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**SUPPORTED BUS SERVICE CONTRACTS 2009-2014**

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**Responsible Cabinet Member - Councillor David Lyonette, Transport Portfolio**

**Responsible Director - Richard Alty,  
Assistant Chief Executive (Regeneration)**

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**SUMMARY REPORT**

**Purpose of the Report**

1. To present further evidence about travel needs in the Borough for bus services that are funded by the Council and to provide information on tenders for the operation of supported bus services from 3 May 2009 to enable Cabinet to make decisions on supported bus service contracts.

**Summary**

2. The Council's draft Corporate Plan and Medium Term Financial Plan were considered by Cabinet on 14 January 2009. The reports to Cabinet very clearly spell out the extremely challenging economic and financial context in which the Council is reviewing its plans. To protect front line services and sustain delivery of the long term vision, a challenging programme of £4.9m annual efficiency savings is proposed, along with some reprioritisation of services and higher charges. In this context, there is significant pressure to avoid entering into any new or extended service provision that carries financial commitments for the Council.
3. The Council has followed an extensive process of evidence collection about the demand for supported bus services, following Arriva's change to the commercial bus network on 20 July 2008. This process included face to face interviews on supported bus service journeys, a questionnaire, analysis of ticket machine data and feedback received. A Talking Together event was held in November 2008 to discuss the issues involved.
4. Cabinet on 2 December 2008 asked that prices be sought for the continuation of existing supported bus services and defined desirable variations upon them. This has been done and tender prices received are shown in **Appendices 1 & 3**. The tender prices for existing contracts and recommended variations (**Appendix 6 and Table 2 as set out in this report**) are within budget, but only until 2010/11 if a grant from the Department for Transport is not confirmed. Given the uncertainties over the budget income and the wider budget position of the Council, it is recommended that any other contract is not awarded. Members' attention is also drawn to the risk log in **Appendix 5**.

5. The evidence shows that Supported Bus Service journeys matter to those who use them and that, overall, the current contracts are value for money with the exception of that to Brafferton. In addition, unmet travel need has been identified in Blackwell and Harrowgate Hill due to the withdrawal of bus services in 2008. Prices for the operation of some of the services required to meet these needs have been obtained and members need to consider them in the context of the budget position. All Appendices to this report contain commercially sensitive information for both the Council and tenderers and are not for publication under the provisions contained in the Local Government Act, 1972.

## **Recommendations**

6. It is recommended that:
  - (a) Members review the evidence about travel needs and the use of supported bus services within the Borough, in the context of the resources available in the Medium Term Financial Plan.
  - (b) Cabinet approve the awarding of contracts as set out in Appendix 6 for the services set out in table 2.

## **Reasons**

7. The recommendations are supported by the need to balance the needs of the community against value for money considerations, the overall affordability of the bundle of services in the context of the MTFP and risks to future service provision

**Richard Alty**  
**Assistant Chief Executive (Regeneration)**

## **Background Papers**

- (i) On bus face to face interviews; report by NWA Social and Market Research
- (ii) Ticket machine data; provided by Arriva plc.
- (iii) Self completion questionnaires
- (iv) Feedback comments; July 2008 – January 2009
- (v) Tender prices
- (vi) Supported Bus Contract Part III; Cabinet; 29 April 2008
- (vii) Supported Bus Service Contracts 2009-2014; Economy and Environment Scrutiny Committee; 21 November 2008
- (viii) Supported Bus Service Contracts 2009-2014; Cabinet; 2 December 2008
- (ix) Supported Bus Service Contracts Extension; Council; 29 January 2009

Simon Houldsworth : Extension 2701

S17 Crime and Disorder	This report has no implications for Crime and Disorder.
Health and Well Being	The opportunity exists to further improve access to West Park Hospital at weekends.
Sustainability	Provision of supported bus services contributes to the ability of local people to choose to travel more sustainably.
Diversity	An assessment of the needs of people with disabilities has been undertaken.
Wards Affected	All
Groups Affected	As detailed in the report.
Budget and Policy Framework	The principle of providing supported bus services is set out in the Council's Bus Strategy. Budget implications are as set out in the report.
Key Decision	Yes
Urgent Decision	No
One Darlington: Perfectly Placed	Contributes to Sustainable Transport network work strand in the Greener Darlington theme.

