

Washington Consultation Results

In August 2012 we consulted customers about planned changes to services in the Washington area. In total, 660 responses to the consultation were received, providing an excellent overview of customer views. The key findings were as follows:

- 89% of respondents said they were in favour of our plans to increase the frequency of services 2A/2C
- 43% of respondents were in favour of our plans to curtail alternate M1 journeys, and provide a 20 minute service through Bournmoor and Fence Houses to Houghton-le-Spring. 26% of respondents were against this proposal, with many comments being received raising concern at the reduced frequency through this area.
- 36% of respondents were in favour of our plans to withdraw the journeys which only operate between Washington Galleries, Ayton and Birtley on service M2, and divert service M3 to Birtley instead of Chester le Street. 24% of respondents were against this, with remainder of respondents having no view
- 80% of respondents were in favour of our plans to divert service 50 via Ayton, and reroute and retime the evening and Sunday 50A service.

Following our consultation, we will be making a number of changes to Washington services from 11 November 2012:

- 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
- Journeys which operate only between Washington Galleries, Ayton and Birtley on service M2 will be withdrawn. A 15-minute service will operate from Heworth Interchange to Birtley via Washington Galleries and Ayton.
- Service M3 will be diverted from Rickleton to serve Birtley instead of Chester le Street. Passengers can still travel to Chester le Street on Lime service 8 which operates every 30 minutes, and on Whey Aye 5-0 service 50 which also operates every 30 minutes, and will be diverted via Ayton bus link.
- Service 50A will be retimed to provide better connections for employees at Waterview Park, and it will also follow the daytime route via Sulgrave.
- As a result of this consultation, Go North East is pleased to announce there will be no changes to Metrolink service M1. It will continue to operate every 10 minutes Monday-Saturday daytimes throughout the length of the route.