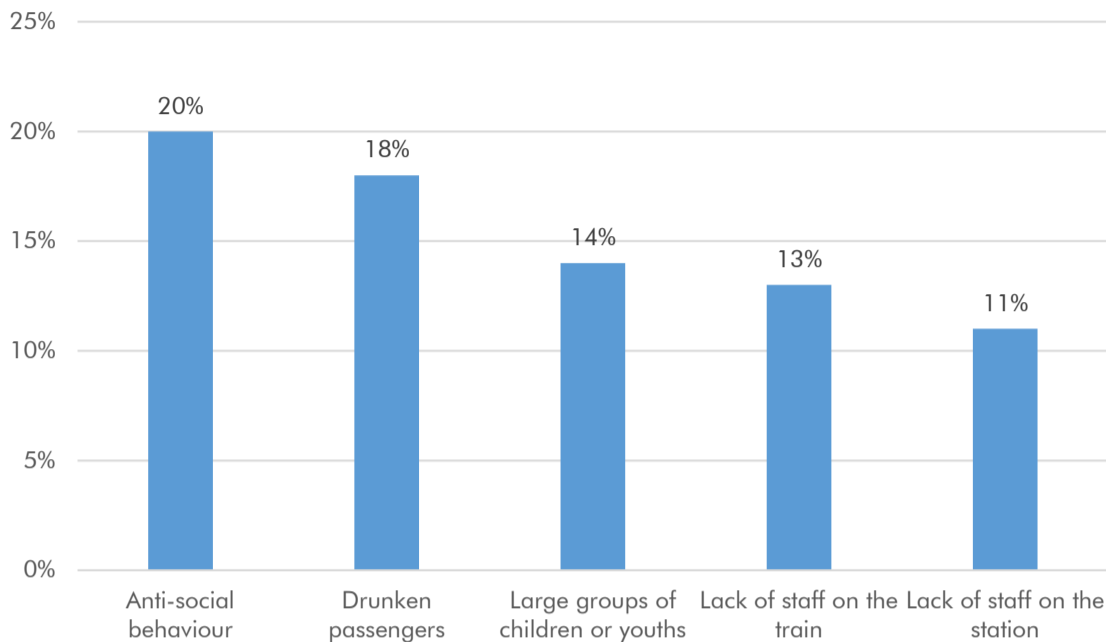
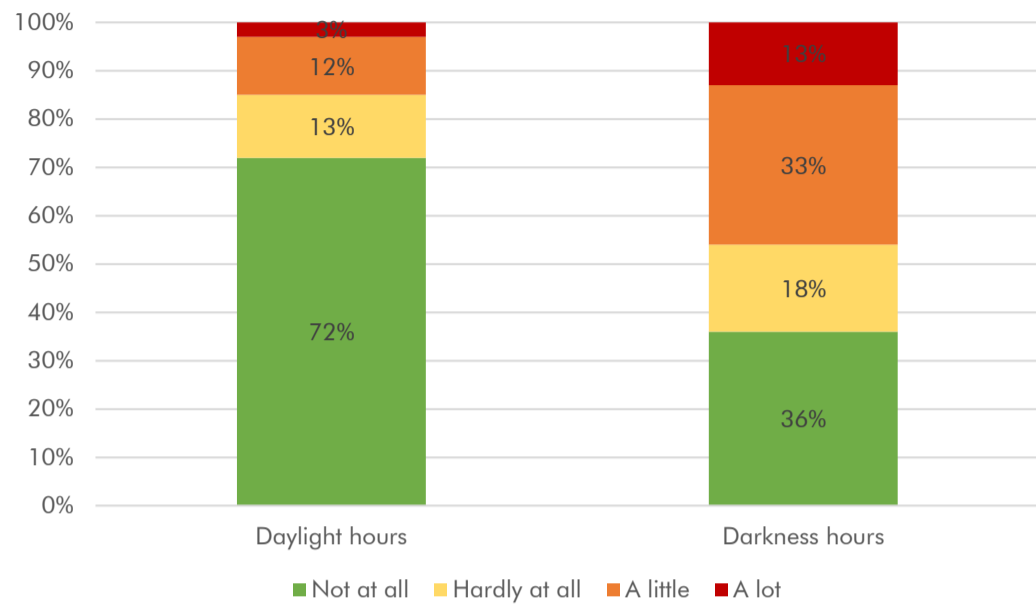