## MAIN REPORT

### Information and Analysis

#### Overall financial Context

8. The Council's draft Corporate Plan and Medium Term Financial Plan were considered by Cabinet on 14 January 2009. Following a period of consultation and scrutiny, the Plans are to be considered at this meeting, prior to approval by Council at the end of February. The reports to Cabinet very clearly spell out the extremely challenging economic and financial context in which the Council is reviewing its plans.
9. The Council faces the twin pressures of higher costs through increasing demand for some services and reduced revenue from grants, taxes and service income. To protect front line services and sustain delivery of the long term vision, a challenging programme of £4.9m annual efficiency savings is proposed, along with some reprioritisation of services and higher charges. In this context, there is significant pressure to avoid entering into any new or extended service provision that carries financial commitments for the Council.

Tenders have been received for the operation of all existing supported bus services from 3 May 2009 initially for a period of up to 5 years. Details of the individual prices received for existing contracts are attached to this report at Appendix 1. The overall projected spend for existing contracts and recommended variations of them is £432,000 (Appendix 6) after taking into account other expenditure from this budget. This projected value is based upon the award of each existing contract to the tenderer submitting the lowest price, since the effect of the quality assessment does not change tender ranking.

10. Members' attention is drawn to the overall financial position of the Council and the budget build for supported bus services after March 2010. This means that additional spending may be unsustainable in subsequent years unless additional resources were found, resulting in services being withdrawn.

#### Commercial Bus Services

11. Arriva North East purchased the business of Stagecoach Darlington on 26 August 2007, after gaining the approval of the Office of Fair Trading (OFT) and then made changes to their commercial bus routes<sup>1</sup> on 20 July 2008. As set out in the 1985 Transport Act, Arriva can choose how to operate bus services at their own commercial risk, without any reference to the Council. However, Arriva have made voluntary commitments to the Council about their operating behaviours in a Memorandum of Understanding considered by Cabinet 10 July 2007. To date, Arriva have abided by their commitments, with the exception of the change dates for bus routes.
12. In response to feedback received by both Arriva and the Council, Arriva made further changes to their commercial network on 26 October 2008, which aimed to resolve the issues raised by 44% of the individuals during the feedback process. Arriva have now indicated

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<sup>1</sup> Under the 1985 Transport Act, bus companies may decide to operate bus routes at their own commercial risk, under the regulatory control of the Traffic Commissioner. As businesses, bus companies provide buses to make money, not meet social need. Local Councils may choose to pay for additional bus services where there is unmet travel need, although these cannot compete with commercially provided bus services.

that there are a number of changes that they are planning to introduce in 2009. In a newsletter issued by Arriva in January 2009 they stated:

*“We are planning to change some of our commercially operated services at the same time as Darlington Borough Council review their supported bus services. One of the changes will be to re-introduce service 26 to provide the link between the Town Centre and Harrowgate Farm via Longfield Road. This service will run every 30 minutes during the day Monday to Saturday. This will then see services 6a/b run via North Road which will improve the number of services we have between the Town Centre and Harrowgate Hill roundabout which will solve our capacity issues. Service 8 will also be retimed to improve the co-ordination of services on North Road to further improve the number of seats available on this key corridor.*

*We are also looking at changes to service 3 in Mowden and to improve the reliability of services 75/76 and X66 which have issues with heavy traffic in peak times.”*

13. Arriva’s current intention is to wait until the date (3 May 2009) that the Council introduces its new supported bus service contracts to minimise disruption to the public. **Plans are attached** showing the proposed Commercial and Supported Network.

### **Supported Bus Services**

14. The Council introduced a set of short term supported bus service contracts from 20 July 2008 that were designed to complement Arriva’s network whilst the longer term effects of the new network were studied. Cabinet’s decisions were based on an analysis of travel needs not provided for commercially (29 April 2009). These supported bus service contracts were all won by Arriva following a competitive tender process and will cease on 2 May 2009.
15. Since July 2008, the Council has followed an extensive evidence collection process about travel needs for supported bus services, namely:
  - (a) Face to face interviews undertaken by NWA Social and Market Research, with a sample of passengers using supported bus service journeys (a sample of current users);
  - (b) Ticket machine data for existing supported bus services (all current trips over a period of 3 months);
  - (c) A questionnaire designed to capture unmet needs i.e. journeys that can currently not be made by the commercial or supported bus services;
  - (d) Feedback from local people about the changes to the local bus network from July 2008 (both commercial and supported bus services) received by both Arriva and the Council by email, telephone, letter and in person at a Talking Together event held on 20 November 2008.
16. Initial analysis of all this data was presented to Cabinet on 2 December 2008. Members of the Economy & Environment Scrutiny Committee resolved to set up a Task & Finish Group to further consider the evidence before making a recommendation to Cabinet this meeting (report tabled separately). Cabinet resolved that tenders be sought for all existing supported bus services including obtaining prices for the continuation of contracts let by neighbouring authorities. Cabinet also resolved that prices be sought for defined variations, as below:

- (a) An hourly frequency on service 12 to Neasham from the town centre on Monday to Saturday evenings, for comparison with the cost of providing the existing half hourly service;
  - (b) Additional tenders for smaller buses on services 17, 18 and 20 to see if costs can be reduced;
  - (c) Additional tenders for revised routes on services 17 and 20 if further analysis of travel indicates that these are desirable. The route of service 18 could also be revised to make buses operating it more punctual by reducing its journey time. This may involve the provision of a separate bus service to the Broadway on the same two hourly frequency;
  - (d) Additional tenders for revised timings on services 16 and 19 to address issues raised by local people about timing, access to West Park Hospital on Sundays and bus capacity. A resident of School Aycliffe has requested an evening service to Darlington and a Councillor request has been received for a route diversion within Heighington;
  - (e) A two hourly bus service to Blackwell through the agreement of a variation to an existing contract let by North Yorkshire County Council for service 29.
17. Subsequent to the December meeting of Cabinet, further evidence has been gathered including a further two months ticket machine data from Arriva for the supported bus service contracts; the results of the Equalities Impact Assessment; additional face to face interviews on supported bus journeys and any additional feedback.
18. The remainder of this report expands on analysis of this evidence and the results of the tenders that have been returned. There is a budget projection for the period of the tenders (2009-2014) and a risk log.

## **Tender Analysis**

19. Tenderers submitted a pre-qualification questionnaire setting out their ability to undertake the proposed contracts in November 2008. Tenders were then invited on the basis of the Cabinet decision in December 2008 for existing services and variations to them. All tenderers have committed to fulfilling Conditions of Contract that require the bus operator, amongst other matters:
- to ensure that they comply with the laws governing bus operation,
  - to provide low floor buses,
  - to provide buses with a minimum of 23 seats unless otherwise specified,
  - to provide drivers and other platform staff trained in customer care and disability awareness, and licensed as required by law.
  - to provide printed timetable information.
20. In addition, the quality component of the tender process based on references considered operators' performance in general, suitability for the intended contracts, the quality of their data provision and their customer service standards. As illustrated in **Appendix 7**, there is no difference between potential contractors on the basis of the information supplied in the

references.

21. Tenderers were asked to submit prices on the basis of both net and gross costs. The submitted tenders show that for the majority of supported services a net cost approach is a cheaper option. The recommendation to Members is based on the award of net cost contracts since in the majority of cases this is the cheapest option. It is recommended for the balance of the contracts since it incentivises the operator of maximise patronage since they keep farebox income.

### **Analysis of Existing Supported Bus Services**

22. As requested by members further analysis of patronage has been undertaken over a period of 3 months in 2008. This data is shown in **Appendix 2** by contract in the form of cost per passenger trip. This shows that costs ranged from 14p to £16.29 per trip, with higher values usually being for journeys in the early morning or late evening – however, the highest value was for the Brafferton diversion. All of the services are currently considered to be value for money when considered as a whole with the exception of that to Brafferton, although some journeys are lightly used.
23. The diversion of otherwise commercially provided service 5a to Brafferton is used on average by 3 passengers each day. This diversion is not considered to be value for money at a cost of which equates to £16.29 per passenger trip. It is recommended that support for this diversion is withdrawn on the grounds of cost (the next most expensive journeys are on service 3 - £5.64).
24. Face to face interviews were carried out with 433 users of supported bus services and demonstrates the importance of these supported bus services to those who use them. Nearly a half (44% or 191 respondents sampled) use a supported bus service daily, with a further 18% using it daily during the week. Not surprisingly, journeys to work were the largest reason for use (45%/195 respondents) and 29% (126) would choose to walk or cycle to make their journey if there were no bus service. Feedback received also supports the findings from the face to face interviews that supported bus services matter to those who need them.
25. Tenders have been received for the operation of all existing supported bus services from 3 May 2009 initially for a period of up to 5 years. Details of the individual prices received are attached to this report at **Appendix 1**. These prices are on the basis of net subsidy whereby the operator keeps all the farebox income and asks for a minimum contribution from the Council. This arrangement means that fluctuations in farebox revenue are primarily at the risk of the operator. In the conditions of contract there is a three month notice period should an operator wish to surrender a contract. In this eventuality the contractor is obliged to meet the Council's costs of re-tendering.
26. The overall projected budget spend if only existing contracts are continued is £438,000 after taking into account other expenditure from this budget. This projected value is based upon the award of each contract to the tenderer submitting the lowest price. This compares to the projection of £432,000 for the continuation of existing contracts with recommended variations due to the effect of withdrawing the Brafferton diversion. Members' attention is drawn to the overall financial position of the Council and the budget build for supported bus services after March 2010. This means that additional spending would be unsustainable in subsequent years unless additional income was found, resulting in services being

