



Ask Metro

Date: 11 August 2015

In attendance:

Huw Lewis, Corporate Manager for Customer Services and Communications, Nexus

David De Ivey, Marketing and PR Controller, DB Regio

Wayne Dixon, Head of Station Delivery, DB Regio

Smart Ticketing update from Huw:

‘People have been asking us about smart ticketing and PAYG - there is exciting news

Season ticket holders can now buy and renew online at our brand new Pop Shop, simply click on the Pop logo on our website or visit popcard.org.uk

We're the first light rail system outside of London testing PAYG smart travel and more customers will get the chance to sign up this autumn.’

Questions and Answers

Q: Why is there no consistency with staff monitoring the gates. Many will let ticket holders through, by just simply showing their ticket, even though it can be read via the gates, whilst others insist for the ticket to be placed via the reader. When gates are open, and monitored by staff, some will ask to see tickets, some will not.

A: Tyne and Wear Metro Hi Wendel, those with gate enabled tickets should touch them on the orange reader on the gate. If someone has had trouble opening the gate staff are there to help.

Q: Why have metro started to display "Metro is running a good service. Running to Timetable" on station platform displays, yet trains aren't running to Timetable.

A: Hi Wendel, if you see that message we're running a good service to timetable.

Q: Is metro aware people avoid the barriers at heworth by entering or exiting via northern rail entrance as I see this all the time and any plans to stop this

A: Hi Mark, yes we are aware of this and working on preventing this.

Q: What is being done for the autumn, the dreaded leaves on the line.

A: Hi Quintin, we've got some planned vegetation works taking place in the central corridor later this month and have done this in other places. Other things include improved driver training and

our new leaf busting train. We'll be uploading a information page about this on our website soon. Some good weather would be helpful too - dry and windy when the leaves are ready to fall.

Q: Are there any plans to improve the Sunderland to Newcastle lines during the morning rush hour?

A: Hi Micky, Metro shares that line with other passenger and freight operators which limits the chance of putting extra trains on. Network rail manages the line and metro works hard to ensure we run trains on time on that section of the line (Pelaw - Sunderland)

Q: Why for three days after a disruption had been reported as being cleared (<https://www.facebook.com/mymetrotw/posts/1013605055325399>) was email alerts continued to be sent out ("The earlier delay between Gateshead Stadium and Airport and The Coast has now cleared. This was due to an ambulance attending.") despite many posting the 'error' on your facebook/twitter pages ?

A: Hi Wendel, this was a human error. Sorry for any confusion caused.

Q: My question is about inspectors and whether or not they are allowed to use their discretion? an example. A friend of mine was fined £20 after accidentally buying a B+C single instead of an A+B to get to newcastle. Both the tickets cost the same, so metro were not losing revenue as he didn't dodge the fair. We argued this case but he was still fined, even after offering to pay the difference at a ticket machine. The very next day I witnessed a lady who had done the same, and explained to the inspector. She was let off with a warning and no fine. Seems that there is no consistency with the inspectors.

A: Hi Leigh, inspectors can use their discretion. We can't talk about specific cases but if you'd like to get in touch with our Customer Relations team, contactus@twmetro.co.uk you can discuss this.

Q: What progress has been made on new rolling stock. Also any news on extensions feasibility studies

A: Hi Mark, new trains will cost circa 400 million so we're talking to government about how that would be funded. That sort of money doesn't come easily but that is our priority. We do regularly review potential for new routes to see if there is a business case that would win new funding. Thanks, Huw.

Q: When are we going to get a system that shows us where the metro trains are?

A: Hi Quintin, we are developing an app to give people train timetable info and nexus are investing in multi million pound train management software which may give us real time information that can be feed into our app.

Q: Do we have any idea of time scales?

A: we've appointed a contractor but it's still a little way off, likely 2017/18 when it will be completed. It's quite a complicated system.

Q: Why can't enthusiasts take photographs and videos of Tyne and Wear Metro trains. On other railway networks in the UK they allow you as long as you keep to some agreeable guidelines eg, do not use flash

**A: You can take photos on Metro our guidelines are to contact Customer Services in advance.
Email contactus@twmetro.co.uk**

Q: Why can you only 'close' you journey only once per a calendar month due to readers not working.

A:Hi Shaun, if readers aren't working you will be able to close your journey as you need to. Recent reports show that validators are working 99% of the time.

Q: @My_Metro #AskMetro Any chance of a weekly DaySaver?

A: @slothbuckets hi you can buy weekly tickets from any Metro ticket machine. You can choose zones & select start date up to 7 days in advance

Q: @My_Metro Any chance of contactless tap in tap out functionality like TFL do with Apple Pay?

A: @robertsammons hi Rob, Apple Pay works on Metro.

Q: @My_Metro any plans for metro app

A: @duncan_macca Yes we are hoping to have one available later in the year.

Q: @My_Metro #AskMetro also y don't u get ur staff the sia card that way they can stop the offenders, fine them or get them arrested 4 trespass

A:@dekka1978 Our staff are there for customer service but we spend £1m on policing for other issues.

