



Date: 24 February 2016

Topic: General

In attendance:

Paul Walker, Customer Service Director, Metro

David De Ivey, Marketing Controller, Metro

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

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1. How come there are never any bus replacements if metro not working between four Lane ends and the coast? We are always advised that tickets can be used on bus services yet no services run to the coast so passengers are either stranded and have to pay for a taxi due to metro inconvenience? Not good customer service!

Tyne and Wear Metro

Hi Caroline. Whenever there is a service suspension, we look at the quickest and safest way to get people moving again. Usually this is to get Metro tickets accepted on local bus services as bus replacements aren't available at short notice. For longer service suspensions we get replacement buses.

2. Do you think it's right that people are spending their hard earned cash only to be left out in the cold and not getting the service we are paying for.

In 3 weeks I have been late for work 4 times.. How's would u deal with this if I was your employee. My friend has actually received disciplinary procedures.

Also I find the metro stations very un-safe.

Tyne and Wear Metro

Hi Jenny. We always aim to provide the best service possible, but recognise there are service issues. When something goes wrong we also aim to replace the trains, or provide customers with alternative travel arrangements

3. Wow metro are dodging alot of questions here. Tyne and Wear Metro can you please answer why your metro is constantly late and my friend has now lost their job as they were Constantly late! Disgusting service you provide for the North East.

Tyne and Wear Metro

Good Morning John. Our targets are contractualised by Nexus with fines attached if we fail to meet these. For passenger information we publish our charter and performance achievements on the website.

4. Why is the metro service so poor.

Why did a member of your staff ask me over a month ago to send her an email about an accident my child had on the metro. Still no response??

Tyne and Wear Metro

Hi Kelly. Please send me a DM with your email and I'll look into this. Thanks. Paul.

5. Hi, how do I claim a refund for my journey this morning. 45 minute wait at simonside with no information on when a train will be coming other than the usual delays to service. Rather than only displaying when a train is due when it gets to 5 minutes be honest and display how long it will be whether that be 10, 20 or 30 minutes, at least that way people can decide whether they want to travel by alternative means!

Tyne and Wear Metro

Hi Chris. We're aware our passenger communication is adequate but requires improvement. We're currently working across the business to review our current practices & improve them for our customers – this work is a top priority & will be completed this year.

6. Why hasn't someone been held accountable for your abysmal performance? Any proper company would have restructured by now and started to improve, things just get worse and worse and no sign of improvement.

Tyne and Wear Metro

Hi Ian. Since the start of the year, Paul and another director have joined the executive team. Both are currently working on improvement plans.

7. Why aren't people allowed to bring bicycles on the metro like on any other modern transit system?

Tyne and Wear Metro

Hi Layla. Prior to the trains being refurbished there was a lack of space for bicycles and therefore the comfort and safety of passengers was a concern.

8. Is metro running from south shields to Newcastle tomorrow please.

Tyne and Wear Metro

Sorry for the late reply Marion we received a particularly high volume of questions last night. We are operating to all destinations today.

9. Can you PLEASE stop the "metro are running a good service" announcements and messages on station boards.

It seems that metro are bragging about the system briefly running properly. I and most people questioned find it insulting given recent performance.

Tyne and Wear Metro

Hi Chris. We aim to provide customers with information about the status of the service. We get lots of feedback from passengers keen to know whether there are delays or not.

10. Are you going to do anything about the attitude of your ticket inspectors?

Tyne and Wear Metro

Sorry Dave we have received a considerable number of questions within various posts and threads. If you report the conduct of any member of staff giving the date, time and whereabouts of any incident this can be investigated.

11. Tell me please. Why does the metro service not start until after 6am on a Sunday when you have a lot of people starting work at 6am at Newcastle airport. The first metro from bank foot to airport on Saturday is 5.30. So why change it for a Sunday

Tyne and Wear Metro

Hi Darren, the timetable is set by overall demand and earlier or later trains would increase the cost to run it.

12. Have you got any plans for the future to extend the metro to Washington Galleries and the Metro Centre plus when will the new Central Station be finished by?

Tyne and Wear Metro

Hi Dean. An extension to Washington is one of a number of new routes being looked at but we require funding from Government and Nexus are working on that business case. Central is due to be completed later this year.

13. Why does the first metro 0603 from Fellgate to airport regularly not turn up due to the unreliability I now take the car.

Tyne and Wear Metro

Hi Gav. The first train from Fellgate to Airport on the timetable is 0605.

14. Why is there such need for the metro to terminate at Pelaw for example and leave people stranded for the next metro whenever it may be, can the metros not go to south Hylton or South shields and then terminate?

Tyne and Wear Metro

Hi, trains that turn back at Pelaw help us to deliver a high frequency through the city centre where demand is greatest. Sometimes we terminate them to regulate the spaces between trains.

15. My question would be towards the staffing - What customer service requirements do metro expect from their staff? Do you have a training that ALL customer facing/dealing staff go through? My experience with the metro staff has continued to be rude, aggressive and passing blame.

Tyne and Wear Metro

Hi Ashleigh. In the past 12 months, we've invested in our staff by helping them help customers with new infrastructure like tickets, ticket machines and gate-lines. This year, our priority is to improve our frontline service. We have a learning and development team who put all staff through appropriate training.

16. When do you think the new metro lines will be built the ones towards the cobalt business park, metro centre and to south Hampton loop line

Tyne and Wear Metro

Good Morning Jack. The North East Combined Authority (neca) and Nexus have been invited by the Department of Transport (DFT) to submit proposals for future investment in Tyne & Wear Metro. Nexus has set out a plan and this includes options for future extensions of the Metro system. www.northeastca.gov.uk

17. Hi metro what you need to do is start doing is putting new and more trains on the lines how come Manchester have trains every 5 mins and renew them every so often and we in the north east have these trains for 40 years is it not time to get new ones

Tyne and Wear Metro

Good morning Anthony thank you for your comments. Nexus are currently negotiating with Government to secure the funding required to procure new rolling stock. Regarding start times, our earliest trains currently begin at 5.01 and I have attached a link to our timetable to provide the details that may help you. <http://www.nexus.org.uk/metro/timetables-stations>

18. I complained 2 days ago and still no answer to delays! I sent you this email:

I am appalled with the service I have received from nexus regarding the delays, I waited at central station for 25 minutes for a metro to the coast

Tyne and Wear Metro

Did you email this to our Customer Relations team on contactus@twmetro.co.uk who are responsible for answering any formal complaints? Due to the high volume of contact they are currently dealing with correspondence received the first week of February. They will eventually respond to you Emma.

