

Ask Metro Major Line Closure

20 July 2017

In attendance:

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Facebook

Will Metro be running from South Gosforth to South Shields\South Hylton as normal?

Tyne and Wear Metro: Trains will be running in that area, they will be running to the normal frequency but necessarily to the usual timetable. After 10pm the frequency will change so make sure you check the timetable, which is available here: <https://www.nexus.org.uk/.../modernisa.../major-line-closure>.

When will this stop for the bridge to be removed? Will trains just stop and depart from South Gosforth when this happens?

Tyne and Wear Metro: Trains will continue to run between Airport and South Hylton during the Major Line Closure.

Cheers

So on August 17th and 18th the trains will be fine between Central Station and South Shields? I think that's what it says but I'd like to double check just to be certain.

Tyne and Wear Metro: Yes they will, but not necessarily to the usual timetable. The timetables are available here: https://www.nexus.org.uk/metro/updates?open=t_planned-works

I know the steps are now closed leading on to Salter's Lane, but can you still use the ramp path going down the other side?

Tyne and Wear Metro: Yes there is a footpath through the middle of the compound and then you can get on to Salter's Lane from there. The site is really busy so make sure to follow instructions from the 'orange army' when crossing the road.

How long is the major line closure? What is happening to Killingworth road today?

Tyne and Wear Metro: The first phase of the closure between South Gosforth and Four Lane Ends starts 31st July until the 11th August. Then the closure extends from South Gosforth to Shiremoor on 12th August until 2nd September.

The road under our bridge closed this morning. Our contractor is building a new bridge ready to slot in next month. You can catch a view of the site from the Metro as it travels between South Gosforth and Longbenton.

Thanks

Can you let bikes on the trains to help people connect where the busses aren't re-joining their routes?

Tyne and Wear Metro: No, sorry. There wouldn't be room for bikes on trains at busy times.

Why wasn't all work done last year when closed seems waste of money and resources

Tyne and Wear Metro: Not at all. Last year we renewed and replaced track from Tynemouth to Northumberland Park, this year we're doing the same from Northumberland Park through to South Gosforth. We're replacing Killingworth Road bridge at the same time to reduce the impact on passengers. When this summer's work is complete we will have renewed track all the way from St James round to our bridge over the Tyne in a series of projects over 6 years.

Twitter

Why have you allowed gold card holders to travel prior to 930am when you're at a reduced capacity for over a month?

Tyne and Wear Metro: Most of the system will be at the normal capacity and there are less passengers in the summer so there won't be a problem.

So before we use the replacement bus service do we tap in at the normal Metro station terminals with our pop card and then just show the card?

Tyne and Wear Metro: If the journey starts with a bus, show the card to the bus driver and then tap in when you change from bus to train.

No, my journey will be Northumberland Park to Longbenton, so in the second phase it will only be a bus journey. Wondering if I tap in then?

When both stations are closed simply show your card to the bus driver.

Okay, thank you.

Will there be additional trains running at peak times between Monkseaton and St James'?

Tyne and Wear Metro: Yes there will and this will be the best way to get into the city centre. Approximately 9 minute frequency.

I work at Newcastle University and have a MetroSaver pass which comes straight from my salary. Can I apply for a refund as I travel from Benton?

Tyne and Wear Metro: As there will be a frequency bus service running we do not provide refunds.

The bus replacement service is extremely inconvenient and is not the service I paid for, where can I make an official complaint?

Tyne and Wear Metro: You can make an official complaint to our Nexus Customer Services team at customerservices@nexus.org.uk

When is the service going to be reliable?

Tyne and Wear Metro: We have seen a big improvement since the start of the year and we want to see that continue.

There just seems to be a lot of closures and Metros being withdrawn.

Tyne and Wear Metro: Lines are closed for modernisation to make for a better service. We are seeking funding for a new fleet of trains.

Why should customers who pay for an annual pass prior to works announcement not receive refunds - their journeys will be delayed by 15min+?

Tyne and Wear Metro: We provide a frequent bus service, details of the special timetables on our website. We recommend leaving extra time your journey.

You haven't answered my question.

Tyne and Wear Metro: Refunds apply only to unplanned or emergency disruptions to services.

Why?

Tyne and Wear Metro: Because we provide replacement buses and a revised timetable in advance.

Can you Tarmac over the whole line and run buses instead of the trains you have ?

Tyne and Wear Metro: We had experts model this ten years ago. It couldn't possibly cope with the passenger numbers.
