

Metro Passenger Charter



For the four week period ending 12 November 16

Train reliability

	This period	Previous three periods		
% of trains arriving on time*	76.63%	84.72%	86.33%	87.13%

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

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:

- 18 October - Train fault at Regent Centre
- 24 October - Network Rail overhead line fault at Fellgate
- 31 October - Low Rail Adhesion affecting trains through North Tyneside
- 1 November - Ambulance called to passenger at Gateshead Stadium
- 8 November - Level crossing fault at Fawdon
- 12 November - Network Rail power fault throughout Sunderland line

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

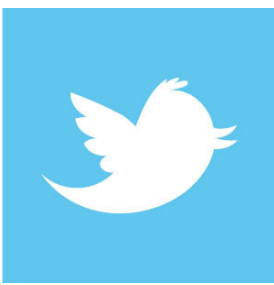
Telephone 0191 203 3199

Email contactus@twmetro.co.uk

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