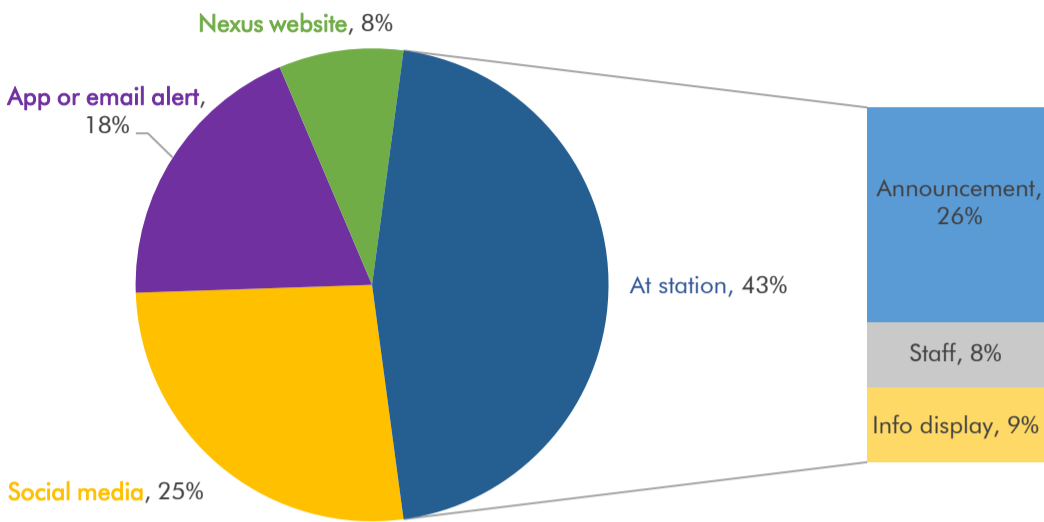
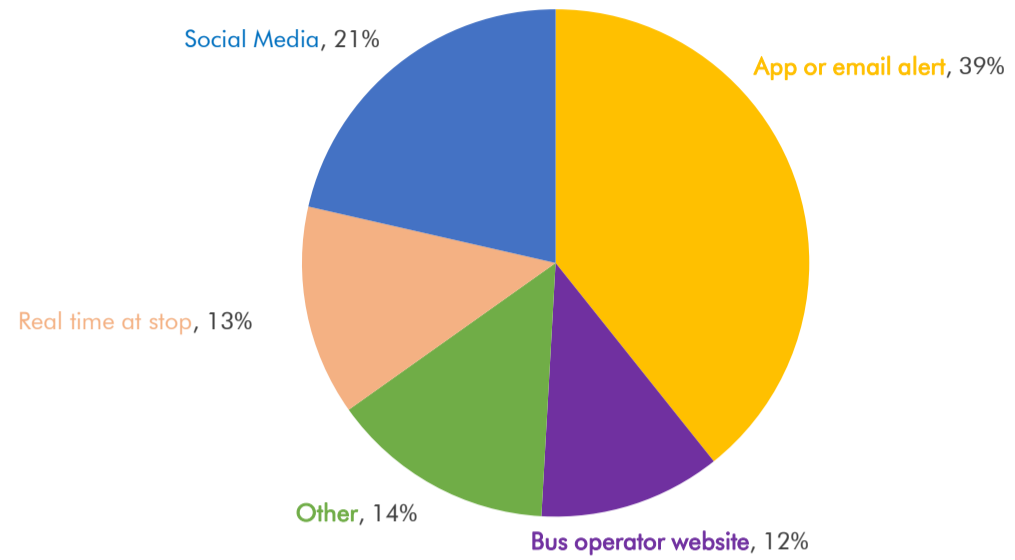