19. How come when the metro cars were refurbished, the running gear was not upgraded also? Given this is the part that does the work and the part that seems to fail the most, would it not have been a good plan to refurb this too?

Tyne and Wear Metro

Hi Lee. The refurbishment dealt with a number of urgent issues – corrosion to the frames/chassis, the door mechanisms, and making the passenger areas accessible by modern standards. The motors were not a cause for concern when the programme started, but there have been more frequent problems since, which is why DB Regio has stepped up fault-finding and maintenance.

20. You're not actually answering any questions? 'We aim to provide' is not an answer to anything. This is a complete waste of people's time. Trains on a morning in the winter more so are late constantly. The driver can't pull away from Gateshead stadium for 25 minutes

due to being sun in his eyes and he can't see the platform to make sure it's clear. It would of taken 5 minutes or less to get an inspector from monument on the metro, to the platform to let the driver know he was good to go. What a ridiculous excuse. I think the overall service is very good and I think the price is ok, but what you need to do as a company is fix your fundamental issues that happen year on year out

Tyne and Wear Metro

Hi Helen apologies for any delays you have incurred due to the sun on the monitors. Unfortunately when this occurs the driver has a safe system of work which he must adhere to as passenger safety is paramount. Our inspectors are not all qualified in train dispatch so this is not quite the easy fix suggested.

21. Hi metro why don't you put more metros on during rush hour times on the lines that only have the 1 line running through them? You would of easily been able to do it financially instead of getting fined every month

Tyne and Wear Metro

Hi Kieran we do currently increase the frequency of our service through Newcastle at busy periods.

22. I quite like the metro smile emoticon even if they don't run to time, they are usually still as frequent as advertised. However, Id love to have Wi-Fi on the trains

Tyne and Wear Metro

Thank you Lib for your positive comments. The provision of Wi-Fi on the trains is currently being considered by Nexus.

23. Hi Huw,

The metrolink service in Manchester froze prices for 2 years in recognition of the disruption to service while lines were modernised.

Did metro consider this and building into the business case for funding a price freeze during the disruption?

If not why not and how can Manchester afford to do this if Newcastle can't?

Tyne and Wear Metro

Hi Kevin. Our 2010 deal with government included subsidy levels and was overall a very good one. I don't think it would have accepted prize freezes. For the last few years average fares have risen no more than inflation and we did have a price freeze in 2011. Huw.

24. Why haven't you emailed back about my complaint ?

Tyne and Wear Metro

Hi Grant. I am sorry if you are waiting for a response from our Customer Service team. They do aim to reply within 5 working days, however o to the high volume of contact recently they are currently a couple of weeks behind.

25. I get the metro from Shiremoor/West Monkseaton. Why is the South Shields metro always packed but the Pelaw metro is nearly always half the capacity? Surly not every single one of those people are heading past Pelaw? Why not just make all morning metros South Shields?

Tyne and Wear Metro

Hi Nathan. There's a limit to the number of services we can send all the way to South Shields on the single line track, and the 'short' services are used to keep a 3 min frequency through the central corridor, primarily for Newcastle city centre. In theory this should reduce the number of people on the South Shields trains.

26. Hello metro when will annual network one passes become pop cards as it is becoming more of a problem waiting at gates while metro staff are sorting out invalid tickets. It would be helpful if one gate was for those passengers. Also I agree not all staff are busy with work duties many times I have to shout for assistance so I can make the train waiting at the platform. Thanks.

Tyne and Wear Metro

Hi Amanda. Network One is a separate company. Nexus is a minority shareholder and we're pushing them to go 'smart' asap.

27. Are you ashamed of the level of service you deliver? I get sick of hearing "metro apologise for any inconvenience" stop the apologies and start improving the service!

Tyne and Wear Metro

Hi Alan. We use the Metro every day and work hard to improve the service. We get frustrated when things go wrong too, but work hard to implement plans to improve the service.

28. When will Washington be connected to Sunderland? This would actually create a Circle Line.

Tyne and Wear Metro

Hi Philip. The North East Combined Authority (neca) and Nexus have been invited by the Department of Transport (DFT) to submit proposals for future investment in Tyne & Wear Metro. Nexus has set out a plan and this includes options for future extensions

29. Why can't drivers wait a few seconds for people buying tickets at the machines? The alternative is people not buying a ticket at all to not miss the metro. Especially at open stations with young children in winter it is far too cold

Tyne and Wear Metro

Hi Nikki. Drivers only have a certain length of time at each station in order to stick to timetable. That's what allows us to run a 3 min frequency through Newcastle city centre.

30. Why has so much money been spent on station refurbishment and not on service improvement? This should clearly be a priority for any service provider with such appalling customer satisfaction levels (Please see the daily posts on Sort Out the Metro's page...)

Tyne and Wear Metro

Hi Laura. The majority of money has been invested in infrastructure improvements you may not see. This has cut problems caused by track defects, points and signals. We still need investment in new trains.

31. Why do some drivers not make announcements to passengers when stopping (for example at a red signal) for more than a minute? Passengers immediately get fidgety when the train is stopped not at a station. Even "Hello everyone, I'm just waiting for information from metro control" would be better than silence.

Tyne and Wear Metro

Hi, yes we love our drivers giving out information. It is in their training and we quite often get positive feedback

32. Why is the service so bad? I've used metro since it started and have never known it to be as bad as it has this past year. Couldn't you have spent money on new and reliable trains instead of the recent station updates where you have to swipe your pass on leaving the station. That in itself causes queues.

Tyne and Wear Metro

Hi, Nexus are in discussions with Government over new trains. The target dates are 2021 onwards.

33. Why was there no announcement at stations regarding the issue with the ticket machines on Monday? Many people have been charged for tickets that weren't issued and now have the difficult process of reclaiming that money back from you!

