

# Metro Passenger Charter



For the four week period ending 4 February 2017

## Train reliability

	This period	Previous three periods		
% of trains arriving on time*	82.40%	79.28%	68.00%	76.63%

\* 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:

10 January - Police attending incident of disorderly behaviour  
13 January - Track fault in South Gosforth Depot  
25 January - Track circuit fault on Network Rail infrastructure  
26 January - Level crossing fault on Network Rail infrastructure  
1 February - Points failure on Network Rail infrastructure  
4 February - Trains stopped due to trespasser

## 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](mailto:contactus@twmetro.co.uk)

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