Metro Passenger Charter



For the four week period ending 1 February 14

Train reliability

This period Previous three periods

% of trains arriving on time* **85.04**% 85.22% 71.93% 69.87%

Customer satisfaction*

	Nov 13	May 13	Nov 12	May 12	
	Mean score	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	

^{*}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:

5 January - Signal failure

6 January - Signal failure

16 January - Train fault

21 January - Track circuit fault

23 January - Track circuit 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:

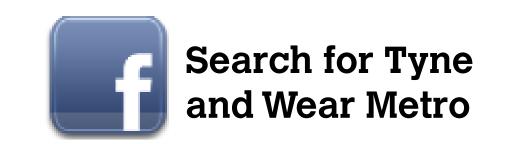
Customer Relations
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Control Centre
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NE3 1YT

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.