



Passenger information during snow disruption

December 2010

A Rail passenger Information during snow disruption December 2010

Headline Findings

1. The National Rail Enquiries (NRE) website appears to have coped well with very high volumes
2. The online real time journey planner on the NRE website did not show correct information for some train operating companies (TOCs)
3. The online journey planners on TOC and third-party websites did not generally reflect the contingency timetables in operation
4. Tickets continued to be available for sale online for many trains that would not run
5. Station displays appear to have reflected formal contingency timetables, except for Southeastern
6. Station displays and online Live Departure Boards did not always keep pace with events
7. The NRE call centres appear to have provided good information, but queuing times of 11 or 12 minutes were common.

1 The National Rail Enquiries appears to have coped well with very high volumes

We saw no evidence that the NRE website crashed or was slower than usual, despite a large spike in volume (Chris Scoggins reported that the volume on 2 December was twice the previous record peak on 7 January 2010).

2 The online real time journey planner on the NRE website did not show correct information for some train operating companies

NRE had to advise passengers not to use the journey planner for enquiries about East Coast, Southeastern and South West Trains. This was a significant failure, with three scenarios:

2a Although the journey planner showed services from a contingency timetable for East Coast on 1 and 2 December, it also showed services from the base timetable that were no longer running.

Because the journey planner is designed to suppress slower trains, many of those in the contingency timetable (constructed to allow 80mph running instead of 125mph) were therefore suppressed. Neither NRE nor East Coast appeared to have realised this until Passenger Focus alerted them. Once we did so, NRE initially made efforts to correct the information, but later advised passengers not to use the journey planner. Information on the NRE real time journey planner late in the evening of 6th December still did not fully reflect the contingency timetable East Coast operated on 7th December, despite passengers once again being encouraged to use it.

The impact on passengers was significant because the apparently-real time system returned trains from the base timetable that said “on time”. There was an exclamation mark giving access to a description of what was going on and to a PDF with the full contingency timetable,

from which you might have spotted that your “on time” train was not running. But it was not clear that “on time” should not be trusted. See screenshot A1.

2b Trains showed as cancelled even when services had been restored (Southern).

On the morning of 2 December Southern initially suspended all its services, but gradually restored trains on particular routes. However the real time journey planner continued to return “cancelled” against all trains offered, even after services had resumed.

2c Southeastern passengers making online journey enquiries for the next day were returned information from the base timetable

This information was shown without the exclamation mark of caution, even when it was clear that a contingency timetable would be in place. See screenshot A2.

3 The online journey planners on TOC and third-party websites did not reflect the contingency timetables in operation

Apart from First Capital Connect, we found that all of the journey planning tools provided on TOC websites continued to return information about the base timetable, even when a contingency timetable was in operation. This problem also existed on third-party websites such as Trainline and Raileasy.

Many TOC websites had timely static information about disruption and contingency timetables, sometimes placed prominently on their website (e.g. South West Trains, Southeastern). However these warnings did not show up once the site’s journey planner had been used. So passengers who had bypassed the website homepage (quite possible on a blackberry or PDA or where passengers have saved a bookmark to go straight to the journey planner) would have had no indication of a problem. See screenshot A3.

4 Tickets continued to be sold online for trains that would not run

Linked to the point above, online retailing websites continued to offer tickets for sale on trains that were not running. This applied equally to the retail sections of TOC websites and to third-party retailers such as The Trainline, Raileasy or Quno. Retail sites were not reflecting decisions to suspend services on a whole line or were showing trains from the base timetable rather than the contingency timetable that had been introduced. Passengers were not warned before they had the opportunity to buy tickets that the services in question were not running. See screenshot A4 and A5.

Also, even if a passenger knew there was a contingency timetable in operation, the only way to buy Advance tickets was to do so on trains that were not going to run – the retail websites being blind to the real trains.

Passenger Focus has received one complaint from a passenger who bought a ticket at Northallerton station to travel to Dundee that they were not warned that there were no services running north of Edinburgh at the time they purchased their ticket. This raises the question as

to whether the retailing systems used at stations were similarly limited in their ability to help staff avoid selling tickets for journeys that could not be undertaken.

5 Station displays appear to have reflected formal contingency timetables, except for Southeastern

Apart from on Southeastern, we did not see systemic failure to show trains at stations based on a planned contingency timetable. East Coast stations, for example, were displaying arrivals and departures against the revised timetable. With Southeastern, displays at stations either displayed a general message indicating severe disruption or information based on the base timetable.

6 Station displays and online Live Departure Boards did not always keep pace with events

When TOCs needed to react to route closures, when previously-closed routes were reopened, or when extra trains were slotted in to the timetable, TOCs seem to have struggled to get station displays and online Live Departure Boards reflecting the service in operation. There were also examples of National Rail Enquiries not being updated to show revised timetables or cancellations until a period of time after station indicators or TOC websites. Examples are shown in the Appendix below.

7 The NRE call centres appear to have provided good information, but queuing times of 11 or 12 minutes were common

While the test calls we made generally resulted in good information, including knowledge of contingency timetables, it often took 11 or 12 minutes for the call to be answered (the range was 9 to 18 minutes).

Screenshot A1 – journey planner return for 1 December (made on 1 December) showing East Coast trains from the base timetable as “on time”, even giving a Platform number, despite a contingency timetable being in place.

Your train times [Edit your journey](#)

Outward **Wed 1 Dec** London Kings Cross [KGX] to York [YRK] [Check fares](#)

Earlier trains

Leaving	From	To	Arriving	Duration	Changes	Alert me	Platform	Status
16:00	London Kings Cross [KGX]	York [YRK]	17:54	1h 54m	0	Details	5	on time
16:30	London Kings Cross [KGX]	York [YRK]	18:33	2h 03m	0	Details	8	on time
16:50	London Kings Cross [KGX]	York [YRK]	18:44	1h 54m	0	Details	-	on time
17:00	London Kings Cross [KGX]	York [YRK]	18:51	1h 51m	0	Details	-	on time
17:30	London Kings Cross [KGX]	York [YRK]	19:23	1h 53m	0	Details	-	on time

Later trains

Advertisements:
 THE RAILWAY CHILDREN LIVE AT WATERLOO STATION
 British Gas Looking after your world
 Switch to EnergySmart™ and save up to £150*

Screenshot A2 – NRE journey planner at 1739 on 1 December showing Southeastern trains for 2 December with a green tick when it was clear that there would be widespread problems

Your train times [Edit your journey](#)

Print Save Journey

Outward **Thu 2 Dec** Staplehurst [SPU] to London (All stations) **Check fares**

Earlier trains

Leaving	From	To	Arriving	Duration	Changes	Alert me	Platform	Status
06:20	Staplehurst [SPU]	London Charing Cross [CHX]	07:25	1h 05m	0	Details	🔔	✓
06:41	Staplehurst [SPU]	London Charing Cross [CHX]	07:47	1h 06m	0	Details	🔔	✓
06:55	Staplehurst [SPU]	London Cannon Street [CST]	07:59	1h 04m	0	Details	🔔	✓
07:02	Staplehurst [SPU]	London Charing Cross [CHX]	08:06	1h 04m	0	Details	🔔	✓
07:15	Staplehurst [SPU]	London Cannon Street [CST]	08:20	1h 05m	0	Details	🔔	✓

Later trains

Select your ticket details

Advertisements: THE RAILWAY CHILDREN LIVE AT WATERLOO STATION, Amazing finds

Screenshot A3 – East Coast journey planner returning trains against the base timetable, 2 December 2010

The screenshot shows the East Coast railway website's journey planner interface. The page is titled "Journey selection" and is displayed in a Windows Internet Explorer browser window. The URL is <http://tickets.eastcoast.co.uk/ec/en/JourneyPlanning/MixingDeck>. The page features a navigation bar with "Back to homepage" and "Text only version" buttons. The main content area is divided into sections for "Outward Journey" and "Return Journey", both for Thursday, 2 December 2010. Each section includes a "Fares" table and a "Services" table. The "Outward Journey" section shows an origin of Peterborough and a destination of Inverness. The "Return Journey" section shows an origin of Inverness and a destination of Peterborough. A "Total cost: £0.00" is displayed, along with a "Buy Now" button and a "save for later" option. The page also includes a "Welcome" section with "Sign in" and "register" buttons, and a "Show Help" button. The bottom of the page shows the Windows taskbar with the Start button, Microsoft Office Word, Internet Explorer, and a search bar.

