

Update on service changes from 24 July

Today Tue 21st Jun 2022



Almost 9,000 people completed the service changes consultation last month, and we'd like to thank you all for taking the time to do so.

We've analysed your feedback and continued to work with local authorities, which has helped change some of our initial plans, including many lifeline bus services being saved, such as services 25, 28/28A, 29, 30/31, 82 and X70, which will now no longer be withdrawn.

The below summarises a revised version of the proposed changes that will come into effect from 24 July, with full timetables to be provided in the coming weeks once plans are finalised.

Coaster 1

- We consulted on extending this service to Eighton Banks, to partially replace service 25.
- Following analysis of our customer consultation responses, we engaged in further discussions with local authorities.
- There will now be no changes to service 25 between Eighton Banks and Newcastle, and

Winlton Bus Station, and then operating via Hanover Estate before returning to Parkhead Estate and Shibdon Bank to Blaydon and Newcastle.

- This provides a one-way loop around Winlton so that the majority of people maintain their direct service to Newcastle.
- To allow this extended loop in Winlton, buses will serve Newcastle Business Park at peak times only, operating direct along Scotswood Road at other times.
- Buses on evenings and Sundays will be revised to operate on an hourly frequency, due to the lower numbers of passengers travelling at these times.

Durham Diamond 16 & 16A

- We consulted on running buses on a Sunday as service 16B, serving both South Stanley and South Moor.
- We are going to proceed with this proposal, running every 60 minutes on Sundays.
- In addition, following feedback, the service will be revised to operate the full length of Consett Front Street to Puddler's Corner, improving access to local facilities. From there, the service will operate to Hownsgill Industrial Estate instead of Genesis Way. Templetown will continue to be served by service X45.

Prince Bishops 20

- We consulted on splitting this service into two different services at Sunderland.
- We are going to proceed with this proposal.
- This means that, from 24 July, the northern section of route between Sunderland, Cleadon, Harton Nook and South Shields would operate as service 24. This would continue to run every 15 minutes on Monday to Saturday daytimes and every 30 minutes on Sunday daytimes, with evening frequency reduced to hourly.
- The southern section of route between Sunderland, Houghton-le-Spring, The Raintons and Durham would continue to operate as service 20 every 15 minutes on Monday to Saturday daytimes and every 30 minutes on evenings and Sundays. Late evening journeys would operate hourly and no longer serve Doxford International due to low demand.
- In Sunderland City Centre, the service will operate to Burdon Road and via Holmeside, to maintain connections to the eastern part of Sunderland City Centre.

Angel 21 & N21

- We consulted on reducing the frequency of this service on Sundays to better match demand for the number of passengers travelling.
- We are going to proceed with this proposal, with buses revised to run every 15 minutes between Newcastle and Chester-le-Street.
- Last year we extended the operation of the Night Bus N21 service to be daily, in a bid to help re-build the

night-time economy and to help shift workers get to work more easily, but due to low passenger numbers we proposed that the service would return to its previous (pre-Covid) timetable, only running on Friday night/Saturday morning and Saturday night/Sunday morning, due to low passenger numbers on other days of the week.

- We are going to proceed with this proposal.

NEW Service 24

- We consulted on splitting the Prince Bishops 20 route into two different services at Sunderland.
- We are going to proceed with this proposal.
- This means that, from 24 July, the northern section of route between Sunderland, Cleadon, Harton Nook and South Shields would operate as service 24. This would continue to run every 15 minutes on Monday to Saturday daytimes and every 30 minutes on Sunday daytimes, with evening frequency reduced to hourly.

Service 25

- We proposed, due to low passenger numbers, that this service would be revised to operate hourly on Monday to Saturday daytimes between Newcastle, Harlow Green and Eighton Banks only, and revised to operate as Coaster service 1.
- Following analysis of our customer consultation responses, we engaged in further discussions with local authorities.
- Following discussions with local authorities, we are pleased to confirm that service 25 will no longer be withdrawn and will instead be revised to operate hourly throughout.
- In partnership with Nexus, Go North East will remain the operator of service 25 between Newcastle and Chester-le-Street.
- Durham County Council have agreed to fund the route between Chester-le-Street and Langley Park, but discussions are still ongoing as to whether Go North East will remain as the operator of the service on this section of route.

