

Metro Passenger Charter



For the four week period ending 7 December 13

Train reliability

	This period	Previous three periods		
% of trains arriving on time*	71.93%	69.87%	78.89%	83.27%

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

Customer satisfaction*

	May 13	Nov 12	May 12	Nov 11
Mean score out of 10				
Station equipment	7.5	7.6	7.5	7.5
Information	7.7	7.8	7.8	7.5
Cleanliness	7.5	7.5	7.4	7.4
Security	7.3	7.5	7.3	7.2
Ticketing	7.1	7.1	6.8	6.6
Staff availability	5.3	5.2	5.1	5.1
Metro overall satisfaction	8.1	7.8	8.0	8.0

*Measured by research amongst a sample of approximately 1000 Metro passengers.
Research is carried out every six months, last survey was May 13.

Disruption information

Disruptions that occurred, include:

- 20 November - Low rail adhesion
- 29 November - Train fault
- 30 November - Door obstruction and level crossing misuse
- 1 December - Signal fault
- 5 December - Object on track

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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