

ANNEX 15:

Bus Information Strategy

Summary

This strategy sets out the requirements for bus timetable and route information to be provided to the public.

It specifies which elements of the strategy should be delivered by whom and sets targets and a timetable for improvements.

1. Introduction

National Policy context

1998 Transport White Paper

The Government's 1998 Transport White Paper 'A New Deal for Transport – Better for Everyone' clearly stated that improved public transport was to lie at the heart of national transport policy. It referred to the need to improve public transport information if the public are to be encouraged to make better use of passenger transport services and also made a commitment to introduce new legislation to make the production of a strategy for the delivery of information on bus services a duty on Local Transport Authorities (LTAs).

2000 Transport Act

This Act delivered the commitment referred to above and laid down a requirement that LTAs must, from time to time determine, having regard to their Local Transport Plan (LTP), what local bus service information should be made available to the public and the way it should be made available', eg a minimum standard (see Appendix A of this strategy). This strategy has been prepared to fulfil Darlington Borough Council's legal duty in this respect.

The Act also gives LTA's powers to enforce the minimum standard by providing information themselves if operators fail to comply and to recover reasonable costs from the operators concerned.

Scope, Key Components and Consultation

Scope

This strategy has been developed to fulfil the requirements of the 2000 Transport Act as indicated above. It relates to the provision of local bus service information, as distinct from information on other forms of public transport such as passenger rail services and community transport services. The 2000 Act draws a distinction between these different forms of public transport and the specific duty on LTAs relates to local bus service information only. It is acknowledged, however, that it is not in the public interest to advertise widely a small number of registered services aimed at specialist

markets, eg school services, work services and certain other special services. These are therefore exempted from the provisions of this strategy.

Irrespective of the above, integration of the various public transport modes is a central principle of both national and local transport policy. The principles of integration should therefore extend to public transport information, in that a passenger wishing to make a journey by a mix of modes should be able to find information on all elements of the journey from a single source. This has already begun in terms of electronic information through the launch of the Government sponsored 'Transport Direct' initiative. In the longer term, however, it is an objective of this strategy to achieve a much more widespread integration of information provision by printed, electronic and other means for all modes, including walking, cycling, bus, rail and community transport.

In drafting this strategy, consideration has been given to the views of the Traffic Commissioners with regard to roadside timetable information and the Association of Transport Coordinating Officers (ATCO) in respect of good practice.

Key Components

Under the 2000 Transport Act this strategy must define the 'required information' on bus services which must be available to the public within the LTA area. This in effect will comprise a 'minimum enforceable standard' which the LTA can enforce using powers given through the Act. For clarity, these minimum enforceable standards are highlighted within this document and included in a definitive policy statement in Appendix B of this strategy. It is this policy statement that will be used in any judgement as to whether bus operators have complied with this strategy in terms of minimum standards and to determine the decision by the Council to provide information and reclaim the costs from the operator concerned.

The strategy will, however, cover more than the minimum standard. Within it there are a number of areas where improvements in provision are proposed, but are more longer term aims and therefore too early to be included within the minimum standards. Where possible, the document specifies a time scale for these additional improvements.

Consultation

The 2000 Transport Act stipulates that the LTA must, before determining what information should be provided, consult with user groups and with the Traffic Commissioner as well as liaising with adjoining LTAs to explore appropriate opportunities for joint initiatives. In order to emphasise the importance of this strategy, the Borough Council is also consulting all operators of local bus services, train operating companies and local Parish Councils.

2. Strategy

Objectives and Principles

The overarching objective of this strategy is to improve the availability and quality of local bus service information to the public of Darlington and visitors to the Borough. This will encourage more people to use public transport and improve the ability of bus users to plan journeys and therefore travel with confidence.

The underlying principles are that local bus service information should be:

- Of high quality eg accurate and attractive
- Comprehensive
- Readily available at all stages of the journey
- Easy to understand and available in formats suitable for people with impaired vision, learning difficulties or other disabilities.

