
7 March 2014

Your Bus Matters event report

Your Bus Matters: Cramlington

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Held at Manor Walks Shopping Centre on 7 March 2014, in partnership with:

- Arriva
 - Go North East
 - Northumberland County Council
-

This event highlighted two major problems for passengers in the area. The most important was the lack of through services to the various hospitals, passengers having to make at least one change of bus during their journeys. There appeared to be no plans for through services to the new hospital which was still under construction.

Criticism was made about the frequent timetable and route changes made by Arriva, especially to the X5. These changes do not appear to have helped with the reliability of this service. This service was also singled out for complaints regarding late running and the long journey time into Newcastle. Other services have also had several changes in recent times and passengers were becoming confused due to poor information.

Calls were made for some services which have been withdrawn to be reinstated. The Longridge area of Cramlington used to have services C1 and C2, but now has no service at all. The area has many elderly residents, who now feel cut off and are forced to pay a lot of money to use taxis for shopping or doctor's and hospital appointments. Collingwood Grange was another area now cut off and there was a call for a through service to Newcastle Airport.

Local services H1 and H2 were considered inadequate, due to the small number of journeys. There was concern that the few services running would be withdrawn and it was felt that more people would be carried on an improved level of service.

The buses used on the route to Seaton Burn were elderly and there was no service on a Sunday to a well populated area. There is a problem here with disabled access.

Child fares were considered to be very high.

New or revived services were requested for the Tynemouth and South Shields areas, Hepscott and to the Aldi store, plus better services to Cowbeth.

Finally, there was some criticism of the Arriva helpline and there had recently been problems getting information from the Arriva website.

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Issues raised

Topic	Number of comments
Service reliability	33
Driver/staff attitude	6
Level of Service	60
Vehicle Condition	7
Bus failed to stop	1
Infrastructure	5
Compliments	2
Capacity	7
Access	3
Ticket Issues	1
Fares	28
Information	0
Passenger/behaviour issues	0
Miscellaneous/other	23
Total issues raised	176



Cramlington - 7/3/2014

