



Please give us your views

We have been really pleased with customers' reactions to our Fab56 route and it is now time to think about the next stage of improvement.

We will be making some changes on 25 October 2009, but before we finalise our plans we would really like to hear what you need from the service.

Please spend a few minutes answering these questions. If you want to say more you can email or write to us:



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



customerservices@gonortheast.co.uk



Complete the survey online:
www.simplygo.com

All responses received by 21 August will be considered for future service planning in this area, with completed surveys entered into a draw to win a month's free bus travel with Go North East.



- 1** Passenger numbers on our Fab 56 have increased considerably since we launched the service. We are now looking to increase capacity to give you a bus every ten minutes on Monday to Saturday daytimes. Buses would continue to run every 20 minutes on Sunday daytimes and every 30 minutes in the evening.

How would this affect your travel patterns?

- Please tick one I would travel more frequently
 No change
 I would travel less frequently

- 2** If we increase the service to run every ten minutes we will provide improved connections at Concord (for Heworth and Galleries), Sunderland (for Seaham, Silksworth, Houghton-le-Spring and South Shields) and at Gateshead (for MetroCentre and Team Valley).

Are there any other destinations for which we should provide better connections?

- 3** Gateshead Interchange can be very congested at peak times and we are looking to operate some journeys direct to Newcastle via Gateshead High Street. We are concerned that passengers changing onto other buses and Metro services at Gateshead might be inconvenienced if we do not operate via Gateshead Interchange.

What do you think of this idea?

- Please tick one Strongly in favour In favour
 Have no view Against Strongly against



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- 4** When the new extension to Eldon Square Shopping Centre opens next year and Newgate Street re-opens to buses we will be looking at alternative stopping arrangements for the Fab 56 in Newcastle City Centre.

What is your preferred bus stop in Newcastle City Centre?

Please tick one

- Eldon Square Bus Station
- Blackett Street
- Pilgrim Street
- Market Street East
- Market Street West
- Grainger Street
- Castle Garth (St Nicholas' Cathedral)
- Other (please state)

- 5** Fab 56 currently operates into Sunderland City Centre via St Mary's Way, High Street and Green Terrace, then out via Vine Place and Fawcett Street. We have had requests to change the route, so that buses operate into the City Centre via John Street and Holmeside, then out via Green Terrace and St Mary's Way.

What do you think about this idea?

Please tick one

- Strongly in favour
- In favour
- Have no view
- Against
- Strongly against

- 6** We are thinking about offering new 'Cheap Day Return' tickets on this service to encourage longer journeys.

How would this affect your travel patterns?

Please tick one

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



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7 Please use the space below for any other comments you would like to make about the service and issues you feel have not been addressed by this survey

Blank space for comments with horizontal lines.

Simply pop it in the freepost envelope provided, or post to Head of Customer Services, (Fab56), Go North East, FREEPOST NT 2674, Gateshead, NE8 1BR. 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



All completed details will be entered to the prize draw.

Name: _____

Address: _____

Post Code: _____

What is your age group?

- Under 16, 16 - 24, 25 - 39, 40 - 59, 60 or over

Are you?

- Male, Female

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

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

0845 60 60 260

customerservices@gonortheast.co.uk

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fabfiftySix

Sunderland Area Consultation

Have your say in our public consultation on improving our Fab56 route and you could win a month's free bus travel with Go North East



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We're part of the Go-Ahead Group