

Sunderland Consultation Results

In August 2012 we consulted customers about planned changes to services in the Sunderland area. In total, over 900 responses to the consultation were received, providing an excellent overview of customer views. The key findings were as follows:

- 37% of respondents were in favour of our proposals to operate service 35 every 15 minutes, twice per hour to Hall Lane Estate and twice per hour to Low Moorsley via Hetton Downs. 23% of respondents were against this proposal, with the remainder having no view.
- 65% of respondents were in favour of the proposals to extend service 35 to Low Moorsley via Hetton Downs to replace services X36 and X37.
- 36% of respondents were in favour of our proposals to divert service 20 via Rainton Bridge, with 22% against this proposal. The remainder had no view.
- Over 83% of respondents said they would travel more or there would be no change to their travel patterns if the X20 provided a peak-only express service.
- Approximately half of respondents were in favour and half against the proposal to curtail service 71 at Houghton-le-Spring.
- 32% of respondents were in favour of our proposals to divert service 61 via Tunstall Road to replace service 38. 27% of respondents were against this proposal, with a number of specific comments being received raising concerns about increased journey times and overcrowding on service 61.
- 31% of respondents were in favour of our proposals to operate service 39 between Doxford International and Sunderland only, on an increased frequency of every 10 minutes. 14% of respondents were against this proposal, with a number of comments made about the loss of connections across the City Centre.
- 77% of respondents said they were in favour of our plans to increase the frequency of services 2A/2C.

After considering the responses to our consultation, we have made a number of changes to our proposals.

We will be making the following changes to services around Sunderland from 11th November 2012:

- Service 35 will continue to operate every 10 minutes Monday-Saturday daytimes, all the way through to South Shields. Every 20 minutes the service will operate as service 35 via the Royal Hospital to Low Moorsley, replacing services X36 and X37. It will also operate every 20 minutes as service 35A via Silksworth omitting the Royal Hospital to provide faster journey times to the City Centre.
- Service 20 will continue to operate every 10 minutes between Durham and Sunderland only. Every 20 minutes the service will operate on its current route, and every 20 minutes as service 20A via Rainton Bridge.

- Service X20 will operate at peak times only as proposed.
- Service 71 will operate only between Chester-le-Street and Houghton-le-Spring as proposed. Passengers on Tunstall Road will be able to use the improved service 38 (see below).
- Following the concerns raised in this consultation, there will be no changes to the route or frequency of service 61. There will only be minor timetable changes to some journeys with low passenger numbers.
- Service 38 will continue to operate, on an improved 15 minute frequency Monday-Saturday daytimes. Alternate journeys will serve Tunstall Bank Estate or Esdale Estate. The service will be diverted to operate via Black Lane instead of Ryhope Green to provide access to health facilities following customer requests.
- Following feedback received in this consultation, the amendments to our plans for other services mean there will be no changes to the route or frequency of service 39.
- Services 2A and 2C will increase in frequency so that each service operates every 20 minutes, providing a 10 minute frequency from Penshaw to Sunderland via Chester Road.
- Fast Cats service X35 will be retimed by up to 10 minutes to improve timings at Doxford International following customer requests. Extra journeys will also be added between Sunderland and Doxford International at peak times.