



May 16, 2022 13:14 BST

Consultation on proposed service changes

Work continues to rebuild passenger numbers across our network, but we're now at the point where it's clear some services won't recover to the point of being viable without changes or external support.

Given the huge changes in the way many people are working and living, including things like home working and online shopping, it is only right that services are adapted to efficiently meet new patterns of demand.

We are now in a position where we need to look at making changes to ensure that our bus network is sustainable. We are working closely with local authorities on any possible replacement options where there are reductions

in services, although noting their budget challenges.

We have analysed our services in great detail, and developed a set of proposals as outlined below. Please carefully read the information for your area, and help us shape the future of our bus network by completing our [consultation survey](#). Your feedback is very important, as it will help us determine the final proposals which are introduced.

The survey is open until 31 May 2022. All feedback will then be collated, analysed and proposals amended where necessary with a view to implementing any changes from 24 July 2022.

X-lines X5 & X15

- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- Our proposal is that this service would now operate to Castleside, replacing service 78, instead of running to Shotley Bridge. This provides a more reliable service for Castleside, as well as a faster, direct link into Durham from this area. The service to Bridgehill and Shotley Bridge Hospital would be replaced by Red Kite Ranger 47.
- [Have your say in our consultation](#)

X-lines X10

- Unfortunately, there aren't enough people travelling to cover the costs of an hourly service on a Sunday, so we are proposing that the Sunday frequency on this service will be revised to every two hours.
- [Have your say in our consultation](#)

X-lines X20

- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities to determine what alternatives may be able to be put in place on these affected journeys.
- We propose that the Sunday service would operate between Durham and Langley Park only. Customers travelling between Sunderland and Durham on Sundays would still be able to travel by using Prince Bishops service 20.
- [Have your say in our consultation](#)

X-lines X21

- Due to low passenger numbers travelling to and from the Eden Garage in West Auckland, this service would now be revised to terminate and start from West Auckland Club.
- [Have your say in our consultation](#)

Metrocentre Express X22

- We propose that this service does not return at the present time due to reduced demand. Customers still have the alternative option to travel to Metrocentre by travelling on the Angel 21 or X-lines X21 to Gateshead and then the Metrocentre Shuttle X66 from there.
- [Have your say in our consultation](#)

X-lines X30 & X31

- The service would be revised to operate every 30 minutes on Monday to Saturday daytimes, once per hour as service X30 and once per hour as service X31. Extra journeys would operate at peak times on Monday to Friday, maintaining a 20-minute service at the busiest times of day.
- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- [Have your say in our consultation](#)

X-lines X45 & X46

- We propose that service X45 would continue to operate every 30 minutes between Consett and Newcastle, coordinating with Red Kite Ranger 47 between Rowlands Gill and Newcastle to provide a bus every 15 minutes on this section of route.
- We propose that service X46 would no longer operate, due to the lower numbers of customers using this service. Customers travelling from Bridgehill will still be able to travel to Consett and Newcastle on Red Kite Ranger 47, which would now see all journeys running via Bridgehill, providing a service up to every 30 minutes.
- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- [Have your say in our consultation](#)

Peterlee Purples X62

- We propose that this service is cancelled, with the majority of journeys still possible by using other services and/or changing buses.

- [Have your say in our consultation](#)

X-lines X70, X71 and X72

- We propose that services X71 and X72 continue to operate on the same route as now, with service X70 withdrawn due to low passenger numbers. Alternative travel options are available on other services such as Durham Diamond 16 and X-lines X71 and X72.
- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- [Have your say in our consultation](#)

Coaster 1

- This service would be largely unchanged between Whitley Bay, North Shields, Wallsend, Newcastle and Gateshead.
- It is proposed that this service would extend once per hour on Monday to Saturday daytimes to Eighton Banks via Low Fell, Harlow Green and Wrekenton, partially replacing service 25.
- [Have your say in our consultation](#)

Sunderland District Berries 2 & 2A

- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- [Have your say in our consultation](#)

