

Our customer information standards



Customer information during unplanned and planned service disruption

At times of service disruption, we understand it can be frustrating if you're delayed and that service information is essential for you to plan your journey.

On Metro we can experience two types of service disruption, planned and unplanned.

- Planned service disruptions are changes that are scheduled in advance, they include station closures and closures of sections of line for improvement works.
- Unplanned service disruption is caused by unexpected incidents. This could be anything from severe weather, train faults, acts of vandalism, objects on the line, disorderly behaviour to an unwell customer and trains being stopped to allow for the attendance of the emergency services.



We follow customer information industry standards during service disruptions to ensure we provide you the information you need to be able to make informed travel decisions.

Customer Service Level 2 (CSL2) is the industry term used to describe the period when a train company experiences severe disruption.

Depending on the circumstance, this is normally when Metro tickets and season tickets are accepted on local bus services, or a replacement bus service operates instead of Metro trains.

How we communicate unplanned service disruption information

The three key elements we apply to core service information messages are:

Problem:
What has happened

Message:
What it means for customers

Advice:
What customers should do

To provide these elements we use these communications channels:

In station: Customer service teams, floor standing poster boards, station announcements (PAs), electronic information display screens (PIDs), Help Points

On train: Driver announcements

Other: Pop App, Nexus website, X (formally Twitter) and sometimes media releases.

There are four levels of service classification Good, Minor, Major and Black status:

Service classification	Scenario	Information
Good	Services are running up to five minutes later than the advertised timetable but the whole network is not affected. Disruption is expected to last for up to one hour.	• Station announcements

Service classification	Scenario	Information
Minor	Services disrupted causing trains to run 5-20 minutes later than advertised timetable for between one to three hours. Or when first or last trains are cancelled.	<ul style="list-style-type: none"> • Electronic information display screens • Station announcements • Pop App service status • Nexus.org.uk/metro live updates • Station handwritten A-board posters • Driver announcements on trains if service withdrawn
Major	Service disrupted causing trains to run 20 minutes plus later than advertised timetable for over three hours.	<ul style="list-style-type: none"> • Electronic information display screens • Station announcements • Pop App service status • Nexus.org.uk/metro live updates • Station handwritten A-board posters • Train driver announcements • Post on X (formally Twitter) • Media release (when necessary)
Black Status	Complete and immediate total loss of the network or other key assets such as the Control Centre or Depot resulting in no, or extremely low, service provision between 0% and 20%.	<ul style="list-style-type: none"> • Electronic information display screens • Station announcements • Pop App service status • Nexus.org.uk/metro live updates • Station handwritten A-board posters • Post on X (formally Twitter) • Media release • Media interviews • Video updates via social media

Here are some of examples of station service information

Good service

- Station announcement: 'Information for customers on platform two at Fawdon, the next train is approaching Bank Foot'.

Minor

- Electronic information display screens: 'Gaps in service on green/yellow line'.
- Station announcement: 'Customer information. There are gaps in service between Benton and Whitley Bay due to an earlier failed train.'

Major - for delays of 20 minutes or more

- Electronic information display screens: 'Ticket acceptance on buses *'bus number'*, *'bus number'*'.
- Station announcement: 'Customer information. There are no trains running between Hebburn

and South Shields due to an object on the overhead line. Ticket acceptance is in place on bus services *'bus number'* and *'bus number'* / replacement bus service 900 is running in the affected area'.

- Pop App service status update: 'There are no trains running between Hebburn and South Shields in both directions due to an object on the overhead line. Ticket acceptance is in place on bus service *'bus number'* and *'bus number'* / replacement bus 900 is running in the affected area. Please leave extra time for your journey.'

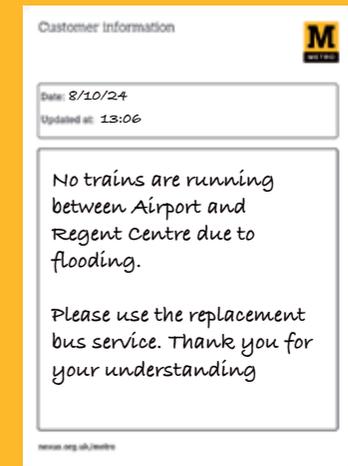
Black Status

- Station announcements: 'Service suspension systemwide, please listen for further information.'
- Electronic information display screens: 'Service suspension systemwide.'



Here's how our frontline teams communicate service disruption information:

- At interchange stations, teams are present providing verbal updates and handwritten service updates are displayed on floor standing A-board frames in prominent locations of the concourse.



Providing alternative transport

We will look to organise bus ticket acceptance and/or rail replacement services if the disruption is likely to last longer than 30 minutes. We aim to get an efficient alternative method of travel in place as soon as possible, offering the best solutions for customers using the resources available at the time.

When making decisions on alternative transport, we consider:

- The number of trains and routes still available
- What Metro stations are already well serviced by buses for ticket acceptance
- Where rail replacement buses or taxis will be required.

Customer refunds

If you are delayed for longer than 15 minutes than the advertised timetable, you are entitled to a refund for your disrupted Metro journey.

We aim to treat all refund claims with fairness. All ticket refunds will be processed in line with the Nexus Ticket Terms and Conditions.

To request a refund simply complete the online form at www.nexus.org.uk/metro/tickets/ticket-refunds or call us on **0191 20 20 747** (lines are open Monday-Friday, 9.00am-5.00pm, excluding Bank Holidays).

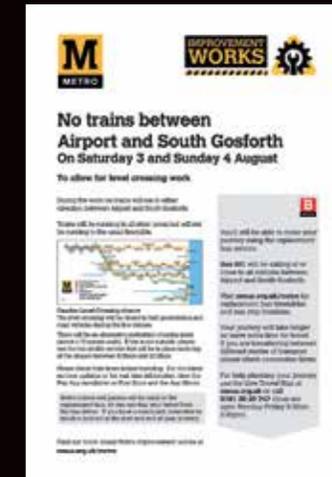
Planned service disruption

To ensure the Metro continues to run as smoothly as possible, we carry out continuous maintenance and improvement works. Some of the work can be carried out during the evening, when trains have stopped running but we do sometimes have to close sections of line during the day.

Line closures can range from half a day on a weekend to the full weekend; and for major improvement works such as track or overhead line renewals we must close sections of line during the week for several consecutive days.

For weekend work we will keep you updated by displaying posters in affected stations and interchange stations in advance of the service change. We'll display information messages on the electronic display screens and play station announcements leading up to the work and during the work.

For major line closures, bright pink posters will be displayed at all stations in advance of the work taking place.



Weekend work station poster



Major line closure station poster

Planned service disruption

The Metro page of the Nexus website will also show details of planned weekend closures and weekday major line closures. You'll be able to view replacement bus service timetables and bus stop locations in advance so you can plan your journey.



Replacement bus stop locations

Our customer service teams in stations will provide travel advice during service changes and will display handwritten service updates on floor standing poster frames.

Our Pop App (available on Play Store and the App Store, simply search 'Pop Nexus') will show live service updates to keep you up to date – so you can check before you travel.

When's your next Metro?

Get the Pop App >>>>



Search 'