

## Lobley Hill/Dunston Consultation - Highwayman

In May 2012 we consulted customers about possible improvements to the Highwayman Services. 601 people took part in the survey providing an excellent sample of customers' views.

The key findings were as follows:

- **36%** of the respondents were either 'in favour' or 'strongly in favour' of our plans to run two of the four buses on the 98 and 98A via Wison Street, Cypress Crescent, Maple Avenue and Knightside Gardens instead of Dunston Bank. Only **9%** of respondents were either 'against' or 'strongly against' this. The remaining **55%** either had no view or it chose 'This does not affect me'.
- **15%** of respondents said that they were either 'in favour' or 'strongly in favour' of our proposal to operate the 95/95A as the 95 between Gateshead and Lobley Hill (south) , with the 96 services continuing to provide the link from Knightside Gardens to the Metrocentre and Gateshead. **21%** of respondents were either 'against' or 'strongly against' this. The remaining **64%** either had no view or it chose 'This does not affect me'.
- **35%** of respondents said that they were either 'in favour' or 'strongly in favour' of our proposal add a new 64/64A 30 minute Monday to Saturday service between Tyne Road East and Gateshead. Only **5%** of respondents were either 'against' or 'strongly against' this. The remaining **60%** either had no view or it chose 'This does not affect me'.

Several other comments were made in the consultation, although not in response to the specific questions. There were **two** particular themes in the points made

- Newer Buses
- Later Running Buses on 98/98A service

We will be making several changes to the Diamond Highwayman Services from **Sunday 29 July 2012**, as follows:

- Alternate buses on services 98 & 98A will operate via Knightside Gardens instead of Dunston Bank, re-installing the direct links to Newcastle and Whickham
- Buses between Gateshead and Dunston via Teams will be provided by a new circular service 64/64A, operating every 30 minutes during the day time. Early morning or evening buses will continue to be provided by service 49C
- Service 95 will operate between Gateshead and Lobley Hill Craggside Gardens, every 30 minutes during the day time Monday to Saturday. Buses will run every hour during the Evening, Sundays, Public Holidays and will extend via Knightside Gardens to Metrocentre.

- We will be introducing newer buses on the 97 and 98 services later in the year.
- Unfortunately it is not possible to introduce later buses on the 98/98A services, due to lower number of customers travelling at these times. Customers can use our other services and change at Metrocentre, Gateshead or Lobley Hill.