

**Date:** 7 September 2016

**Topic:** Great North Run



**In attendance:**

David Gibson, Managing Director, Metro  
Wayne Dixon, Head of Station Delivery, Metro  
David Punton, Nexus Communications Officer

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**Q1. I am working and need to travel from Chillingham Road at 8.45am, change at Monument and get the 9.06am Metro to Kingston Park. Is there anything I need to know?**

Tyne & Wear Metro - You will be able to make the journey, but expect it to be very, very busy heading through the centre of Newcastle.

**If I walk to Jesmond and get the approximately 9.10am Airport train, will that operate as normal?**

Tyne and Wear Metro - Jesmond will be closed from 10:40 until the crowds clear at Haymarket, but you don't need to do that you will be able to get a train from monument. I think it will be busy throughout.

**Thanks, but Jesmond would be open at 9.10am if I decided to do that?**

It would, yes.

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**Q2. How regular will trains be running into Newcastle. I'm travelling to the start line and last year left for the 8am metro and by the time I got there the race had started. Can you ensure people will get to the race in time and metros will run without issue?**

Tyne & Wear Metro - We are putting 36 additional trains on prior to the start of the race. It is the busiest day of the year and customers should leave enough time to travel. Where are you travelling from?

**Tyne Dock. That's good to hear.**

Tyne & Wear Metro - It will be approximately 7-8 minutes on that route. The first train leaving South Shields will be 6:30am.

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**Q3. Is there going to be a 15 minute service on the Sunderland line from start of service as this normally doesn't start until 9.30ish?**

Tyne & Wear Metro - The service starts at 07:11am, and will be a fifteen minutes service from 07:32am.

**I assume those times are from South Hylton?**

Tyne & Wear Metro - Yes they are.

Tyne & Wear Metro - Apologies those times are from Sunderland. First train leaves South Hylton at 07:01 (at Sunderland 07:11), the next at 07:22 (at Sunderland 07:32) and then 15 mins from then.

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**Q4. Is the metro from University running as the normal timetable for Sunday or are there extra trains?**

Tyne & Wear Metro - Can you tell me what time you are looking to travel and in which direction? Thanks.

**From 7am onwards to Haymarket.**

Tyne & Wear Metro - Tyne and Wear Metro First train from University to Haymarket it at 07:07, then there's one at 07:28, and they're then every 15 minutes after that.

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**Q5. Are extra trains running from Sunderland on Sunday? If not, why?**

Tyne & Wear Metro - It's a fifteen minute service. We are running an extra 36 trains across the network.

**I'm sorry, but that is poor. Last year the trains were stupidly full by Seaburn and those at East Boldon etc, had no chance of getting on. If one train goes out of service, people could miss the start.**

**Out of interest - and I suspect it is too late for this year - but could Nexus not work with Northern Rail to put on a direct train from Sunderland to Newcastle? Perhaps leaving at 8.15?**

Tyne & Wear Metro - That would be something that Northern Rail would have to consider. I will further discuss the concerns about the Sunderland extension and post an update at the end of the session.

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**Q6. I am travelling to Newcastle on Sunday about 11:00 from Chichester and will not be coming home until after 3 when the station is closed. Will I be able to get off at Chichester or South Shields or will I have to get off at Tyne Dock?**

Tyne & Wear Metro - After 3pm Chichester is closed and trains will run through. You need to get off at South Shields, as it is closer than Tyne Dock.

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**Q.7 Is it possible to 'London Underground' style tannoy announcements saying 'this train will not leave the station until move further down the carriages? Trains pulled up at Heworth last year with the door area crammed but the aisle between the seats virtually empty, the ignorance of some the travelling public contributed to what was essentially a fiasco.**

Tyne & Wear Metro - We have briefed our drivers to make PA announcements about that issue, and extra staff at stations to assist in loading trains.

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**Q8. Do you have contingency plans in place for if/when things go wrong at South Shields etc.?**

**Have you informed police and ambulance that you plan on cramming potentially thousands and thousands of people onto one station so that they have put in extra contingencies for a major incident?**

Tyne & Wear Metro - The planning has been conducted and fully coordinated with emergency service through transport and travel group. Many years of managing this event have allowed us to develop refined plans, which are developed jointly with the emergency services and local authorities. Passenger safety is of paramount importance and is very carefully managed through the station, onto the platform, and on to trains.

Tyne & Wear Metro - Yes, our plans include contingencies for potential failures at South Shields.

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**Q9. Is it true that Metro Ken is on the panel? More seriously what work have you completed to ensure the overhead power trips in South Tyneside won't be repeated this year ?**

Tyne & Wear Metro - Yes, Metro Ken is here. And more seriously, we recognise the problems from last year; Nexus have installed equipment to mitigate power supply problems. We have also implemented a timetable which will reduce power supply problems, and our trains will be set to draw less power from the overhead line than last year.

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**Q10. I'm coming back from York on Sunday. will I be able to get a Metro from Central Station to Gosforth or will I have to go to Monument ?**

Tyne & Wear Metro - Central Station will be open but expect it to be very busy due to the GNR.

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**Q11. Why is Jesmond shut on Sunday? I need to get there. What is the best way to get there? This is making things difficult. 😞**

Tyne & Wear Metro - Hi, Jesmond is closed to aid crowd control and to help us manage the queues better. It is a short walk to Jesmond from Haymarket.

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**Q12. How often are Metros going to be from Gateshead to Haymarket on Sunday morning?**

Tyne & Wear Metro - High frequency, every few minutes.

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**Q13. On the morning before the run will there be a queuing system at South Shields or just a free for all?**

Tyne & Wear Metro - You will be able to use South Shields station as normal before the race.