Key Elements

Definition of Information

The 2000 Transport Act provides guidance on what a bus information strategy should contain. It defines local bus information in the following way:

- Information about the routes and times of local bus services to, from and within the LTA's area
- Information about fares for journeys on local bus services in the area
- Such other information about travel concessions, facilities for the disabled and connections with other passenger transport services or other matters of interest about public transport issues which are of value to the public that the LTA considers appropriate to their area.

Resources and Priorities

This strategy for the provision of local bus service information needs to balance the demand for information with the resources and finance available and with the time constraints in relation to the development of new technology. As a consequence, it is proposed to rank information provision as follows:

Priority One

- Fully comprehensive and accurate roadside information at all bus stops within the Borough

- Comprehensive and freely available individual leaflets for all appropriate local bus services, showing both route and timetable information.
- A bus network route map for the Borough
- Local area timetable leaflets
- Accurate and timely journey planning information via the Traveline telephone enquiry service or Traveline web site
- Internet based journey planning available down to bus stop level
- Access to bus timetable information through SMS text messaging
- Real time Information at selected stops

Priority Two

- Fares information via the telephone and on the internet
- Fares information in roadside display cases
- On street electronic journey planning via the internet

3. Current standards of Information Provision

In developing this strategy for the future provision of local bus service information, it is important to consider current standards of provision and the extent to which they meet the public's aspirations (both of users and potential users of public transport).

It is pleasing to note that the quality of information provided by the main bus operators has improved in recent years with corporate design standards being adopted for individual timetable leaflets.

For the purposes of this strategy therefore, two specific categories of information have been defined. These are:

- Printed Information, including roadside information displays, leaflets, booklets and posters.
- Electronic Information, including telephone enquiries, internet access, real time information and on-street displays

Proposals for future provision of information are discussed below.

Printed Information

Introduction

Printed information in the form of leaflets, maps and roadside publicity is considered to be of the highest priority within this strategy. Other types of information such as a comprehensive timetable booklet for the Borough and posters on-bus are also of value. Whilst evidence suggests that significant numbers of people are now preferring electronic methods of obtaining advance information or information during the course of the journey, there remain many for which printed material continues to offer reassurance. In addition, for a proportion of the population, poor eyesight will be a constraint on the effectiveness of standard printed information. Unfortunately, although printed information can be relatively inexpensive to produce, it can quickly become out of date and therefore mislead if not regularly replaced.

This strategy seeks to address all of the issues outlined above.

Sources of Printed Information

Printed information can be categorised as follows:

- Roadside timetable displays
- Service specific timetable leaflets
- On bus timetable information and publicity
- Other paper based information

Roadside Timetable Displays

The provision of good roadside information relies on there being adequate infrastructure at the bus stop, eg pole and /or shelter, flag and display case. The Council has recently completed a programme of erecting new pre-printed bus stop flags at all stops in the Borough. These include the direction of travel (to or from Darlington Town Centre), the full name and location reference of the stop and the Traveline logo, telephone number and internet address. This information is repeated on both sides of the flag and a reflective strip is also carried at the top to make the stops more visible to bus drivers during the hours of darkness.

The following are the minimum enforceable standards for roadside information. For the foreseeable future Darlington Borough Council intends to take responsibility for roadside infrastructure and the printing and maintenance of timetable displays.

Bus stop flags shall :

- (a) provide the standard bus stop symbol and wording, the Traveline logo and internet address and full name of the stop
- (b) In locations where there are a cluster of stops serving different destinations (eg Darlington Town Centre), flags will also carry service numbers and identify the destination of services using each stop

Roadside display cases shall :

- (a) Contain legible up-to-date timetable information for all services using the stop and any additional information of value to the public specified by the LTA (see Appendix C).
- (b) Provide information in a clear and easy to understand format agreed between the Council and the bus operators
- (c) Be up to date. It is the intention of the Council to ensure, wherever practicable, that timetable displays are in place at all affected bus stops within three working days of the introduction of a change.

