

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%

*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:
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
Control Centre
South Gosforth
Newcastle upon Tyne
NE3 1YT

Telephone 0191 203 3199

Email contactus@twmetro.co.uk

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