# Metro Passenger Charter



## For the four week period ending 1 March 14

### **Train reliability**

This period Previous three periods

% of trains arriving on time\* 86.62% 85.04% 85.22% 71.93%

#### Customer satisfaction\*

	Nov 13	May 13	Nov 12	May 12
	Mean score out of 10			
Station equipment	7.4	7.5	7.6	7.5
Information	7.5	7.7	7.8	7.8
Cleanliness	7.6	7.5	7.5	7.4
Security	7.3	7.3	7.5	7.3
Ticketing	6.9	7.1	7.1	6.8
Staff availability	5.1	5.3	5.2	5.1
Metro overall satisfaction	7.7	8.1	7.8	8.0

<sup>\*</sup>Measured by research amongst a sample of approximately 1000 Metro passengers. Research is carried out every six months, last survey was Nov 13.

## **Disruption information**

Disruptions that occurred, include:

3 February - train failure

6 February - passenger illness, train held for ambulance

9 February - overhead line fault

11 February - train door fault

12 February - power fault

#### **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:

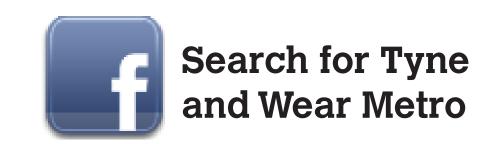
Customer Relations
Tyne and Wear Metro
Control Centre
South Gosforth
Newcastle upon Tyne
NE3 1YT

**Telephone** 0191 203 3199

Email contactus@twmetro.co.uk

Visit our website: nexus.org.uk for up-to-date information about your Metro, bus, rail and Ferry services









<sup>\*</sup>Within three minutes later than scheduled or within 29 seconds earlier than scheduled.