Darlington Borough Council will continue to post information for specific changes (eg Christmas and New Year holiday arrangements) at bus stops as required. Sample information is in Appendix E.

Service Specific Timetable Leaflets

For many passengers the availability of a service specific timetable leaflet or booklet is the main source of information required and effective provision is a core part of this strategy.

The following minimum enforceable standards will apply:

- (a) Operators should produce an individual timetable leaflet for each registered local bus service (as defined above)
- (b) All leaflets will be available free of charge for personal use.
- (c) Where a particular service is operated by more than one company (eg a mixture of journeys running on a commercial basis and some tendered by the Council) then the full timetable for the service shall be shown in one single publication with the name of the operator of each particular journey shown. Additional information of value to the public in relation to all operators whose services are contained in the leaflet should be shown. (see Appendix C).
- (d) Information must be provided in a clear and easy to understand format. This should be in accordance with, or equivalent to, the specification contained in the Association of Transport Co-ordinating Officers (ATCO)/Confederation of Passenger Transport (CPT) Code of Good Practice.
- (e) The operator shall ensure that copies of any timetable is available on request in accordance with Disability Discrimination Act (DDA) requirements.
- (f) All leaflets must carry a 'valid from' date.
- (g) Where a service is changed with the statutory eight weeks' notice, a new leaflet will be available to the public at least two weeks before the introduction date. Where the service is changed with less than the standard 56 day's notice with the support of the Council, a new leaflet should be available to the public at least three working days before the introduction of the change.

- (h) Leaflets should be readily available on board the bus operating the service and from the primary outlets listed in Appendix D of this strategy.
- (i) All leaflets which include any journeys funded by Darlington Borough Council shall state in a prominent manner 'Journeys on service xx operated by xx are funded by Darlington Borough Council' or other appropriate wording as agreed by the Council.

Responsibility for the production of the leaflet or booklet shall rest with the operator who runs the greatest number of journeys covered by the publication. It is suggested that operators each contribute towards the costs of publication on a pro rata basis, measured by route kilometres. Operators are free, however, to make whatever arrangements they wish with regard to sharing the cost of production provided that the requirements indicated above are met. Where agreement can't be reached on responsibility for the production of any leaflet by three weeks prior to introduction of the change, then section 140 of the 2000 Transport Act, entitling the Council to produce the leaflet and recharge the bus operators, will be invoked.

Where Darlington Borough Council contracts in some journeys on a route, DBC will advise the main commercial operator of the identity of the successful tenderer immediately following acceptance of the contract by the successful tenderer. This will allow liaison to take place with regard to leaflet production. The council's tendering programme will be set to reflect the agreed network change dates which are to be agreed by the Darlington Strategic Quality Bus Partnership and the Council will endeavour as far as possible to avoid making changes to contracts unless absolutely necessary.

With regard to services operated under contract to the Borough Council (or administered by them on behalf of other Authorities), all operators will be required, when tendering, to indicate the format, quality and quantity of leaflet(s) they intend to produce, together with a list of proposed outlets where the information is to be made available. Where operators do not wish to produce information they must state this in writing when submitting the tender. The Council will then produce the required information and re-charge the operator a fee which will include all production costs including an administration and delivery fee.

The effective date for the introduction of the above requirements is 31 December 2006.

On-Bus Information and publicity

Bus Interiors

The Government's consultation document on bus service regulation 'The Flexible Future' indicated that comprehensive information should be available on all vehicles operating local

bus services.

In view of the above, the following minimum enforceable standard will apply :

Details of the operator's customer contact telephone number and address for correspondence, together with the Traveline logo, telephone number and web site address and the operator's web site address should be displayed prominently inside all vehicles.

Where a change in service or fares is proposed, a notice advising passengers of the introduction date and a brief description of the change shall be displayed prominently on the inside of vehicles operating on that service at least two weeks prior to the introduction of the change. A copy of each notice shall be supplied to the Council prior to posting on the vehicles.

