



MEET THE MANAGER

Date: 15 March 2016

Topic: General

In attendance:

Four Lane Ends	0800-0900	Phil Crow - Head of Station Delivery Michael Kirtley - Customer Services Manager
Whitley Bay	1000-1100	Phil Crow - Head of Station Delivery Craig Hall - Customer Services Manager
North Shields	1200-1300	Phil Crow - Head of Station Delivery Craig Hall - Customer Services Manager
Monument	1600-1700	Phil Crow - Head of Station Delivery Steve Shipley - Customer Services Manager

Four Lane Ends

1. For the blockade, what are they doing & how much of the track is being worked on?

Tyne and Wear Metro

The blockade is between SMR-TYN from 19/03/16 until 02/04/2016 with 5 miles of track renewal & 2 miles of drainage being done.

2. The train at LBN at 0640 on Sunday 13th did not stop when it was in service, why?

Tyne and Wear Metro

The train was late leaving the depot so ran through several stations to regain the time table. The next train arrived as per time table.

3. What is being done about the cleanliness of the carriages & the volume & frequency of announcements in trains & on stations?

Tyne and Wear Metro

The trains go in to the depot every night and are cleaned throughout. There is a deep clean performed on each carriage on a rolling programme. Announcements are made periodically through out the day and night and if it is noted that the volume of an announcement is low then this is looked at and rectified. During disruptions the staff in the control room will make PA announcements at regular intervals to give customers as much information as possible. Notices and 'A' boards are placed on stations as additional information as well as Twitter, Face book and the Metro paper. Drivers will also make announcements on the train when they have the information to pass to the passengers.

4. Why aren't bikes allowed on the Metro?

Tyne and Wear Metro

There will be a trial from Callerton – Jesmond from April 4th for 6 months. Bikes will be allowed under certain conditions between the hours of 1000-1500.

Whitley Bay

1. Will all stations around the network be refurbished?

Tyne and Wear Metro

All the stations have undergone refurbishment in the last few years which has included painting, cleaning up and improving security. There is work at the moment to refurbish Central which is currently ongoing. Improvements are continuously being carried out around the system.

2. Why is the station maintenance at Whitley Bay so poor? The roof leaks, vegetation is growing in the drainage channels on the roof, there is green mould on the outer wall by the public toilets & various cabling around the station is unsightly.

Tyne and Wear Metro

The infrastructure belongs to Nexus so this is an issue that should be looked at by them. I will look into whether there are any plans to complete these tasks at Whitley Bay.

3. The train at 0635 from PI1 at WMN between Monday to Friday is either late or doesn't run, why?

Tyne and Wear Metro

I checked with the performance team and this train has run for the last two weeks. It has run around a minute late but never early and it ran every day.

4. Why are the homeless people allowed to sit outside the station and beg?

Tyne and Wear Metro

As it is Metro property they aren't allowed to do this. A passenger can contact the control room via the help point to report it to staff or police if they are about. The Police & staff will move them on if they come across them. There was a male begging who I asked to move on which he did whilst the passenger was present.

North Shields

1. Why are people allowed to climb over the fence to avoid buying a ticket?

Tyne and Wear Metro

We are aware of this and work with the Police & Nexus to try and combat this problem. We are also looking at taking the seat away to discourage people climbing the fence and the possibility of putting anti climb paint on the fencing.

2. I live close to Tynemouth station and the light used on track side during the night shines in to my window.

Tyne and Wear Metro

I sympathise with this passenger but unfortunately the work needs to be carried out and the lighting needs to be in place due to the nature of the work. She agreed but just wanted to point it out.

3. Could the former line be used on the Sunderland extension to ease congestion? On Saturday 12th the 1905 didn't arrive at Fellgate, why? Is an escalator being put in from Central Station down to metro concourse during the refurbishment?

Tyne and Wear Metro

The former line couldn't be used as this would require significant investment. Due to a point's failure on Network rail train 108 was turned at Pelaw so didn't get to Fellgate. There are currently no plans to put a down escalator at Central Station as there are stairs as well as a lift.

Monument

No questions asked.