withdrawn.

### **Analysis of Desirable Variations**

27. Cabinet agreed that tenders should be sought for a list of desirable variations to existing supported bus services. Operational experience of existing supported bus services, analysis of the evidence collected and tender prices indicate that some of these variations to existing routes are desirable and affordable. They include changing the route of some services, providing cross town links and altering individual journey times. The cheapest tender prices received are shown in **Appendix 3** to this report.
28. Whilst some of the variations are self-contained; the award of others will impact on other supported bus routes since there is overlap between some possibilities. The utility of the variations is also based on a set of assumptions about the commercial provision of bus journeys within the Borough (as set out previously).

### **Analysis of Unmet Travel Need**

29. At its meeting in December, Cabinet resolved that no tenders would be sought for completely new supported bus services due to the budget implications, given the overall budget position of the Council. Therefore a requested service to the Glebe Road area from the town centre and Whinfield was not tendered on the grounds of cost, which was estimated to be in the region of £90,000 per year. Questionnaires returned by local people wishing to travel from the Glebe Road estate (including those returned since the original deadline of 20 October 2008), have detailed 105 journeys that they wish to make - 55 of these journeys are to the town centre and 21 are journeys to Whinbush/ASDA. A further 28 journeys detailed by residents wishing to travel from 'Harrowgate Hill' include 12 to the town centre and 9 to Whinbush/ASDA.
30. Analysis of the preferred day of travel shows that 77 journeys to the town centre would be during the week (Monday-Friday), with 49 on Saturday and 26 on Sunday. However, more work to understand the self completion questionnaires is required since 92 (66%) of all the 165 outbound journeys, including those to the town centre, would be before 9am and 111 (67%) of the return journeys would be after 7pm. Trip purposes vary; of the 165 journeys, 76 (46%) were for health appointments, a further 58 for leisure, 52 for shopping and 32 for work. Since July 2008, 52 of these desirable trips are being made by taxi with a further 27 journeys not being made at all.
31. Many respondents had a bus pass – 94 had one by reason of age and a further 5 held one by reason of travel disability.
32. A non-conforming tender was submitted by Arriva North East to serve Glebe Road in conjunction with another existing supported bus route. The price is shown in **Appendix 4**. The price is lower than that estimated by officers. Were members to consider supporting this service, it would be recommended that a variation of this magnitude is tendered to market test the price. However, Members' attention is drawn to the issues raised in the risk log in **Appendix 5** in their consideration of how to deal with this tender.
33. Feedback and questionnaires have also been received about the absence of an evening and Sunday service 6a/b from Harrowgate Farm to Whinfield. In response, Sunday daytime and Friday to Sunday evening services are currently provided commercially by Arriva but



patronage levels are low. Arriva have now indicated that they will no longer provide the evening services on the grounds of poor patronage from May 2009. An evening service on Monday to Saturdays from the town centre to Whinfield via Harrowgate Hill is estimated to cost circa £50,000 in 2009/10 based on tender returns. A saving should be made on the existing evening contract from the town centre to Harrowgate Farm. The value of the saving is dependent on the effect on a combined Durham County Council contract that provides buses for services 6a/b, 75 & 76. Arriva currently provide the Sunday daytime and evening journeys commercially.

### Financial implications

34. The Supported Bus Service budget is funded from four sources; Council revenue, the Department for Transport grant, neighbouring local authorities and developer contributions. The current budget for 2009/10 is £556,000 and as shown in **Table 1** this will vary over the period up to 2013/14. In addition, expenditure on supported bus service contracts is expected to remain above normal inflation rates; due to inflationary pressures and changes in the commercial bus network. It is therefore recommended that members do not seek to support contracts over and above those covered in the Cabinet resolution of 2 December 2008 on the grounds of future financial commitments across the Council as a whole (members will be aware of the pressure on the concessionary fare budget for example).