Bus Exteriors

The outside of the bus provides a valuable opportunity to both brand the service and also to provide more general public transport information. Operators are therefore encouraged to include the Traveline logo, telephone number and web site address in a prominent position on the outside of all vehicles.

Other paper based information

Boroughwide Timetable Booklet

It is intended that in future the Council will only make comprehensive network booklets containing timetable information for all routes in the Borough available to libraries and the Tourist Information Centre and North Road rail museum for reference purposes. These will be compiled through use of the data also used for roadside displays.

Boroughwide Route Map

A comprehensive route map is acknowledged as offering a useful journey planning tool for passengers and can make an effective contribution towards addressing social exclusion and generally raising public awareness as to the availability of public transport across the Borough.

The Council will continue to produce a route map annually and will seek to improve the supply of information contained on the map to include bus service frequencies, a summary showing buses that serve local hospitals and comprehensive town centre stop information both by route number and by stop allocation. This will be free and a copy will be delivered to all households in the Borough.

Other Marketing and Promotional Literature

As part of the Sustainable Travel Demonstration Town Initiative, the Council is now producing comprehensive area timetable leaflets and route specific credit card type leaflets. It is intended that these will be rolled out over the next three years and be supplied to the public either door to door or as part of the STDT individualised travel marketing programme.

Electronic Information

Introduction

One of the key advantages of electronic information is that it can, subject to resource availability, be updated regularly and is therefore more reliable than paper based information. It can also be accessed at any time and can therefore be of more use, particularly where it is in 'real time'. Clearly, this means of access to information is becoming more important as society becomes more technologically minded.

Electronic information provision in Darlington is underpinned by a bus stop database, timetable database and an electronic journey planner. Delivery of electronic information is currently provided by the following means :

- Telephone
- Internet
- On street

Telephone

Traveline

The national Traveline telephone enquiry service is a network of call centres that provide telephone advice on local public transport services using a single 'national rate' telephone number 0870 608 2 608. Calls for the North East area, including Darlington are answered by a call centre in Newcastle. The service is funded through a consortium of local authorities and local bus service operators known as 'North East Transport Information Service' (NETIS). Darlington Borough Council is a shareholder.

It is acknowledged that the quality of advice received from call centres is dependent on the quality of data supplied. Darlington Borough Council is committed to supplying quality and timely information and will take appropriate measures to ensure it is able to achieve its obligation to achieve this.

The code of conduct to be agreed between the operators and the Council will ensure that the supply of information from bus operators is received eleven weeks in advance of any change,

and this in turn means that information is readily available to the public at least two weeks in advance via the Traveline call centre.

Traveline performance is monitored by 'call handling' returns to the national Traveline Board and through a national 'mystery shopper' programme carried out at regional level.

Text messaging/real time by Mobile Phone

Work will continue during 2006 with NETIS partners to implement mobile phone SMS text messaging as a means of disseminating transport information at bus stops.

Internet

Transport Direct

This is an ambitious Government initiative to provide comprehensive transport information across the country by all modes and is underpinned by the various regional public transport journey planners. The site aims to offer the ability for travellers to make a choice of travel mode for planning journeys and also to enquire about fares, purchase tickets and make seat reservations across all modes within the UK. Darlington Borough Council supports the Transport Direct initiative and will continue to ensure that appropriate resources are made available to fulfil our obligations to supply NAPTAN (National Public Transport Access Nodes) and NatGaz (National Gazetteer) data.

www.traveline.org

NETIS partners also provide an internet journey planner at www.traveline-northeast.co.uk. This website allows users to plan their journey within the region and cross boundary into neighbouring authorities to/from a locality, bus stop or postcode and also provides timetables by service number. This will be further developed jointly with NETIS partners to include additional functions such as mapping and fares.

