

Meet the Manager

Location: Heworth

Date: 11 October 2016

Attendees: Wayne Dixon, Head of Station Delivery and Steve Hedley, Customer Services Manager

Q Why are the ticket machines so poor and why do customers experience issues with them on a daily basis?

A We are currently aware of some issues with the ticket machines and are currently working with the supplier to resolve these issues. We have also put in a fix on certain machines across the network to stop them becoming blocked. We will continue to work towards making these machines a better and user friendly method for customers to purchase a ticket to travel.

Q We have seen an improvement in service over the past few months, what are you doing differently?

A More work is being done with the engineering team to ensure we have more available trains each day. Additional resources have been put in place to focus on this area to hopefully improve the service for passengers.

Q Service was really good this year for the Great North Run, I had family come up from London who commented on how good the service was compared to the year before.

A Thank you, Metro is committed to providing the best service possible for all major events including the Great North Run. We are always looking at ways to improve the service for passengers.

Q Why are the ticket machines at Pelaw always blocked?

A Alterations have now been made to these ticket machines so that the coin slot cannot become blocked, this appears to be working. This has so far been done on 12 machines across the system with a view to do them all should it be successful.

Q Is Central Station currently open and will we be able to get off there?

A Yes Central Station is currently open and you will be able to get off/on there. Central closes Sunday – Thursday each week from 8pm to allow station modernisation work to be carried out.