Trapeze®

Durham County Council

Journey Planning Solution

Public Transport in the North East

With 1 million passenger journeys between 2018 and 2020, and a £6 million rail track upgrade completed in February 2023, public transport in the Northeast is more important than ever. By 2035, the region is aiming to create an integrated and efficient public transport network, including easily available and accurate travel information.

County Durham is the second largest unitary authority in the country. A population increase of 8% between 2001 and 2020 means it is vital that the public transport network is robust enough to serve these communities effectively.

A New Approach to Journey Planning

Since 2022, Trapeze has been working with Durham County Council to deliver Journey - journey planning software that facilitates the County Durham Interactive Public Transport Website which provides information on all bus service routes and timetables as well as journey planning and Real Time Passenger Information (RTPI). Further development will include information on disruptions and ticketing.

Designed to deliver better quality, consistent information, Journey offers enhanced functionality when compared to previous software systems. Passenger Transport Operations & Information Manager, Ian Jopling, said, "we wanted one place where passengers could go for all their public transport information… it's taken us to a much more modern platform – more functionality for the users and a much better passenger experience."

The responsive website offers passengers multimodal journey planning options, feeding into the region's ambition to create a transport network where bus, rail, walking, and cycling are integrated to better connect its communities.

Integrated Software

As Durham County Council already had Trapeze's data management software - Novus-FX - Journey was a further development of existing software and systems. Ian commented, "the automation of data was the prize for us… it massively simplifies the way that data is processed behind the scenes. I have reduced the time and cost to process data and upload to the website and it's helped the delivery on the staffing side."
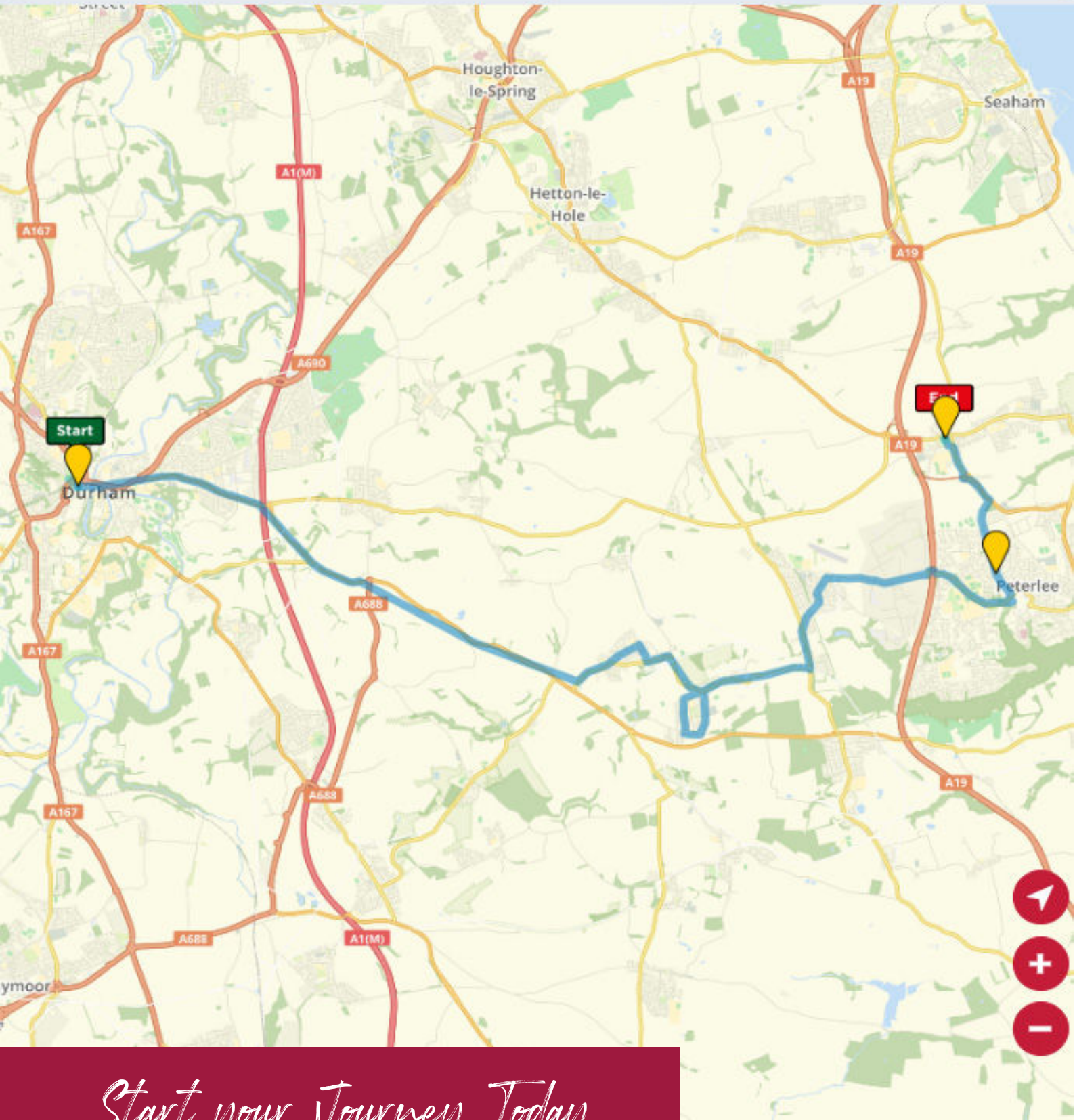
Having both Journey and Novus-FX also means digital datasets, real time information, journey planning, and roadside publicity all come from the same data source, ensuring reliability and no data lag.
Since implementation, Journey has facilitated thousands of passenger journeys across County Durham, demonstrating a positive uptake from the travelling public. Ian said, "it has transformed how we work and what we're showing to the public."

Journey	Map

Start your Journey Today

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