

Date: 10 March 2016

Topic: Major Line Closure



In attendance:

David De Ivey, PR and Marketing Controller, Metro

Phil Crow, Head of Station Delivery, Metro

David Punton, Communications Officer, Nexus

Neil Blagburn, Head of Renewals, Nexus

1. Can we please have a decent bus replacement service! Last weeks was absolutely ridiculous and times before that.

We acknowledge there were some issues last weekend. We will be operating a 6 min peak replacement service.

2. How frequent are the buses going to be?

Hi Georgia Buses will be every 6 minutes peak service and 12 minutes at all other times.

3. Could you not have waited an extra day until after the Derby game?

Hi Paul Unfortunately the work was planned and set before the fixtures were announced.

4. Do the metro's start again from Shiremoor or Northumberland park?

Hi Paul Normal Metro service will resume again from all stations on Sunday 3 April.

5. Any travel arrangements for Sunderland fans travelling to Newcastle next week?

Afternoon Daniel there will be additional trains in operation for this game next week.

6. Are we ever going to get real time tracking of metros on Google maps? The data is there on the platform, so pretty easy to do imo.

Hi Michael We're developing a timetable app at the moment which will have real time eventually.

7. During the Tynemouth - Shiremoor closure can I use my B & C ticket in A&AB to get to 4 lane ends

Hi Caitlin During the Major Line Closure your B & C ticket will be accepted to enable you to travel through to reach FLE.

8. How reliable will this service be?

As a result of using the roads any bus service is susceptible to traffic problems. We have worked closely with the local authority.

9. I was impressed with the reliability last weekend; seamless transfer between buses & trains.
Accurate online bus timetable

Thank you for your positive feedback Jamie.

10. Why can't you make the zones easier to work out when buying a ticket, I am from the region and found it hard working it out especially when the Travelcentre in the station I was in had I

Hi David Changes to the fare zone matrix were made, reducing the choices to three zones. If you have a specific query about which zone ticket is best for you please direct message us and we'll help.

11. Are the peak time Pelaw trains still running? / Will there be peak time buses from Monkseaton?

Hi David Yes the peak time trains will still run from Shiremoor to Pelaw. They will run to the same frequency some not to timetable because of the way they are turned back at Shiremoor.

12. Are buses from Monkseaton?

Hi David At peak times Monday to Friday there will be a 6 minute replacement bus service between Tynemouth and Shiremoor. Full bus timetables are available at http://www.nexus.org.uk/metro/updates?open=t_planned-works

13. Will you run a more frequent service to cater for the increased number of passengers traveling from Tynemouth to Monument (as opposed to Tynemouth to Haymarket)?

Hi Rebecca No, there won't be a more frequent service, it'll be exactly the exactly the same timetable for people who travel from Tynemouth as it is on a normal day.

14. But there will be more people choosing to go the Tynemouth to St James route to avoid a long bus replacement route. Trains were packed every day when there was the major North Shields line closure.

Hi Rebecca we don't expect additional people to travel

15. Have you looked at statistics from the last line closure to back this comment up. During the last closure the summer journeys were horrific - my morning commute was definitely shared with exceptionally more passengers doing the same as me and driving / walking to the nearest station with metros running to Newcastle rather than taking a stressful bus replacement service.

Hi Rebecca previous Major Line Closure bus and train performance has been considered. Contingency plans are in place to increase replacement bus services if this is required.

16. Will trains run from Shiremoor to town through this period?

Hi Joan yes trains will be running from Shiremoor towards Newcastle.

17. Will this have any knock on to timetables on the rest of the system? apart from the continuous train failures obviously!

Hi Ian the frequency of trains will run as normal (except on Good Friday and Easter Monday when a Sunday service will operate), although there may be the odd train not running to its usual timetable. For help planning your journey use the online journey planner nexus.org.uk/journeyplanner

18. What is the closure for? Be specific please.

Hi Mike A section of 5.6km of track is being replaced some of which is 50 years old. In addition 1.2km of track drainage is being renewed to prevent flooding in the area. This will allow the system to operate for years to come.

19. Why have you decided to close part of the line when the Tyne Wear derby is on?

Hi Chris Unfortunately the work was planned and dates set before the fixtures were announced.

