



Date: 1 February 2017

Ask Metro topic: New Metro timetable from 5 February

In attendance:

Wayne Dixon, Metro Head of Station Delivery

Emma Mons-White, Metro Planning Manager

Huw Lewis, Nexus Corporate Manager for Customer Service and Communications

David Punton, Nexus Communications Officer

Facebook

Q1 The new timetable has the following features for Sunderland - the first train in the morning to Newcastle is 2 minutes earlier (not Saturdays). There is 1 new train a day at 06 something (not Saturdays). The first metro of the day from Newcastle gets you to Sunderland at 0542 (still misses the Virgin Train to Kings Cross which leaves at 0540) the first metro from Sunderland to Newcastle does not reach Newcastle until 0618 (0620 Saturdays). On a night the last metro from Sunderland to Newcastle is at 2357 - from Newcastle to Sunderland it is 2318 from Central - 2 minutes earlier than now and fully 12 minutes earlier than the last train used to be - lets hope events at the arena etc. will finish earlier and main line trains go that little bit faster just in case. There are still only 5 trains an hour during most of the day - when the Sunderland extension opened it was 6. Where are the improvements exactly?

Most people would see this as an excellent service for a major English city. Trains run earlier, later, and more frequently than in many other places, including Sheffield, Leeds and Manchester. We'll continue to review timetables and make further improvements in the future.

Most people might, but regular users who commute are let down time and time again so despite new timetables (which as pointed out above don't do much for some) are even worse when we get a failed train or there are delays. What contingency plans are there?

Our control room will react as quickly as possible in event of delays, what they do will depend on the circumstance. We will get a failed train to the sidings as quick as possible and get a replacement train running as soon as we can.

You mean Newcastle presumably - with an hour's longer service than Sunderland - you have avoided the point as expected

Both cities benefit from a very good service with more late trains than many other cities. The last train through Newcastle is later because trains return to the depot at South Gosforth.

no - Newcastle does Sunderland doesn't - to balance the service empty trains run first and last thing in many places from and to depots - this is not a difficult or new concept

Q2 I've never really understood why so many trains need to terminate at Monkseaton on a morning . Every other train between 7-8 is terminating there -

It is so that they can go back through the busiest part of the line during the busiest times of the day.

I get that is the reason its just during those times its always busier further down the line as well which causes busier metros 6 seems excessive

You're right, Metro is the busiest railway outside London at peak times. We seek to match the finite number of trains that we have with demand, as best we can. We do need all those trains running back through South Gosforth in the area of greatest demand, and allows another run to be made back from Pelaw.

Q3 Being ultra-pedantic, but should the footnotes for the evening services which are extended from Manors to Monument East / West platforms say that they will terminate in platform 3, not 4 as they all currently do?

The main thing is, the late night trains that used to terminate at Manors, now continue into the city centre. To leave it time to then head back, it now stops at platform 3. We'll double check the timetable to make sure this is crystal clear.

Thanks - It's clear they run to Monument, like I say I'm being pedantic but something you might like to check.

Q4 Considering how busy the first train from Park Lane to Airport is on a Sunday why is there not an earlier Metro prior to 7.14?

Thanks for the feedback, we'll look into that for future timetables.

Q5 Why start a new timetable on the day that there is a track closure? Kind of ruins the big launch doesn't it?

Tyne and Wear Metro Rail timetables all start on Sundays for financial and operating reporting reasons. It's a bit weird there's engineering works on this Sunday, but a timetable is for life, not just for Sundays.

Q6 Can you give us more info on the new train specifications that has been drawn up?

Nexus will release all the feedback from consultation next week. 3000 people responded so we have a lot of data.

Metro post

Our new app is available on the Apple App Store: <https://appsto.re/gb/anJRfb.i>

Android version will be available in few days, we'll let you know when it is available.

Q7 Could you place a link in this feed to the new timetables?

I've posted it in the comments

Metro post

Here's a link to all the new timetables: <http://www.nexus.org.uk/metro/timetables-stations>

Twitter

Q1 Are there additional trains from 7am

The new trains are earlier, between 5.30 and 7am times may change by a minute or two.

Thanks that's great

Q2 Will it run on time?

We will do our very best

Metro post

Our new app is in the App store, it is for Apple only at the moment.....coming soon for Android too!

Q3 Is it this one? <https://appsto.re/gb/anJRfb.i>

It sure is!

Excellent. Thanks :D

Q4 I was under the impression it would be linked to real-time data, but it seems to be just timetable info, is this still the plan?

Timetable plus live updates from our team, we want to bring real time in for the future.

Q5 Is this why you raised ticket prices....for an app? And you don't even have android yet XD

Average ticket price is below inflation for the 4th year running, the cost was increased to meet price increases in e.g. power

I don't really care I think an app is a great idea and I'm glad to see metro taking a step forward into a better service

Q6 Can you get a link to the app?

Hello, here you go <https://appsto.re/gb/anJRfb.i>

Q7 Great news on the extra services-can you confirm there are now two less trains from Central to Cullercoats during rush hour?

There is one service which now terminates at Monkseaton, this is to match points of maximum demand.

So just to confirm, there are two less services to Cullercoats from Central Station during afternoon rush hour. Is that correct?

Just wanting for clarification on this, especially I am now paying an extra £50 for my All Zone year pass. Thanks in advance.

You're correct, some trains have been rescheduled to run at other times to allow a more even service. Trains are still very frequent, with trains running approximately every 12 minutes to Cullercoats from Central Station.