# Metro Passenger Charter



87.97%

## For the four week period ending 21 June 14

## **Train reliability**

This period Previous three periods

% of trains arriving on time\* **86.93**% 84.34% 87.28%

#### 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:

29 May - Signalling fault

30 May - Signalling fault

31 May - Resource issues

12 June - Track circuit fault

18 June - Power fault

21 June - Resource issue

#### **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:

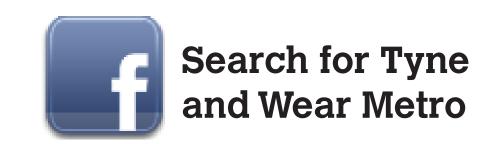
Customer Relations
Tyne and Wear Metro
Control Centre
South Gosforth
Newcastle upon Tyne
NE3 1YT

**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.