Connections 4

- We are proposing that the frequency is revised to every 15 minutes on Monday to Saturday daytimes and every 30 minutes on Sundays. Additional journeys between Heworth and Follingsby would operate on East Gateshead Rider 58, providing a bus up to every 7 to 8 minutes on this section of the route.
- The 2:06am journey from Houghton-le-Spring will now only run from Concord at 2.37am. A guaranteed connection will be provided from the 56 from Newcastle which arrives in Concord at 2.31am, and the 56 from Sunderland that arrives in Concord at 2.33am.
- [Have your say in our consultation](#)

Service 5

- The service would operate via Calf Close Lane in Jarrow instead of Kirkstone Avenue, with Kirkstone Avenue instead being served by service 26.
- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- [Have your say in our consultation](#)

Service 6

- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- [Have your say in our consultation](#)

Country Ranger 8

- The service would operate to Teal Farm on all journeys.
- Brady Square would now instead be served by the revised 84/85.
- Sunday journeys would be revised to operate between Chester-le-Street and Stanley only. We propose that evening journeys would operate between Chester-le-Street and Stanley only due to low passenger numbers on the rest of the route.
- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- [Have your say in our consultation](#)

Service 9

- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- Evening service would be revised to operate hourly.
- [Have your say in our consultation](#)

Tyne Valley 10, 10A & 10B

- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- [Have your say in our consultation](#)

Services 12 & 12A

- This service would be revised to operate every 20 minutes on Monday to Saturday daytimes between Newcastle and Winlaton, with all journeys operating via Shibdon Bank, Parkhead Estate and Hanover Estate. The north side of Winlaton would continue to be served by service 49.
- Evening and Sunday service would operate hourly.
- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- [Have your say in our consultation](#)

Durham Diamond 16 & 16A

- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- Sunday daytime service would be revised to hourly, operating as service 16B serving both South Moor and South Stanley.
- [Have your say in our consultation](#)

Prince Bishops 20

- We are proposing that this service will be split into two services.
- 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.
- Evening journeys will no longer serve Doxford International due to low demand.
- [Have your say in our consultation](#)

Angel 21

- We propose the Sunday frequency is revised to operate every 15 minutes between Newcastle and Chester-le-Street, extending every 30 minutes to Durham.
- We propose the night bus N21 would run Friday night/Saturday morning and Saturday night/Sunday morning only, due to lower numbers of passengers on other nights of the week.
- [Have your say in our consultation](#)

Service 25

- The service will continue to operate hourly on Monday to Saturday daytimes between Newcastle, Harlow Green and Eighton Banks, running as Coaster service 1.
- We are working closely with Nexus and Durham County Council regarding provision of services to Portobello, Chester-le-Street and Langley Park, as well as evening and Sunday journeys.
- [Have your say in our consultation](#)

Service 26

- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to

cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.

- We propose that this service additionally operates via Kirkstone Avenue, replacing service 5.
- [Have your say in our consultation](#)

Crusader 27

- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- We propose the evening frequency will be reduced to hourly due to lower numbers of passengers in the evening.
- [Have your say in our consultation](#)

Services 28, 28A & 28B

- This service does not have enough customers travelling to cover its running costs and sadly that means that Go North East can no longer sustain operating it. Although Go North East can no longer operate this service independently, it's possible some journeys may remain with Nexus and Durham County Council currently considering alternative options to ensure local communities remain connected.
- [Have your say in our consultation](#)

Service 29

- This service does not have enough customers travelling to cover its running costs and sadly that means that Go North East can no

longer sustain operating it. Although Go North East can no longer operate this service independently, it's possible some journeys may remain with Nexus currently considering alternative options to ensure local communities remain connected.

- [Have your say in our consultation](#)

Service 30

- This service does not have enough customers travelling to cover its running costs and sadly that means that Go North East can no longer sustain operating it.
- Although we can no longer run this service independently, we are in discussions with Durham County Council about alternative options to ensure that Quaking Houses continues to have a bus service.
- [Have your say in our consultation](#)

Service 34

- Following customer requests, this service would revert to its previous route through Pelton and Pelaw, which means it would go back to being direct from Perkinsville to Pelton Schools, and service Pelaw Estate.
- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- [Have your say in our consultation](#)

Sunderland District Cherry 35 & 35A

- The service would no longer operate via Rainton Bridge, providing a faster journey from Low Moorsley and Hetton.
- There are not enough customers using the service to travel between Town End Farm and Boldon to cover the costs of operating it. We are in discussion with Nexus about this section of route and what alternative options may be available.
- [Have your say in our consultation](#)