June 2018: Metro Safety and Security

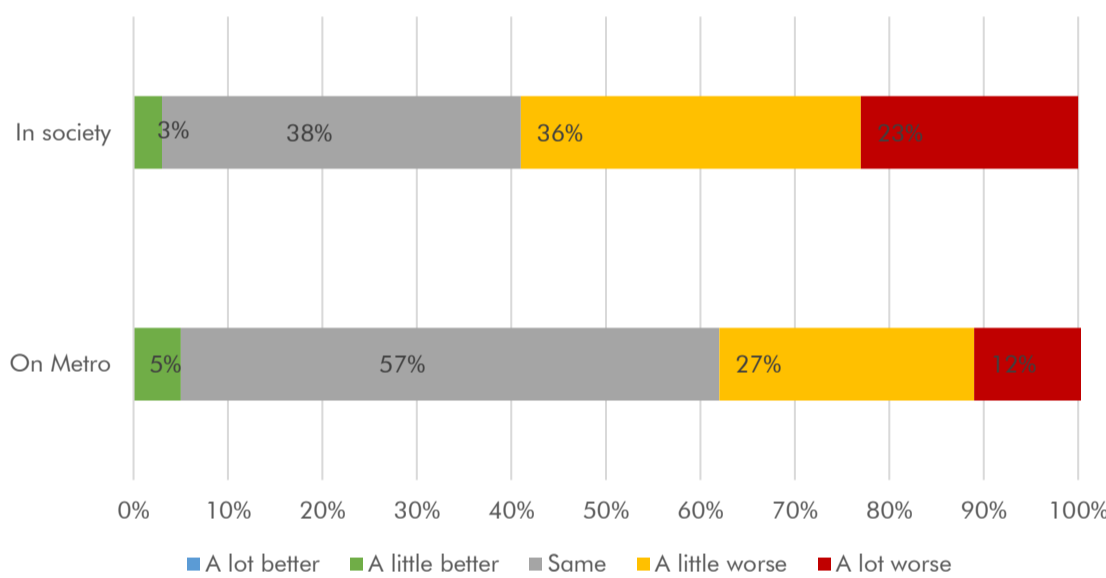
Top 5 factors leading to worry when using Metro



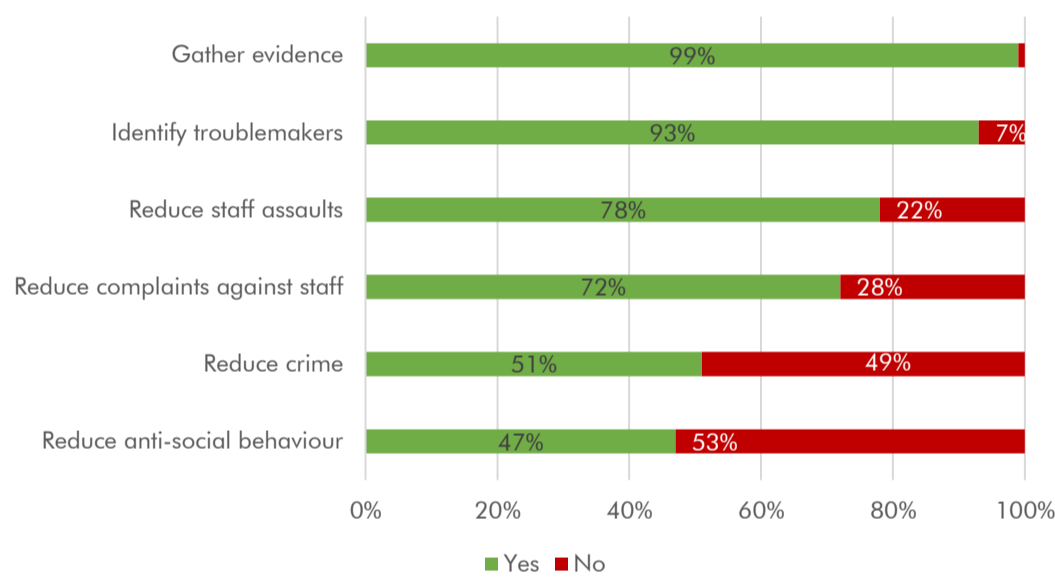
Do concerns about crime or anti-social behaviour reduce the number of trip you make on Metro?



