

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%

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

Customer satisfaction*

	Nov 15	May 15	Nov 14	May 14
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

*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

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