



Date: 18th December 2015

Topic: General

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

Emma Mons-White, Planning Manager, DB Regio

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1. May be this is Network Rail's fault but why, at the level crossing at East Boldon, does the barrier need to be lowered for nearly 7 minutes before the metro passes through? This sometimes causes mayhem around the local roads.

Tyne and Wear Metro

Hi this is controlled by Nexus Rail. Safety will be the priority here.

2. Why do you only sometimes display disruptions or delays on the electronic boards and not announce them over the tannoy? I am partially sighted so for obvious reasons cannot read the board. There have been countless times when I've been on my own wondering.

Tyne and Wear Metro

Hi there should be a PA every time there's a delay shown on the displays.

3. Can you not put spaces on the metros for luggage? Many a time I have got on the metro and passengers have their luggage on seats etc., bit unfair when you can't get a seat. Also have you ever heard of not isolating the heating on very cold mornings?

Tyne and Wear Metro

Hi we do have some space but experience from other Metro's around the world demonstrates seats are seen as a priority.

4. Why do you continually suggest you are working on solving issues, when the same problems occur consistently? Are you bogged down by constant problems that nothing is ever going to improve or just incompetent? Performance statistics do not lie.

Tyne and Wear Metro

Yes performance has been poor. Everyone works hard everyday to deliver the best service we can.

5. Why does Chichester metro always have a wet floor?

Tyne and Wear Metro

We've noticed it at Regent Centre, Heworth and Gateshead. We think it's the warm misty weather.

6. Has there been, or will there be, a review of your communications? Every week I see people criticise the very vague, occasionally misleading and generally unsatisfactory communication on Facebook and over tannoys, surely this should be reviewed and improved?

Tyne and Wear Metro

Yes we have communications under review. Look out for a new App early in the New Year.

7. Will there ever be a system whereby passengers can report something to the driver in real time? I've seen people smoking or drinking or harassing passengers. Maybe a text screen he can read when stopped. There is no way to ask for help whilst on a train and get immediate action.

Tyne and Wear Metro

If you text the number displayed on the train, Control will contact the driver.

8. What is being done to improve the service, punctuality has fallen below 70% and paying £53 a month for my pop card the service should be better. Why have there been so many delays? Why does it seem nothing is being done to improve service?

Tyne and Wear Metro

Hi we have had a bad run lately, debris on the track, as well as train failures. We are working hard to improve performance.

9. Why do your ticket machines continue to remain offline for long periods of time when they break? For example it took you 5 weeks to fix a machine in Felling which wasn't accepting cards; surely they are emptied every few days so someone must have noticed.

Tyne and Wear Metro

Once reported we try to address the problems in a timely manner. It does help if customers report faults.

10. Over the last 3 or 4 quarters your trains arriving on schedule have fallen, and now sit at 67% I believe (or 63%) and all this during a mild winter. What is being done about this and why do customers never seem to see any action?

Tyne and Wear Metro

It is more difficult at this time of year. We review every major disruption and take key learnings for improvement plans.

11. Am I able to pay 40 quid for my two fines instead of 90 and 50 as I have only 50 quid or something to my name and I need to live I'm more than willing to pay 40.

Tyne and Wear Metro

Hi the contact number to discuss this will be on the letters we have sent you.

12. Why do you not offer discounts on Monthly pop cards over Christmas to cover the loss of days for no service on Christmas and New Year day. Stagecoach give extra days on their megariders, you get 10% discount on Network 1 tickets over Christmas, so why not on your pop card, I am effectively losing 2 days and have to pay the same price?

Tyne and Wear Metro

Hi, the full choice of tickets available from ticket machines now allow people to manage their ticket options over the holidays.

13. Please can you give a justification as to why Annual Tickets have been increased 11% for the coming year?

Tyne and Wear Metro

Hi. Nexus makes no profit from fare revenue. The fares package is 0.4% overall but we understand that the ticket you use has had to increase to bring it more in line with other operators.

14. Is it easier to use the pop cards just as they are, swiping them, or buy a day ticket from the machines to put on your pop card?

Tyne and Wear Metro

Our new Pay as You Go card might be the answer for you.

15. Were DB Regio fined or punished otherwise for the lies they told on great North run day assuring both you and the public that extra trains would be on and then not doing this all day.

Tyne and Wear Metro

We are managed under an operational performance regime which rewards and penalising performance.

16. How often does each train get cleaned? Even the first metro of the morning blatantly hasn't been cleaned with rubbish and dirt all over

Tyne and Wear Metro

They should be all cleaned overnight and cleaned at every terminus point.