Buy Rail Tickets

1 Adult
0 Children
0 Railcards

Amend Search

Show me

Fares with:

- No flexibility (cheapest)
- More flexibility
- Show all fares

Standard Class

First Class **1st**

Trains with:

- No changes

select a route

LOWEST FARES

Outward Journey Thu 2 Dec 2010

Fares prev day next day

£118.80 single	£122 single	£141 single	£203 1st single	
£119.80 return	£123 return	£282 return	£406 1st return	

Please choose from Fares above ↑

Origin: Peterborough
Destination: Inverness
Date: Thu 2 Dec 2010

Please choose from Services below ↓

Services (Showing all 7 services)

Depart	Arrive	Changes	Duration	Price	
11:46	19:34	2	7:48hrs		i
12:01	20:22	0	8:21hrs		i
12:47	20:08	0	7:21hrs		i
15:17	23:14	2	7:57hrs		i
18:26	08:31	2	14:05hrs		i
19:07	10:29	3	15:22hrs		i
23:01	11:54	3	12:53hrs		i

Return Journey Thu 2 Dec 2010

Fares prev day next day

£118.80 single	£122 single	£141 single	£203 1st single	

Please choose from Fares above ↑

Origin: Inverness
Destination: Peterborough
Date: Thu 2 Dec 2010

Please choose from Services below ↓

Services (Showing all 7 services)

Depart	Arrive	Changes	Duration	Price	
10:47	18:26	1	7:39hrs		i
12:47	20:46	1	7:59hrs		i
14:51	22:58	2	8:07hrs		i
16:53	06:37	3	13:44hrs		i
20:15	09:38	3	13:23hrs		i
20:46	10:42	2	13:56hrs		i
21:20	12:46	2	15:26hrs		i

Welcome

Sign in

register

saved journeys (0)

Total cost: £0.00

Buy Now

save for later

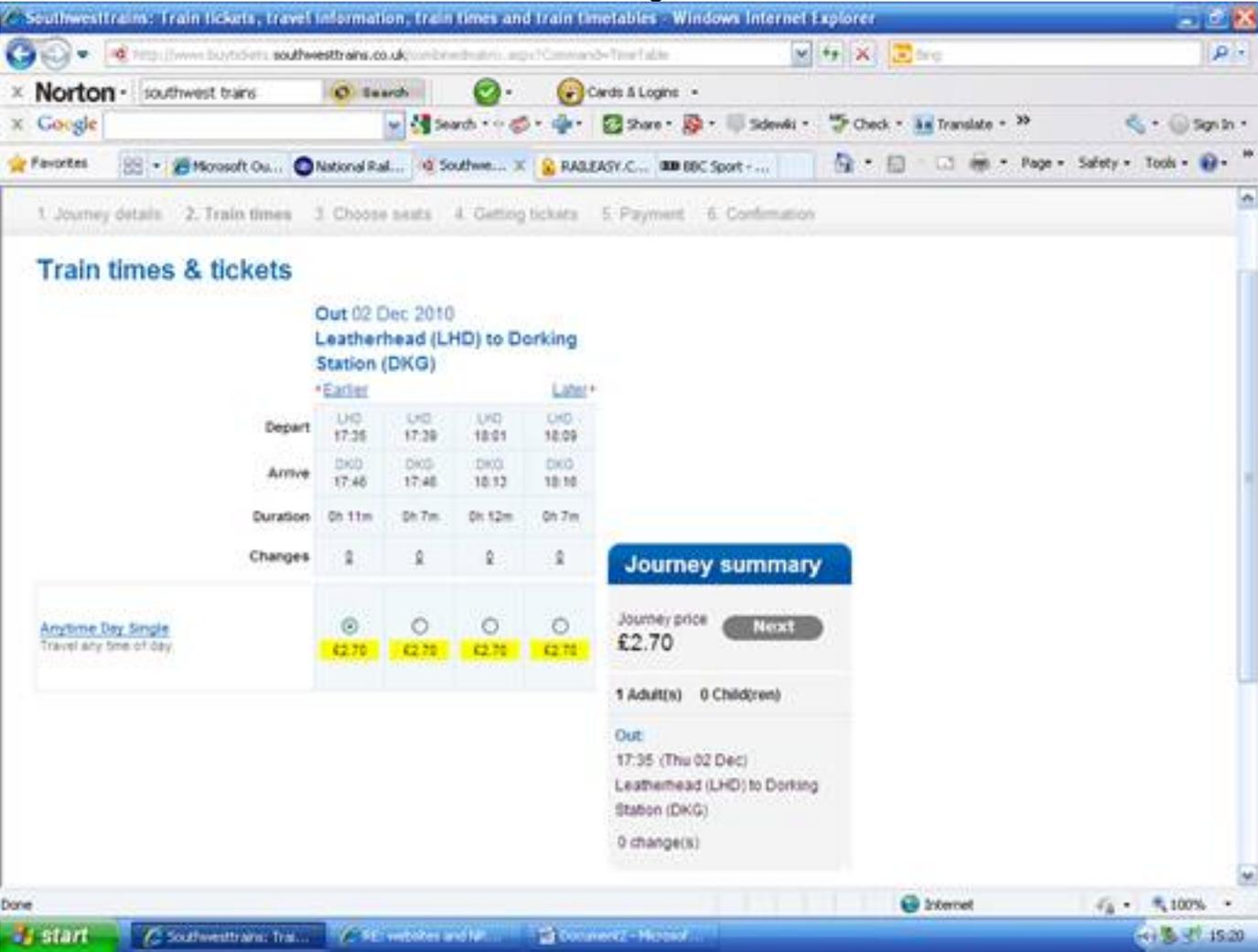
Show Help

VeriSign Trusted

VERIFY

About SSL Certificates

Screenshot A4 – South West Trains website offering tickets for sale on a route without trains



Screenshot A5 – East Coast website offering tickets for sale on a train that would not be running, 1 December 2010

The screenshot shows a web browser window with the URL <https://tickets.eastcoast.co.uk/ec/en/purchase/OrderReview>. The page is titled "OrderReview" and contains the following elements:

- Buy Rail Tickets** sidebar: Shows 1 Adult, 0 Children, 0 Railcards, and a "Start Search" button.
- Journey Details** section: "Journey 1: Peterborough to Inverness".
 - Outward journey** (1 Dec 2010):
 - Depart: Peterborough dep. 12:47
 - Arrive: Inverness, 20:08
 - Changes: 0 Duration: 7h 21m
 - Passengers: 1 Adult
 - Super Off Peak Single £118.80**
 - valid via: Via Any Permitted Route
 - Valid on off-peak services by the route and Train Operator shown.
 - Valid for 1 day only.
 - [terms and conditions](#)
 - Return journey**: No Return Journey
- Total: £118.80**
- Option to "Save this as a favourite journey (optional)".
- Text: "Saving favourite journeys allows you to quickly book matching journeys in the future".
- Input field: "Save this journey as:"
- Buttons: "Back", "Book another journey", "Continue"

- Order Summary** section:
- Journey details**: Journey 1 £118.80, Peterborough to Inverness, Depart: Wed, Dec 1st, 12:47.
- Carbon emissions: [remove](#) [save for later](#) [edit](#)
- Sub total: £118.80
- Delivery details** [amend](#)
- Ticket on Departure at the station
- Payment details**
- Total cost: £118.80**
- Welcome** sidebar: "Sign in", "register", "saved journeys (0)".
- VeriSign Trusted** logo at the bottom right.

Appendix A – Examples of station displays and online Live Departure Boards not keeping up with events

Friday 3 December: 1737 Manchester Piccadilly to Liverpool Lime Street

- The 1737 departure from Manchester Piccadilly to Liverpool Lime Street was completely missing from the National Rail Journey Planner and National Rail Live Departure Boards, but was correctly showing on indicator boards at Manchester Piccadilly.
- There were no announcements at Manchester Piccadilly acknowledging the inconsistent information being provided to passengers and advising them of their best option for getting to Liverpool Lime Street.
- This train was due to depart Warrington Central at 1803, but did not appear on the platform indicator at that station.

At 1720, checking the National Rail journey planner PDA site and the National Rail Live Departure Boards PDA site, the 1737 journey did not show up on the list. However when I arrived at Manchester Piccadilly, it was on the departure summary screens and the platform indicator.

I boarded the train and it arrived at Warrington Central around 1810 (seven minutes late). Due to severe crowding (full and standing for the whole journey from Manchester Piccadilly to Liverpool Lime Street), we did not depart until 1815. During that time, the platform indicator at Warrington Central showed the first service as the 1729 service to Liverpool Lime Street, expected at 1825, and there was no reference to the 1803 departure from Warrington Central to Liverpool Lime Street.

