

## **Meet the Manager**

**Location:** Gateshead

**Dates:** 16 October 2013

**Attendees:** Louise Shaw - Engineering Director, Craig Hall - Customer Services Manager, Steve Hedley – Customer Services Manager, Nexus, Go North East & Northumbria Police

***Q: The recruitment information on the website is limited to jobs presently available. How does the recruitment process work? Could better information be available – such as ‘what it takes to become a train driver’ etc.? Used the Contact Us on the website, no response yet.***

A: We ask all potential candidates to complete an application form. The process can be quite time consuming but this is to ensure we have the right people for the job. The first stage, if they are successful in meeting the criteria, they are requested for an interview. The second stage involves tests at Doncaster. Then the final stage is another interview. We apologise that you haven't had a response we're not sure why this has happened. Job vacancies are regularly advertised on the Nexus website so please keep looking there will be more train drivers jobs advertised in 2014.

***Q: When will the barriers be in operation. How do I use my Gold Card?***

A: All the gates are going through operational testing at the moment and providing this is successful we aim to phase them into use with passengers from November onwards. Most Gold Card customers now have this ticket on their Concessionary Travel smart card (bus pass) which will work on the gates, though there will always be a member of staff to help if there are any problems. Some people still have an old (paper) Metro Gold Card which we are in the process of converting onto smart cards at Travelshops. People renewing a Gold Card can now do this at ticket machines, with the new ticket loaded onto your smart card.

***Q: Why has the 2328 West Jesmond – Pelaw train not been running since May?***

A: From February there has been a revised service and minor changes have occurred. This was to provide a more efficient service.