

## **Meet the Manager**

**Location:** Monkseaton

**Dates:** 30 October 2013, 2pm – 4pm

**Attendees:** Kevin Story – Head of Station Services, John Naisby – Head of Operations, Richard Barsby – Customer Service Manager, Metro tenants

### **Q1: I have been informed that I cannot take pictures of the Metro trains on Stations**

A1: Anyone wishing to take photographs on Tyne and Wear Metro will require permission. This is because all photographers need to be made aware of the health and safety procedures when using the platforms/stations. We take our health and safety procedures seriously and do not wish for the photographer, passengers or staff to come to any harm – whether it be slips, trips or falls.

### **Q2: Any chance of an increased frequency on P2 at Tynemouth. Trains are late coming and I'm not happy that the trains are full**

A2: Due to the number of trains and resources we have available this would not be possible. This is also compounded with the fact that we are also having issues with Low Rail Adhesion which impacts on the trains punctuality. Although the service is timetabled it is impossible to keep to the schedule that is advertised. Based on the footfall data there is only a finite amount of services that can be run.

### **Q3: Any chance we can stop people putting their feet on the seats?**

A3: People shouldn't put their dirty feet on the seats as they wouldn't do that at home. However, we do have posters on every carriage telling passengers not to do this and staff will tell people to remove their feet if they saw it happening.

### **Q4: What can be done regarding the condition of Tynemouth Station?**

A4: Nexus/DBTW are responsible for the operational platform but the remainder of the station is owned by North Tyneside Council and leased, long term, to Station Development Group. Recently however there has been a large investment in updating the station.

**Q5: I used Fellgate station, can anything be done in relation to the weather, more plastic screens up? Water builds up on the landings and the PA system can be either too loud or too quiet.**

A5: The infrastructure belongs to Nexus and any refurbishments to the station would be announced by them. Thank you for raising the issue about the puddles we have tried to rectify this but we will certainly look into this again. As for the PA we will need to see what the issue is and adjust it accordingly.

**Q6: Why are there no PA announcements made on P3 at Monument regarding trains?**

A6: As the service train leaves St James the automated system kicks in, however, the announcements are too late as the train has already arrived.

**Q7: From Shiremoor to Haymarket the 7:12 has been late every day except when there are delays?**

A7: We are sorry to hear that you have been caused inconvenience recently this is due to a number of issues but in particular the low rail adhesion. This causes the trains to run late.

**Q8: Do you have a feet on seats campaign coming up?**

A8: Not that we are aware of but will certainly pass on your suggestion to the Marketing Team.

**Q9: What do I do if the ticket machine prints off a blank ticket?**

A9: You should report it through the Help Point. If you do not have time keep hold of the ticket and try and report it to a member of staff during your journey.