



Consultation on Metrolink

Our M1 MetroLink bus service is one of our many successful brands, attracting growing numbers of passengers. We want to make it even better and are planning some improvements to the service for October 2009. Before we come to a final decision we would appreciate your views on our proposals.

You can give us your views by:

- ◆ Completing this form and posting it to Go North East, FREEPOST NT 2674, Gateshead, NE8 1BR.
- ◆ Visiting the 'Contacts' section of our website www.simplygo.com
- ◆ E-mail to customerservices@gonortheast.co.uk
- ◆ Telephone on 0845 60 60 260

All responses received by Wednesday 20th May 2009 will be considered for future service planning in this area.

1 We plan to increase the daytime frequency of service M1 to operate every 10 minutes during the daytimes Monday to Saturday between Heworth, Concord, Galleries and Houghton. What do you think of this idea?

Please tick one ✓

- Much more convenient
- More convenient
- Less convenient
- Much less convenient

Additional comments:

2 M2 and M3 would be combined into a single route, linking Sulgrave and Donwell with Heworth, Concord and Galleries every half an hour. What do you think of this idea?

Please tick one ✓

- Big improvement
- Slight improvement
- No improvement
- Worse service

Additional comments:

3 Between Houghton and Easington Lane passenger numbers are much lower than the rest of the route, but we believe it is important to maintain this link. We are thinking of maintaining a 30 minute service from Easington Lane and Hetton and co-ordinating the times with the X1 service to give a bus every 15 minutes to and from Galleries. What do you think of this idea?

Please tick one ✓

- Big improvement
- Slight improvement
- No improvement
- Worse service

Additional comments:

4 Our smaller buses on M2 and M3 don't always provide enough seats on busier journeys and we would like to introduce more 'full size' buses. We are also planning to refurbish the larger buses on M1 to refresh and improve the interiors and make the exteriors more attractive and instantly recognisable. What do you think of this?

Please tick one ✓

- Big improvement
- Slight improvement
- No improvement
- Does not affect you

Additional comments:

5 One of the objectives of the changes will be to improve connections with Metro services at Heworth. We are planning to improve early morning and late evening services to provide a 'first to last' service connection with Metro – particularly for journeys to and from Newcastle. To plan this we need to decide exactly how many minutes we need to allow passengers to change between bus and Metro. If you use the connection at Heworth, please tell us how many minutes would ideally suit you

When transferring from bus to Metro minutes

When transferring from Metro to bus minutes

WIN WIN WIN WIN
FREE travel for a month!

By giving us your views, you will be entered into prize draw, where you can win free travel for a month on all Go North East buses throughout the area.

6 We also want to work more closely with Metro to improve the information provided and to make changing between bus and Metro easier. What do you think of the following ideas for doing this –

a. Including Metro times in our M1 bus service guide and Metro maps on board our M1 buses

Please tick one ✓

- Extremely helpful Very helpful
 No difference Unhelpful

b. Providing 'real time' (electronic) information at M1 bus stops

Please tick one ✓

- Extremely helpful Very helpful
 No difference Unhelpful

c. Introducing our 'Get You Home' guarantee (paying for a taxi if we fail to make the connection) at certain times of day for certain journeys

Please tick one ✓

- Extremely helpful Very helpful
 No difference Unhelpful

7 What else can we do to improve this service for you?

Additional suggestions:

To enter the prize draw, please complete the panel below



YOUR DETAILS

Name: _____

Address: _____

Post Code: _____

What is your age group?

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

Are you?

- Male Female

Please send your replies to

Go North East, FREEPOST NT 2674, Gateshead, NE8 1BR.

Alternatively, complete the survey online at www.simplygo.com.

All completed details will be entered into the prize draw.

www.simplygo.com

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METRO **Link**

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We're part of the
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