**Table 1 Projected Budget 2009/13 existing services and recommended variations**

	2009/10 <sup>2</sup> £'000	2010/11 £'000	2011/12 £'000	2012/13 £'000	2013/14 £'000
Council contribution	400	408	416	424	N/A
DfT Grant	109	111	115 <sup>3</sup>	117	119
Other contributions	47	47	43	13 <sup>2</sup>	13 <sup>2</sup>
Budget <sup>4</sup>	556	566	574	554	564
Expenditure <sup>5</sup>	432	449	467	486	505
Variance	124	107	107	68	59

35. It is very difficult to predict the amount and timing of income that will be secured via planning conditions. Also, the trigger points for income previously agreed have not been reached and in the current economic climate it is not possible to assess how or when these payments will be made. The budget build above therefore does not include these amounts.
36. The existing supported bus services will be operated until 2 May 2009 by Arriva, at a projected cost of £47,000.

### Equalities Impact Assessment

<sup>2</sup> Current contracts have been extended until 2 May 2009; new contracts will begin on 3 May 2009.

<sup>3</sup> Estimate based on previous figures. Grant confirmed until 2010/11 Assumed grant levels for 2011/14.

<sup>4</sup> A potential pressure of £92,000 was anticipated in the report to Cabinet on 14 January 2009.

<sup>5</sup> Based on the award of contracts listed in Appendix 6 with inflation estimate of 4%.

37. A process of assessment has been followed that involved a desk based assessment of the impact of the Cabinet resolution on local people. This process was discussed with Darlington Association on Disability. The evidence process includes the face to face interviews and questionnaires previously outlined in summary. Additional research, undertaken by Adult Services focused on service users at the Gateway Club on Salters' Lane North, sampling a total of 13 journeys. Five of the journeys could be made using current bus service provision. In addition, seven people wanted to travel to the Gateway Club or Salters Lane North. Service 6a/b operates along Salters Lane North during the day & on some evenings. It is not clear whether service users could walk from North Road to the Gateway Club when service 6a/b is not operating past the Club.

### **Risk log**

38. The introduction of a new set of contracts will create implications for the public and the Council. **Appendix 5** sets out the main issues that members need to be aware of in making decisions about these contracts. These risks are common in the industry and have been dealt with before by the Council. The situation does create opportunities for improving bus services within the Borough, such as the introduction of smartcard ticketing if this proves to be a feasible project.
39. In order to protect the Council's commercial position, the risk log is not for publication under the provisions contained in the Local Government Act 1972.

### **Outcome of Consultation**

40. Local people have given feedback about the changes to commercially operated bus services in July 2008 by letter, telephone and email. In addition a Talking Together event was held on 20 November 2008 at which residents were able to ask questions and make their comments.
41. Members have previously received a summary of the feedback received (Cabinet 2 December 2008). Members' attention is drawn particularly to the concerns and issues raised by residents of Blackwell, Harrowgate Hill and Sadberge. In Blackwell, these issues are to do with the loss of a bus service to the town centre from October 2008, when a North Yorkshire supported bus route was withdrawn. Local people, without access to a car face an appreciable walk to either the A66(T), Coniscliffe Road or Grange Road to catch a bus. Residents would like to have a bus service to the town centre.
42. Residents of Sadberge and the villages to the north east of the Borough are especially concerned about any loss of bus service. They feel that the bus is a vital link from these rural communities to work, shops and health care. Currently, use of services 17 & 18 is low but this does reflect the population density of the area that these routes serve. Residents would like the current services to continue since they enable users to reach some of the most needed destinations.
43. The withdrawal of commercial bus service 23 has meant that residents of the Glebe Road estate in Harrowgate Hill have had to walk to either North Road or Salters Lane North since July 2008. Some residents are 420m away from the nearest main road and this distance is a problem for some. There have been two meetings between Arriva and residents from Harrowgate Hill, where local people have asked Arriva to re-instate the bus service from the town centre and Whinfield. Arriva have indicated that they would not serve the area unless

major highway works were undertaken to improve journey times.

44. An open letter to the Council has been received from Councillor Cartwright on behalf of her constituents. In it, she describes the effect of the commercial decision taken by Arriva and asks that the Council replaces withdrawn commercial routes 23, 24 & 26. As previously noted, the Council has received a non-conforming tender for a route to Glebe Road.
45. Residents in Harrowgate Hill, Harrowgate Farm and Whinfield have also asked for the reinstatement of evening and Sunday services between these areas. Currently, Arriva operate on Friday to Sunday evenings and on Sunday daytimes, but have indicated that they will stop operating during the evening due to very poor patronage. When this occurs, there will be no direct link across the northern suburbs of Darlington at night times.