Thursday 2 December: Hove to Littlehampton

On arrival at Hove station, nothing shown on departure boards.

Then observed a 13.51 train that arrived and departed to Littlehampton – it was not shown on NRES or the Southern website that they were running this service.

Thursday 2 December: Staplehurst to London

The passenger information screen said “Due to poor weather conditions South Eastern will be operating an emergency timetable until further notice. A limited service is in operation. www.southeastern.co.uk for the latest information.”

A train arrived, the conductor said that he was running a shuttle service from Ashford to Tonbridge, and the line beyond Tonbridge to London was blocked by snow. If I wanted to travel to London, he advised me to go to Ashford and catch the High Speed train to St Pancras.

No timetables of the contingency service were on display. Screens didn't represent what was happening on the ground.

Tuesday 30 November: 1500 London Euston to Manchester

Wednesday 1 December: 1808 Manchester Piccadilly to Crewe

Friday 3 December: 1420 Birmingham New Street to Edinburgh

In all three cases, trains that were actually delayed were shown as 'On time' on station customer information screens, in one case until 15 minutes after the scheduled departure time.

Thursday 2 December 2010 Peterborough

An issue at Peterborough that afternoon was that so many severely delayed southbound trains were clogging up the main departure screen, resulting in local trains that were on time departing without having been displayed for more than a couple of minutes. The 1614 FCC departure to Kings Cross, for instance showed for just two minutes.

Friday 3 December: Fleet, 0010 and 0700

The previous night at 0010, I checked the South West Trains website and it said an emergency timetable was in force but National Rail Enquiries showed a normal service. I checked again at 0700 and National Rail Enquiries was by now showing the revised timetable.

Saturday 4 December: Bebington, 1229 to Chester

At 1151, the indicator in the station booking office was showing the 1229 as cancelled and it was missing from the platform indicator but National Rail Live Departure Boards was showing this train as running eight minutes late. It wasn't until 1207 that I saw that the train was showing as cancelled on Live Departure Boards.

B Bus passenger Information during snow disruption December 2010

Headline Findings

1. The major national journey planning websites (Traveline and Transport Direct) provided varying degrees of disruption information and passenger advice, with the journey planning systems themselves returning information from the normal timetables.
2. Bus operators' websites generally provided advice, assuming you persevered to locating details which applied to your specific journey. However, even within the large owning groups the situation varied from subsidiary to subsidiary and journey planning systems returned information from the normal timetables, irrespective of the disruption.
3. Passenger Transport Executive (PTE) websites also provided reasonably comprehensive advice. However, journey planning systems again returned information from the normal timetables, irrespective of the disruption.

Further details

Transport Direct travel alerts page gave a drop-down box with the following options Road, Public Transport or both. Choosing the public transport option gave disruption advice for railways and airports only. Choosing road provided advice about road closures.

Within Traveline's regional structure, some regions provided advice and some did not. For South West England, West Midlands and Yorkshire there was no disruption advice at all, the latter despite significant weather problems, particularly around the Doncaster area. North West England gave an adverse weather caveat on the left hand side of its webpages – see Screenshot B1. The North East England travel alerts page shows headline cancellations and amendments, with links for further details. This page, as updated for 6 December, is shown in the Appendix B1. The South East England, East Midlands and East Anglia sections used a common approach with a scrolling advice bar across the top of the home page linked to PDF giving comprehensive advice, see Appendix B2.

There was also variation of approach between Traveline areas and the PTE websites in the same area. For example Traveline's Yorkshire section showed no weather advice at all, while West Yorkshire PTE's made it plain that there was widespread disruption.

This is what we found by viewing the websites of the five big bus groups:

FirstGroup

First provided good, clear information for passengers regarding possible disruption to their services. It was easy to find and the sections dedicated to particular areas contained information relevant to that area. The 'UK Bus' homepage mentioned that Facebook and Twitter feeds provided additional sources of information and that these could be accessed through the local homepages, but we could not find links to these.

Stagecoach

The Stagecoach 'UK Bus' homepage contained links to local disruption information broken down by the areas concerned. When you selected a geographic area you received comprehensive service information broken down to individual routes. It was clear and easy to navigate.

Arriva

We found it quite difficult to find information on the Arriva 'UK Bus' website. It didn't have a button on the homepage, or even on the local sections of the site, allowing a passenger to access snow disruption information. There was disruption information, however some was in a 'service updates' section and some in a 'latest news' section, meaning that there was no single place on the site where passengers could find comprehensive information about disruption.

Go Ahead

Only Go Northeast, Southern Vectis, Bluestar and Metrobus has snow-related service disruption information on their websites (snow had cleared in Oxford, Plymouth, London, Wiltshire, Dorset and Brighton). Information was generally clear and easy to access because there were dedicated buttons to take you to information on services disrupted by the weather. Southern Vectis and Metrobus were innovative in using Twitter and Facebook respectively to provide service updates to passengers. However, Go North East showed only a general snow message on its website which, on 6 December still referred to 3 December.

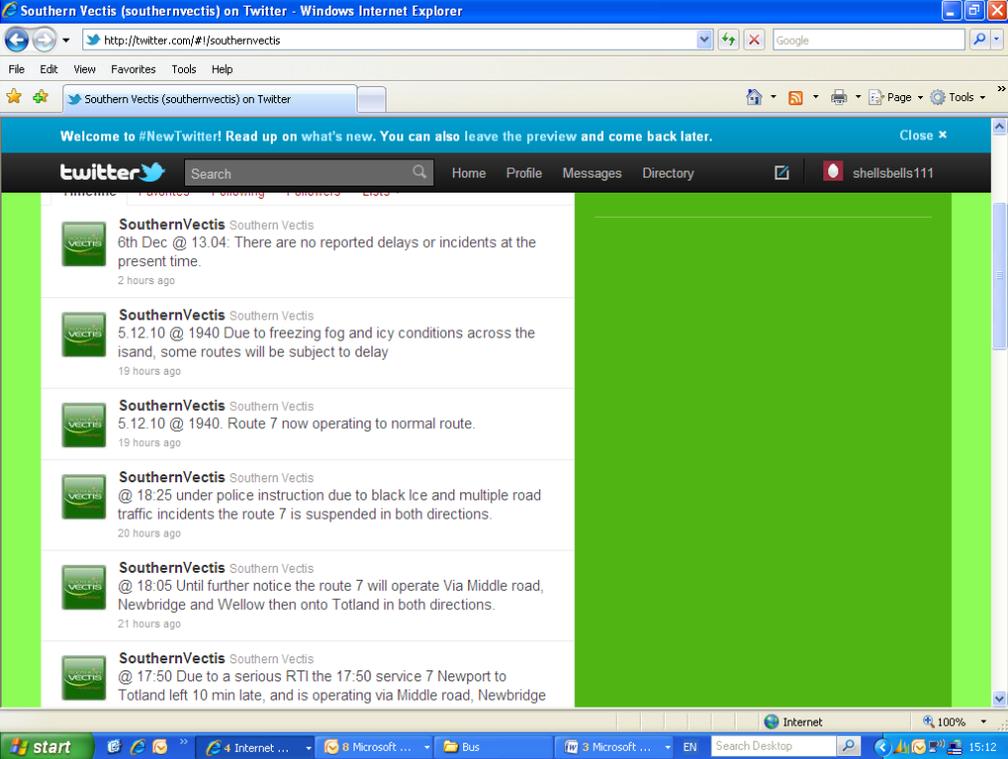
National Express coaches

National Express coaches were very clear in their service disruption information. There was a button on the homepage to take you through to very simple yet informative information about cancellations, service curtailments and a list of stops in the Scottish borders that could not be served.

