# Metro Passenger Charter



## For the four week period ending 28 May 16

### **Train reliability**

This period Previous three periods

% of trains arriving on time\* **84.63**% 79.84% 81.06% 79.38%

#### Customer satisfaction\*

	Nov 15	May 15	Nov 14	May 14	
	Mean score	Mean score out of 10			
Station equipment	7.3	7.3	7.3	7.6	
Information	7.2	7.2	7.2	7.8	
Cleanliness	7.2	7.3	7.3	7.8	
Security	7.1	7.1	7.1	7.4	
Ticketing	5.8	6.5	6.4	7.0	
Staff availability	5.7	5.6	5.5	5.5	
Metro overall satisfaction	7.6	7.8	7.6	8.0	

<sup>\*</sup>Measured by research amongst a sample of approximately 1000 Metro passengers. Research is carried out every six months, last survey was November 15.

## **Disruption information**

Disruptions that occurred, include:

5 May - Train door fault in West Jesmond area

6 May - Power fault on train

8 May - Train door fault at Four Lane Ends

13 May - Train service suspended due to road vehicle striking rail bridge

26 May - Trains held while object near track removed in Heworth area

27 May - Train door fault in Gateshead area led to delays in service

### **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:

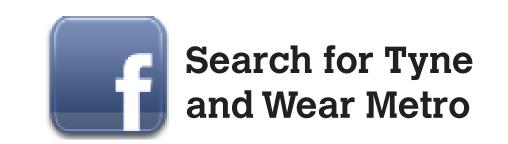
Customer Relations
Tyne and Wear Metro
Control Centre
South Gosforth
Newcastle upon Tyne
NE3 1YT

**Telephone** 0191 203 3199

Email contactus@twmetro.co.uk

Visit our website: nexus.org.uk for up-to-date information about your Metro, bus, rail and Ferry services









<sup>\*</sup>Within three minutes later than scheduled or within 29 seconds earlier than scheduled.