Service 26

- We consulted on withdrawing some early morning journeys and reducing the frequency on an evening to hourly, due to the lower numbers of passengers travelling at these times.
- We are going to proceed with this proposal to better match demand.
- This service will additionally operate via Kirkstone Avenue, instead of service 5.

Crusader 27

- We consulted on withdrawing some early morning journeys and reducing the frequency on an evening to hourly, due to the lower numbers of passengers travelling at these times.
- We are going to proceed with this proposal to better match demand.

Services 28, 28A, 28B & 29

- These services do not have enough passengers travelling to cover the costs of operation, meaning that we could no longer run these services without financial support. We therefore consulted on the withdrawal of these services.
- Following analysis of our customer consultation responses, we engaged in further discussions with local authorities.
- Following discussions with local authorities, we are pleased to confirm that Durham County Council has agreed to fund these services on Mondays to Saturdays, but discussions are still ongoing as to whether Go North East will remain as the operator of these services or if they will be provided by another company.
- Service 28 will run hourly between Newcastle, Gateshead, Wrekenton, Birtley, Ouston, Beamish, Grange Villa, Pelton Fell and Chester-le-Street.
- Service 28A will be withdrawn and replaced by an improved service 29, which will run hourly between Newcastle, Gateshead, Kibblesworth, Ouston, Beamish, Grange Villa, Pelton Fell and Chester-le-Street.
- Service 28B will continue to operate on evenings as now.
- Following your feedback, both services 28 and 29 will serve Eldon Square Bus Station in Newcastle City Centre.
- Unfortunately due to low demand, neither services 28 nor 29 will operate on Sundays.
- We hope to provide an update with further information on these services in the next few weeks.

Services 30 & 31

- These services do not have enough passengers travelling to cover the costs of operation, meaning that we could no longer run these services without financial support. We therefore consulted on the withdrawal of these services.
- Following analysis of our customer consultation responses, we engaged in further discussions with local authorities.
- Following discussions with local authorities, we are pleased to confirm that Durham County Council has agreed to fund these services on Mondays to Saturdays, but discussions are still ongoing as to whether Go North East will remain as the operator of these services or if they will be provided by another company.
- We hope to provide an update with further information on these services in the next few weeks.

run as now between Winlaton, QE Hospital and Wardley.

- Due to low passenger numbers, the journeys which run once per week on a Sunday morning as service 69B will continue to be withdrawn as proposed.

Service 74

- This service was not a part of our customer consultation, but we have been in discussions with Northumberland County Council who provide funding for this service. Our contract to operate this service has been extended by a year, and Northumberland County Council have asked us to introduce some minor tweaks as a result.
- There will be some small changes to the timetable of this service, but the service will continue to run the same route as now.

Country Ranger 78

- Following feedback from customers, we consulted on this service returning to the route it used to operate, prior to the changes in September 2021.
- Following analysis of our customer consultation responses, we are pleased to confirm that we will proceed with this proposal.
- This means that service 78 will no longer run via Pelton Fell (which will instead be served by the improved 28 and 29 services), serving Pelton instead.
- It also means that the service will now terminate at Consett Bus Station, no longer running to Castleside (which will instead be served by X-lines services X5/X15, due to customers in this area requesting a direct link to Durham).
- There will be no other changes to the frequency of this service.

Little Pinks 82

- This service does not have enough passengers travelling to cover the costs of operation, meaning that we could no longer run the section of this route without financial support. We therefore consulted on the withdrawal of this service.
- Following analysis of our customer consultation responses, we engaged in further discussions with local authorities.
- We are pleased to confirm that Nexus will provide funding for service 82 to continue running. Unfortunately, this will be operated by another bus company in partnership with Nexus, and the route and timetable of this service will also change.
- Visit [nexus.org.uk](https://www.nexus.org.uk/) (<https://www.nexus.org.uk/>) for more information.