

## Wardley Consultation – Fab 57 & Pulse

In May 2012 we consulted customers about re-instating the direct links to Heworth Metro from Wardley, Ellen Wilkinson Estate and Beacon Lough by making changes to the Fab 57 and Pulse Services. **751** people took part in the survey providing an excellent sample of customers' views.

The key findings were as follows:

- **72%** of the respondents were either 'in favour' or 'strongly in favour' of our plans to re-instate the direct links to Heworth via our Fab 57 Service. Only **12%** of respondents were either 'against' or 'strongly against' this.
- **69%** of respondents said that they would prefer the Fab 57 to run every 20 minutes and continue serve Newcastle. **23%** of respondents would prefer the Fab 57 to run every 15 minutes but terminate at Gateshead.
- **35%** of respondents said that they were either 'in favour' or 'strongly in favour' of our proposal to replace the fab 57 with the 69 and 69A operating in a circular route via mereside, Lingey Lane, Leam Lane, Wardley bus gate, Wardley Terminus, Sunderland Road, White Mere Gardens, Manor Gardens, Kirkwood Gardens, Kier Hardie Avenue, Kirkwood Gardens, LingeyLane, and Meresyde. **12%** of respondents were either 'against' or 'strongly against' this. The remaining **53%** 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 on the 69/69A
- More Frequent 69/69A services

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

- We are changing the route of the Fab 57 to run via Colegate, High Heworth Lane, Heworth Metro and Felling by-pass to re-instate the direct link to Heworth Metro, for interchange to connect bus and metro services.
- Service 57 will continue to serve Newcastle however will run every 20 minutes during the day time. Evening buses will continue to operate every 30 minutes.
- There will be no change to the route of the 69/69A, although there will be some minor changes to the timetable to improve the reliability of some journeys.
- Unfortunately we're not able to run more buses on the 69/69A services at the present time and the single deck buses introduced last year will continue to be used.