Sunderland District Blonde 38, 38A & 38C

- Unfortunately, there are not enough customers using these services for them to continue to operate, and so these services would be withdrawn in their current form. The following alternative options are available:
 - Leechmere and Hollycarrside – Sunderland and District service 2A
 - Ashbrooke – Stagecoach service 12
 - Sunderland Docks – would continue to be served hourly
 - Tunstall Bank Estate – we are in discussion with Nexus about alternative options for this area
- [Have your say in our consultation](#)

Sunderland District Graphite 39 & 39A

- The service would have a revised timetable to improve reliability, with some journeys extended to Houghton le Spring to maintain connections to Doxford International from the south following the withdrawal of service 55.
- Evening journeys would now operate hourly, coordinating with service 2 to provide a regular frequency on common sections.
- [Have your say in our consultation](#)

Red Kite Ranger 47 & 47A

- We propose all journeys would operate as service 47, via East Law and Bridgehill
- The Medomsley section of route would be replaced by an alternative service being considered by Durham County Council.
- Due to lower passenger numbers, Sunday service would be revised to run hourly.
- [Have your say in our consultation](#)

Services 49 & 49A

- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- The service on a Sunday would be revised to operate every 20 minutes.
- [Have your say in our consultation](#)

Service 50

- This service would be diverted via Rickleton Village Centre and via Fulmar Road and Ayton Road in Ayton, to replace service 84.
- Sunday and Bank Holiday journeys would be extended to the Coast in South Shields to make it easier to access the coastline for customers using this service to South Shields for leisure.
- [Have your say in our consultation](#)

East Gateshead Orbit 51 & 52

- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- Sunday frequency revised to every 30 minutes, coordinating with service 58 to provide a bus every 15 minutes between Newcastle, Gateshead and Deckham.
- [Have your say in our consultation](#)

VOLTRA 53 & 54

- Due to low passenger numbers, the service would no longer operate via Sage Gateshead turning circle, except in cases of high demand for special events. Access to Sage Gateshead is still possible from other bus stops and alternative walking routes.
- We propose the evening frequency would be revised to every 40 minutes.
- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- [Have your say in our consultation](#)

Sunderland District Violet 55

- Unfortunately, due to low passenger numbers, this service would be withdrawn.
- Alternative options are available with the following services:
 - Between Houghton-le-Spring, Hetton-le-Hole, South Hetton and Peterlee, service X1
 - Between Houghton-le-Spring and Sunderland, service 20 and X20
 - Between Houghton-le-Spring and Doxford International, service 39

- Between Hetton-le-Hole, Houghton-le-Spring and Sunderland – change of bus at Houghton-le-Spring, or use service 35/35A
- [Have your say in our consultation](#)

Cityrider 56

- Some early morning journeys do not carry enough customers to continue operating.
- Evening journeys would operate additionally via Beacon Lough Estate to replace service 57.
- Many of the through the night journeys have proven popular, but some are very quiet. The quietest of those journeys, at around 3am, would be cancelled.
- [Have your say in our consultation](#)

Service 57

- Evening service would operate between Heworth and Wardley only. Most other sections of route are served by Cityrider 56 and East Gateshead Rider 58. Service 56 would additionally operate via Beacon Lough Estate on evenings to ensure this location is still served.
- Sunday frequency revised to every 30 minutes, coordinating with service 58 to provide a bus every 15 minutes between Newcastle, Gateshead, Leam Lane Estate and Heworth.
- [Have your say in our consultation](#)

East Gateshead Rider 58

- This service would be extended to Follingsby, providing a bus up

to every 7 to 8 minutes between Heworth and Follingsby when combined with service 4.