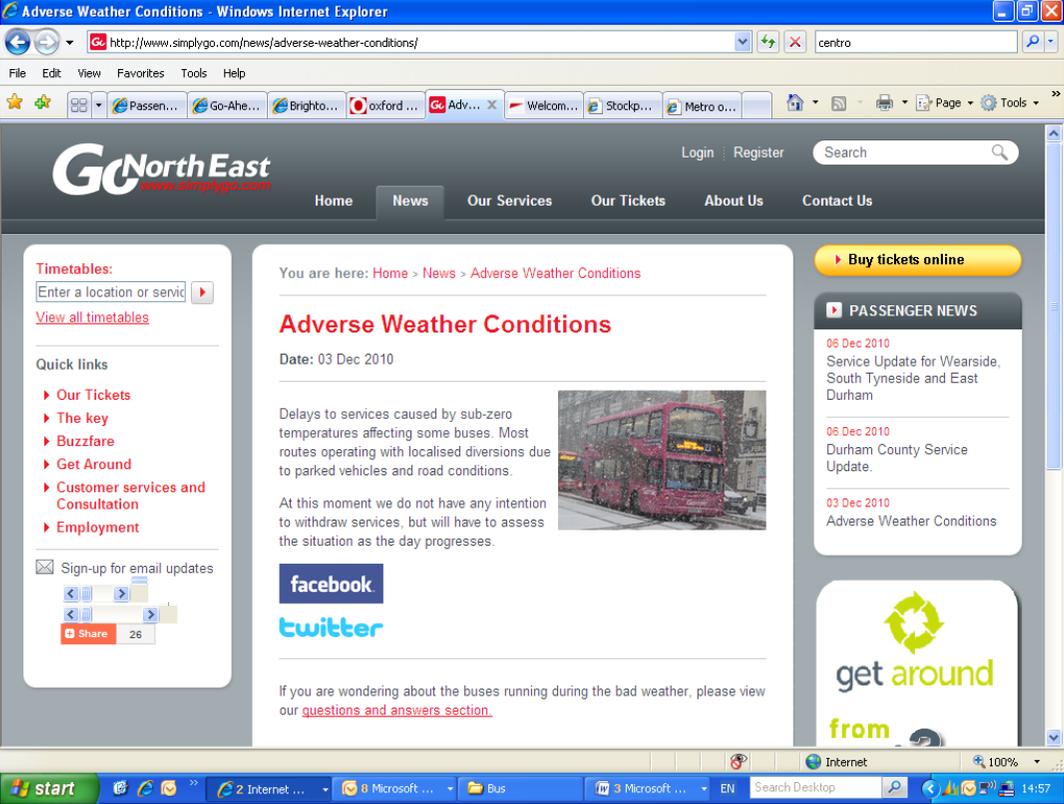
Screenshot B1 – Traveline North West website giving weather advice down the left hand side of the screen



Screenshot B2 – Go Ahead Isle of Wight subsidiary Southern Vectis’s use of Twitter



Screenshot B3 – Go North East weather page giving general advice that, on 6 December still referred to 3 December



Appendix B1 – Disruption summary on Traveline North East and Cumbria website

Traveline North East and Cumbria

travel alerts

Journey Planner Data

The data on this website is supplied by the local councils in the region that are responsible for public transport. Details of new services and revised services will be included in the [plan a journey](#) section at least 2 weeks before the service starts, unless the change is being made at very short notice. The data covers all stops on the routes (except on certain services in very rural areas, where every village will be covered but intermediate stops may not always be shown).

Updates: correct on 06/12/2010 at 02:41:31 PM

Major Changes to Services

Details of major changes to services will be posted here. However, there are currently no major changes to service to report.

Temporary Disruption to Services

You can follow how services are operating during the current inclement weather on the operator's Facebook sites (these will open in a new window):

[Arriva](#)

[Go North East](#)

[Stagecoach Newcastle](#)

... or on Twitter

[@TravelineNE](#)

Operator websites

[Arriva](#)

[Go North East](#)

[Stagecoach Bus](#)

[Perryman](#)

[Travelsure](#)

***** UPDATE ***** Monday 6th DEC 14:15

Teesside

Information from Arriva

Middlesbrough Town Centre is suffering with heavy traffic. This appears to be as a result of all car parks being full and is preventing buses from entering and exiting the bus station. All services operating in Middlesbrough will suffer delays as a result.

***** UPDATE ***** Monday 6th DEC 12:00

Go North East:

Most Go North East services operating normal routes but local diversions due to parked vehicles and road conditions continue on some routes. Services passing through Sacriston severely delayed due to road closures by the Police. Delays to services caused by sub-zero temperatures affecting some buses now easing. Details available on Facebook and Twitter.

***** UPDATE ***** Monday 6th DEC 11:50

Teesside:

Arriva update timed at 1003:

Services 28, X3 - affected by burst water main at Skelton
Service 81 omitting Farndale Drive, Guisborough
Service 48 omitting Hollybush Estate, Skelton
Service 93 omitting Aislaby & Robin Hoods Bay
Service X5 omitting Ellerby & Runswick Bay

***** **UPDATE** ***** **Monday 6th DEC 10:45**

Northumberland

There has been some improvement this morning and most buses are running albeit with delays in some places. A few residential estates remain inaccessible to buses as a result of ice. Some rural school bus services have been delayed as a result of frozen fuel and other systems on vehicles.

For latest news from the bus operators, follow the links above.

Darlington

Update from Scarlet Band: Buses subject to delay to due vehicle breakdown in freezing conditions. Services 20 and 16 are particularly affected.

***** **UPDATE** ***** **Monday 6th DEC 10:00**

Tyne & Wear

Metro - Reduced service due to shortage of available trains. Normal service Airport to South Shields and St James to Airport. Short journeys Pelaw Monkseaton/Benton/Regent Centre subject to cancellation

Buses - running on all routes but still problems on estate roads. Situation much improved from last week

Ferry - Running as normal

***** **UPDATE** ***** **Monday 6th DEC 09:45**

Darlington - Services are running but subject to delay due to frozen buses.

***** **UPDATE** ***** **Monday 6th DEC 09:15**

County Durham - Most bus services are running but there is disruption across the County due to some side roads still being iced up or inaccessible due to parked cars and problems with buses freezing up.

Until timetables are confirmed the Journey Planner may not show accurate information for services around Christmas and New Year.

Below is a general overview of Christmas services.

Christmas Eve - Normal bus and Metro services until around 7pm. After this time Metro will run a reduced frequency until the end of normal service. Many bus services will cease to run from between 6pm and 7pm.

Christmas Day - No services.

Boxing Day - Main bus services into city and town centres will run between 9.30am and 7pm, with a reduced frequency. Metro will run a Sunday service between 10am and 7.30pm with additional trains for Newcastle match.

Monday 27 & Tuesday 28 Most buses and Metro will run a Saturday service all day. There will be additional Metro trains on Tuesday 28 for the Sunderland match..

Wednesday 29 & Thursday - 30 Metro will run a normal weekday service and extra trains during the day. Most buses will run a Saturday service all day.

New Year's Eve - Normal bus and Metro services until around 7pm. After this time Metro will run a reduced frequency until the end of normal service. Many bus services will cease to run from between 6pm and 7pm.

New Year's Day - No services.

Sunday 2nd - Buses will operate a Sunday service

Monday 3rd - Buses will operate a Sunday service.

Further details will follow.

Durham

Durham City - Stockton Road

The Durham bound bus stop on Stockton Road outside the Durham Uni Science site will be removed altogether for about 2 years from 12 th July.(The Journey Planner has been amended and reflects the removal of the bus stop)

This is because of extensive building works which will take out the footpath.

Despite efforts, no alternative site that is acceptable to the police has been found and passengers are directed to the stop on Church Street.

Durham City - Sunderland Road

From Monday 16th September for approximately 3 months.

Sunderland Road at Gilesgate Moor between Gilesgate and Mill Lane will be closed to allow for main sewerage works to take place.

Go North East services 20, 65, X22 & X23 will be diverted via Dragon Lane and Sherburn Road during these works and will be unable to serve bus stops on Sunderland Road between Sherburn Road Ends and Travellers Rest. The Bus Stops at the north end of Dragon Lane and stops on Sherburn Road at Sherburn Road Ends and Majestic only will be served on diversion by services 20 and 65 in both directions, whilst services X22 & X23 will only observe the bus stop at the north end of Dragon Lane in each direction.

Important note re Go Northern Service 20. Increased traffic congestion, resulting in further delays to the service, may result in service 20 being diverted via the A690 from the end of September. In this case a shuttle bus will operate between Gilesgate Moor and Belmont to connect

Arriva service 61 will be diverted via Sherburn Road, and Dragon Lane to and from Moor Crescent

Arriva service 63 will run as normal from the City Centre to Musgrave Gardens BUT then return via Bradford Crescent, Keping Crescent Mill Lane and Sunderland Road.

Stanley Bus Station refurbishment

It has been agreed that the Stanley Bus Station refurbishment will now commence on Monday 4th October.

During this process, only half the stands will be available for passenger use.

Phase 1 (From Monday 04th October) will close stands F to K, with A to E being used for all buses.

Phase 2 (From Friday 29th October) This will require the closure of Stands A to E and the services transposing onto F to K.

