

# Metro Passenger Charter



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%	87.97%

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

## 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

\*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](mailto:contactus@twmetro.co.uk)

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