

## **Trimdon Bus Survey.**

### **Executive Summary**

In a survey of where over 400 residents of the Trimdons participated, most residents claimed that the lack of bus service severely restricted their lifestyle. 40% of residents have had to turn down employment or education opportunities as transport connections did not exist to get them there.

The most popular destination that resident would wish to travel to is the City of Durham however there is no direct transport connection between the Trimdons and Durham since the removal of the 57A.

The main reasons people have not used the bus is because the service they need to use is unavailable or unreliable.

To have a transport system that meets people needs in Trimdon, residents will require a direct bus service to Durham. Any bus service in operation will have to be reliable with buses consistently turning up to bus stops.

### **Introduction**

Paul had been contacted by a number of constituents who had been adversely affected by the decline in service from buses. There had been a recent history of buses getting cancelled and constituents left waiting for 'ghost buses', the buses that are timetabled but fail to turn up. Arriva had a driver shortage and this resulted in the removal of the 57A bus service.

Durham is the nearest regional hub, it is a major destination of employment and education opportunities as well as a destination for leisure and shopping. It is also where the local authority headquarters lies and the nearest major hospital. It has frequently been mentioned by constituents as the most popular destination they would require to go to.

Trimdon Village Hall to County Hall, Durham will take 25 minutes to travel by car, to travel by public transport will take a minimum of 2 hours due to there being no direct route available since the removal of the 57A. Possible routes to Durham suggested on Apple maps involve taking a bus south to either Sedgefield, Thornaby or Darlington to catch another bus or train North to Durham.

According to the 2021 Census 23.3% of households have no access to a van or car. Looking into smaller LSOA this rises in E00105513(Laburnam Sq, Trimdon Colliary) to 44.65%.

### **How the Survey was done**

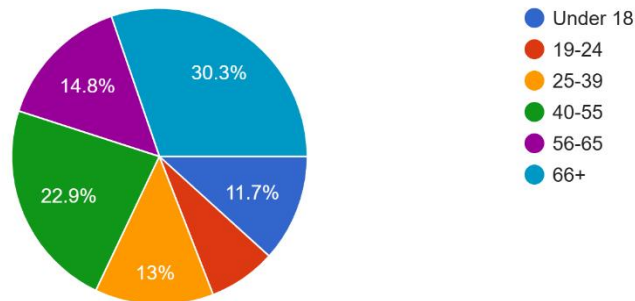
A letter 2536 households containing 4478 electors living in the TS29 area that covered the Trimdon Villages. The letter invited all members of the household to complete a bus survey online. Residents who were unable to do this online had the opportunity to phone for a paper copy. Over 400 constituents responded. The survey also got plugs on social media and in the Trimdon Times.

## What were the findings

The survey had a good response from across all age ranges in the area

### What is your Current Age?

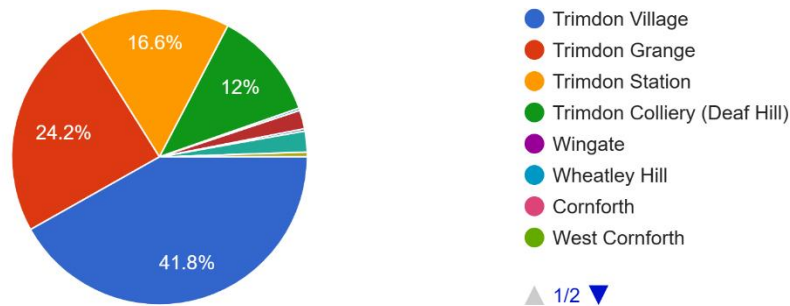
393 responses



88.8% of respondents claimed to use the service of which 75% would use the bus weekly. Completing the survey would naturally appeal more to residents who used the bus service and cared about this service.

### Where are you from?

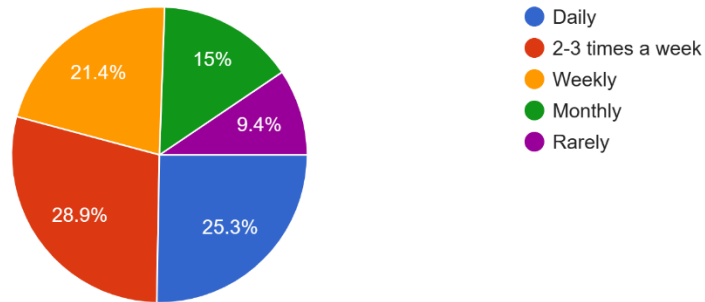
392 responses



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If Yes, How frequently do you use a bus service? If No, Go to Q5