Tyne and Wear Metro

Hi, Monday did catch us out, but we opened the gates and put the message out to just travel if people couldn't purchase a ticket. Please email contactus@twmetro.co.uk if you need a refund.

34. Why was the metro sold to a German company DB Regio? - ever since they took over the metro has constantly had delays and issues, I think it is about time Nexus run the company themselves instead of having it run on their behalf

Tyne and Wear Metro

Hi, DBTW are part of Arriva trains UK whose head office is in Sunderland. DBTW are currently contracted until March 2017 to operate Metro.

35. Are you going to have your metro inspectors go through a customer service course as very often they are rude and arrogant?

Tyne and Wear Metro

Hi Simon. Sorry if you think this. In the next 12 months we'll be focusing on our customer service so hopefully you'll notice a difference.

36. Why can't we purchase monthly Network One tickets at Metro stations? It would make life a lot easier for those that work hours where we can't get to a travel office or whatever they're called!

Tyne and Wear Metro

Sorry about this, Network One is a different company to Nexus or Metro so they manage their own tickets

37. Hi. Why when you have an annual pass and it snaps are you charged to use the service until your replacement comes? And then when it does 5-7 working days later does it not come

with the lost days as additional travel? I had to pay twice to use the service once. Very disappointed.

Tyne and Wear Metro

Hi Natalie. Please send a DM with your email address and I'll have a look into this. Thanks, Huw.

38. Do you have drivers on call for other drivers ringing in sick? You blamed this for the abysmal service at GNR but I waited 45 mins for a metro when even a normal Sunday service isn't that bad

Tyne and Wear Metro

Hi, yes we have spare drivers rostered in and in work in case of an urgent requirement.

39. Why can't the Metro have better communication when there are delays? Could developing an app with live train times be possible? So you don't have to wait for ages if the train is running late. Arriva buses do the same thing.

Tyne and Wear Metro

Hi Jack. We're undertaking a communications review as we recognise that communication is a priority for customers. We're working on an app, which will eventually have real time.

40. I get the metro near enough everyday and what I find is on an evening there is there are constantly people climbing the fence at North Shields to avoid going up the stairs and avoiding fines as they obviously have no tickets! How can you combat this as it's frustrating as a paying customer

Tyne and Wear Metro

Hi Jonny. No system is 100% secure and we have reduced fraud and stepped up the use of roving patrols to catch fare dodgers. You might see people get away with it sometimes, but they don't get away with it all the time.

41. Hello, Metro. When can we look forward to the service being brought back in-house, in to democratic, public control and oversight?

Tyne and Wear Metro

Hi DBTW have the contract to run the Metro until March 2017.

42. Huw, how can I contact you? I'd like to report my feedback on travelling as a priority passenger (pregnant) and discuss what nexus could do to improve the commuting experience for priority passengers.

Tyne and Wear Metro

Hi Laura. Please can you send a DM with your email address and I'll get someone to contact you. Thanks.

43. What's up with the trains from monument heading towards Byker? There's never any timing information on the displays and it's frequently a half hour wait for a metro. Same coming from Byker too, it's usually at least a 15 minute wait.

Tyne and Wear Metro

Hi Liam. The display board at Platform 3 Monument is 'fed' by the turning of the train at St James and when the driver sets the route. It means that nothing is in the section until it sets off, so the display board doesn't pick it up until it's 'due'. <http://www.chroniclelive.co.uk/.../monument-metro...>

44. Will you ever be expanding the metro service further through out the north east toward the likes of Washington and Seaham

Tyne and Wear Metro

Hi Phil. Route extensions are part of the business case Nexus are putting before NECA, along with a funding bid for a new fleet. You can be part of the consultation here: <http://www.northeastca.gov.uk/consultations>

45. Is there any chance you can extend the 1st metro from Park Lane in a morning and start it from South Hylton

Tyne and Wear Metro

Hi Kevin. Thanks for the suggestion. The early services are based on overall demand, but we'll look at this when we next review the timetable.

46. Are there any plans to reduce metro fares? As someone who used to live in Gateshead, and who is also a student (which mean commuting to Newcastle Uni every day), I resented paying 1.80 to go one stop.

Tyne and Wear Metro

Hi Philippa. If you're a student you might be interested in the Student Metro Saver product which is only £49 for all zones for 4 weeks. <http://www.nexus.org.uk/student-metrosaver-1>

47. Instead of apologising for faults which will inevitably happen why not offer refunds of people's hard earned money? I have been late to work on numerous occasions due to faults and the most I have received is an apology?

Tyne and Wear Metro

Hi Daniel. We always apologise for delays which are our fault and we offer refunds in line with our policy regardless of fault. <http://www.nexus.org.uk/metro/guide-metro/ticket-refunds>

48. I find going to work on Sundays difficult as have to leave earlier if I miss the first train I have a 20 min wait for another one to come why can't you run extra trains on Sundays? People work Sundays as well.

Tyne and Wear Metro

Hi Alana. The timetable on a Sunday is based on overall demand, which is much lower first thing on a Sunday.

49. What is causing trains to fail? I don't understand that you are bigging up these new trains and they keep failing. It's very frustrating to customers of your service when they are late for work for example.

Tyne and Wear Metro

Hi Andy. There are a number of reasons why a train might develop a fault, not a single cause. But our engineering team works very hard to keep the ageing fleet running and most trains run up to 18 hours every day without a problem.

50. Between Mon-Fri in the mornings why are there more rush hour trains running to Monkseaton than Pelaw considering trains are busier going towards Newcastle?

Tyne and Wear Metro

Hi Aaron. The 'short' services tend to run in a shuttle, but there are more terminating at Pelaw (28) than at Monkseaton (9) because some trains from Pelaw terminate at Regent Centre or run up to the Airport.

51. What would you do if the Metro was suspended and a bus replacement was in service but not easy access for wheelchairs and a wheelchair user wanted to get from A to B and there was no other option?

Tyne and Wear Metro

Hi Andrew. When this happens we arrange a taxi.

52. I don't expect a response whatsoever but can someone enlighten me as to why the ticket prices continue to increase but service continues to be poor and in decline? Is there any acknowledgement on your part of your poor service, by that I mean remorse and empathy for the many who have suffered because of your service.