## Conclusions

46. The evidence collected shows that local people depend on supported bus services for access to work and other activities. The existing supported bus routes fit in with the current commercial network and carry reasonable numbers of passengers overall for their cost, although some journeys are underperforming. Opportunities exist to serve unmet need in Blackwell and West Park adding value to existing contracts at reasonable prices.

The tender prices for existing contracts and recommended variations (**Appendix 6**) are within budget, but only until 2010/11 if a grant from the Department for Transport is not confirmed. The services for which it is recommended contracts are awarded are set out below in table 2. Members' attention is drawn to Cabinet's decision to only seek tenders for existing contracts and desirable variations thereon. This reflects the overall financial pressures on the Council and the uncertainty over future income for the supported bus service budget from 2010 onwards. Expenditure on new supported bus services would much increase the risk that service reductions would need to be made in future years to balance the budget. Members will also be aware of the financial pressure of providing concessionary fare travel to bus users, which is predicted to increase as costs and patronage rise.

**Table 2: Recommended New Service Contracts**

New Contract No	Times of Operation	Route
DBC0901a-13a/b	Monday - Friday early morning	Town Centre - Firthmoor
DBC0901c-13a/b	Saturday early morning	Town Centre - Firthmoor
DBC0901f-13a/b	Sunday morning	Town Centre-Firthmoor
DBC0901d-13a/b	Sunday -Thursday evening	Town Centre-Firthmoor
DBC0901b-13a/b	Monday - Thursday evening (PH)	Town Centre-Firthmoor
DBC0901e-13a/b	Sunday	Town Centre-Firthmoor
DBC0902a-10	Saturday early morning	Town Centre - Whinbush
DBC0902b-10	Sunday -Thursday evening	Town Centre - Whinbush
DBC0903a-9	Monday - Friday early morning	Town Centre - Springfield
DBC0903c-9	Sunday -Thursday evening	Town Centre - Springfield
DBC0903b-9	Monday - Thursday evening (PH)	Town Centre - Springfield
DBC0903d-9	Sunday	Town Centre - Springfield
DBC0904a-4	Monday - Friday early morning	Town Centre - Minors Crescent

DBC0904b-4	Saturday morning	Town Centre-Minors Crescent
DBC0905a-14	Monday - Friday early morning	Morrisons - Town Centre - Skerne Park
DBC0905b-14	Saturday morning	Morrisons - Town Centre - Skerne Park
DBC0906a-7	Monday - Friday early morning	Town Centre - Harrowgate Hill
DBC0906b-7	Saturday morning	Town Centre - Harrowgate Hill
DBC0907a-2	Saturday morning	Town Centre - Branksome
DBC0907b-2	Sunday morning	Town Centre - Branksome
DBC0908a-11	Saturday morning	Town Centre - Red Hall
DBC0908b-11	Sunday morning	Town Centre - Red Hall
DBC0909a-6a/b	Daily late eve (PH)	Town Centre – Harrowgate Farm
DBC0909c-6a/b	Monday - Saturday evening (PH)	Town Centre – Harrowgate Farm
DBC0910-3	Monday - Saturday evening (PH)	Town Centre - Mowden
DBC0911e-12	Sunday	Town Centre - Hurworth - Neasham
DBC0911a-12	Monday - Friday early morning	Town Centre - DTVA
DBC0911d-12	Saturday morning	Town Centre - DTVA
DBC0911b-12	Monday - Saturday evening (PH)	Town Centre - Hurworth - Neasham
DBC0913a-30/31a	Monday - Saturday evening (PH)	Town Centre - Skerne Park/Albert Hill and Mowden Circulars
DBC0913b-30/31a	Sunday	Town Centre - Skerne Park/Albert Hill and Mowden Circulars
DBC0914a-20	Monday - Saturday (PH)	Town Centre - Neasham
DBC0915a-19	Monday - Saturday	Town Centre - West Park
DBC0916a-16	Monday - Saturday	Newton Aycliffe - Mowden - Town Centre
DBC0917a-17/18	Monday - Saturday	Town Centre - Sadberge
DBC0915b-19	Sunday	Town Centre – West Park
29	Monday - Saturday	Town Centre – Blackwell - Richmond