



## Co Durham & Darlington Bus Update – December 2009

Welcome to our fifth Stakeholder update on our performance on our bus services in County Durham and Darlington. It's a bumper issue this time as we have performance data from two periods to give you this time.

### OPERATIONAL PERFORMANCE

Our Operational Performance data for the period from 3<sup>rd</sup> October - 30<sup>th</sup> October 2009 is as follows :-

	<b>Bishop Auckland</b>	<b>Darlington</b>	<b>Durham</b>	<b>Peterlee</b>	<b>Total</b>
Operated Mileage	99.65%	99.54%	99.72%	99.75%	99.67%

Our Punctuality data is as follows :-

	<b>Bishop Auckland</b>	<b>Darlington</b>	<b>Durham</b>	<b>Peterlee</b>	<b>Total</b>
Punctuality	91.20%	98.01%	87.85%	91.37%	92.11%

Our Operational Performance data for the period from 31<sup>st</sup> October to 27<sup>th</sup> November 2009 is as follows :-

	<b>Bishop Auckland</b>	<b>Darlington</b>	<b>Durham</b>	<b>Peterlee</b>	<b>Total</b>
Operated Mileage	99.68%	99.68%	99.71%	99.76%	99.71%

Our Punctuality data is as follows :-

	<b>Bishop Auckland</b>	<b>Darlington</b>	<b>Durham</b>	<b>Peterlee</b>	<b>Total</b>
Punctuality	91.42%	97.09%	90.26%	88.94%	91.93%

### SERVICE DELIVERY AND CUSTOMER STANDARDS

Our Operated Mileage continues to remain very high and we are extremely proud of our service delivery over the previous 3 periods and this is a credit to our teams at the four depots. Our reliability has suffered again due to roadworks, particularly in Meadowfield & Langley Moor (temporary traffic lights) and at Cockton Hill in Bishop Auckland.

Our statistics for the last few weeks may not make as good reading when our stats are completed in the early February as we have been struggling to make service in some areas due to poor road conditions. However, we are delighted that Durham County Council's new gritting procedures have kept this disruption to a minimum and many services that have been cancelled in previous years during snowy weather, have been operating this year.

We've also been supplying DCC with details of where our buses are having problems so that gritting can then be targeted. This information has also been available from our website and we have also now set up a link from our website to the social networking site Facebook so that our customers can keep up to date on the latest disruptions to our services due to the weather. Each of these formats is being updated regularly and we've also been e-mailing any customers who have purchased a ticket from us over the internet or from their mobile phone with the latest updates.

## CUSTOMER CARE PERFORMANCE

We have now received our Customer Survey results from October 2009 and the information will be circulated in the next update as the details haven't been circulated around our staff as yet.

Our performance statistics for the period from 3<sup>rd</sup> October to 30<sup>th</sup> October 2009 are as follows :-

Complaint Nature	Bishop Auckland	Darlington	Durham	Peterlee	Total
Accidents	4	4	3	0	11
Driving Standards	4	0	5	2	11
Fares Issues	4	10	16	2	32
No Show or Bus not Stopping	4	7	4	8	23
Reliability	11	24	19	12	66
Service Levels	1	4	2	0	6
Staff Actions	1	11	6	6	24
Staff Attitude	4	7	9	1	21
Vehicle Related	0	3	3	4	10
Commendations	1	1	0	0	2

Passenger Complaints Percentage	0.01%	0.01%	0.01%	0.01%	
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Our performance statistics for the period from 31<sup>st</sup> October to 27<sup>th</sup> November 2009 are as follows :-

Complaint Nature	Bishop Auckland	Darlington	Durham	Peterlee	Total
Accidents	2	8	3	1	14
Driving Standards	2	5	2	0	9
Fares Issues	7	5	10	1	23
No Show or Bus not Stopping	13	8	15	9	45
Reliability	16	22	22	7	67
Service Levels	3	4	2	2	11
Staff Actions	4	7	9	2	22
Staff Attitude	3	8	8	5	24
Vehicle Related	2	2	0	0	4
Commendations	3	3	1	1	8

Passenger	0.01%	0.01%	0.01%	0.01%	
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Complaints Percentage					
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## **PARTNERSHIP UPDATE**

We continue to work in partnership with both Durham County Council and Darlington Borough Council to promote and improve our services. Here's an update on some projects we are working together on :-

### **Tees Valley – Major Scheme Bid**

No news to report this time.

### **Kickstart**

No firm news, but a recent news item in "Local Transport Today" has suggested that the whole project has been shelved as a cost saving measure by the Department for Transport. As yet, there has been no formal announcement from DfT on the outcome. We have contacted Alan Milburn MP to see if he can find out an answer on our behalf, but as yet we haven't received a reply.

## **DEPOT CLOSURES**

As many of you may have seen, we will be consolidating our depots in County Durham from the end of March 2010. This will mean that our sites at Bishop Auckland and Peterlee will close with the services operated by those depots being moved to either Darlington or Stockton depots or our new depot site at Belmont in Durham. Our services won't change as a result of these depot closures. The decision has been taken to look at our depot overheads as we continue to face the impact of the recession on our business as well as facing increasing costs for our energy needs.

## **LOCAL TRANSPORT PLAN 3**

We've been involved in various events recently with both Durham County Council and Darlington Borough Council as part of the process to help both Councils to identify their priorities for LTP3. In Darlington we've been involved in a consultation meeting and had representation at a Talking Together event and in Durham, I took part in an excellent "Optioneering" session where a number of us were given some options to debate to reduce congestion in Durham City. We'll continue to be involved in both projects to try and improve bus journey times so that we can compete better with car travel.

## **PRAISE FROM TRANSPORT MINISTER**

Were delighted that we got some really good comments from Transport Minister, Sadiq Khan on his recent "Mystery Traveller" visit to Darlington. His comments on Twitter included :-

- Just arrived at Darlington College just 15 mins after arriving at train station. Not bad. Friendly bus drivers as well
- Just had another really good experience on a Darlington bus. Really helpful & friendly bus driver.

On both occasions, the Transport Minister travelled on our bus services in Darlington. He also met a number of Students and members of GOLD who had taken part in the Mystery Traveller exercise that we helped to arrange for older and younger people who travel on our buses.

### **MADE A DIFFERENCE AWARDS**

Every year, we award staff that have Made a Difference at their place of work. This year our winners in the Co Durham and Darlington are :-

Brian Waines-Briggs	Peterlee Depot	For getting numerous letters of commendation
Pauline Slack	Durham Depot	For organising lots of social activities & retirement do's
Norman Knevitt	Peterlee Depot	For an outstanding contribution in Engineering
Team of the Year	Darlington Inspectors	For outstanding contribution to Service Delivery

### **IMPROVING SAFETY IN DARLINGTON TOWN CENTRE**

Our Road Safety Group team in Darlington have launched a "Take More Care" campaign which is aimed at reducing accidents and improving the flow of buses in Darlington Town Centre. The highlight of the campaign is the Darlington "Snake Poster" which highlights all the potential hazards our drivers face. A copy of the poster is attached.

