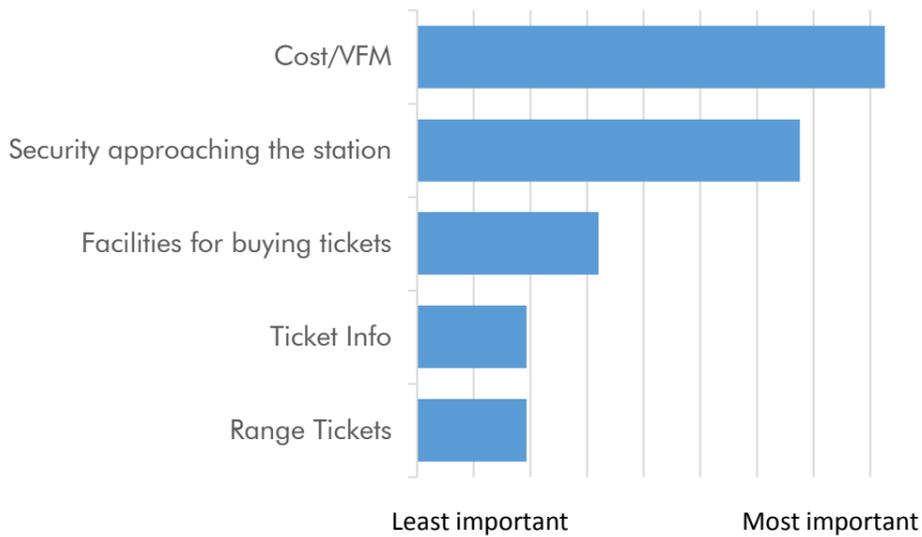
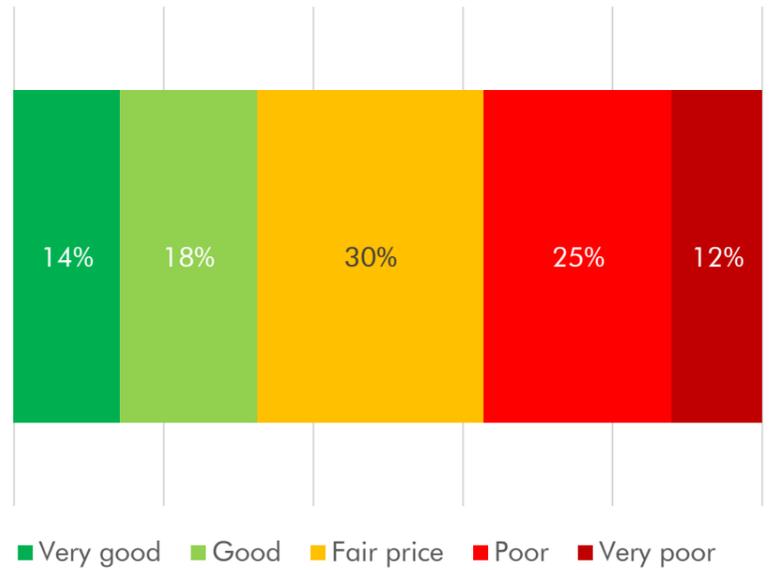


Metro Customer Satisfaction (2019)

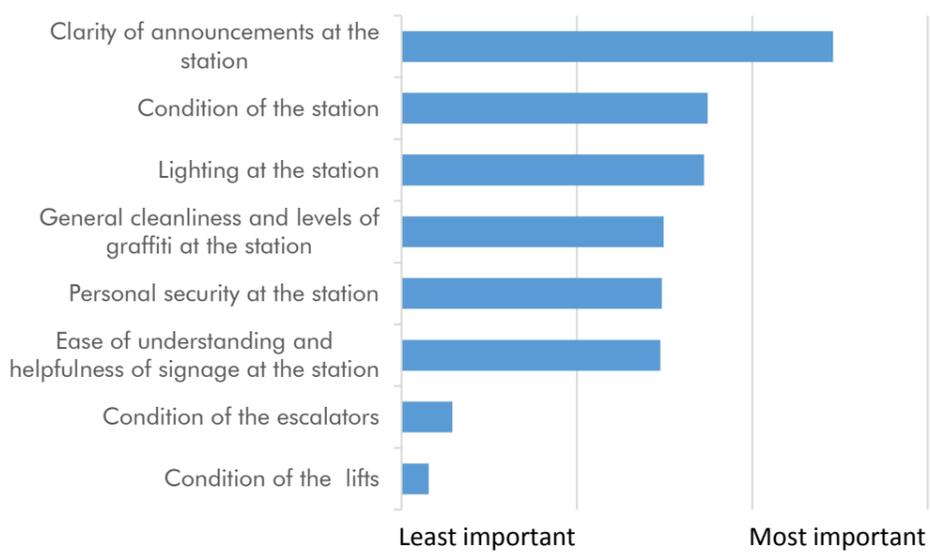
(Before the Journey) Please indicate which three of the following are most important to you



