Valley and Tanfield Village to replace the 143 on this section of the route.

New timetables are available online at www.simplygo.com/view-all-routes/ and printed timetables will be available on bus and in travelshops by 12th October.