

Ask Metro Great North Run

7 September 2017

In attendance:

Wayne Dixon, Metro Head of Operations

Kevin Storey, Metro Head of Customer Service

Emma Mons-White, Metro Planning Manager

David Punton, Nexus Communications Officer

Will there be any empty metros leaving Pelaw, getting to work is a challenge as metros are full after South Shields

Where are you travelling to and from? What time?

From Hebburn to Haymarket, due in work 10am. Tried from Hebburn at 7:45am last year, couldn't get on a metro, walked to Pelaw, arrived 11:30

All trains will be busy at the time you need to travel. Please leave as early as you can.

Well are you providing early trains?

Yes, here is a link to journey planner to give you the options.

<http://jplanner.travelinenortheast.info/nexus>

Are there plans to extend the metro?

This session is about the Great North Run. We are concentrating on obtaining a new fleet, expansion plans will come after that is achieved.

How frequent will trains be on Sunderland line in morning? When will that frequency start? 8.00am?

Trains depart South Hylton at 7:07am. The frequency is every approximately 15 minutes. Here is a link to help you <http://jplanner.travelinenortheast.info/nexus>

Can I get a metro from the finish back to Newcastle airport?

Yes. Here is a link to help you <http://jplanner.travelinenortheast.info/nexus>

How many more passengers do you have over an average Sunday?

I will find that figure and get back to you Andy!

We will have about 85,000 journeys made on Sunday.

Are you putting any "porta Loos" at Metro Stations? Runners will be taking lots of water afterwards & there are only toilets at Major Stations.

Unfortunately not. There are some dotted along the route for runners.

How many metro will there be running from the coast via south Gosforth to Haymarket between 7.45 and 8.45?

Whereabouts on the coast are you travelling from?

Monkseaton

There will be 7 trains travel through Monkseaton towards Haymarket between 7.45-8.45 on Sunday.

All going via south Gosforth?

Yes

Fabulous!!!

I need to travel to airport from Simonside, will this be normal Sunday service or increased metros?

Extra services will be running. What time are you travelling? Please bear in mind trains will be very busy from early in the morning and throughout the day due to the Great North Run.

Thank you. Around 12-1pm

Additional trains are running with trains approximately every 7-8 mins to Newcastle. You will need to change trains at a Station between Pelaw and South Gosforth. For specific train times see

<http://jplanner.travelinenortheast.info/nexus>

How often will extra services run? And will there be pre 9am?

Where are you travelling to and from?

Need to get from Kingston Park to Northumberland park by 9am

There will be 7 extra from the Airport. Also 7 extra from South Gosforth towards Northumberland Park before 9am

Cool. Cheers!

I work near four lanes end I'm working Sunday till around 3pm and Chichester is my nearest stop to get home. Will people be able to get off at Chichester during the station closure?

No, Chichester Station will be closed from 3pm until early evening. During the closure no train will stop at Chichester and no customer will be allowed in the station. Regular updates will be available.

How frequent are the trains from Shiremoor to Haymarket on Sunday morning please?

There is a train about every 7-8 mins. For specific times see

<http://jplanner.travelinenortheast.info/nexus>

If getting to Monkseaton station for 8.00 am what time is the first train due to Newcastle?

The train will be due about 08:01, but trains will be very busy please leave extra journey time.

What time is the first train from Fellgate to Newcastle on Sunday please?

The first train is 7:31. Please see the Journey Planner for train times

<http://jplanner.travelinenortheast.info/nexus>

Can you still buy wristband?

Yes wristbands from Nexus TravelShops and also from the Pasta Party on Saturday. You can also buy advance paper tickets from any Metro tickets machine at the station.
