

Metro Passenger Charter



For the four week period ending 25 June 16

Train reliability

	This period	Previous three periods		
% of trains arriving on time*	86.41%	84.63%	79.84%	81.06%

*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:

- 31 May - overhanging tree branch near to overhead power line in the Felling area
- 4 June - power supply fault in Whitley Bay area
- 6 June - vandalism to the overhead power line at Gateshead Stadium
- 18 June - power circuit fault in Whitley Bay area
- 21 June - power supply problem between Heworth - Pelaw and a train fault at South Shields
- 25 June - trains held on Network Rail infrastructure

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

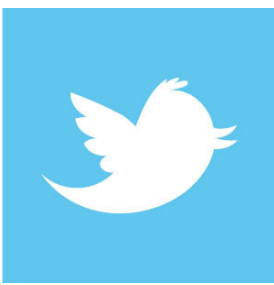
Telephone 0191 203 3199

Email contactus@twmetro.co.uk

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