Operator websites

The following minimum enforceable standard will apply :

Where a bus operator has its own website, this must include a link to www.traveline-northeast.co.uk

Darlington Borough Council Website

The Borough Council will maintain and continue to improve the public transport elements of the Council's website to include stop specific timetables and maps in PDF format, improved news pages giving details of service changes and links to other appropriate sites.

On street information

The provision of on-street electronic information, either via real time displays or via journey planners is becoming increasingly important in generating public confidence in public transport. Darlington Borough Council will seek to improve information provision at the roadside for visually impaired people by way of talking bus stops or other electronic means.

Real time displays

Implementation of Real Time Passenger Information (RTPI) is due to take place across the Tees Valley during 2006. In Darlington, ten sites along North Road will receive either free standing RTPI units or units within bus shelters. During 2007/8, all 16 stops within the town centre will be equipped, following the completion of the Pedestrian Heart scheme. This will be followed in subsequent years with up to 20 additional units being erected at stops on 'Quality Bus Routes' as determined in consultation with operators via the Strategic Quality Bus Partnership. It is hoped that operators who are not currently participating in the scheme will agree to join once the improvements to bus reliability, passenger confidence and improved fleet management are mirrored in increased patronage for participating operators.

Developers and other major organisations will be encouraged to contribute towards the further development of the scheme by funding units at other locations such as railway stations, hospitals, key employment sites etc.

Remote enquiry terminals

The development of free standing kiosk type terminals to provide local information as well as a transport journey planner is being investigated as part of the Sustainable Transport Demonstration Town project. It is anticipated that these will be installed at key sites within the town centre and at the railway station and hospital.

4. Targets and Performance

The BVPI 103 survey of bus user satisfaction with local provision of public transport information has shown a marked increase from 56.5% in 2003/4 to 65% in 2005/6, however this does not reflect the effects of improved information on existing non-users.

The following targets (**Table 1**) are proposed for the provision of public transport information against which the delivery of this strategy will be measured.

Table 1 Targets for public transport information

Description	Target	Achievement Date	To be actioned by
Local Indicator BVPI 103 : % of users satisfied with the local provision of public transport information	Increase from 65% to 70%	31 March 2010	DBC/operators
Printed Information			
% of bus stops with timetable information	100%	31 March 2006	DBC
Timetable leaflet produced for every registered local bus service	100%	1 January 2007	Operators
Leaflets available on board all buses operating within Darlington	100%	1 January 2007	Operators
Leaflets available at all primary outlets listed in Appendix D of bus information strategy	100%	1 January 2007	Operators
Electronic Information			
Proportion of bus stops with real time information	10% (approx 50 stops)	31 March 2010	DBC/TVJSU
At stop timetable information to be available via SMS text messaging	100% of stops 10% in real time	31 Dec 2006 31 March 2010	DBC/TVJSU
Timetables for all services and PDF route maps available on DBC website	100%	31 March 2007	DBC

Appendix A

Transport Act 2000 – Sections 139 to 141 Bus Services : provision of information

Section 139 Information about Bus Services

- 1) Each Local Transport Authority (LTA) must, from time to time, determine, having regard to their Local Transport Plan :
 - a) what local bus service information should be made available (the required information')
 - b) the way in which it should be made available (the appropriate way')
- 1) Before making such a determination, the LTA must consult with (a) such organisations appearing to the LTA to be representative of users of local bus services as they think fit, and (b) the Traffic commissioners for their area.
- 2) Each Authority must, from time to time, ascertain whether the required information is being made available to the public in the 'appropriate way'.
- 3) Sub section 5 below applies if an LTA considers that (a) the required information is not being made available to the public to any extent, or (b) that information is not being made available to the public 'in the appropriate way'.
- 4) If this sub-section applies, the LTA must seek to make arrangements with the operators of the local bus services concerned under which those operators agree to make the information available (or to make it available in that way).
- 5) In this section 'local bus service information', in relation to an LTA means (a) information about the routes and timings of local bus services to, from and within the LTA's area and information about fares for journeys on such local services or (b) such other information about facilities for disabled persons, travel concessions, connections with other public passenger transport services or other matters of value to the public as the LTA considers appropriate in relation to their area.

