



# 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](http://www.simplygo.com).

- 1** 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 Waldrige Park, Waldrige 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?

- Please tick one** ✓
- 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?

**Please tick one** ✓

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

- 3** We have recently seen an increase in passenger numbers on this service and we are now looking at whether it is possible to use double-deck buses. These would have 77 seats (47 upstairs and 30 downstairs), low-floors for easy access, brighter interiors and newer seating for a more comfortable and relaxing journey.

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

**Please tick one** ✓

- Yes
- No

- 4** 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?

**Please tick one** ✓

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

- 5** 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?

**Please tick one** ✓

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

- 6** 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 Waldrige Road, omitting Second Avenue, Bullion Lane and South Approach.

### What do you think about this idea?

**Please tick one** ✓

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

- 7** 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 Picketree Village.

### How would this affect your travel patterns?

**Please tick one** ✓

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