Cumbria

6th December for 4 days

Service 505 : Ambleside - Hawkshead - Coniston

Due to a road closure at Outgate, the service will operate to a temporary timetable operating Ambleside to Hawkshead via Skelwith Bridge and Coniston.

These changes are subject to the roadworks going ahead, which is subject to weather conditions

Check with traveline 0870 200 22 33 for full details

13th December for 4 days

Service 505 : Ambleside - Hawkshead - Coniston

Due to a road closure at Hawkshead Hill, the service will operate to a temporary timetable operating Ambleside to Coniston, and Hawkshead will only be served by buses at School times.

These changes are subject to the roadworks going ahead, which is subject to weather conditions

Check with traveline 0870 200 22 33 for full details

Teesside

Buses

http://www.connectteesvalley.com/data/timetables/christmas_2010.pdf

Tyne and Wear

[Buses](#)

[Metro](#)

Appendix B2 – Traveline South East disruption bulletin

traveline south east - disruption bulletin

last updated at 20:19 on Friday, 03 December 2010 page 1

Service disruption information for Friday 3 December

This bulletin lists information supplied to us by public transport operators in the region and

will be updated frequently as new information becomes available. *We do not receive comprehensive information from operators – so this document can only list the information which*

has reached us. This bulletin only lists known exceptions from normal services.

This bulletin is being updated as information becomes available. If you have looked at this file

previously, and your browser is set to store web pages on your PC, you may need to refresh the

page to see the latest version

Trains

See www.nationalrail.co.uk for all latest information.

The following Train Operators will be running reduced services again today:-

First Capital Connect (see www.firstcapitalconnect.co.uk/plan-your-journey/major-disruption)

South West Trains (see www.southwesttrains.co.uk/alerts.aspx)

East Midlands Trains (see www.eastmidlandstrains.co.uk)

East Coast Trains (see www.eastcoast.co.uk)

Southeastern (see www.southeasternrailway.co.uk)

Southern (see www.southernrailway.com)

London Overground - Because of poor weather conditions in the south London area, London Overground are running

an amended train service between Dalston Junction and West Croydon today. Trains cannot currently run between

Sydenham and Crystal Palace.

Train operators reporting delays (but no curtailments) are:-

National Express East Anglia.

Gatwick Airport –Has reopened this morning but many flights are likely to be delayed or cancelled. You **MUST**

check with airline before travelling to airport.

Southampton Airport - check with airline before travelling to airport

It is likely that there will still be significant disruption to bus services in parts of South Essex, Kent,

Medway, East Sussex, West Sussex and Surrey.

Kent and Medway

Stagecoach

Ashford

A Line not serving Singleton Hill.

B Line Not serving Reed Crescent.

C Line Not Serving Hurst Rd, Towers View.

E Line Main Rd only.

11 is running, but there is no 11a or 11b service.

510 is operating normal route except Hothfield & Charing Heath

400 is operating as normal.

652 is operating A287 only.

556 will not operate.

Canterbury / Herne Bay

Triangle buses are running to normal, but not serving the University. Greenhill or Mount View Rd. (Minor delays are to

be expected).

7 is not running.

5 is now running again.

3/3X/3A are running but not serving Harbeldown.

13/13A now running as normal.

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14 running not serving Gore Lane but otherwise running as normal

Uni buses operating via St Stephens Hill not St Thomas's Hill.

23/23A running as normal.

22 only operating to the Genty Knight.

21/21a operating a short service between Canterbury, Forty Acres and return via the Beverlie and Kingsmead.

27 running as normal

Folkestone

17 is currently running normally (However there may be disruption due to ice on Saturday morning).

10 not serving Brabourne.

127 will not serve Hollywell Est.

72 Not serving Hollands Avenue.

101/102 between Folkestone and Dover is not serving Capel

Dover (Town Services)

60 - Pencester Road, Buckland Hospital, Buckland Bridge, Whitfield Hill, Tesco, B&Q, same in return (not serving St

Radigunds Road, Hillside Road, River, Kearsney).

61 - now operating to Aycliffe and via Melbourne avenue to Whitfield tesco and Old Park Barracks.

62 - now extended to run through to Winnant Way roundabout (not serving Roosevelt Road or The Linces).

63 - Priory Street, Folkestone Road, Elms Vale, same in return (not serving Tower Hamlets due to abandoned cars blocking access).

Dover (out of town services)

13 / 13A - now currently serving Ash, Worth and Sholden, still not able to serve Walmer loop and Woodnesborough or Marshborough.

15 / 15A - now able to pass Lydden Hill therefore Temple Ewell, Lydden village are now served. Buses are also serving

the St. Margarets, Mill Hill and Mill Road section but may be subject to some delays.

82 - this route is currently suspended.

87 / 88 - now operating Eythorne, not Elvington as nowhere to turn around, through Eastry and then main roads into

Ramsgate. (Not serving Chilton Lane.)

89 - now operating to Eythorne, Elvington (apart from St. John's road) through to Aylesham - Market square and

Bridge village.

SCHOOL SERVICES - All schools closed in area so all specific school services are not running (i.e. 997, 998 etc).

Thanet

The Loop is running normally

8 (The Breeze) is running from Canterbury normally except Northdown Park.

34 We are unable to serve the main Newington estate.

32 now running a limited service, inc Garlinge and Dane Valley.

9, 9x - Operating from Dumpton Park Drive

Nu-Venture

Routes expected to operate include:

13 Maidstone/Great Danes (not serving Otham, Skinners Way or Hollingbourne due to road conditions)

23/26 from Maidstone to Yalding etc

70 Borough Green/W Malling/Lunsford Park

78 Maidstone/Barming/Hospital

89 Coxheath/Linton Corner/Maidstone/Hospital

123 W Malling/Kings Hill

151 Chatham/Strood/W Malling/Kings Hill (but, as yesterday, unable to serve Upper Halling/Cuxton Village due to road conditions)

172/173 between Chatham/Strood/Earl Estate

282 between Speldhurst/Tunbridge Wells

Part of service 416 is also operating locally in the Gravesend/Denton area.

The following country bus services are not expected to operate until a full assessment has been made of local road

conditions:- 53, 404 in the Sevenoaks/Malling area and Transweald 295/297 in the Weald of Kent area

Countryliner in Kent

Services remain suspended

Metrobus

see "Surrey & West Sussex" section of this bulletin

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205 Paddock Wood - Tonbridge (normal service, but no 1405 service from Tonbridge Castle.

Last service will be 1740

from Tonbridge)

210 Tonbridge - Leigh (operating at present - 1000, 1200, 1400 & 1600 will operate as near to timetable as possible)

222 Tonbridge - Tunbridge Wells ONLY (1st dep: 1043 Tonbridge Castle to TW - services to Borough Green under review)

The following services will not be operating today:

254 Rider Service Wadhurst - Hawkhurst

256 Wadhurst - Tunbridge Wells via Lamberhurst (but we have since been told that a limited service is now operating

between Tunbridge Wells and Frant)

280/283 Tunbridge Wells (Molyneux Park & Ferndale - Sainsburys)

Arriva

Medway Towns

Most services are running but subject to delays, with the following exceptions:

142, 145 and 164 are not running at present

71 is able to serve Lunsford Park again

Services to St. Mary's Island are turning at the first roundabout on the island

105 is unable to get into Davis Estate, turning at the Tiger Moth roundabout instead

113/114 are unable to serve Darland Estate

140/141 are running direct via Darnley Road and are unable to serve Marlowe Park

155 is running only as far as Borstal

182 is running as far as Greenview

191 is not serving Knights Road at Hoo

165/166 are running only between Chatham and North Dane Way (bottom).

Maidstone

Most services are running but subject to delays. **Fog and ice are causing more problems and services may finish**

earlier than normal.

8, 17, 59, 155 and 703 are not running

6 reported to be not serving East Peckham (may have changed)

7 reported to be not serving Mereworth (may have changed)

12 is unable to serve Skinners Way at Langley Heath so is running along the main road instead
58 Maidstone to West Malling only

72 is unable to serve Clare Park, running along London Road instead; not serving East Malling

82 is running to Park Wood Parade only, and is unable to serve the Highcroft Green loop

89 is running to Coxheath but is unable to serve East Farleigh or Marden

64 and 81 are not running due to school closures

Isle of Sheppey

361 at Sheerness is not operating

360/362/363 are terminating in Rushenden at Cullett Drive

362 is running through Minster village and is unable to serve Wards Hill, Queens Road, Baldwin Road or Sheppey Hospital

363 is unable to serve Sheppey Hospital or Thistle Hill Way, running instead via Minster village.