Tyne and Wear Metro

Hi Dan. We always apologise when things go wrong and work very hard to improve service. The average fare rise was 0.4% in line with inflation and we do our best to keep prices low despite rising costs.

53. I need to get the last bus home on a Monday night from Hay market bus station and I'm relying on the metros running so I can get my bus. I'm very worried that as your service is so bad that I'll end up missing it.

Tyne and Wear Metro

Hi, we have up to date service information displayed on our website if you want to check nexus.org.uk.

54. Why do the displays only show 2 messages so for example last week when there was the fault between Park Lane and South Hylton the board at St Peters showed a message on Central Station being closed and then about trains terminating at Park Lane with no update on when the metro train was due

Tyne and Wear Metro

Hi we manage this from our Control Room, We try to cover all the information relevant at the time.

55. When will there be a full week without delays as at the moment there's no more than a day without delays and that's not good enough when I'm paying over £90 every 28 days for a service that's always delayed

Tyne and Wear Metro

Hi David. We run 450 trains a day, and staff work very hard to run a service and we always aim to run to timetable.

56. There will always be problems, but why are your customers not kept informed. The system has information boards, tannoy and e-mail. The e-mail never comes through when there is a problem. Why not keep us informed

Tyne and Wear Metro

Hi Marshall. We do endeavour to inform passengers of any disruption as soon as possible with station and driver announcements, information displays on platforms and via social media on Facebook & Twitter.

57. Why do the trains have no heating in winter? I have complained but got told that the fitters set the heating before the train leaves the depot - so why don't the fitters set them heating to ON?

Tyne and Wear Metro

Good morning Eileen. The trains do have heating and in the winter this is normally set to on. If you are travelling on a particularly cold train please make the driver aware when you are at a stand at a station and this can be investigated at an opportune moment.

58. I would like to ask why, after all these years there is no lift at South Gosforth when changing to go to the Airport. We still have to get a taxi from the coast as we are unable to lug our cases up the hill. Lots of money spent on other stations, why not South Gosforth?

Tyne and Wear Metro

Hi Heather. We understand what you are saying – South Gosforth station is squeezed in to a tight site amid houses which would make it difficult and too expensive to put lift towers in. We have levelled out the ramps outside the station to make it easier to get between platforms. Another option is to travel on to Jesmond and use the lifts there.

59. Why at South Gosforth do two trains arrive at the same time. We rush to get the other train and the doors always close. We then have to wait! Regent Centre to Coast and the other way as well

Tyne and Wear Metro

Hi Matt. The timetable isn't set up to connect trains at South Gosforth so sometimes they come at the same time. The 'official' connection is the train which gives everyone enough time to change platforms safely.

60. I was in the Airport the other day and used my card to pay for a ticket, it said transaction approved but no ticket, it happened with the next 2 people using a card in the end I had to get some cash out and pay again for a ticket. It's absolutely disgraceful. I'm not sure if I have been charged but I will be checking.

Tyne and Wear Metro

Hi Michelle. Apologies any inconvenience, there was a software glitch on Monday. If money was taken from your account it should be returned within 3-5 days. Please do not hesitate to contact Nexus Customer Service for further information. 0191 2020747/ customerservice@nexus.org.uk

61. Three lots of disruption today, there has been more disruption in the 1st two months of this year than all of 2015. What is being done about it?

Tyne and Wear Metro

Hi James. More engineering staff have been employed to increase reliability of the existing rolling stock and Nexus are currently negotiating with the Government to secure the funding required to procure new trains.

62. Hi how come when some people don't bother buying a ticket n walk through barriers your staff don't stop them? Why should they get a free journey?

Tyne and Wear Metro

Hi Zara, we use a range of methods to stop fare cheats - many of which go unseen - but staff do have to follow certain protocol. You might see people get away with it some times but they don't get away with it every time and we take fraudulent travel very seriously.

63. Any chance we can add a function that enables you to add just one zone to your pop card when not in that zone? I always get a B&C zone however if I want to use zone A on my day off I have to buy a B&A ticket as I start in Zone B? It would be great to just add the A as effectively I have to pay for the same zone twice in order to travel

Tyne and Wear Metro

Hi David. This facility is coming to the ticket machines with the next software upgrade. We'll announce it when it's live.

64. Can you make train movement data open source like transfer for London has. So developers can make real time apps? This would be good for customers and not cost you.

Tyne and Wear Metro

Hi Ash. We're working on a timetable app at the moment and we'd like to eventually include a real time feature. However there are a few technological hurdles which stop us from doing it straight away. It's a good idea to open the data and something we'll definitely consider.

65. Why do students such as my-self have to pay a adult ticket, when I get paid an child wage?
Why don't you have a child ticket for people under 18; as the law describes someone under that age of 18 as a child

Tyne and Wear Metro

Hi Jamie. Please have a look at the 16-18 MetroSaver ticket which gives you all zone travel for £7.50 a week or £28.00 a month. <http://www.nexus.org.uk/16-18-metrosaver>

66. Why are there no inspectors on at Newcastle Airport first thing in the morning. I pay a ticket while others don't and exit through the fire exit before the barriers.

Tyne and Wear Metro

Hi Darren. Our stations are manned at various times throughout the day – but in the main our network is self-serve – however, where we do see customer fraud we tackle this and it leads to notification of a penalty fare notice to an offender.

67. Why do you have to scan in your pop card? I jumped on the metro this morning as it was there without a scanning as you never check to see if anyone is still waiting and had a very arrogant man tell me he could fine me for not scanning it when I arrived in Newcastle! I am sorry but if you pay for something and you are within the designated zones having the card should be enough.

Tyne and Wear Metro

Hi David. We ask MetroSaver customers with a Pop card to touch in at the start of your journey to show you have only travelled in the zones you have on a card. All-zone customers should also do this because the gates are set up to recognise 'touched in' cards. It only takes a second.

68. Any update on plans to extend the service, eg. Tyne Dock to East Boldon, Blaydon, Washington, Killingworth, Seaham or Blyth, or are they permanently on hold? Do you think the lack of large ships on the Tyne could one day allow a bridge connecting North and South Shields?