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**Q14. With regards to the Great North Run what excuse can we look forward to seeing for the shoddy service on the day?**

Tyne & Wear Metro - We understand that there were problems last year and there has been extensive planning that has been approved by NECA. We are confident in our plans, but keep in mind it will be a busy day.

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**Q15. Why is it that your revenue control guys do not help people from overseas when they arrive with no idea where to get tickets?**

Tyne & Wear Metro - Our staff are more than happy to help where they need to, and will always offer advice when asked.

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**Q16. What time would the Chichester Station be closed on Sunday?**

Tyne & Wear Metro - It will close at 15:00 on Sunday, and reopen in the evening once the crowds have cleared.

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**Q17. How long would it take a metro to complete the GNR circuit??**

Tyne & Wear Metro - 32 minutes. Faster than Mo.

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**Q18. May it be worth publishing a document which shows when trains/times will be busiest to allow people to travel around that #GNR2016**

Tyne & Wear Metro - I don't believe there is a document stating that. Trains into Newcastle will be busiest prior to the race. Trains to South Shields will be busiest from the race starting. Then trains coming away from South Shields will be busiest after the race until early evening.

**Surely you have previous years data and can use that to create a chart? Better than saying after the race generally. A chart with the busiest times will help people to travel around that. Delaying their journey etc. Until it's quieter.**

Tyne & Wear Metro - I'll ask if we have any information of this nature available.

**It's something that a few other TOCs do for large events. It's something that could help crowd management. Flexible travel plans**

Tyne & Wear Metro - We don't have any of that data. Are wanting information for a specific time and/or station?

**No, I'm flexible but I'll be travelling from Jarrow to Newcastle in the afternoon so just wanting to avoid big crowds if possible**

Tyne & Wear Metro - That line will be busy all afternoon.

**That's my point. I'm wondering when it will be quietest. Surprised you don't have that information. How else can you plan?**

Tyne & Wear Metro - It is our busiest day of the year, so its fair to say it'll be busy all day. We don't receive statistics from the Gatelines.

**Yeah but surely you should have rough loading figures to plan for when to maximise service? Busy all day, but some times busier.**

Tyne & Wear Metro - Would you be able to send your query to [contactus@twmetro.co.uk](mailto:contactus@twmetro.co.uk)? They maybe to better answer it for you or have more information.

**I've just fired them an email over. Fingers crossed they see it before the GNR. If not though it could be useful for other events!**

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**Q19. What will be the frequency of the metros on the Sunderland line pre race on Sunday? #GNR2016**

Tyne & Wear Metro - There will be a train every 15 minutes. Unfortunately there be no additional services on that line.

**That is a disgrace, I wrote to you after last years shambles and you agreed that you got things wrong and that you would put it right this year. So a normal Sunday service is what we get. Well go ahead and hang your heads in shame again #GNR2016 #shambles**

Tyne & Wear Metro - Extra services are prioritised on the South Shields line where we are carrying over 100,000 people to and from GNR.

**So basically forget about the passengers travelling on the other line!!**

**Absolute disgrace. Service is going down the pan. Not listening to the people. Talk of expansion? Pah!**

Tyne & Wear Metro - Hi Apologies. There are extra trains running from South Hylton on Sunday. First Metro is at 07:01, then the next train will be at 07:22 and it will be a 15 minutes service from then. First train on a Sunday would normally be 07:06 then every 30 minutes.

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**Q20. Yeah I have a question.... Will you run any sort of service at all?....**

Tyne & Wear Metro - We will be running 421 services whereas on a normal Sunday we have 282 services.

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**Q21. What is the frequency between Wallsend and St James? 48 minutes last year.**

Tyne & Wear Metro - Hi we don't have the full timetable but we'll get back to you soon.

Tyne & Wear Metro - Can you tell me what time you would like to travel and I can look into this for you?

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**Q22. Will there be any issues getting the metro from Pelaw at 06:35 to Haymarket?**

Tyne & Wear Metro - Yes we encourage customers to travel early.

**So there will be issues? I need to get to work for 07:00. Will metros be more frequent at that time?**

Tyne & Wear Metro - There will be more frequent trains but it will be busy.

**Right, thank you!**

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**Q23. I want to park near south shield metro and get to the station near the start - can I buy a ticket online and how much will it be?**

Tyne & Wear Metro - Hi, you can buy tickets on our ticket machines and at travelShops in advance for £3.30.

**Are these all in Newcastle? I'm not getting there until about 8 Sunday morning**

Tyne & Wear Metro - Tickets machines are at every station on the system. See here for travelShops locations <http://www.nexus.org.uk/travelshops>

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**Q24. What is the issue with Network Rail that means you can't have extra on the Sunderland line pre race?**

Tyne & Wear Metro - We can't put extra on the line because the main flow of customers is between South Shields and Haymarket.

Tyne & Wear Metro - Ah right so no issue with Network Rail, just a lack of trains. You should advertise this, people expecting more trains.

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**Q25. Will there be free travel on the Metro on race day for runners like previous years? #GNR #ukrunchat**

Tyne & Wear Metro - There is no free travel on #GNR2016 day, as per previous years.

**Ah I thought there was when I did it in 2013! Can I buy a ticket to travel for Sunday on Friday evening?**

Tyne & Wear Metro - You can buy a ticket in advance for the #GNR2016 now. These are available on ticket machines and also at Nexus TravelShops

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**Q26. Do you have extra metros on Sunday? I want to travel from Fellgate to Newcastle at about 5pm, do you think it will have died down?**

Tyne & Wear Metro - You can make that journey but expect it to be busy.

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**Q27. Ticket wise, what can we use on the Shields Ferry?**

Tyne & Wear Metro - The all-zone Metro DaySaver is valid on the Shields Ferry. Please try to buy in advance from a ticket machine.

**What about an annual pop card?**

Tyne & Wear Metro - Yes they are also valid