Sittingbourne/Faversham

333/334 are running but not serving Detling village

347 is running normal route

349 is terminating at Oak Road and is unable to reach Great Easthall

All services may be subject to delays.

Gravesend/Dartford/Bluewater/Swanley/Orpington

Most services are running but subject to delays

308 is now running through to Sevenoaks but is unable to serve Swanscombe Village or Istead Rise

414 is running on main roads only to Farningham Road and is unable to serve Horton Kirby or South Darenth

423 is running on main roads only, not serving Church Road or Redhill Wood

433 is running on main roads only, not serving Gore Hill

455 is running between Gravesend and Dartford but is unable to serve Swanscombe Village or Singlewell

477 is running only as far as Swanley and is unable to run between there and Orpington

480/490 are terminating at Marling Way at Valley Drive instead of Mackenzie Way

489 is running on main roads only and is unable to serve Redhill Wood at New Ash Green

495/498 are unable to serve Kings Farm or Christianfields and are terminating instead at Echo Square

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499 is running from Chalk (Lion Garage) to Pepper Hill Roundabout and then via the A2 to Bluewater. It is unable to

serve Riverview Park, Ebbsfleet International Station or Painters Ash

Fastrack A is running its full route with the exception of Greenhithe Station

Fastrack B is running only as far as Dartford town centre and is unable to serve Temple Hill, Ebbsfleet International

Station or Greenhithe Station.

Tonbridge/Tunbridge Wells/Sevenoaks

6 running on main roads only and not serving East Peckham

7 running on main roads only

219 is running between Tonbridge and Willow Lea via Shipbourne Road every 15 minutes but is unable to serve

Trench Wood Estate

228/229 are running between Tunbridge Wells and Crowborough Cross every thirty minutes but are unable to serve

the loop around Crowborough and Jarvis Brook

277 and 281 are running but with caution

308 is also now running between Sevenoaks, Borough Green and Bluewater

402 is running between Tunbridge Wells and Tonbridge every fifteen minutes, with a half-hourly service to Sevenoaks

431/432 are running in Sevenoaks/Kemsing/Otford area.

Kent Top Travel

208/209 running from East Peckham to Pembury hospital only. Stone Court Lane and Bo Peep Corner are not passable.

130/131 is not serving Boxley village/Hill

150/474/475 - not operating

Regent Coaches

61/63/68 are not operating today

East Sussex and Brighton & Hove

Brighton & Hove

DUE TO FALLING TEMPERATURES AND ICY CONDITIONS, WE REGRET THAT ALL SERVICES WILL BE WITHDRAWN BY 9PM TONIGHT

Services are currently operating as follows:

1 - is operating regularly between Arundel Road (Lidl) and Southern Cross. We cannot get into St James's Street so

buses are using Edward Street in both directions.

2 - is operating about every 15 minutes between Holmbush Centre and Old Steine, but via Carlton Terrace instead of Olive Road in Portslade.

5 - is operating about every 20 minutes between Patcham Black Lion and Sackville Road. From Sackville Road, buses

will operate a one way loop via Old Shoreham Road as far as Portslade, then via Hangleton Road, Court Farm Road and Nevill Road back to Sackville Road.

5B - is operating about every 20 minutes between Hollingbury Asda, then direct along Carden Avenue to London Road,

then normal route from Preston Circus to Sackville Road, then a one way loop via Nevill Road, Court Farm Road,

Hangleton Road to Portslade and then via Old Shoreham Road back to Sackville Road.

We have a free shuttle bus in place with snow chains operating a one-way loop around Hangleton. The bus will

commence from West Way Library, and operate westwards to Towns Corner, then up Sherbourne Road, Hangleton

Way, Poynings Drive, Burwash Road, Lark Hill and Poplar Avenue back to West Way library.

This will operate until

6.30pm

6 - is operating about every 12 minutes between Sainsbury's Benfield Valley and Brighton Station, but via the

Hangleton Link Road not Downs Park or Foredown Drive.

7 - is now operating full route normally through to the Marina except running via Edward Street eastbound rather

than via St James Street and Rock Gardens.

11X - is operating normally, except that it will start from the service 6 stop at Hove Town Hall (in Church Road) as we

can't serve Norton Road, and in Brighton buses will pause to drop off outside the Thistle on the main carriageway if it

is safe to do so, otherwise will turn via the roundabout and terminate opposite the Old Ship facing west. This is

because we cannot enter the lay-by at the Thistle Hotel.

12/12A - is operating regularly between Seaford Library and Brighton Churchill Square. We regret that due to icy conditions, service 12A cannot now go beyond Seaford Library and serve Chyngton Estate. Holders of Brighton & Hove SAVER tickets can travel on Southern trains between Eastbourne and Brighton today, and rail ticket holders can travel on service 12 buses between Seaford, Newhaven and Brighton as there are no trains to Seaford. Please check www.southernrailway.com for the train times. We are running a limited service through to Eastbourne. These buses will run from Churchill Square at 4.10pm, 5.10pm, operating as normal to Denton Corner, where they will arrive at 4.50pm and 5.50pm respectively. They will then run non-stop via the A26 and A27 through to Eastbourne and

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terminate at the Arndale Centre. Buses will return from Eastbourne Arndale Centre at 3.48pm, 4.48pm, 5.48pm and

6.48pm respectively, again operating non-stop via the A27 and A26 to Denton Corner before proceeding normally to

Brighton. These will be the only journeys serving Eastbourne today.

14 - is now operating about every 20 minutes between Peacehaven, Meridian Centre and Churchill Square direct along

the A259 to and from Sutton Avenue and the Meridian. Due to icy conditions we regret we are no longer able to serve North Peacehaven.

25 - is running regularly between Palmeira Square and Sussex University. We are unable to serve Brighton University

Falmer campus at present.

27 - is running about every 30 minutes between Dyke Road Avenue and Arundel Terrace via Brighton Station and Old

Steine. Buses will leave about 00 and 30 minutes past each hour from each end of the route.

28 - is running about every 30 minutes between Brighton Churchill Square and Lewes only as the Ringmer area is now

very icy.

49 - is operating regularly between The Avenue (Lewes Road) and Portslade Station. In addition there is a free shuttle

bus operating regularly between Heath Hill Avenue and The Avenue (Lewes Road) to provide connections with the main service.

50 - is running a special route about every 15 minutes. Buses will commence from stop D at Brighton Station outside

the old casino facing south and operate direct to the Clock Tower, North Street, then normal route to the Open

Market. Buses will then operate a one way loop via Ditchling Road, Upper Hollingdean Road and Lewes Road back to

the Open Market to resume normal route back to Brighton Station. We regret that this service cannot serve more of

the Hollingdean estate at present, nor Dyke Road coming back from Brighton Station. This service is also unable to

serve Churchill Square as buses cannot proceed up Dyke Road and down Regent Hill from the Clock Tower.

N7, N25, N29 and N69 , N97, N98 and N99 - will not be operating tonight.

**Stagecoach
Hastings**

A temporary bus service will run as a loop around town every 15 minutes as follows:
Silverhill, Sedelscome Rd North, Harrow Lane, Conquest, The Ridge, ORE, Mount Pleasant,
The Langham, Queen
Street, Haverlock Road, Sea Front, Warrior Square, London and Silverhill.
99 is operating hourly but not serving Old Town.
98 will be now running a normal service. (Minor delays expected).
100 (The Wave) is now running hourly, as far as Camber.
349 is now running as far as Staplecross

Eastbourne

3 service The Meads is not running
55 service is running a revised route starting from ?? not serving Beechlands it go from St
Wilfrids Church
to Westham staying on Rattle Road to Stone Cross, Cade Street (not Winkney Farm), Birch
Road,
Seaside, Town Centre, Green Street not Cherry Gardens or Hill Road, down Eldon Road, DGH
and on
to Sainsbury.
52 running services from Eastbourne to Heathfield only (may be superseded now?)
251/252 service is not running
5/5A services are starting from the North & South Harbours and running into town but not
serving
Bridgemere or Churchdale the bus will go via Whitley Road turn at the fire station and go via
Firle
Road and Cavendish into town and the journey back is the reverse of the route.
51 service is running to Heathfield following its normal route to Horam where they are going to
Heathfield via Little London but returning through Maynards Green on its normal back to
Eastbourne
via its normal route.
54 service is running but not serving East Hoathly
1 service is running its normal route with the exception of Seven Sisters Road the bus will go
Willingdon
Roundabout Decoy Drive, Lindfield Road, Brodrick Road, Hazelwood Avenue back into
Broderick Road
then into Lindfield Road, Decoy Drive back to Willingdon Roundabout.
1A service is running as its normal route except it is not using Maywood Avenue or Seven
Sisters Road
it is going Lindfield Road, Brodrick Avenue into Hazelwood Avenue.
1X is running its normal route
Loop service is running its normal route but is not serving Netherfield Road, Tanbridge, or
Winkney Farm
(is using Cade Street)
56 service is running but not using Carew Road and Hill Road but will go via Upperton Road. It
will not be using Seven
Sisters Road it will go Willingdon Park Drive and using Church Street to go back to Willingdon
Road

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Countryliner in West Sussex and Brighton

Awaiting road surveys, except:

40X is operating from 08:00 hours but not via Colwell Road or Rocky Lane due to poor road
conditions

31 is operating a limited service between Bolnore (Main Rounabout, not the village) and the
Princess Royal Hospital in
Haywards Heath.