20. What times earliest bus replacement from Whitley Bay

Hi Julie Whitley Bay towards Tynemouth, Mon-Fri 531, Saturday 551, Good Friday, Easter Sunday, Easter Monday 635. Whitley Bay towards Shiremoor Mon-Fri 529, Saturday 532, Good Friday, Easter Sunday, Easter Monday 627.

21. Do we buy tickets from metro stations as normal during these closures or pay bus fares to drivers?

Hi Jonny you can buy tickets from the Metro station or from the replacement bus driver.

22. Currently unemployed at the moment. Would be interested in a career as a metro train driver. Anything going at the moment. Willing to re-train and available anytime at your convenience for interview. Many thanks.

Hi Steve We're focusing on the Major Line Closure today but all vacancies are posted here:
<http://www.nexus.org.uk/careers>

23. What plans do you have for extending the metro system?

Hi Paul We're focusing on the Major Line Closure today but you can find lots of Q&As about this and Nexus' business plans for a new fleet and line extensions here:
<http://www.nexus.org.uk/metro/community/ask-metro>

24. You said you have finished refurbishment of the metros, however on Monday I got on an old Metro ? Also the new ones need a good clean, and the seats have already got bust springs. For the price of the travel I expect to travel in comfort !

Hi Peter We're focusing on the Major Line Closure today but we have kept 4 cars un-refurbished for heritage purposes.

25. Are metro ever going to get FREE Wi-Fi

Hi Gary We're focusing on the Major Line Closure today but Nexus are working on delivering WiFi and speaking to suppliers about the complications of ensuring WiFi on the trains, underground and on platforms.

26. Why raise the ticket price for those forced to use your service every day, to 'bring it in line with other metro services' when your service is quite clearly NOT in line with other metro services

Hi Jessica We're focusing on questions about the Major Line Closure today, but ticket price increases this year were below inflation and are low compared to other light rail systems in the UK. Nexus don't make any profit from the Metro and all surpluses are invested back into the improvement of the system. You can find previous answers to lots of other questions from our last Ask Metro session which took place on 24 Feb at 6pm here:
<http://www.nexus.org.uk/metro/community/ask-metro>

27. Why only give your 'valued customers' a single hour during working hours when most of your service users are at work, to get the answers you should be giving every day?

Hi Jessica You can ask a question at any time, just send us a message.

28. Why do your trains fail more since they were refurbished?

Hi Raymond we're focusing on questions about the Major Line Closure today. For answers on other questions, please see Q&As from previous Ask Metro sessions, which you might find helpful. <http://www.nexus.org.uk/metro/community/ask-metro>

29. What is being done about the construction/refurbishment work at Northumberland Park?
It's been left for over 7 months with no work done to it

Hi Daniel We're focusing on the Major Line Closure today, but Neil is a good person to answer that question. There's still work ongoing during nightshift, so you might not see it taking place. A full condition report has been produced by our surveyors and we're now in position to plan the construction work. We appreciate it doesn't look great at the moment but working to have it restored asap.

30. Did u receive my complaint about being trapped on the train with a baby while the rest of my family got off?

Hi Kel Please send us a DM with your email address and we'll check.

31. You get yourselves so much bad press with unreliable metros that are beyond your control. Any ideas about when new rolling stock will be invested in as that would solve a lot of issues you are having.

Hi Rob We're focusing on the Major Line Closure today, but you can find a lot of information about Nexus' business plan for a new fleet and route extensions from our previous Q&A sessions here: <http://www.nexus.org.uk/metro/community/ask-metro>

32. How do you justify the continuous delays, especially between South Hylton and Airport? I am worried about going back to work tomorrow after maternity leave. I need to get back in time for nursery pickup. What is metro's response if I need to get taxi home due to delays?

Hi Ninna The managers here today are focused on the Major Line Closure, but we all work hard every day to keep to timetable and recommend you check the website before you travel to get the latest service updates.

33. What's your excuse then for the daily traffic problems on your own rail lines?

Hi Andy We're replacing 8.7 Kilometres of 50 year old track and track beds to secure Metro services for years to come.