17. Why is the display screens inside the trains so often off? Are they broken or just not bothered to be turned on. If broken is it a priority to get them fixed ASAP?

Tyne and Wear Metro

Hi, yes these are a priority and we will seek to reinstate them as quickly as we can.

18. Lets talk about problematic people smoking and drinking on the metro. I understand people can't be everywhere at once. From the camera's you have, why you don't take still shots and posted them over the metros. Get people to name and shame them. Then fine them.

Tyne and Wear Metro

Hi where we see them we do deal with it. If people want to report it on the help points we can build up a bigger picture. There are some issues around data protection preventing us doing what you suggest.

19. Who do you think will replace Mourinho at Chelsea?

Tyne and Wear Metro

Metro Ken obviously.

20. Why are there so many broken down trains I thought the trains were meant to be modernised about two year back.

Tyne and Wear Metro

Yes they were refurbished, but they are the same trains we started operating with 35 years ago.

21. What do you think Santa will bring me for Christmas?

Tyne and Wear Metro

It depends whether you've been good or bad.

@My_Metro When will those of us in Northumberland be able to get Pop cards?

you can apply for a Pop card online <https://www.popcard.org.uk/RetailWeb/login.action> ...

you can buy a child commercial single for 80p/child DaySaver for £1.20 without U16 Pop card. You may be asked for proof of age

@My_Metro What do you say to those workers across the NE, facing disciplinary action for being late to work, due to your shocking service?

Sometimes trains are busy and can be delayed due to unforeseen circumstances. If possible leave extra time for travel.

@My_Metro Can you understand our frustration at Day Saver tickets going up when train reliability has been at an all time low this year?

yes we can understand your frustrations but if you get a Pop PAYG card you can pay same or less next year.

@My_Metro what time do metros starting running on Boxing Day? Will I be able to get to Howdon before 9:30 am for work?

trains start from around 8am, so shouldn't be a problem. If you want to head for a specific train you can check journey planner

@My_Metro #askmetro Why are fares rising when the "service" you're delivering is so poor? Less than 80% on time in your last period

Nexus make no profit, the fares must balance the cost for running the system. The average price rise is below inflation.

@My_Metro why has low rail adhesion only existed since 2013?

it's a long term problem for the whole industry but we now communicate this through a number of channels - facebook, Twitter

@My_Metro why is their failures and delays every day, why are trains not being repaired fully

we have got more engineers at the depot and we are working hard to improve reliability.

@My_Metro why does Monkseaton platform 1 digital signage not show times for when the trains to Pelaw arrive/depart?

the train times don't show as trains start here and only enter the system when drivers set the code, by which point at station

#AskMetro @My_Metro when does the contract with DB Regio expire & is there not an early option to terminate given ongoing service failure?

we're determined to work together to improve services. Anks for your question, Huw

@My_Metro thanks #askmetro but surely reliability of 67.05% is unacceptable & people should resign over service failure? @NorthEastCA

hi Dan, contract runs to 2017 with an option of two more years.

@My_Metro but the prices of annual metrosavers are rising astronomically. Its like you're penalising the people who use your service most.

@gayle_6 One zone annual MetroSavers are going down £35. Yes the 2 and 3 zone annual MetroSavers are going up but remain excellent value.

askmetro will @My_Metro service update staff start earlier/finish later? Current hours mean commuters often left confused and frustrated.

@SamInWhitley hi Sam,we send out service updates throughout the operational day. You can view full details on our website service status box

@My_Metro eg fri 14th dec no 1822/1825 trains from haymarket to coast.No info on platform/online. #askmetro why not?

@SamInWhitley hi Sam, we will send out updates if trains are running more than 15 minutes later than advertised.

@My_Metro can you tell me why your staff operating the barriers at Haymarket just stood and watched as someone jumped the barriers?

@Roybit gates have cut fraud at Haymarket but staff are not there to act as Police.

@My_Metro as Metro is a government subsidised operation, can we see breakdown of how revenue & "all change" grants is spent on improvements?

@greg_sanders yes it is reported to NE combined authority and public can see papers at <http://www.northeastca.gov.uk>

@My_Metro why do you to continue to show no willing to prevent persistent smoking at your open stations like Pelaw?

@gordonbennett12 we are aware of the problems at Pelaw and we are putting more staff patrols in place, you can also report when you see >> someone smoking by calling or texting 0191 203 3666.