Countryliner in East Sussex

254 and 355 are still fully suspended due to poor road conditions.
304 and 305 are running with major delays between Hawkhurst and Hastings on main roads only
121 is operating with delays
261 is operating with major delays.
166 is operating with delays, but not able to serve Winterbourne in Lewes
125 is operating with delays
127 and 128 are being combined as both Nevil and Landport Estates are still very icy.
824 (Village Rider) - very limited service with delays. East Chiltington will not be served due to poor road conditions.
226, 227, 228 and 299 are fully suspended due to poor road conditions.
245 - is fully suspended due to poor road conditions.

Renown

123 operating Newhaven to Lewes Bus Station only. Not serving Malling and operating direct via the C7 so not diverting to the villages.
Part of 145 is operating: Gibbon Road to Town direct and also Sainsburys, Paradise Park and bottom of Iveagh Crescent. Not serving Heighton or Lower Place.
95 now operating normally through to Conquest Hospital but not serving Southlands Road, Watermill Lane or Marley Gardens.
96 as before, Little Common to Town Centre via Birkdale. No service to Ridgewood Gardens or Cooden Beach.
97 operating normally.
143 as before, operating but not via Deanland Wood or the Ringmer Estates diversion.
No other Renown buses in East Sussex or Kent

Coastal Coaches

347, 312, 341, 342, 325, 344, 340 are all cancelled today

Rye Community Transport

326 will not operate today

Community Transport (Brighton, Hove & area)

130 will not operate today

Surrey and West Sussex

Metrobus

10 - running between Southgate Avenue South stop and Gatwick North Terminal via Southgate Avenue, Bus Station, Asda (NOT Broadway) London Road then normal route but omitting City Place. We are not able to serve Bewbush or Broadfield at present.
100 - running between Three Bridges Station and Redhill Bus Station via Haslett Avenue East (NOT Three Bridges Road, Gales Drive or Mitchells Road), Crawley Bus Station (NOT Broadway), Northgate Avenue (NOT Woodfield Road), Gatwick Road, Manor Royal, Fleming Way, London Road, South Terminal, North Terminal, (NOT Povey Cross), Brighton Road, Massetts Road, Victoria Road, A23 (NOT Court Lodge or Horley Row), East Surrey Hospital, A23 to Redhill Bus Station. Not serving Park 25.
200 - is operating between Gatwick South Terminal and Langley Green Parade only omitting City Place.
No other services are operating in Sussex, Surrey & Kent at present but this may change this morning (though many London services are operating). Keep checking back for updates

The following routes are currently not operating; 1, 2, 4, 5, 6, 7, 11, 20, 23, 24, 51, 61, 65, 81, 82, 84, 86, 89, 93, 98, 198, 270, 271, 272, 273, 280, 281, 291, 298, 300, 303, 391, 398, 409, 411, 420, 430, 435, 460, 480, 491, 541, 542, 604, 606, 610, 624, 638, 648, 682, 684, 692, 693, 696, 801, 802, 820, 901, 911, 914, 921 and Asda. TfL service 465 is operating (Leatherhead – Kingston only, but is unable to serve Mickleham)

Arriva

Guildford

21/32 - Keeping to main roads (Shalford/Chilworth and A25)

26/27 - now back to normal route

3 - normal route

36/37 – now back to normal route

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53 - Sherrydon-Guildford

63 – now operating, but staying on main roads

42/44 – operating, but staying on main roads

Park and ride services are operating

Woking/Camberley/Cranleigh/Dorking/Redhill/Horsham

Most services are running normal routes, with the following exceptions:

18 is not running

53 is running only between Guildford and Sherrydon

32 is running along the A25 and is unable to serve villages off the main road

42 and 44 are unable to serve Farncombe at Godalming

21 and 63 are suspended at present, but will be assessed during the morning if road conditions improve

437 is unable to serve Maybury Estate in Woking.

Cuckmere Community Bus

No services will operate today (Hailsham town services H1-H4, Berwick-Seaford service 40 and Berwick – Hailsham

service 42). We hope to run at least some services tomorrow though a decision will be taken early in the morning.

Surrey Connect

303, 310, 540, 810 - not operating

H1 - not operating

H3 - is operating

H5 - service resumed at 11am but cannot enter the Copthorne Gatwick Hotel

Abellio

All services operating

Quality Line

E16 – No service

E5 operating between Watersedge and Epsom Hospital only

Southdown PSV

All services suspended

Countryliner in Surrey

10/11/478 are fully suspended due to poor road conditions

48 is operating a normal service but not via Hermitage, delays are expected to this service

73 is operating via main roads only but Chobham Village itself is still very icy.

81 is operating via main roads only but not via Barnsbury Estate.

462/463 are operating via main roads only but not via Rydens Way or Gloucester Road. Now able to serve Send

Marsh

464 is operating via main roads only

479 is operating a Saturday service on main roads only but can now follow the normal line of route from Leatherhead

to Epsom (i.e. via Lower Ashtead).

Countryliner in West Sussex and Brighton

Some services suspended due to poor road conditions, except:

40 is operating but with major delays and cannot serve Cuckfield due to poor road conditions.

40X is operating with major delays but not via Colwell Road or Rocky Lane due to poor road conditions

31 is operating a between Bolnore (Main Rounabout, not the village) and Uckfield and is delayed.

33 will operate from Burgess Hill to Hurstpierpoint only on main roads.

34 and 35 are operating (Burgess Hill Town) but with delays due to poor road conditions.

36 and 37 are operating (Burgess Hill Town) but not via Chantonbury Road or Hammonds Ridge. Subject to delays.

The free ASDA to the Hollingbury, Brighton store is operating on main roads and may be delayed.

Safeguard

4/5 – Normal service

300 (Merrow Park & Ride) - will operate a normal service from 1500 hours today. Car parking spaces at Merrow may

be less plentiful as not all of the car park has been cleared of snow and ice yet.

Stagecoach

Aldershot Farnham and Guildford area

All services are operating normally except for:

59 – Only running between Haslemere Town Hall and Shottermill Ponds

70/71 - significant delays

Arundel area

Coastliner 700 will not serve Arundel and will be terminating at Arundel Railway Station.

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Chichester and Bognor Regis area

All services operating except for the Star 1 & 2.

47 - running but not serving Carleton Road.

51 not serving East Beach.

56 is now running normal route, including Charles Avenue (Arundel Park).

60 between Chichester & Bognor is not serving Pagham. It is running via North Mundham, Hook Lane, Gossamer Lane

to Aldwick where normal route will resume.

60 between Chichester and Midhurst we are presently unable to serve Holmbush Estate.

67 - not serving Neville Road, Highfield Road & Westway using Glenwood twice instead.

Coastliner 700 – unable to serve Flansham Park.

Worthing area

At present we are attempting to run all services. But we are experiencing delays.

Due to the current conditions parts of routes are unable to be covered as follows,

Coastliner 700 Not Serving Arundel town centre (Terminating at Arundel Railway Station) Also unable to serve

Flansham Park.

Pulse Unable to serve Berridale Drive, Cokeham Roam (but using Tower Road instead in Lancing). Unable to serve

Carisbrooke Drive, Durrington (use Romany Road past David Lloyd Centre).

1 Not Serving, Washington, West Chilmington, Thakeham. Using main roads.

5 Not Serving Humber / Adur Avenue.

6 Terminating at the Lamb in Durrington, Not serving Exmoor drive or High Salvington.

7 Not Serving Hill Barn estates or Sylvan Road.

9 Not Serving, Angmering village, Beaumont Park estates in Littlehampton & Haskins garden Centre, Wilmot Road

Shoreham, Shoreham Station & Mash Barn Estate, Worthing.