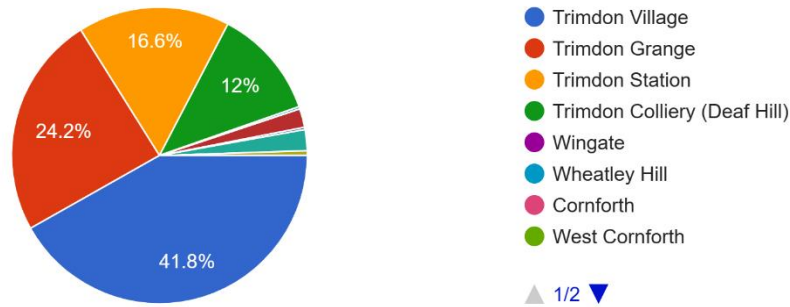
360 responses



Nearly all the responses came from the four villages that make up the trimdons = Trimdon Village, Trimdon Grange, Trimdon Station (Deaf Hill) and Trimdon Colliery.

Where are you from?

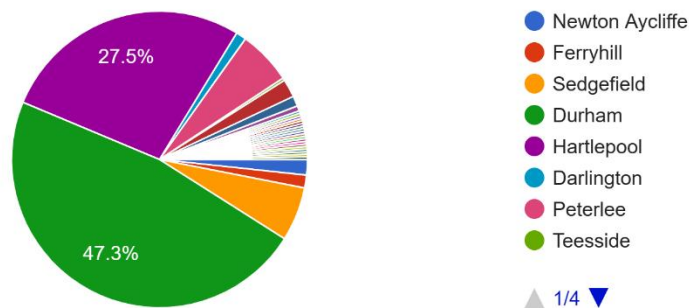
392 responses



The most popular destination of choice was the City of Durham, where 47.3% named as main destination. The second choice was Hartlepool on 27% while Peterlee and Sedgfield were joint third on 5.9% each.

If yes, Where is your main destination?

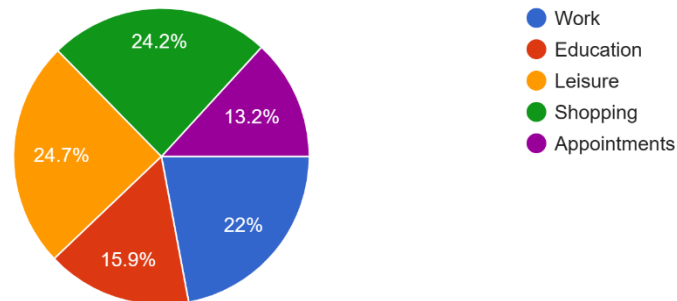
357 responses



People had a wide range of reasons for using the bus service from everyday commuting, to not as frequent but essential appointments to leisure activity.

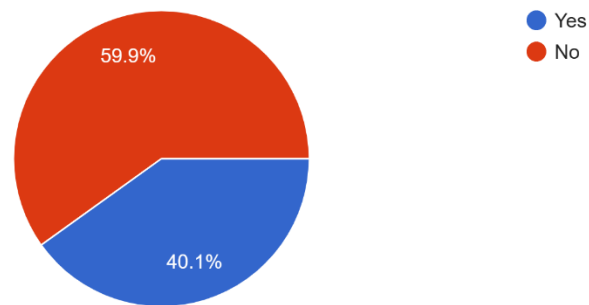
### Main reason for using a bus service?

372 responses



### Have you ever had to turn down an employment or education opportunity because of the bus service?

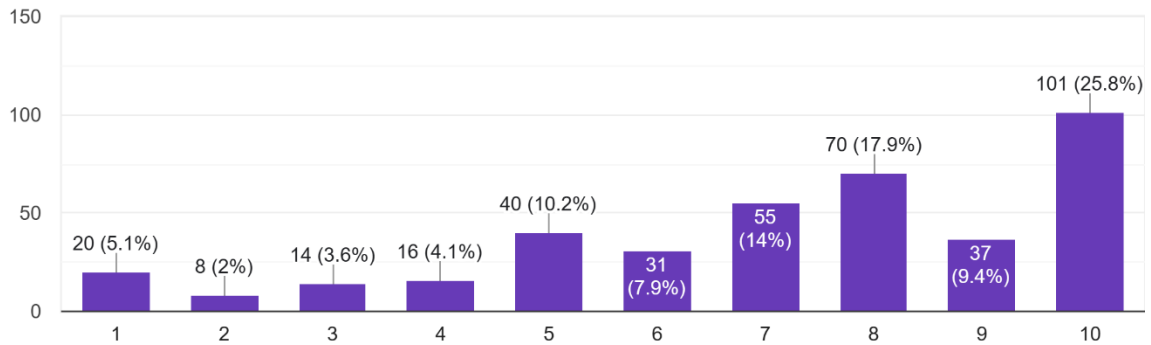
379 responses



40% of respondents have had to turn down work or education opportunities due to there being no bus service to transport them there.

