

Question 6b continued

Metrocentre to West Wylam, Prudhoe and Prudhoe Interchange. Together with the buses to Hexham (outlined in 6a) this would give two buses an hour to Prudhoe. How would this affect your travel patterns?

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

**7** We believe that we could offer an hourly daytime service on the 684 if we linked it to the 687 and operated buses through from Newcastle to Hexham. We would need to get permission from Northumberland County Council, who support these services, to do this. What do you think of this idea?

- strongly in favour
- in favour
- no view
- against
- strongly against

**8** If we extended all 684 journeys through to Hexham we would not be able to serve Horsley with service 684. However, it would continue to be served by service 685 which is jointly operated by Stagecoach and Arriva. Would the withdrawal of 684 from Horsley cause you any difficulties?

- yes
- no

**9** Which of the following services do you use? (please circle all that apply)

10   602   604   684   685   687

**10** What is your age range?

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


**11** Do you have any other comments about our services in this area?


### Return Address

Please make sure your answers reach us no later than Wednesday, 2nd June


**Freepost NT 2674  
Gateshead  
NE8 1BR**


**You can choose from a wide range of ways to contact us for more information on our services:**

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

 **0845 60 60 260**

 customerservices@gonortheast.co.uk

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# Passenger consultation

## Services 602, 604 and 684/687



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# Passenger consultation

## Services 602, 604 and 684/687

Now that we have had six weeks experience operating the former Arriva services in Hexham and the Tyne Valley and have the benefit of feedback from our customers, we want to start work on improving your services. We are planning some changes this summer and would like to hear your views before we finalise the changes. These changes apply to services 602 and 684/687 only. We will be reviewing other services in the area at a later date, including looking at improvements for service 604.

Please answer the questions below and return it to us by **Wednesday, 2nd June** using the FREEPOST address overleaf. If you prefer, you can complete the survey online at [www.simplygo.com](http://www.simplygo.com)

**1** We are planning to merge services TEN (10) and 602 to form a new service from Newcastle to Rockwood Hill or Hexham via Prudhoe. This will enable us to increase the frequency of service on the current 602 route between Hexham and Crawcrook to every 20 minutes Monday to Saturday daytime, providing an improved service for Hexham, Corbridge, Stocksfield and Prudhoe. How would this affect your travel patterns?

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

**2** If we merged these two services, we would use more Mercedes buses - like those currently used on the TEN (10) - to provide high quality, air conditioned travel for you on the new route. How would this affect your travel patterns?

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

**3** If we went ahead with this plan, we would refurbish the buses currently used on 602 for other local services including service 604. What do you think of this idea?

- strongly in favour
- in favour
- no view
- against
- strongly against

**4** Compared to its daytime service, the TEN (10) currently has different stopping patterns at peak times, in the evening and on Sundays. We are thinking of standardising this so that it always runs non-stop between Metrocentre and Newcastle to give the fastest possible journey. What do you think of this idea?

- strongly in favour
- in favour
- no view
- against
- strongly against

**5** The 602 covers two sections of road in Gateshead currently not served by service TEN (10) (Shibdon Road and Swalwell Monument, and Derwentwater Road in The Teams). However, there are alternative buses running along these roads. Would the loss of the 602 service over these sections of route cause you any difficulty?

- yes
- no

If yes please say why

**6a** We're looking to provide an improved service between Newcastle, Ryton, Crawcrook, Prudhoe and Hexham in the evening and on Sunday. If we ran a regular hourly bus all the way to Hexham in the evening how would this affect your travel patterns?

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

**6b** The current 604 service runs via the Metrocentre in the evening and on Sunday – like the TEN (10) service. We would like these services to be operated by our TEN (10) buses instead, giving a regular hourly service from Newcastle via

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