Q: @My_Metro so y by a tcktwenwecnfre ddge like evry1 else I feel it's unfair that we pay 4 ur srvc whilst others dont&seem2 b gettinawaywithit

A: @dekka1978 All Metro systems have fraud to some extent the price of not paying can be a £300 fine and a criminal record.

Q: @My_Metro I do understand but if your staff are not enforcing it going to be hard to fine them

Q: @My_Metro even @ Chichester when the barriers r closed they jump over or run through when others put their ticket in & staff do nothing

A: @dekka1978 People who don't have a ticket end up paying a much higher price, they may get away once but not every time.

Q: @My_Metro when are pay as you go pop cards going to be available? #AskMetro

A: @BeccaGillett_ we are testing them now with customers groups. We will be rolling this out as we head towards end of the year @kennydude

Q: @My_Metro how often do stations get checked for faults?

A: @markvassallo93 Regularly throughout the day but if you want to report anything you can speak to a member of staff or use the Help Point.

Q: @My_Metro so how has brockley whins had a broken validate all weekend and now they're completely off

A: @markvassallo93 Thanks for letting us know we'll make sure we pass this on. Sorry for any inconvenience.

Q: @My_Metro Any chance of more staff being available on later services? Lots of drunks etc when coming bk to Sunderland from concerts etc

A: @dieselking69 We are looking to use our extra staff more flexibly once the gates lines have settled down.

Q: @My_Metro The barriers. What are they for? I mean, they never work and always have to be manned as a result. So what are they doing for you?

A: @Seamaster73 They do work but are staffed when in use for safety reasons. They have cut fraud and anti-social behaviour in the city centre.

Q: @My_Metro Trains (still) can't control temperature levels, leading to sweltering (at times being a real health issue) conditions. Any plans?

A: @ViewFromBetween Metro is 35 today. Unfortunately apart from opening the windows there is not much we can do

Q: @My_Metro I'm referring to the train heating being left on, heating the train much too high. Drivers claim they can't switch it off.

A: @ViewFromBetween hi they don't have heating as such. They sometimes get excessive heat from below the carriage. It's best to move if too hot

Q: @My_Metro why are you robbing the public and where's the money you got off the government

A: @geordieron40 Metro has the cheapest fares in the UK and Nexus makes no profit. Govt cash spent on modernisation of Metro

A: @geordieron40 We've laid down 25km of new track, 31km cables, 18 new escalators, 12 new lifts & £13m this year on new comms systems

A: @geordieron40 All helping to improve service

Q: @My_Metro Hi Huw. In light of today's announcement on Adderstone housing scheme, what are Nexus intentions re. future of Gosforth depot?

A: @gm_stone Hi, we have no plans to move Metro facilities so developers must be thinking long term!

Q: @My_Metro so no feasibility studies done on moving depot to Heaton Junction then?

A: @gm_stone at present no plans. When we get new fleet we may look at other options

Q: @My_Metro why when it's busy on a morning, can't tickets be shown and checked to get through quicker instead of delays waiting for barriers!

A: @Stacylvmusic Hi, can you let us know where you are experiencing these delays and we can look into this for you?

Q: @My_Metro at gateshead same time every day around 8.30am. Always loads of inspectors but none checking, causing me to miss my bus sometimes.

Q: @My_Metro there's always queues miles Long because it's peak time and the barriers are too slow for getting people through.

A: @Stacylvmusic I'll go down tomorrow morning and have a look. Thanks.

Q: @My_Metro thank you. Obviously it's holiday time at the minute, and when everyone is back at college and work it's at it's worst.

Q: @My_Metro #AskMetro how do you justify continuous price hikes when your delays are on the up?

A: @cameronj84 Nexus makes no profit from Metro and has to meet costs. The last are rise was inline with inflation.

A: @cameronj84 Performance is improving but we know there is still more to do.

Q: @My_Metro I keep getting the "Unfortunately we are unable to register this card" although I've never registered my card online?

A: @josh_911 Can you email customerservices@nexus.org.uk and somebody will be able to look into this for you.

Q: @My_Metro #askmetro we keep reporting a man hassling travellers at Pelaw and he still comes back. What are you going to do about it?

A: @vitosaurus We will look in to this

Q: @My_Metro why do you run these when people who are the main users of the service are at work so it is hard to attend?

A: @markvassallo93 We try and hold them at different times and this seems to be popular as people are on lunch. What time would you prefer?

Q: @My_Metro after work or at commuting time this goes for the "meet the boss" days where only non workers and older people can attend

A: @markvassallo93 Thanks we'll bear this in mind. You can also send us your questions before hand if you can't make it.

Q: @My_Metro why cant I buy a C zone ticket from any machine (I have a monthly A+B pass)? Not exactly "smart" when I can't do that

A: @_nicklin We are working on providing this in future.

Q: @My_Metro Why after sending numerous letters to Metro that I am still unable to get a face to face meeting with Huw regarding public issues?

A: @dieselking69 Hi, sorry if you've had trouble getting in touch with me. If you DM your email I'll get in touch at the end of the Q&A.

Q: @My_Metro Will Network One tickets be able to open station barriers in future as they did previously? #AskMetro

A: @missegordon We hope Network One (who is a separate company) will provide this.

