

Metro Passenger Charter



For the four week period ending 13 September 14

Train reliability

	This period	Previous three periods		
% of trains arriving on time*	84.12%	85.25%	85.58%	86.93%

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

Customer satisfaction*

	May 14	Nov 13	May 13	Nov 12
Mean score out of 10				
Station equipment	7.6	7.4	7.5	7.6
Information	7.8	7.5	7.7	7.8
Cleanliness	7.8	7.6	7.5	7.5
Security	7.4	7.3	7.3	7.5
Ticketing	7.0	6.9	7.1	7.1
Staff availability	5.5	5.1	5.3	5.2
Metro overall satisfaction	8.0	7.7	8.1	7.8

*Measured by research amongst a sample of approximately 1000 Metro passengers.
Research is carried out every six months, last survey was May 14.

Disruption information

Disruptions that occurred, include:

- 23 August - Resource issue
- 27 August - Resource issue
- 28 August - Power fault
- 3 September - Train fault
- 4 September - Fire alarm activation
- 7 September - Great North Run passenger numbers

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

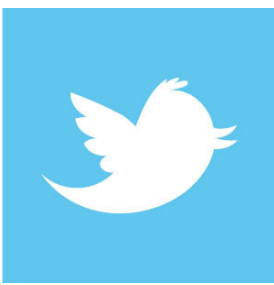
Telephone 0191 203 3199

Email contactus@twmetro.co.uk

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