



## Please give us your views

We have been really pleased with customers' reactions to our Magic Roundabout services 33 / 42 and Laser service 35 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](http://www.simplygo.com)

All responses received by 26 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.



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- 1** We have had some problems with the reliability of our Magic Roundabout services since changes were made to the traffic management arrangements on Ryhope Road. We are now thinking about separating these services. Service 42 would operate from Silksworth to Sunderland via its current route, with a loop in the City Centre serving Fawcett Street, Holmeside and the Interchange. Buses would continue to run every ten minutes on Monday to Saturday daytimes, every 15 minutes on Sunday daytimes and every 30 minutes in the evening.

What do you think about this idea?

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

- 2** Service 42 can be very busy at peak times and we are considering operating bigger buses on this route, offering 39 seats instead of 25.

In your experience of using this route, should we provide more seats?

- Yes     No

- 3** If we operate bigger buses on service 42 it would not be safe to make the current turning movement from Blind Lane to Lincoln Avenue in Silksworth.

Do you think we should:

- Please tick one ✓
- Reverse the circular route  
 Operate direct via Tunstall Village Road and Silksworth Terrace to the old terminus at Church View  
 Keep smaller vehicles to maintain the existing route?

- 4** Laser service 35 has been very successful and we are considering increasing its frequency to run every ten minutes.

How would this affect your travel patterns?

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

- 5** The current Laser journeys from Low Moorsley operate the 'long' route through Hetton-le-Hole to Houghton-le-Spring via Market Street and Hetton Downs, whilst the buses that run to/from Hetton-le-Hole operate the 'short' route via the A182. We could reduce the journey time for most passengers by sending the Low Moorsley via the 'short' route and the Hetton-le-Hole buses via the 'long' route.

What do you think about this idea?

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

- 6** We are considering routeing service 35 via Silksworth to replace the 33. This would add five minutes to journey times but would allow us to increase the frequency to every ten minutes between Houghton-le-Spring, Silksworth, Sunderland and South Shields. It would also provide Silksworth with larger buses and a direct service to the Royal Hospital.

What do you think about this idea?

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

- 7** Which Go North East services do you use?

- Please tick all that apply ✓
- 33  
 35  
 42  
 Other (please specify)



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**8 Which is the most convenient point to board your bus in Sunderland City Centre?**

Please tick no more than two places

- Sunderland Interchange
- Vine Place
- Fawcett Street
- Empire Theatre
- John Street
- Holmeside
- Green Terrace

**9 Which is the most convenient point to leave your bus in Sunderland City Centre?**

Please tick no more than two places

- Sunderland Interchange
- Vine Place
- Fawcett Street
- Empire Theatre
- John Street
- Holmeside
- Green Terrace

**10 Please use the space below for any other comments you have about bus services in this area or issues that you feel have not been addressed by this survey**

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Simply pop it in the freepost envelope provided, or post to Head of Customer Services, (Sunderland), Go North East, FREEPOST NT 2674, Gateshead, NE8 1BR. Alternatively, complete the survey online at [www.simplygo.com](http://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  
Freepost NT 2674, Gateshead, NE8 1BR



**0845 60 60 260**



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# Sunderland Area Consultation

Have your say in our public consultation on the following bus routes and you could win a month's free bus travel with Go North East

Closing date for responses **26 August**



**Go North East**  
[www.simplygo.com](http://www.simplygo.com)

We're part of the  
**Go-Ahead**  
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