Section 140 Duty of Local Transport Authority to make information available

- 1) If the LTA is unable to make satisfactory arrangements with one or more operators, it must make available, or secure that there is made available in the appropriate way, such of the required information as is not being made available or is not being made available in that way (whether by virtue of arrangements made under section 139 (5) or otherwise)

and may recover from that operator or those operators the reasonable costs incurred by them in doing so as a civil debt to them.

- 2) In determining for the purposes of subsection (1)(b) what is reasonable in relation to a particular operator, the LTA must (a) have regard to the amount of information which has to be made available and (b) the way in which that information has to be made available in respect of the local bus services provided by that operator.
- 3) If the LTA require an operator to provide information to them or to another person in order to perform their duty under sub-section (1)(a), then the operator must provide the information at such times and in such a manner as is specified by the LTA.
- 4) The LTA must give notice of any requirement imposed under sub-section (3) to the Traffic Commissioner for the Traffic Area covering their area.

Section 141 Bus Information : Supplementary

- 1) In considering how they should carry out their functions under sections 139 and 140, an LTA must have regard to a combination of economy, efficiency and effectiveness.
- 2) In carrying out those functions, LTAs must not act in such a way as to discriminate (whether directly or indirectly) against any operator, or class of operator, of local bus services and must co-operate with one-another.
- 3) An LTA must have regard to the desirability, in appropriate cases, of carrying out those functions jointly with another LTA (in respect of the whole or part of their combined area).

Appendix B

Summary of minimum enforceable requirements and where responsibility lies

Roadside Information

Bus stop flags shall:

- provide the standard bus stop symbol and wording, the Traveline logo and internet address and full name of the stop.
- In locations where there are a cluster of stops serving different destinations (eg Darlington Town Centre), flags will also carry service numbers and identify the destination of services using each stop

Maintenance of bus stop infrastructure will be the responsibility of Darlington Borough council or their agents.(eg Clearchannel).

Roadside display cases shall :

- Contain legible up-to-date timetable information for all services using the stop and any additional information of value to the public as notified to the operator by Darlington Borough Council.
- Provide information in a clear and easy to understand format agreed between the Council and the bus operators.
- Be up to date. It is the intention of the Council to ensure, wherever practicable, that timetable displays are in place at all affected bus stops within three days of the introduction of a change.

Responsibility for roadside information will be the responsibility of Darlington Borough Council or their agents.

Printed Information

Service Specific Timetable leaflets

Operator produced timetable leaflets shall:

Be in the form of an individual timetable leaflet for each registered local bus service.

Be available free of charge for personal use.

Where a particular service is operated by more than one company (eg a mixture of journeys running on a commercial basis and some tendered by the Council) then the full timetable for the service shall be shown in one single publication with the name of the operator of each particular journey shown.

Be provided in a clear and easy to understand format. This should be in accordance with, or equivalent to, the specification contained in the ATCO/CPT Code of Good Practice.

Be available on request in accordance with DDA requirements.

Carry a 'valid from' date.

Where a service is changed with the statutory eight weeks' notice, make a new leaflet available to the public at least two weeks before the introduction date. Where the service is changed with less than the standard 56 day's notice with the support of the Council, a new leaflet should be available to the public at least three working days before the introduction of the change.

Be readily available on board the bus operating the service and from the primary outlets listed in appendix D of this strategy.

Include a reference to any journeys operated under contract stating that these are funded by Darlington Borough Council, as defined in the strategy.

Be produced so that responsibility for the production of the leaflet rests with the operator who runs the greatest number of journeys covered by the publication.

The effective date for the introduction of the above requirements is 31 December 2006.

On Bus Information and Publicity

On Bus Information shall :

Include a display prominently placed inside the vehicles containing details of the operator's customer contact telephone number and address for correspondence, together with the Traveline logo, telephone number, web site address and the operator's web site address.

