

Date: 13 July 2016

Topic: Major Line Closure



In attendance:

Wayne Dixon, Head of Station Delivery, Metro

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

Neil Blagburn, Head of Renewals, Nexus

1. @My Metro pelaw's pop card scanners are both down!!

Tyne and Wear Metro

Thank you for reporting, we'll pass this to the relevant department. This Ask Metro session is focusing on major line closure.

2. @My Metro will you start to plan Major line works away from when there will be events on like Football matches?

Tyne and Wear Metro

We avoid derby matches and events as much as possible.

3. @My Metro Welcome maintenance. What's the roadmap for improving rolling stock reliability?

Tyne and Wear Metro

Nexus and DB have invested in additional resource at the depot.

4. @My Metro It's standard thing, it happens.. More importantly when are you guys recruiting for metro customer service advisors?

Tyne and Wear Metro

This Ask Metro session is focusing on the Major Line Closure. Any vacancies are advertised

<http://www.nexus.org.uk/careers>

5. @My Metro what's your policy on heaters being on in July? I'm on the airport bound train just arriving W Jsmd and it is absolutely scorchio

Tyne and Wear Metro

I am sorry about this. If its possible open a window if you can provide the carriage number which starts 40 I can report this

6. @My_Metro it's carriage B train 4008 if that helps. All windows already open but it was a horrible hot journey

Tyne and Wear Metro

Thank you for the information, I will pass this on to the relevant department.

7. @My Metro but your drivers closing doors when the passengers aren't clear or clearly running for the train across the bridge is acceptable

Tyne and Wear Metro

Blocking train doors is dangerous and can result in trains being withdrawn due to damage.

8. @My Metro but your drivers closing doors when the passengers aren't clear or clearly running for the train across the bridge is acceptable

Tyne and Wear Metro

Passengers are encouraged be on the platform to board their chosen service. Unfortunately we don't advertise a connecting service.

9. When are you going to get your act together, prices going up service getting worse. Not to mention the 'security guards' or ticket collectors should that be? You can afford a TV advert though? Talk about desperation.

Tyne and Wear Metro

This session we are focussing on the Major Line Closure, if you wish to submit a formal complaint about delays or members of staff please email our Customer Relations Team- contactus@twmetro.co.uk with specific details. Thanks for the message.

10. Tyne and Wear Metro because you'd take any notice? I submitted a complaint and you didn't have the decency to reply. Keep up the good work!?

Tyne and Wear Metro

David Hi, when did you submit the complaint and how? We keep a record of every passenger interaction received. I will look into what happened to the correspondence. Thank you and sorry, we aim to answer all complaints within 5 working days.

11. Nick Atkinson Will monthly pass costs go down? Why pay full price for the service that you aren't providing....i pay £53 a month for what??

Tyne and Wear Metro

When lines are closed replacement bus services are provided, the pass remains excellent value for money.

12. How about a month pass instead of 4 weeks? Always short on a few days till payday where as a month pass would be ideal, maybe even reduce the cost by having a bus/metro pass, without the train/ferry service?

Tyne and Wear Metro

Ashleigh Thank you, I will raise this and ask if there is any way we could facilitate. I will reply tomorrow.

13. Has metro considered putting solar panels on all above ground stations, to help reduce electricity costs for stations and thus reduce overheads and possible ticket costs

Tyne and Wear Metro

Nexus as a public body doesn't get the incentives that home owners and private firms would get. It wouldn't make sense financially. As a result it would cost more than it would save- which is a shame.

14. What are the current plans for metrocars 4001 and 4002?

Tyne and Wear Metro

They are still in use now. When the fleet is replaced we will discuss their future with museums.

15. Will that track continue on to Washington?

Tyne and Wear Metro

Hi Ruth, there are several options that are being considered. If any were viable then we would publicise.

16. How frequent is a frequent service when it comes to the buses?

Tyne and Wear Metro

6-12 minutes in peak times. Here is a timetable to the buses.

http://www.nexus.org.uk/metro/updates?open=t_planned-works

17. How much did it cost to do a leaflet drop for the closure I got one in Longbenton and I'm presuming all houses in the Benton - Monkseaton and beyond got one? Surely social media local news and evening chronicle was a much cheaper option as those leaflets couldn't of been cheap to produce and money could of been better spent elsewhere

Tyne and Wear Metro

We want everyone to know about the planned Major Line Closure, the leaflet drop was an effective way to reach as many people as possible.

18. Strange comment. Why is work needed to keep stations with open platforms open?

Tyne and Wear Metro

Sorry, to clarify we mean that the stations along the Coast will not close whilst the work is being completed.

19. What does this actually mean???

Tyne and Wear Metro

Hello, the post is about the Major Line Closure. Here is a link

http://www.nexus.org.uk/metro/updates?open=t_planned-works

20. Ok, maybe you should make it clear in the status you're talking about 10 days away....I though this was for today..

Tyne and Wear Metro

Hi Joe, sorry for any confusion, the Ask Metro session that took place between 5pm and 6pm tonight was surrounding the Major Line Closure between Benton and Monkseaton which starts on 23 July. Full details of the closure and the replacement bus service that will be running can be found at nexus.org.uk/metro

21. Are you getting new trains to go with your new track?

Tyne and Wear Metro

Replacing the tracks was our main priority, next we are submitting a business case to the government for funding for new trains.

22. And.....what about the constant delays to service?? I nearly lost my job because of your incompetence

Tyne and Wear Metro

We are concentrating on the Major Line Closure, please email contactus@twmetro.co.uk with your delayed journey complaints.

23. I don't, I still want to know if the massive line closure is on us, why are regular commuter's paying full price for passes?? We don't even get the old Xmas discount that we used to get every year....very bad customer service

Tyne and Wear Metro

Major Line Closure is required to replace 3.8km of track and overhaul 1.1km. This will serve Metro for at least the next 50 years and Metro season tickets still remain excellent value for money.