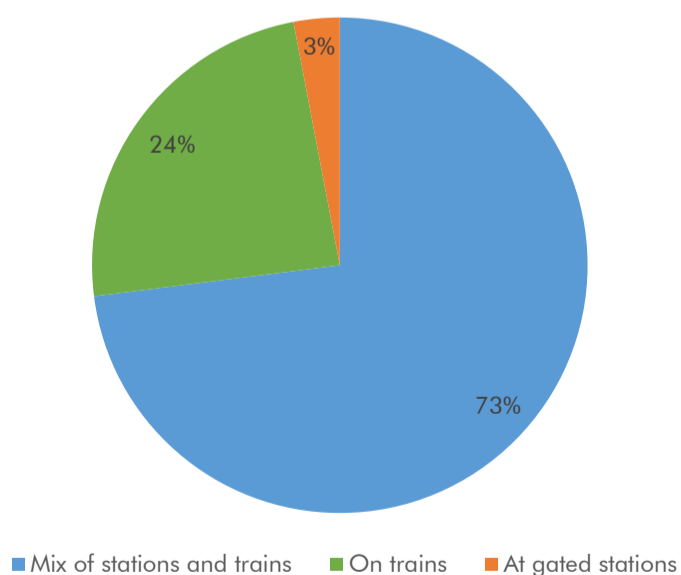
Compared to a year ago, how has anti-social behaviour changed?



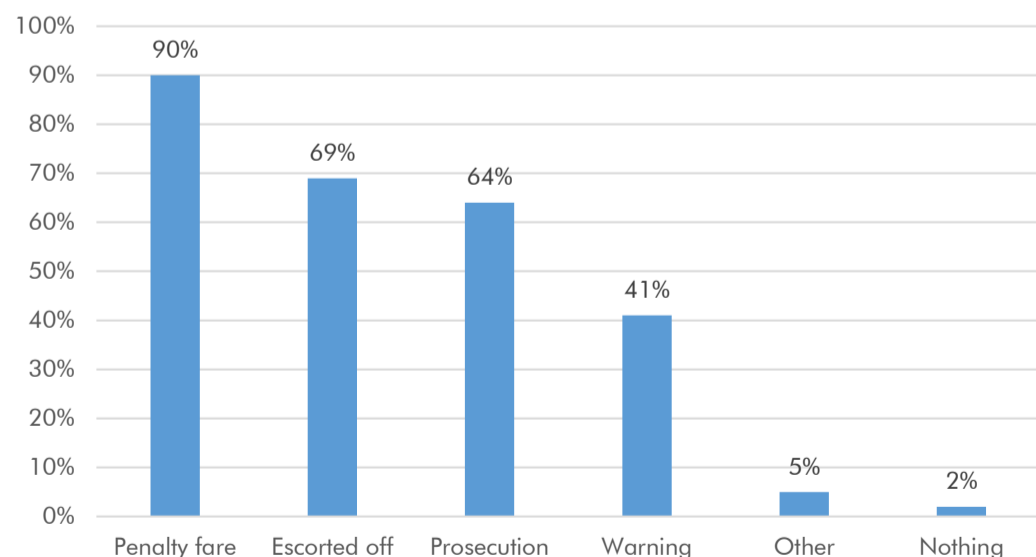
Will body worn cameras help to...



How would you like staff to spend their working day?



What action(s) do you think can be taken if a passenger does not have a valid ticket?



Metro responds

We shared the responses you gave us with Chris Carson, the Metro Services Director, who is responsible for security on the system.

Chris said: "I know personal safety ranks high up as a priority for our passengers, so I was very keen to see the Insight Panel research. This highlights the worries people have about anti-social behaviour like drinking, smoking, swearing and begging which can sometimes make Metro an unpleasant place to be. Since the autumn we have brought in a new security manager, introduced body-worn cameras for our customer service advisors and recruited more CSA's and changed rosters to get more Metro staff out on stations and trains.

We also have really good relations with Northumbria Police and the British Transport Police and other Agencies and very soon we'll be entering into an agreement with the Special Constabulary which will mean even more police will be available on our network. This research will make sure we focus on the times of day and on the problems that matter to our passengers most."