### How severely do you think travel options restrict your lifestyle?

392 responses

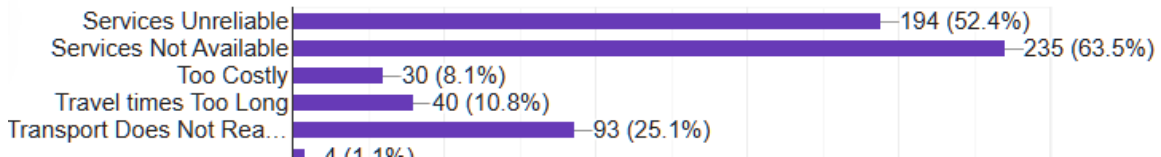


One in four residents rated the lack of bus services as most severe on restricting their lifestyle, on a scale of one to ten, while less than one in ten could give low scores.

### What stops you using the bus services?

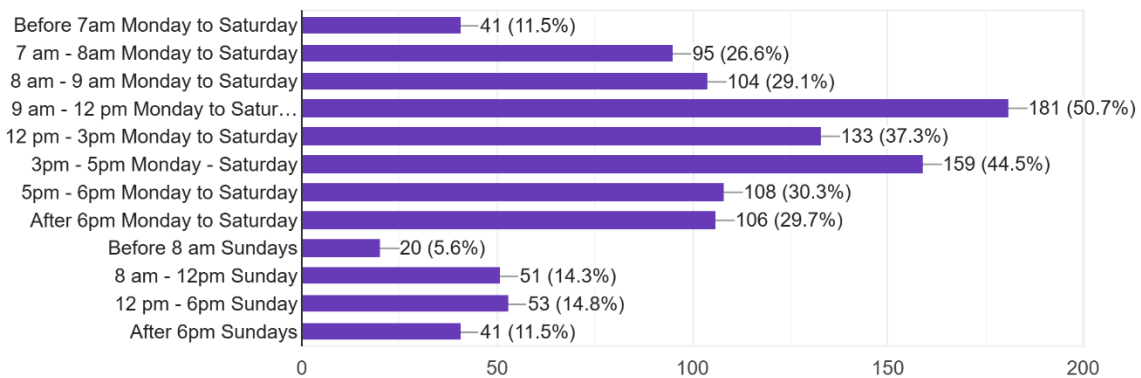
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70 responses



### What times of the week do you regularly need to use bus services (tick all that apply)?

357 responses



The usage through the week a bus service matched most traditional working patterns.

63% of people listed service availability as biggest factor stopping them using the buses, with 25% citing that the transport does not reach their required destination . 52% cited service unreliability.

## Conclusions

Many of the reasons given were problems on buses before the withdrawal of the 57A and constituents had contacted the MPs office about issues of reliability on this issue before. Residents would find buses not arriving to bus stops late at night after a long shift at work. Bus companies may cite that these rural routes have low uptake however the service quality that was provide drove customers away.

Durham was the clearly the most popular choice of destination yet this is a destination with no direct link, residents would point to other villages closer to Durham such as Bowburn where it would be possible to catch a bus every 5 minutes.

The removal of the 57A has made cut the Trimdons off even more and the replacement service set up by Arriva and DCC does not meet resident's needs.

Previous funding of the 57A Route was provided to support the services between Kelloe, Trimdon and Hartlepool. The connection to Durham had previously been deemed commercially viable. The new replacement service gave a direct connection from Trimdon to Hartlepool but residents would have to change buses to Durham city. Residents have questioned why the 'local authority do not provide funding to connect them to the city where most of their council tax spending is spent.

Constituents did rely on the bus to get to jobs in locations such as the Durham University Science Site. A direct bus connection to Durham city would benefit a huge number of residents providing opportunities for work, leisure, shopping as well as a location of many appointments.

The quality and reliability of previous services had put people off taking a bus, one bus that doesn't turn up on an hourly schedule, causes the most severe disruption to commuter's schedule. While a city route that has a bus stopping every 5 minutes provides less disruption to a commuter if one fails to turn up. Residents had asked 'why when a driver is sick are rural routes pulled over city routes?'

It is important that any timetable put in place, commuters can have confidence in, and this means buses turning up at the given times on timetables.