## July 2018: Information during disruption

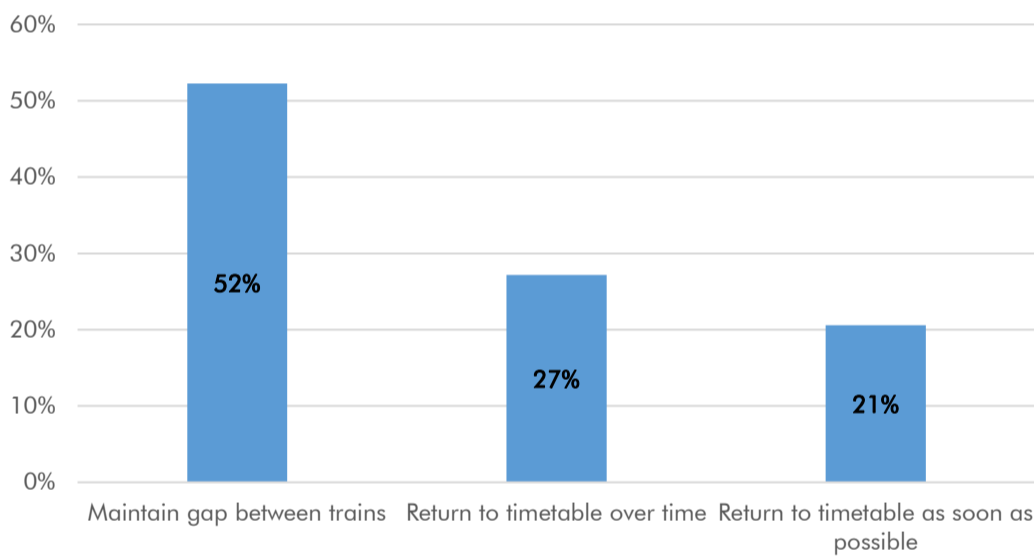
Preference for finding out information on Metro disruption



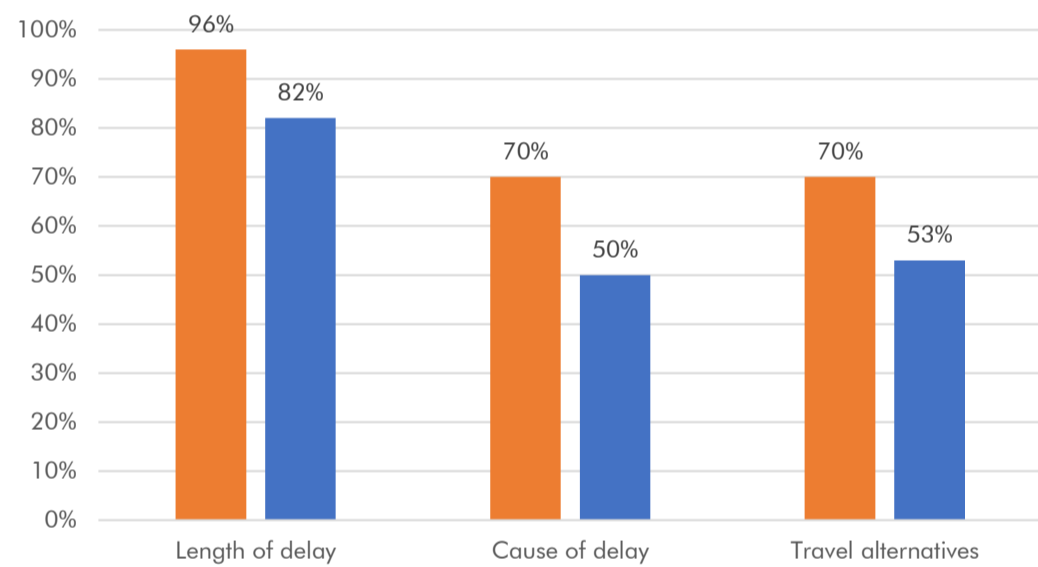
Preference for finding out information on Bus disruption



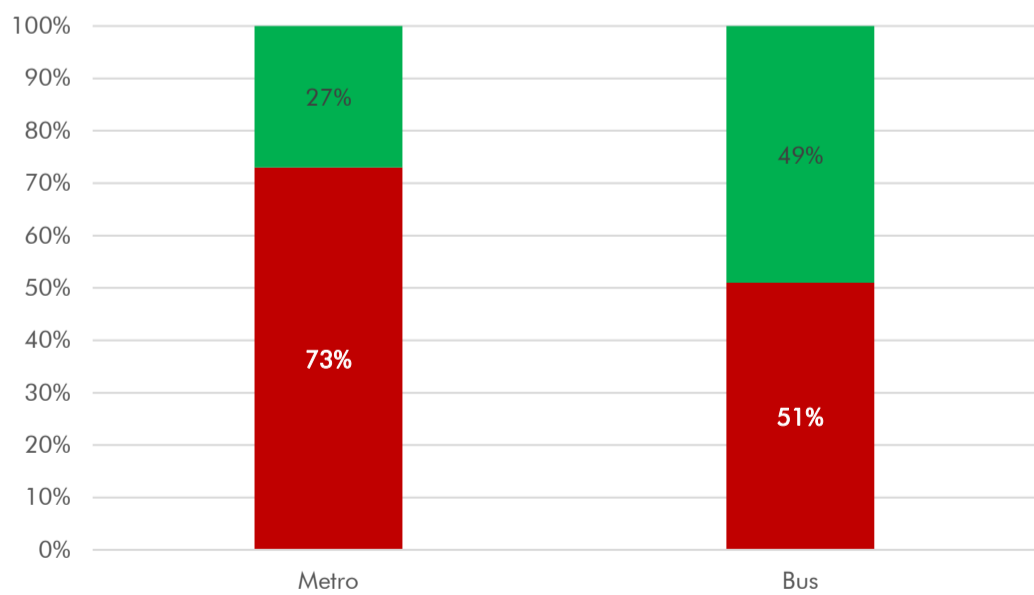
How should Metro recover from disruption?  
1st choice reponses