10 Serving normal route.

17 Unable to serve Mannings Heath, and severe delays are currently being experienced

Sunray Travel

All services suspended

Buses 4 U

All services suspended

Peterbus

All services operating

Carlone

No service on route 8.

Will attempt to operate all other services

Cruisers

All services suspended

Compass

Services which are running:

8 - Not serving South Ferring or Alinora Crescent

12 - Not serving Courtwick Road or Clun Road

16 - Between Worthing Pier & Lyons Farm only

84 - Running on main roads only

85 - Running on main roads only between Arundel & Chichester

99 - Running main roads only

100 - Running on main roads only (not serving Burgess Hill Station, Burgess Hill Industrial

Estate, Pulborough Station,

Pulborough Spinney North, Billingshurst Station and Forge Way, Slindon, Horsham Hills Farm

Estate)

150 - (not schools journeys)

Free Supermarket Buses (Holmbush / Sainsburys) operating via main roads ONLY

Not running today: 8A, 70, 72, 73, 74, 75/76, 106

First

Route 51 is currently unable to serve Byfleet village. Buses are running directly from Weybridge Station to Brooklands

Tesco until further notice.

All other services running along their normal routes

Isle of Wight

Wightbus

20 - running

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22 - running

33 - running (via Ashley Road and Bettsworth Road)

Services 23, 24, 31, 32, 36, 39 and Dial-a-Bus are NOT running

Southern Vectis

The following routes are operating –

1 (Park Gates, Cowes, not Co-op/Red Jet)

2 diversions in Sandown

3 not serving Wroxall / Upper Ventnor / Ventnor

4

5

7 not between Totland and Alum Bay

8 not via Pan or Winford, diversion in Sandown

9

If the weather does not deteriorate we intend to inspect the following routes that have not been operating, 12, 25, 27

and 38, and those sections of routes that are running but diverted or shortened.

Berkshire (Slough, Windsor & Maidenhead, Bracknell Forest, Wokingham, Reading, West Berks)

Little disruption expected

First

all services operating normally

Oxfordshire

Little disruption expected

Stagecoach in Oxfordshire

All routes are running normally with the following exceptions:

18 is unable to serve Bablock Hythe and North Moor. Buses are using the main road

59A is unable to serve Duns Tew. Buses will now serve the centre of Middle Barton (buses will run along the A4260,

turn down the B4030, along Worton Rd, turn around at Hillside Rd and back out the same way).

242 is unable to serve Windmill Rd in North Leigh (buses running via Park Road)

488 is unable to serve Cornish Road in Chipping Norton. Passengers should get on/off at West Street

S3 is unable to serve Cornish Road. Passengers should get on/off at West Street.

These alterations will remain in place until further notice

ADVANCE NOTICE FOR SUNDAY 5th DECEMBER - Route 233 journeys to Chipping Norton will be diverted - Buses will

run normally to Shipton under Wychwood, then along the A361 to Chipping Norton, then continue to Kingham via the

B4450. The bus will then turn around and follow the same route back.

Buckinghamshire

Little disruption expected

Arriva

No disruption reported

Milton Keynes

Little disruption expected

Arriva

No disruption reported

Bedford, Central Bedfordshire, Luton

Little disruption expected

Grant Palmer

36A/36C - Buses are not serving Chelsea Green in Linslade

Arriva

No disruption reported

Hertfordshire

Little disruption expected

Arriva

No disruption reported

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Essex, Southend & Thurrock

Ensign

Operating normally

Regal Busways

1/4 - running direct avoiding East Hanningfield and Battlesbridge until further notice

3 - running direct avoiding Rayleigh A130/A127 until further notice

14/15/15A - running as 15 direct via Rettendon turnpike and old A130 avoiding East Hanningfield until further notice

31A suspended until further notice

Stephenson's

Dengie services

D4 will attempt to run but will have diversions in place to miss out blocked roads,

D1/2 will attempt to run a limited service. We will attempt to serve The Kings Head stop at Bradwell and no other
Bradwell stops as roads are still too bad.
90 will operate Market Hill has reopened
38/39 will attempt to run but may have to miss out some local estates
32 will attempt to run
14 will operate
61 will operate
60 will operate complete route but with delays
503, 504, 513, 514 and 524 not running
676, 707 and 505 not running into Colchester schools
Colchester Royal Grammar closed
Asda Shoebury will attempt to run it first run but it is very late. The run from Tarpots through Leigh and Westcliff will
not run.

Pitsea Tesco will attempt to run

Maldon Tesco is running

School/College services

St Benedicts closed

Colchester County High closed

service 701, 702, 703, 704 and 705 not running into Colchester.

Maltings Academy closed so no 550 running

St Thomas more is open so service 509, 560, 814, 815 and 816 will run

King Edmunds Closed no services running

Great Baddow Closed no services running

St Cedds Closed not running

Sweyne Park School Closed not running

St Peters Burnham Closed not running

Plume School Closed D3 and D7 not running

St John Payne closed services 510, 630, 637, 620, 621, 623 and 628 not running

Thurrock College services 800 and 803 not running

First

Airport Services

X22 Operating normally

X30 Southend to Stansted Airport is running. Journeys towards Southend are unable to climb Crown Hill in Rayleigh.

Southend/Castle Point/Rayleigh Areas:

The following services are now operating:

2 now running to normal frequency

15 between Southend Tesco & Southend Bus Station

16 normal service

20 between Hullbridge and Southend Via Eastwood Road, Prince Avenue and Southbourne Grove NOT via Clarence

Road and Bridgewater Drive

21 between Canvey Eastern Esplanade and Southend Via Church Road But Not Manor Road

22 now running to normal frequency

26 Is operating between Canvey Newlands Leigh Broadway and Southend Bus station But not via Leigh Station

27 Normal route between Canvey Leigh Beck and Southend Bus Station

28 now running to normal frequency

Other services are still suspended (16,21A, 24,)

Basildon/Wickford/Billericay/Thurrock Areas:

traveline south east - disruption bulletin

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All services are operating but subject to delays

25B cannot serve Langdon Hills terminating at Laindon Station

25c cannot serve Beauchamps Drive

25 now following normal route

Brentwood/West Essex Area:

All services are operating but subject to delays

Braintree/Uttlesford Area:

All services are operating but subject to delay

Chelmsford/Maldon Area:

Services are currently operating with the following exceptions

31X is not operating between Southminster and Burnham

36 is operating via Oak Corner to reach Bicknacre

73 Operating but not via Market Hill in Maldon

All other services are operating but are subject to delay

Colchester Area:

61 - is not serving South Quays

63 - only a limited service is operating.

64 - not serving Salisbury Avenue

66/66A - Colchester to Rowhedge and keeping to the main roads

67/67A - Operating Between Colchester and West Mersea but not serving Peldon

83 - not serving Great Tey/Little Tey

88 - is operating between Colchester and Halstead Town Centre, not serving Ronald Road

175/275 - we are getting conflicting reports! But likely to be no service

All other services are operating but subject to delay

Clacton/Harwich Areas:

Services are currently operating. Some delays on 103 / 104

All dedicated school bus services are cancelled

Arriva

Southend

Services are running on all routes but are subject to delay

9 is unable to serve Dandies Drive, Nobles Green Road, Green Lane and Western Approaches, so running via

Whitehouse Road instead

29 is still unable to run beyond the Woodcutters

Thursday Shoppers Bus 18 is running but is unable to serve Bridgewater Drive, Hurst Way or Brookfield Avenue in

either direction. On the way back from Leigh it will additionally be unable to serve Eastwood Road North. At Leigh it

will terminate at Leigh Church and will be unable to serve the station.

Rayleigh/Rochford

Services are running on all routes but subject to delay

Basildon/Thurrock

5 is running but subject to delay.

Lodge Coaches

Village Link service 17 from Gt Dunmow ,Rodings, Easters and Chignals to Chelmsford will not be running today.

Hedingham Omnibuses

14, 50, 92, 91, 95 and 80 not running all day.

Services running but subject to change:-

3, 417, 418, 419, 4, 88, 89, 8, 89B, 131, 134, 135, 136, 137, 139 and 9 Great Holland-Walton.

Village Link 2 will start at 0840 hrs

Renown

11 in Essex is running normally

De Vere Travel

327 - Limited service from Bures to Halstead

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