Tyne and Wear Metro

Hi Ewan. Nexus are putting a business plan to NECA which includes options for new routes. You can have your say here: <http://www.northeastca.gov.uk/.../have-say-future...>

69. Hi I was wondering why the sound at Regent Centre is so low that when the train is standing at the platform you can't hear the announcement?

Tyne and Wear Metro

Hi Steven. Our PA volumes are set in conjunction with local authorities and residents to ensure they are both effective and courteous to our neighbours.

70. Why are you not able to buy multiple tickets anymore? When you're traveling as a family you have to buy separate tickets! (one at a time)

Tyne and Wear Metro

Hi Paul. Sorry for any inconvenience, but this function has been temporarily removed from the machines. Nexus are working on a software upgrade which will restore it,

71. It would be great if you could offer concourse-level displays in Haymarket and Monument to see when the train's arriving.

Tyne and Wear Metro

Hi Matt. Concourse displays are a good idea, but we need a find a way to do it without encouraging people to rush down escalators and stairs.

72. I've just had a course of radiotherapy treatment then been forced to wait 30 mins in the freezing cold for a metro. I too have been late for work on numerous occasions recently. I'm now going to look into buses and bus ticket prices as I am completely sick of the shoddy service you offer. Instead of spending money on refurbishing the train stations, why don't you use it to buy newer, better trains??

Tyne and Wear Metro

Hi Lysie. Nexus are working on a plan to put before NECA which includes a bid for government money for a new fleet.

73. Could you look at offering child 2, 3 and 5 day passes as it would be great for tourism and for those wanting a pass to last all week - buying an U16 pop ticket every day is more hassle when an all week ticket like a child metrosaver could be offered

Tyne and Wear Metro

Hi Matt. Thanks for your suggestion, it's a good idea and something we'll consider.

74. I see even the bland 'stock' answers have dried up - similar to the service we have all come to expect. My question is simple, when will train (rolling stock) reliability improve?

Tyne and Wear Metro

Hi Michael. The fleet isn't getting any younger, which is why Nexus are putting a plan before the North East Combined Authority which includes a bid for government funding for a new fleet.

75. Are there any plans to add digital information board at concourse level at Haymarket Monument etc., and are there plans to extend the metro in 2020-2033?

Tyne and Wear Metro

Hi Thomas. Concourse level information boards are a good idea but we need to find a way to do it that doesn't encourage people to rush down the stairs and escalators. Extensions to the system are part of the business plan Nexus are putting to NECA for future development which includes a new fleet.

76. You need to make the fences at North Shields higher or have inspectors waiting as that is how most people who don't have tickets get out of the station.

Tyne and Wear Metro

Hi Nikki. We use a range of methods to tackle fare evasion at North Shields. You might sometimes see people get away without paying but be assured they don't get away with it every time and we issue a high proportion of our penalty fare notices to fare cheats at North Shields.

77. Are D B keeping the contract to run the trains since they took over the service has been shocking when are we getting new rolling stock why spend money on stations instead of trains most of these trains are 25 years old?

Tyne and Wear Metro

Hi David. Nexus are putting business plan to NECA which includes a bid for government funds for a new fleet.

78. Are you likely to introduce. Metro station to Killingworth?

Tyne and Wear Metro

Hi Emily. Nexus are working on a business plan to go before NECA which includes options for new routes. You can have your say here: <http://www.northeastca.gov.uk/.../have-say-future...>

79. Are there any plans to dual the track between Pelaw and Bede and then maybe some of the trains that currently terminate at Pelaw could go all the way to Shields?

Tyne and Wear Metro

Hi Glenn. We would very much like to do this, because it would allow Metro to run Pelaw trains on to Jarrow and perhaps further, and make the whole 'Shields line' more reliable. It has not been possible as the adjacent track has been used by slow-moving petrol tankers, but now the oil terminal is closing we'll look at it again – depending on development plans for that site and Network Rail's ambitions. Converting the line would not be cheap – around £20 million – and Nexus would need to prove to Government there was a positive benefit to cost ratio for doing so.

80. Why do you service the ticket machines every Monday 8am at Jesmond Station? It creates a bottle neck for the one available one you leave! It is peak time for commuters to buy their tickets! Your staff are in agreement that is not the brightest of ideas.

Tyne and Wear Metro

Hi Will. Thanks for the feedback. We'll look into this and see if there is a better solution.

81. Have you ever thought about doing a Monday to Friday ticket for commuters that don't use the tickets on the weekend?

Tyne and Wear Metro

Hi Kerryann. Thanks for the suggestion – the weekly Metrosaver ticket is priced to give a discount compared to five Daysaver tickets. If you use it at the weekend it is even better value.

82. I been on trains that terminates at Bede which is a industrial estate and then change platform walking under a dark bridge to get to South Shields only to find out that it resumes to collect passengers on a return journey.

Why terminate mid way hence causing further delays and disruption and then announce over the Tannoy system that you run a good service

Tyne and Wear Metro

Hi Penny. If trains are delayed sometimes we re-route services or terminate them early to help get back on timetable and reduce the gap between service elsewhere.

83. Didn't you used to be able to get a mobile signal on the underground stations (monument etc). I find you can't now. Unless my network is just bad.

Tyne and Wear Metro

Hi Barry. The drivers use Vodafone because that gets the best signal in the underground sections.

84. The system is over 30 years old and there seems to be constant breakdowns are there any plans to replace the rolling stock?

Tyne and Wear Metro

Yes, this is a priority for Nexus who will require Government funding to replace the rolling stock.

85. Why did you promise new trains and then switch to refurbing trains that were already not fit for use?

Tyne and Wear Metro

Hi, that was a three quarter life refurbishment. We are looking now for funding to replace the fleet.

86. When will you patrol or do something about people who put dirty shoes on the seats? We actually now don't sit down we stand in case our clothes are ruined ?

Tyne and Wear Metro

Hi, we have a plan to do an etiquette campaign.