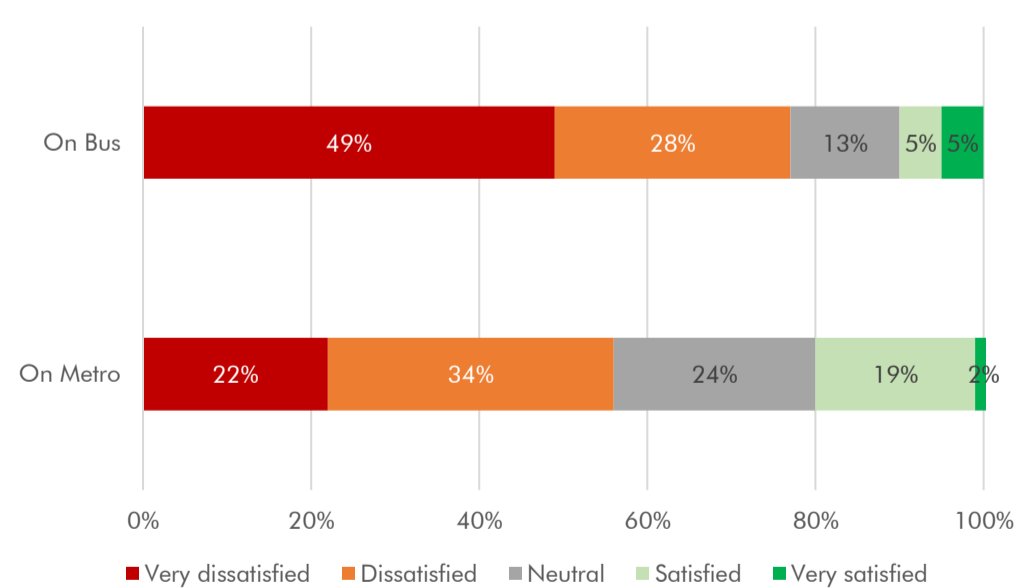
What information would you like to know?  
Metro and Bus



Have you experienced unexpected disruption?



How satisfied were you with information during disruption?



### Metro responds

We shared the responses you gave us with **Chris Carson, the Metro Services Director**, who said "I recognise that when disruption occurs on the network it is really important that we communicate as best possible with our customers so that they can make informed travel choices, hopefully before they even leave their homes or places of work before getting to a Metro station."

We have done a lot of work over recent months to implement a managing service disruption policy which leans on good practice guidelines produced by the Rail Delivery Group. Whilst I believe that we're starting to improve in this area we believe that there is still much more we can do to improve information to customers. We are currently reorganising our Control team at South Gosforth and as part of that we will be merging our Social Media Advisor and Customer Services Controller roles. This means that very soon we will have 24/7 cover in order to communicate with our customers via Social Media channels as well as our other systems such as PA, CRM and Passenger Information Displays and help points. When the new role goes live the Controllers will be able to assist during the quieter night time hours with improving response times to customer complaints, many of which are as a result of a disruptive event.

### Bus responds

We shared the responses you gave us with representatives from Go North East, Stagecoach and Arriva.

#### Go North East:

"Up to date information is available on our social media feeds and website. Where we have advance knowledge of roadworks/diversions these are included in weekly emails to their customer database."

#### Stagecoach:

"All our planned works are on the website and app. This disruptions are also loaded with service numbers so they show up on customer's search results proving as personalized and relevant experience as possible. Our social media presence provides more 'up-to-the-minute' information and we are looking at integrating this with our website in the future".

#### Arriva:

"The best place to find up to the minute information is via our Journey Planner App, social media channels or website. These are updated directly by the depot teams in charge of the buses to ensure our customers have the very latest information available at their fingertips"