- Some extra journeys would operate at Amazon shift change times, running non-stop between Gateshead and Heworth to provide direct access to Newcastle.
- Sunday frequency revised to every 30 minutes, coordinating with service 57 to provide a bus every 15 minutes between Newcastle, Gateshead, Leam Lane Estate and Heworth, and with services 51/52 to provide a bus every 15 minutes between Newcastle, Gateshead and Deckham.
- [Have your say in our consultation](#)

Drifter 60

- We introduced night journeys on this service, however not enough customers have used these for them to continue to operate so they would be withdrawn.
- Weekday afternoon timetable revised to further improve reliability.
- [Have your say in our consultation](#)

Sunderland District Blue 61

- We propose this service is revised to operate every 30 minutes on Monday to Saturday daytimes and every 60 minutes on Sunday daytimes.
- Once per hour on Monday to Saturday daytimes, service 61 would additionally serve Wembley Estate to replace service 62.
- [Have your say in our consultation](#)

Peterlee Purples 62 & 62A

- Due to low passenger numbers, these services would be

cancelled, but we are in discussions with Durham County Council about alternative options available to ensure that local communities still have a bus service.

- [Have your say in our consultation](#)

East Durham Explorer 65

- Due to low passenger numbers, late evening journeys would be cancelled, and Sunday frequency to every two hours.
- Monday to Friday daytime service remains every 30 minutes, and Saturday would remain every 30 minutes at the busiest times between approximately 10am and 3pm.
- [Have your say in our consultation](#)

Service 67

- This service would continue to operate between Metrocentre and QE Hospital. The section of route QE Hospital and Wardley would be withdrawn due to low numbers of customers on this section.
- [Have your say in our consultation](#)

Service 69

- Unfortunately, the number of customers using this service is not enough to cover the costs of operating it, therefore we propose that service 69 would be cancelled. It is possible to continue to make the journeys from this service using other buses and changing services.
- [Have your say in our consultation](#)

Country Ranger 78

- Following feedback, this service would revert to its previous route via Pelton and Grange Villa instead of Pelton Fell.
- We propose the service goes back to terminating at Consett instead Castleside. Castleside would now be served by X-lines X5/X15, improving reliability of the service to Castleside and offering a direct service to Durham.
- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- [Have your say in our consultation](#)

Little Pinks 82

- Unfortunately, the number of customers using this service isn't enough to cover the costs of operating it, and so Go North East would no longer be able to operate this service. We are in discussions with Nexus about alternative options available.
- [Have your say in our consultation](#)

Little Pinks 84

- This service would continue to operate every 20 minutes between Concord, Peel, Barmston and Galleries, additionally serving Brady Square to replace service 8. It would then extend across Galleries to Oxclose and Blackfell, operating a circular service around Washington.
- The section of route between Galleries, Ayton and Rickleton would no longer be part of service 84, but other buses operate in these areas:
 - Lambton would continue to be served by services 2 and 50

- Ayton with revised service 50
 - Rickleton and Harraton by services 8 and revised service 50
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- [Have your say in our consultation](#)

Little Pinks 85

- This service would continue to operate every 20 minutes between Concord, Blackfell, Oxclose and Galleries. It would then extend across Galleries to Barmston and Peel, operating a circular service around Washington (the opposite way around to service 84).
- [Have your say in our consultation](#)

Service 91

- Service 91 would have a revised timetable, with the busiest journeys in and out of Team Valley continuing to operate but the quieter journeys being withdrawn.
- [Have your say in our consultation](#)

East Gateshead Loop 93 & 94

- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- [Have your say in our consultation](#)

Green Arrow 96

- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- We propose the Sunday daytime service would be reduced to hourly.
- [Have your say in our consultation](#)

Green Arrow 97

- There are some journeys, particularly early morning, in the evening and on Sundays which do not carry enough customers to cover the costs of operating them. We are working closely with local authorities on any possible replacement options, noting budget challenges.
- [Have your say in our consultation](#)

Service 734

- This service would be replaced by reinstating service 34 to its previous route around Pelaw Estate following customer requests.
- [Have your say in our consultation](#)

Venture V1 & V2

- Service V1/V2 would be revised to operate every 20 minutes between Consett and Delves on Monday to Saturday daytimes.
- [Have your say in our consultation](#)

Venture V3

- This service does not have enough customers travelling to cover its running costs and sadly that means that Go North East can no longer sustain operating it. We are in discussions with Durham County Council regarding a potential reinstatement of service V5 to maintain access to The Dene, Leadgate and surrounding areas.
- [Have your say in our consultation](#)

[Please give us your views on our consultation survey](#)

If your service isn't listed above, there are no proposed changes at this time.

[Go North East website](#)