87. A question for Paul, how come the updates on the PA system, differ so different to what's on social media, for example 10th Feb, there was a power failure. PA system confirmed that, update on social media didn't say nothing about this, didn't even mention South Hylton line was affected by it (this message has since been removed from FB so I can't give a copy)

Tyne and Wear Metro

Sorry for the late reply Les we have been working throughout the day to respond to the many questions posed last night. We're aware our passenger communication is adequate but requires improvement. We're currently working across the business to review our current practices and improve them for our customers – this work is a top priority & will be completed this year.

88. Why do you customer service people not offer any customer service? They never speak unless to let people through the barrier.

Why is the process for claiming refunds sooo long winded?

Tyne and Wear Metro

Hi. Over the past 12 months there has been a great deal of change in the ticketing mechanisms. That has been the priority for our staff but over the coming 12 months we will be concentrating on improving our people customer experience skills. Re the timetable, look out for our new Timetable App next month. The idea of the display at Monument is one we will consider.

89. Are you proud of the service you provide? Do you use it to get to and from work?

Tyne and Wear Metro

Hi Emma. Most staff use the Metro every day and we're all proud of what we do and constantly working hard to improve the service.

90. Why can't you run a proper service and without a delay for just one day. Working commuters seen to bear the brunt of it and it's infuriating for what we pay

Tyne and Wear Metro

Hi, we strive everyday to run all planned services.

91. The metro needs to be expanded to join Sunderland and Newcastle via Washington.

Tyne and Wear Metro

Hi Judith. The North East Combined Authority (neca) and Nexus have been invited by the Department of Transport (DFT) to submit proposals for future investment in Tyne & Wear Metro.

Nexus has set out a plan and this includes options for future extensions of the Metro system.
www.northeastca.gov.uk

92. Is anyone being held accountable for your total mismanagement of a public service? Is there any plans to actually LISTEN to what your customers are telling you? Or will the 'we apologise' rhetoric continue to frustrate us all whilst achieving nothing?

Tyne and Wear Metro

Hi Brian. Metro is probably held to greater account than other rail and local transport because it is owned and operated by a local public body. The Combined Authority scrutinises performance at regular meetings and this has driven changes like extra investment by DB Regio in maintenance and communications, and helped keep fares as the lowest in the country.

93. Is there going to be a metro station going towards Killingworth and further afield like Blyth?

Tyne and Wear Metro

Hi Christopher. Nexus are putting a business plan together for NECA which includes options for new routes. You can have your say here; <http://www.northeastca.gov.uk/.../have-say-future...>

94. Rather than poorly outdated display boards can we not have interactive live maps showing where trains are; just like the buses do?

Tyne and Wear Metro

Hi Steven. We'd like to have a real time facility for customers and it's something that we're working on. There are some updates to the hardware in the control room ahead which will enable us to provide real time info.

95. Tyne and Wear Metro The Metro system is a joke since DB took over. It's all about greed and lining pockets. Delay after delay is not acceptable to a light rail system like the Metro and the excuses you come out with are pathetic. What do you say to the passengers that are boycotting the Metro because of all the delays and problems that have been happening.

Tyne and Wear Metro

We operate 450 trains a day and some delays are inevitable. We always aim to provide the best service possible, but recognise there are service issues. When something goes wrong we also aim to replace the trains, or provide customers with alternative travel arrangements as quickly as possible.

96. Hi, when is the Metro coming to Blyth/Ashington??

Tyne and Wear Metro

Hi Alan. The North East Combined Authority wants to get passenger trains running again to Blyth and Ashington, but it is much more likely this will be 'Northern Rail' local trains than Metro, which are better suited to the distance involved. We'd like to see them call at Northumberland Park so people could change onto Metro easily. You should give your views on this to the Combined Authority's transport consultation <http://www.northeastca.gov.uk/local-transport-plan>

97. Are you aware that all your "staff" on the gates do is play on their Phones, do u think this is professional.? I'd be sacked in my line of work if I did this all day.

Tyne and Wear Metro

Hi Lindsey, We issue all staff with a mobile phone so we can communicate with them. The team use this information to share service updates with customers and feed back station and train reports. Our managers monitor use as these should be solely used for work purposes.

98. Why don't you give your trains names like Thomas or Henry?

Tyne and Wear Metro

Hi James. Or James (the red engine)? I suppose it would be more personal than just a number.

99. Do you still get free travel to the Sage in Gateshead if you have a ticket for an event?

Tyne and Wear Metro

**Hi Brian. Sorry for the late reply, we had a fantastic response to our Q & A session. Yes you can still get free travel to the Sage for an event. Please see the attached link.
<http://www.nexus.org.uk/metro/offers/sage-gateshead>**

100. Why do you take trains out of service to save money then say there's been a 'fault'

Tyne and Wear Metro

Hi Connor. Trains are not taken out of service to save money. They are withdrawn if they suffer a fault that prevents them from safely running in passenger service.

101. When I am going to get the refunds you've promised? Well over your SLAs now.
Dare I say, about as quick as your trains

Tyne and Wear Metro

Hi Neil. Apologies for the delay in receiving your refund. Our Customer Service team attempt to respond within five working days, however due to a high volume of contact they are currently a couple of weeks behind.

102. What happened to the old off peak tickets? I would find this easier!

Tyne and Wear Metro

**Hi Allan. Nexus scrapped the peak ticket a couple of years ago, so everyone now pays the old 'off peak' price, which was cheaper. If you want to save money on day tickets check our Pop Pay As You Go card which shaves 20p off the price of Daysaver every time you travel.
<http://www.nexus.org.uk/pop/payg>**

103. Why are you closing Central station from Thursday 10 March until Monday 14th March isn't this your busiest time, a weekend ?

Tyne and Wear Metro

Hi Lindsey. The main power supply at the Central Station has to be replaced. The station has to be shut completely because safety systems like fire alarms and lights will not be working. The station is much busier during the week, so we've chosen the weekend.

104. Why can't you bring bikes on trains?

Tyne and Wear Metro

Hi Andrew. Prior to our trains being refurbished there was not space to accommodate a cycle without impacting on passenger comfort and safety. There are plans to implement a cycle trial in the near future. Watch out for further details regarding when and where.