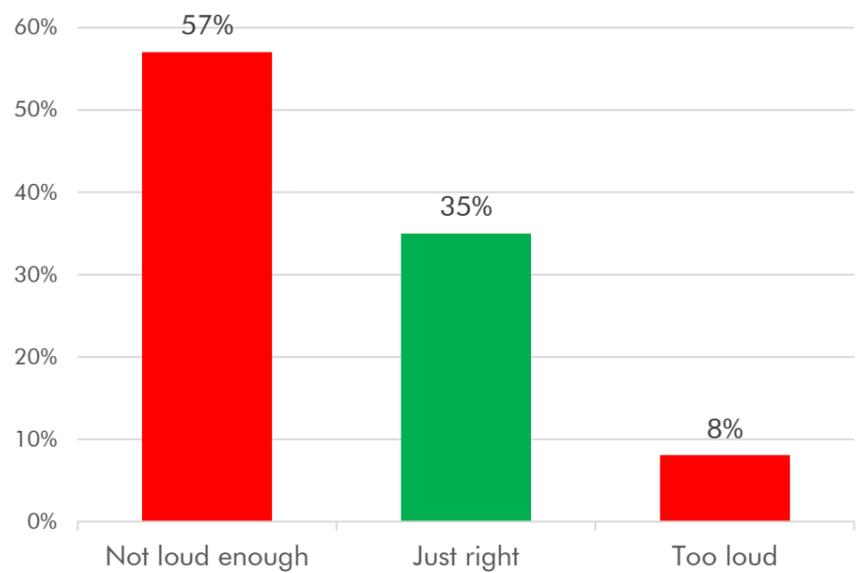
Does the Metro ticket you normally use offer good or poor value for money?



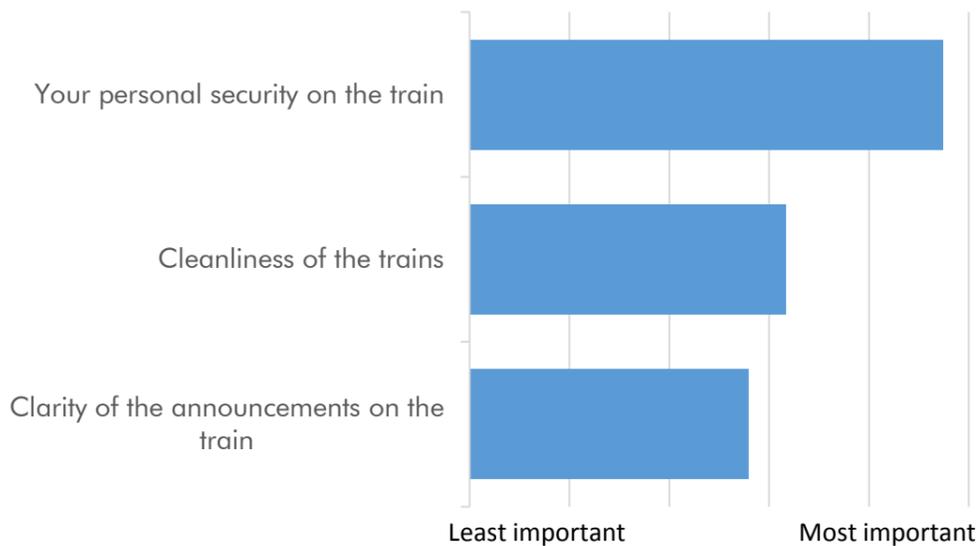
(At the Station) Please indicate which three of the following are most important to you



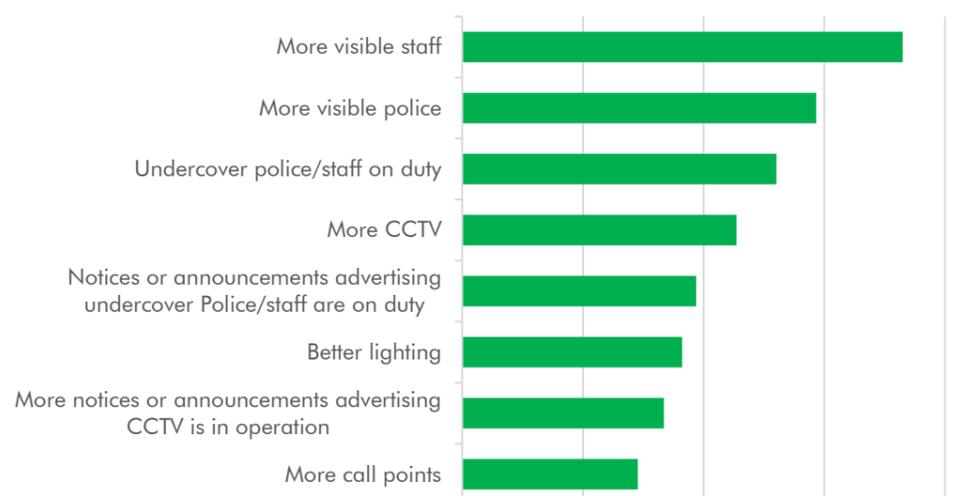
Are the tannoy announcements at the station too loud or not loud enough?



(On the train) Please rank the following in order of importance



Which of the following would make you feel safer on your Metro journey?



Nexus responds

We shared the responses you gave us with Kevin Storey, Head of Metro Customer Services.

Kevin said: "I was very interested to see the results of the survey. It highlights a number of areas where we can make changes to enhance your journey experience. We can see from the results that personal security is an important factor when it comes to satisfaction and we have been looking at our deployments across the network. We have also carried out additional work with the police with high visibility exercises in certain locations coupled with plain clothes exercises to tackle anti-social behavior.

We are also using the results of this survey to try and inform potential changes to our structure and see how we can adapt to these needs."