8 Our new Cheap Day Return fares have become very popular with a lot of customers. We are now considering introducing a Cheap Day Return ticket to the MetroCentre by changing buses at Gateshead.

How would this affect your travel patterns?



- I would travel more frequently
- No change
- I would travel less frequently

9	Please use the space below for any other comments you would like to make about the service, or issues
	you feel have not been adequately addressed in this questionnaire

-		
		_

Simply return this form to the surveyor on the bus or post it back to us using the Freepost envelope provided. Alternatively, complete the survey online at www.simplygo.com

Thanks very much for your help

# To enter the prize draw, please complete the panel below.

Your details will be used for this purpose only.

Name:						
	Post Code:					
What is your age grou	p?					
Under 16 40 - 59	16 - 24 60 or over	25 - 39				
Are you?						
O Male	Female					

Our Customer Services Team can be contacted by Freepost, telephone or e-mail:



Go North East Customer Services Freepost NT 2674, Gateshead NE8 1BR



0845 60 60 260



customerservices@gonortheast.co.uk



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# Please give us your views

# Service 25/25A

Closing Date: 15 January 2010

Have you say on our plans to improve service 25/25A and you could win a month's free bus travel with Go North East.





We're part of the Go-Ahead Group

# Service 25/25A Consultation

## Please give us your views

Go North East is committed to providing services of the highest standard and we would like to make some improvements to the 25/25A to ensure that the service continues to meet your needs and expectations. We plan to make some changes from **28 March 2010**, but we would like to hear your views before we finalise our plans.

Please spend a few minutes answering this questionnaire. When you have finished, either return your form to the surveyor on the bus or post it back to us using the freepost envelope provided. All completed questionnaires returned to us by **Friday 15 January 2010** will be considered in our service plans and, in return for your help, will be entered into a free prize draw. You can also complete the survey on-line at www.simplygo.com.

We are looking to increase the frequency between Chester-le-Street and Langley Park to give you a bus every 30 minutes on Monday to Saturday daytimes via Waldridge Park, Waldridge Village, Edmondsley, Sacriston and Witton Gilbert. Buses would continue to run hourly in the evenings and on Sundays

### What do you think about this idea?



Strongly in Favour

In Favour

Does not affect me

Against

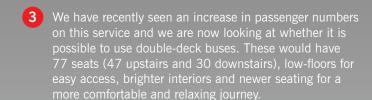
Strongly Against

2 The new extension to Eldon Square Shopping Centre opens in February 2010 and we are looking at alternative stopping arrangements for the 25/25A in Newcastle City Centre.

# What would be your preferred bus stop in Newcastle City Centre?



- Eldon Square Bus Station
- New Bridge Street (the current terminus)
- Blackett Street
- Pilgrim Street
- Newgate Street
- Castle Garth (St Nicholas Cathedral)
- Other (please state)



# Would the double-deck buses cause any problems for you?



• Ye

No

We are also looking to give this service its own identity which will include a new name and colour for buses to make them easier to recognise.

### What do you think about this idea?



- Strongly in Favour
- In Favour
- Does not affect me
- Against
- Strongly Against

We have received several requests to speed up the service and reduce the travelling time for customers who make longer journeys. This could be done by running the 25/25A as an express between Wrekenton and Gateshead Interchange, stopping only at Queen Elizabeth Hospital.

#### How would this affect your travel patterns?



- I would travel more frequently
- No change
- I would travel less frequently

We currently experience problems with traffic congestion and parked cars along Second Avenue, Bullion Lane and South Approach in Chester-le-Street. To reduce the journey time and avoid possible delays, we are thinking about re-routing buses to run along Waldridge Road, omitting Second Avenue, Bullion Lane and South Approach.

#### What do you think about this idea?



- Strongly in Favour
- In Favour
- Does not affect me
- Against
- Strongly Against

We have also received a lot of requests to simplify the route between Chester-le-Street and Portobello. We are therefore considering running all buses via North Lodge and Barley Mow, omitting Picktree Village.

## How would this affect your travel patterns?



- I would travel more frequently
- No change
- I would travel less frequently