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%

Customer satisfaction*

	May 13	Nov 12	May 12	Nov 11	
	Mean score	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:

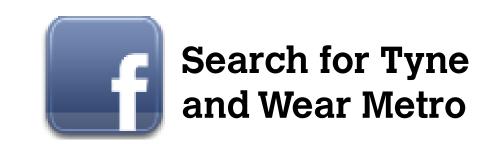
Customer Relations
Tyne and Wear Metro
Control Centre
South Gosforth
Newcastle upon Tyne
NE3 1YT

Telephone 0191 203 3199

Email contactus@twmetro.co.uk

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.