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**C** As part of this, the times of the 32 would be co-ordinated with the 604 between Blaydon and Newcastle to give a bus every ten minutes via Scotswood Road at Monday to Friday peak times, and every 15 minutes at other times of the day. The proposed service pattern from Blaydon towards Newcastle and Gateshead is shown in the table below:

Route	Service(s)	Brand	Peak Frequency	Daytime Frequency
Newcastle via Metrocentre	10/10A	Ten	10	10
Gateshead via Metrocentre and Dunston	49/49A	Blaydon Racer	10	10
Newcastle via Scotswood Road	32/604	to be confirmed	10	15
Wardley via Whickham	69/69A	Kingfisher	30	30
Team Valley via Dunston	90	Go North East	30	—

What do you think about this idea?

- Strongly in Favour
- In Favour
- No View
- Against
- Strongly Against

**D** What is your preferred route for travel between Blaydon and Newcastle?

- Via Scotswood Road
- Via Metrocentre
- Other (please state)

- I do not make this journey

**E** Do you think we should try to cut out stops on Scotswood Road to speed up our services?

- Yes
- No
- No View

### Section 5 – Service 604 and local links around Prudhoe

Since we took over the 604 from Arriva we have been assessing its usage and believe that there would be significant advantages in dividing the route into two parts. These would be as follows:

- A regular fast service between Prudhoe town centre and Newcastle via Blaydon, Scotswood Road and the Business Park running every 20 minutes at Monday to Friday peak times and every 30 minutes at other times of the day.
- A local service in Prudhoe, replacing the 604 in the estates. This would use smaller buses to make it easier to serve some of the narrow roads in the town, providing good connections with other bus and train services.

**A** What do you think about our proposal for a regular fast service between Prudhoe town centre and Newcastle via Blaydon, Scotswood Road and the Business Park running every 20 minutes at Monday to Friday peak times and every 30 minutes at other times of the day?

- Strongly in Favour
- In Favour
- No View
- Against
- Strongly Against

**B** Do you think that a dedicated local minibus service in Prudhoe (with connections to 'main road' services) is the best way to meet the needs of residents?

- Yes
- No
- No View

**C** Please tell us (on a scale of 1 to 5) how important the following features of the local service would be to you? 1 = Very Important, 5 = Not Important

Aspect of Service	Rating
Good connections with trains at Prudhoe Interchange	<input type="radio"/>
Good connections with other buses in Prudhoe	<input type="radio"/>
Ease of boarding/alighting the bus	<input type="radio"/>
Dedicated local fares for travel in the Prudhoe area	<input type="radio"/>
Minibuses that allow easier access to small streets	<input type="radio"/>

### Other Comments


Please use the space below for any comments or suggestions you may have about any of the services covered in this questionnaire


### Return Address

Please make sure your answers reach us no later than Friday 20 August 2010


**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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# West Gateshead Consultation

## Please give us your views



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

**We are in the process of introducing better buses at our Hexham and Winlaton depots to allow us to upgrade our services. From 8 August 2010, service 10 was improved and extended using air-conditioned Mercedes buses with an increased daytime frequency (every 20 minutes) between Prudhoe and Hexham.**

The next stage of our upgrade will take place on 31 October 2010, but we want to know what you think about our plans before we finalise them. Please take a few minutes to complete the questionnaire. When you have completed the questionnaire, simply post it back to us using the freepost address at the rear of this form. You will not need a stamp for this. Alternatively, you can answer the questions online at [www.simplygo.com](http://www.simplygo.com). All completed forms returned to us by **Friday 20 August 2010** will be used to inform our service plans.

**Section 1 – Service 49/49A**

**A** We have seen a big rise in passenger numbers on service 49/49A between Gateshead, MetroCentre, Blaydon and Winlaton. We are now looking to increase the daytime frequency to give you a bus every 10 minutes over the whole route. What do you think about this idea?

- Strongly in Favour  
 In Favour  
 No View  
 Against  
 Strongly Against

**B** Following several requests, we propose to link the 49/49A across Winlaton to allow customers to make local journeys without needing to change buses. What do you think about this idea?

- Strongly in Favour  
 In Favour  
 No View  
 Against  
 Strongly Against

**C** We plan to use more powerful two-door buses on this route to improve reliability and give better performance on the steep climbs to Winlaton on Blaydon bank and Shibdon bank? How would this affect your travel patterns?

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

**D** We propose to run more early morning journeys on Saturdays and Sundays to replace the current ‘special’ journeys on service 63. Would this cause any problems for you?

- Yes  
 No

**Section 2 – Services 48 and 95/96**

We are thinking about replacing service 48 with an improved 95 between Gateshead, Teams and Dunston, and an amended 31 between Winlaton, Shibdon bank, Swalwell and Metrocentre. This would provide some valuable new links, including:

- Wellington Road and Ravensworth Road to Dunston Cross
- Rose Street/Tyne View to Dunston Centre
- Knightside Gardens to Gateshead via Teams
- Bensham, Lobley Hill and Dunston to Low Teams

If we make this change service 95 would run over its existing route from Gateshead via Bensham, Lobley Hill and Knightside Gardens to Dunston, then continue via the current 48 route via Wellington Road, Ravensworth Road and Low Teams (including Rose Street) back to Gateshead. Links to Metrocentre would be maintained by services 47 (from Low Teams), 49/49A (from Dunston and Teams) and 96 (from Lobley Hill and Knightside Gardens). Service 31 would also run from Shibdon Bank via Swalwell to Metrocentre, before continuing to Newcastle.

**A** What do you think about this idea?

- Strongly in Favour  
 In Favour  
 No View  
 Against  
 Strongly Against

**B** Are there any journeys that you currently make that you would have difficulty with as a result of this change?

- Yes  
 No

If yes please specify

**Section 3 – Service 47**

**A** We are concerned about the recent poor reliability of the 47 and we are committed to improving this. We propose to do this by retiming buses to run up to 15 minutes earlier or later, providing a ‘buffer’ at certain times of the day against delays on route. Would this cause any problems for you?

- Yes  
 No

**B** We also plan to improve the quality of the vehicles on service 47, which will be more powerful to deal with the steep hills on the section of route between Rowlands Gill and Blackhall Mill. How would this affect your travel patterns?

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

**C** We propose to move our driver changeovers from High Spen to Metrocentre to speed up the journeys for a large number of our customers. What do you think about this idea?

- Strongly in Favour  
 In Favour  
 No View  
 Against  
 Strongly Against

**D** We have received several requests for an earlier journey to the Metrocentre on Sunday mornings, which would mean diverting the first bus of the day (number 47B) to run via the Metrocentre rather than Scotswood Road. Would this cause any problems for you?

- Yes  
 No

**Section 4 – Service 31/32**

An increasing proportion of our customers from Winlaton are travelling to Metrocentre but the route via Scotswood Road to Newcastle is still very important to us. We are thinking about changing the pattern of these services so that the 31 runs via Metrocentre (and then non-stop to Newcastle) while the 32 continues along its current route via Scotswood Road.

**A** What do you think about our plans for service 31, which would run every 30 minutes on Monday to Saturday daytimes?

- Strongly in Favour  
 In Favour  
 No View  
 Against  
 Strongly Against

**B** If we were to make this change, we would increase the frequency of the 32 to run every 20 minutes between Winlaton and Newcastle at Monday to Friday peak times. Buses would run every 30 minutes at other times of the day, with an hourly service in the evening and on Sundays. What do you think about this?

- Strongly in Favour  
 In Favour  
 No View  
 Against  
 Strongly Against

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