

# Metro Passenger Charter



For the four week period ending 17 September 16

## Train reliability

	This period	Previous three periods		
% of trains arriving on time*	86.33%**	87.13%	85.52%	86.41%

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

\*\* Train reliability over the 27 days excluding the Great North Run day was 87.2%.

## Customer satisfaction\*

	May 16	Nov 15	May 15	Nov 14
Mean score out of 10				
Station equipment	7.3	7.3	7.3	7.3
Information	7.2	7.2	7.2	7.2
Cleanliness	7.0	7.2	7.3	7.3
Security	7.0	7.1	7.1	7.1
Ticketing	6.1	5.8	6.5	6.4
Staff availability	5.3	5.7	5.6	5.5
Metro overall satisfaction	7.5	7.6	7.8	7.6

\*Measured by research amongst a sample of approximately 1000 Metro passengers.

Research is carried out every six months, last survey was May 16.

## Disruption information

Disruptions that occurred, include:

- 24 August - Trespasser in Percy Main area
- 9 September - Train held due to disorderly behaviour in South Shields
- 11 September - Great North Run crowds requiring longer times at stations
- 12 September - Train power fault in Jesmond area
- 15 September - Damaged points at Tynemouth
- 16 September - Driver shortage due to sickness

## 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

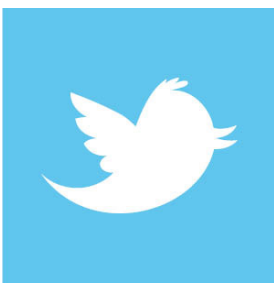
Telephone 0191 203 3199

Email [contactus@twmetro.co.uk](mailto:contactus@twmetro.co.uk)

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