

Meet the Manager

Location: Sunderland

Dates: 29 October 2013, 9am – 11am

Attendees: Wayne Dixon, Head of Station Delivery - Russell Summers - Interface & Project Manager, Steve Hedley – Customer Service Manager, Nexus, Northern Rail, Grand Central and British Transport Police.

Q1: Why no “Newcastle” station option on the map or TVM?”

A1: Newcastle city centre actually has a number of stations such as Central, Monument and Haymarket which you can use depending which side of the town which you need to be at. It is also better to buy a 3-zone day saver which will save you a few more pennies.

Q2: Why are the PA’s at St. Peter’s station delayed?

A2: We are not aware there was a fault on the system but thanks for bringing it to our attention. We shall look into it to try and resolve the problem.

Q3: Can anything more be done to stop passengers putting their feet on the seats?

A3: There are posters on each carriage to tell people not to put their feet on seats. Unfortunately some passengers choose not to read these. However, if our customer service are on duty they will tell them to remove their feet. We are not in a position to include more notices or have staff on every train.

Q4: What are the validators for?

A4: The validators are used to register your journey, at the start and the end. To start your journey you must swipe your POP card over the barrier or validator. Once you have reached your destination you must swipe the validator again to register the end of your journey. Even when using a Metro Gold Card which is loaded onto your Concessionary pass – you must remember to tap in and out on ALL journeys.

Q5: What efforts are being made to stop fraud?

A5: On Tyne and Wear Metro we have Revenue Protection staff working from 0630 until midnight 7 days a week. Barriers have now been installed at 11 stations across the network with another two more to go in. This will help to decrease the number of fraudulent travel on the system as all barriers will be staffed.

Q6: When will Network One tickets be valid to use on the smart cards?

A6: We aren't really sure at this point, but Nexus are likely to integrate the passes in the very future.

Q7: Will there be any conductors on the trains?

A7: No. We currently have Revenue Protection staff out each day covering the system and covering as many trains as possible. Due to the frequency of trains and the short distance between stops we would not be looking to place conductors on the Metro system.

Q8: Why are there no barriers at Park Lane?

A8: Due to the short distance between stations it would not be beneficial putting barriers in at Park Lane, as the customer could walk to Sunderland station to avoid using them.

Q9: Why are there no Metro PA's made at Sunderland station for disruptions?

A9: Sunderland station is actually managed by Northern Rail and we have no control over their PA system. As there is no specific Metro equipment available here we do advise them of any delays or disruptions and they will broadcast this accordingly. (A Metro announcement was made just as we had discussed this service).

Q10: The system for claiming refunds needs to be made easier!

A10: All Customer Service staff carry a supply of Customer Response forms so you can simply ask them for a copy. These can be used to for claiming refunds. Alternatively, you can also obtain these forms from any Travel Shop across the network.

Q11: Why are there no Metro Driver announcements during delays?

A11: In every train cab there is a system called Fassi. This enables the driver to understand the delays on the system. If and when it is safe to do so, the driver can provide live announcements although the safe operation of the train must take a priority.

Q12: Whenever there is a delay, the services from Pelaw towards South Shields always seem to take preferential treatment - why?

A13: The Sunderland line belongs to Network Rail and as such we are not the only users of this particular stretch. When we are running to timetable we have to make sure that our service falls in line with either Grand Central or freight trains. When a delay occurs it means the trains heading in that direction have to wait until there is a suitable and safe time for them to travel.

Q13: These Meet the Managers are not well advertised?

A13: We do publicise these sessions at least a week in advance. They can be seen online on the Nexus website. They are also promoted on social media using Twitter and Facebook and sometimes there are advertised in the press.

Q14: What is the penalty fare appeal procedure? And will I be successful?

A14: If a passenger has been caught travelling without the correct ticket they are issued with a Penalty Fare Notice. From the date of this issue the passenger has 21 days to appeal against the decision if they believe it was made unfairly. The appeal must be submitted in writing including the reasons why. Every appeal is taken on its own merit, therefore we are unable to say whether it would be successful.