

Metro Passenger Charter



For the four week period ending 10 December 16

Train reliability

	This period	Previous three periods		
% of trains arriving on time*	68.00%	76.63%	84.72%	86.33%

* Within three minutes later than scheduled or within 29 seconds earlier than scheduled.

Customer satisfaction*

	Nov 16	May 16	Nov 15	May 15
Mean score out of 10				
Station equipment	7.5	7.3	7.3	7.3
Information	7.3	7.2	7.2	7.2
Cleanliness	7.6	7.0	7.2	7.3
Security	7.2	7.0	7.1	7.1
Ticketing	6.1	6.1	5.8	6.5
Staff availability	5.9	5.3	5.7	5.6
Metro overall satisfaction	7.7	7.5	7.6	7.8

*Measured by research amongst a sample of approximately 1000 Metro passengers.
Research is carried out every six months, last survey was November 16.

Disruption information

Disruptions that occurred, include:

- 22 November - Flooding between Shiremoor and Northumberland Park
- 23 November - Overhead power line fault in Hebburn area
- 24 November - Overhead power line fault between Gateshead Stadium and Heworth
- 2 December - Signalling fault in Manors area
- 7 December - Police incident at Felling
- 9 December - Shortage of available drivers due to illness

Contact information

To claim a refund for train delays, ticket machine failure or to make a complaint, please call in at any Nexus TravelShop or write to Metro:

Customer Relations
Tyne and Wear Metro
Control Centre
South Gosforth
Newcastle upon Tyne
NE3 1YT

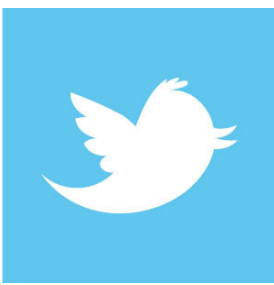
Telephone 0191 203 3199

Email contactus@twmetro.co.uk

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