

Meet the Manager

Location: Park Lane

Date: 11 October 2016

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

Q Passenger asked a question about her Gold Card and why it was coming up as not valid?

A The product on the Gold Card was checked and found to have expired. The lady was advised that her card had expired and if she wished to renew the card we could take her through the process. The lady was accompanied to the ticket machine where the renewal process was demonstrated. The card was renewed and advice was given that the Gold Card would need to be renewed annually at the current charge on £12.

Q Will more gates be put in across the network?

A Currently no plans to put in any further gates at this stage, however it may be an avenue that Metro explores in the future.

Q I have heard that the Metro will be extended to other areas across the North East, is this true?

A Yes, Metro is currently looking at extending its service to other areas across the North East. Metro has a vision/plan to extend to areas such as Washington, Metro centre, Newcastle West End and Ashington over the next 10 years. This will of course depend on Government approval and funding.