Metro Passenger Charter



For the four week period ending 23 July 16

Train reliability

This period Previous three periods

% of trains arriving on time*

85.52% 86.41% 84.63%

79.84%

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:

28 June - train fault in Pelaw area and high passenger volumes from the Beyoncé concert at Stadium of Light

29 June - train power fault in the Walkergate area and road bridge strike in Wallsend area

9 July - tree branch fell on Metro tracks in the Felling area and points failure in Jarrow area

17 July - train fault in Longbenton area

19 July - train fault in Northumberland Park area and train door fault at Haymarket

23 July - higher passenger volumes due to Sunderland International Airshow

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:

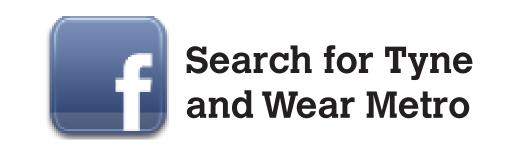
Customer Relations
Tyne and Wear Metro
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Newcastle upon Tyne
NE3 1YT

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









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