Where a change in service or fares is proposed anywhere on the network serving Darlington Borough , there should be displayed prominently on the inside of vehicles operating the service in question a notice advising passengers of the introduction date and a brief description of the change at least two weeks prior to the introduction of the change. A copy of each notice shall be supplied to the Council prior to posting on the vehicles.

Electronic Information

Traveline

All operators of local bus services operating within Darlington Borough will contribute towards the cost of providing Traveline by becoming members of NETIS.

Operator Websites

Where a bus operator has it's own website, this must include a link to www.traveline-northeast.co.uk

Appendix C

Minimum requirement for provision of additional information of value to the public

Type of information	Where available
Traveline logo and telephone number 0870 608 2 608	On all printed material including roadside information and websites
Traveline web site address www.traveline-northeast.co.uk	On all printed material including roadside information and websites
A notification of where fares information can be found – either from the driver or from the operator’s Customer Services Unit	On all printed material, roadside information, websites and on prominent display inside the bus
Operators customer contact details – eg telephone number and address for correspondence	On all printed material including roadside information and websites
A ‘valid from’ date	On all printed information, including roadside information and websites
A statement informing the public of the availability of timetables in large print format	On all printed information

Appendix D

Outlets for public transport leaflets

Primary outlets

- Tourist Information Centre, Horsemarket
- All libraries
- All staffed rail stations
- Darlington Memorial Hospital and West Park Hospital receptions
- Darlington Town Hall reception

Secondary outlets

- Post offices
- Health centres and doctors surgeries
- Citizens Advice Bureau
- Other Council offices with public reception areas
- Jobcentre
- Community centres
- House to house along appropriate corridors, as agreed by consultation with the operator(s)
- Secondary school reception areas
- College reception
- Employers sites where travel plans are in place

Appendix E

Departures from:
Barnes Road, Barnes Close (I)



Monday to Saturday																	
Time	Service	Notes	Time	Service	Notes	Time	Service	Notes	Time	Service	Notes	Time	Service	Notes	Time	Service	Notes
0806	31		1028	31		1300	31B		1528	31	Sch	1734	31		2201	31A	
0840	31	NS H	1100	31B		1328	31		1558	31	NSch	1806	31		2301	31A	
0856	31	S	1128	31		1400	31B		1601	31B	Sch B	1901	31A				
0928	31		1200	31B		1428	31		1628	31		2001	31A				
1000	31B		1228	31		1500	31B		1700	31		2101	31A				

Sunday																	
Time	Service	Notes	Time	Service	Notes	Time	Service	Notes	Time	Service	Notes	Time	Service	Notes	Time	Service	Notes
0901	31A		1201	31A		1501	31A		1801	31A		2101	31A				
1001	31A		1301	31A		1601	31A		1901	31A		2201	31A				
1101	31A		1401	31A		1701	31A		2001	31A		2301	31A				

Public Holiday																	
Time	Service	Notes	Time	Service	Notes	Time	Service	Notes	Time	Service	Notes	Time	Service	Notes	Time	Service	Notes
0928	31	BH	1100	31B	BH	1228	31	BH	1400	31B	BH	1528	31	BH	1700	31	BH
1000	31B	BH	1128	31	BH	1300	31B	BH	1428	31	BH	1600	31B	BH	1734	31	BH
1028	31	BH	1200	31B	BH	1328	31	BH	1500	31B	BH	1628	31	BH			

Notes:
 B=From Barnes Rd direct to town via Slaindrop Rd and Woodlands Rd, H=via Hummersknott and Carmel School, NS=Not Saturdays, NSch=Monday to Friday School Holidays ONLY, S=Saturdays ONLY, Sch=Monday to Friday Schooldays ONLY

Darlington Borough Council can not be held responsible for any errors or omissions, all journey times should be checked with the relevant operator before commencement of a journey