105. How long does it take to receive a refund once I have sent in my form for delay over 25 minutes?

Tyne and Wear Metro

Customer Relations do attempt to respond to within five working days. Currently due to a high volume of contact they are a few weeks behind. Apologies for the delay Gavin, they will eventually respond.

106. Instead of saying "technical fault" why cant you just say what's actually wrong instead?

Tyne and Wear Metro

Hi Chris. Without diagnostics, and when something has just happened, we're sometimes not able to say exactly what is wrong. When an alert goes out, the Control Room priority is to help passengers make their journey as quickly and as safely as possible.

107. Is it the same trains having the same issues day in and day out or is it different trains with different issues?

Tyne and Wear Metro

No, different trains have different issues, and we use fault recording to monitor the trains which are historically best performers.

108. Why can I not use my pop card on the buses?

Tyne and Wear Metro

Hi, we are working on this.

109. Do you think it is acceptable that there has been some delay to service every day this year?

Tyne and Wear Metro

No, we are proud to come to work and everyone here strives to deliver the best service we can.

110. Why can't you do a monthly pass when a majority of people get paid monthly?

Tyne and Wear Metro

Hi Sharron. It's a good idea and one we're looking at as an extra choice.

111. Why don't you put on extra metros on match days?

Tyne and Wear Metro

Hi Stephanie. There are additional trains provided to supplement the normal service on match days.

112. Why are there so many failed trains first thing in morning? Do they not get looked over and passed for service before they leave depot?

Tyne and Wear Metro

Hi Iain. Trains are returned to the depot each evening for repair and planned maintenance. In addition, each driver makes a number of checks before the train leaves the depot in a morning. A train failure can occur at anytime and when this happens we look at the quickest and safest way to get people moving again.

113. Why does one failed train in the morning cause chaos for rest of the day?

Tyne and Wear Metro

A failed train can impact temporarily on the rest of the service but operational adjustments are made to return the trains to timetable as quickly as possible.

114. When will you be employing more drivers?

Tyne and Wear Metro

There is not a date set for future recruitment of drivers but any vacancies are advertised on our website as they arise. <http://www.nexus.org.uk/careers/vacancies-metro>

115. Why are the brand new ticket machines constantly out of order?

Tyne and Wear Metro

Hi Matt. I am sorry if you have encountered problems with ticket machines being 'Out of Order'. You can report any broken machine to Nexus Customer Service on 0191 2020747 or email customerservice@nexus.org.uk

116. Another day... yet more delays. Why is the rolling stock so prone to failure?

Tyne and Wear Metro

The existing rolling stock is thirty years old and is therefore more prone to failure. Nexus has set out a plan for the future and this includes a bid for the Government funding required to procure new rolling stock.

117. Do you have plans to buy new trains? If so when?

Tyne and Wear Metro

Hi Shannon. Nexus has set out a plan for the future and this includes a bid for the Government funding required to procure new rolling stock.

118. Why is the service so poor to when it first started, surely it should improve not get worse?

Tyne and Wear Metro

Hi Tegan. The existing rolling stock is 30 thirty years old and is therefore more prone to failure. Nexus has set out a plan for the future and this includes a bid for the Government funding required to procure new rolling stock.

119. When will pop card 'pay as you go' be available for child fares?

Tyne and Wear Metro

Hi Sharon. Nexus wants to offer Pay As You Go to Under 16 Pop card holders. Because the Under 16 Pop card is accepted across all local transport. Nexus first needs to see all bus companies accept the Pop card. It is encouraging the bus companies to accept the adult Pop Pay As You Go card as soon as possible as a first step towards this.

120. Instead of saying 'delays to service' let people know how long.

Tyne and Wear Metro

Hi Joseph. When there is a service disruption we do attempt to give time scales via our updates on Facebook & Twitter.

121. Compared to other light rail systems in Europe, do you think metro is acceptable/value for money?

Tyne and Wear Metro

Hi Michael. Metro offers the cheapest rail travel in the country, as well as the most frequent outside London, and we think it provides very good value for money. In some countries urban

transit is more heavily subsidised by Governments, and this is reflected in lower fares, but in this country we compare very well with other UK cities.

122. Why do the screened timetables not work on all platforms?

Tyne and Wear Metro

Hi Annabelle. The screens pick up the next train when it's in the section, so Monument Platform 3 for example, doesn't recognise anything in the section until it's left St James, by which time its due.

123. I'm sorry to see all these bad comments. I overall think it's a great service. Train drivers often wait as I dash down the stairs at Gateshead stadium and when Central station lift was out of order on Friday a very helpful member of staff was on hand to help me carry up my pushchair.

As always communication is what if anything lets it down. If there is a delay then customers on the platform want to know about it.

Tyne and Wear Metro

Thank you for your positive feedback Louise. We appreciate the need to keep you informed about any disruption and we do aim to make passenger announcements as promptly as possible. In addition to the platform announcements we use social media to reach as many passengers as possible by sending out alerts via Facebook and Twitter.

124. Can you get the signs fixed at monument so we can see when the trains are due?

Tyne and Wear Metro

Hi Tim. The system which tracks the trains only picks up the train leaving St James once the driver has set the route. <http://www.chroniclive.co.uk/.../monument-metro...>

125. When are you going to buy new trains instead of fixing the broken ones that brake again?

Tyne and Wear Metro

Nexus has set out a plan for the future and this includes a bid for the Government funding required to procure new rolling stock.

126. Why can't you run more trains during peak hours. Service at present is not good enough. I get on at Pelaw and I sometimes have to let three trains go past before I can actually get on one. I personally do not like having to stand touching noses with a complete stranger

Tyne and Wear Metro

Hi Andrea. We run a 3 min frequency through the central corridor during peak. In order to keep this, there's a limit to the number of services we can run to South Shields on the single line track and to Sunderland on the Network Rail line. When a driver decides to take a train out of passenger service, we can't carry any passengers on it at all.

127. Why is information about delays so badly communicated? Why aren't your staff up to date with information? All you get out of most of them is a shrug.

Tyne and Wear Metro

Hi David. We're aware our passenger communication is adequate but requires improvement. We're currently working across the business to review our current practices & improve them for our customers – this work is a top priority & will be completed this year. Thanks, Paul.

128. Why don't you do a student A+B pop card?

Tyne and Wear Metro

Hi Kristopher. Thanks for the suggestion. Student season tickets offer a 30% discount on standard prices and are popular. Nexus is looking at the range and choice available and we'll consider this idea.

129. When will you get new trains?

Tyne and Wear Metro

Hi John. Nexus are currently negotiating with Government to secure the funding required to procure new rolling stock.

130. When are you likely to bid for new rolling stock?

Tyne and Wear Metro

Hi Liam. The Government has invited a bid which is a great start. Nexus will put in a bid this Spring. Thanks for your tweet, Huw.

131. If the Government bid is accepted when would we be likely to have new rolling stock?

Tyne and Wear Metro

Liam, the cost of a new fleet is upwards of £400m and that means we need Government investment. Intro of new fleet is scheduled for between 2021 and 2025.

132. Why don't you respond to customers who notify you of injuries they sustained due to you not gritting stations properly?

Tyne and Wear Metro

Hi Stephen. Please can you call our Customer Relations team on 0191 203 3199 to report this. Please note that it's best to report injuries at the time via the Help Point.

133. Is there any sign of the app that was due before 2015? And will it include live arrivals, departures and take account of delays?

Tyne and Wear Metro

Hi Duncan, we are planning on introducing a timetable app in March. We'd like eventually to include real time but there are a few technological hurdles that stop us from doing it straight away.

134. Any prospect of non-folding bicycles being conveyed off-peak and excepting the central tunnel section? In particular West Jesmond to Byker via the Coast loop at weekends.

Tyne and Wear Metro

No sorry, we are going to trial bikes on some parts of the line but not the Central Corridor due to safety reasons and numbers travelling. I'll pass your suggestion on to our Project Manager.

135. In the last year how many days did you run a service without any delays or closedowns?

Tyne and Wear Metro

None. Metro runs 450 trains a day, over 18,000 kilometres. Some delays are inevitable but we aim to do all we can at all times.

136. Is it possible to get a refund on my annual pass?

Tyne and Wear Metro

If you want to hand in your pass we will give you a refund for unused future travel. Alternatively <http://www.nexus.org.uk/metro/guide-metro/ticket-refunds> ...

137. Can the board at Chichester be fixed? It doesn't show a full timetable, only when the train is due?

Tyne and Wear Metro

Hi Emily, this is because the train code doesn't pick up on the display until it is set at South Shields. We have timetables on display at the station.

138. Would it be a feasible idea to own a fleet of busses and train your drivers to operate them when disruptions/failed trains occur?

Tyne and Wear Metro

No sorry, the cost would be huge. We do however understand the need for buses to be made available quickly when there are problems.

139. Given your service levels, less than 70% on time, how do justify a +10% increase on annual pass?

Tyne & Wear Metro

Average fare rise across all tickets is 0.4% in line with inflation.

140. Why are there no officers on late night metros to combat drunks and bad behaviour? Seen so many fights and threats to people.

Tyne and Wear Metro

There are roving patrols nightly, plus police paid for by Metro. The Metro remains a very safe means of travel.

141. How do I get my loss of service credit? I pay for a 4 week pop card and got 68% usage out of it every month for the last 3 months.

Tyne & Wear Metro

Hi, sorry to hear this. You can claim refunds for delayed journeys - <http://www.nexus.org.uk/metro/guide-metro/ticket-refunds> ...

142. What has been the busiest day for metro?

Tyne & Wear Metro

System wide, Mon – Fri, the week before Christmas is the busiest period when up to 50 extra trains a day are provided.

143. When will there be access to the live train timetable information promised?

Tyne and Wear Metro

Nexus are investing £11m in a new train management software which will deliver this in 2017/18.

144. Why are so many metro trains and parts of your electrical infrastructure failing so often, yet you're refurbishing stations?

Tyne and Wear Metro

Hi Victor, most investment is in infrastructure including track and power. Stations refurbishments are important for improving access.

145. Why doesn't Metro make more effort to stop people smoking on station platforms?

Tyne and Wear Metro

Signage is clear and staff will always enforce this when they are present.

146. Why do you feel your public image is so bad?

Tyne and Wear Metro

People rightly demand high standards as do we. Despite some high profile issues passenger numbers continue to rise.

147. Is Cullercoats on the list of stations to refurbish? The bridge was fixed but not painted etc., Corporate font not used either!

Tyne and Wear Metro

Hi Bill, good spot on the font. This annoys me. We are scoping the work for the next year or two. Thanks, Huw.

148. Any plans to extend operating hours? In an age when majority of Town is open until early hours, why is the last Metro 11.30ish?

Tyne and Wear Metro

Hi, we are doing modernisation work every night and we need to consider our lineside residents so it's difficult. Late trains come at a cost.

149. Why did prices go up so much when inflation has levelled off, and your profits are up?

Tyne and Wear Metro

The average fare rise was 0.4% in line with inflation. Nexus makes no profit.

150. Any chance of more carriages on peak services?

Tyne and Wear Metro

Hi Sam, we're not set up to do this I'm afraid, you can have your say on future plan though. Visit <http://www.nexus.org.uk/consultation>.

151. Why are there very few Regent Centre and Monkseaton trains between 7-8am week-days? Seems very random.

Tyne and Wear Metro

All trains to the Airport run to Regent Centre and all trains to St James run to Monkseaton in addition to the Regent Centre and Monkseaton terminators.

152. I have a valid 1+2 zone weekly metro ticket but would like to go into 2 different zone 3's. Would 1 zone3 return ticket cover me?

Tyne and Wear Metro

Hi Chris, yes but you would need to buy this zonal ticket from a station on the border between A+B or B+C or in Travel Shop

153. Is anyone ever held accountable for how bad the years have gone?

Tyne and Wear Metro

Yes we are issued with fines for poor performance and required to implement improvement plans.

154. How much interaction do you have with local MPs?

Tyne and Wear Metro

There are regular interactions with local MP's. They have been proactive in putting forward our bid for investment

155. Last years Great North Run was a disaster I almost missed the start what plans are in place this year??????

Tyne and Wear Metro

Nexus and D.B have agreed an action plan to ensure we support the event as best we can this year.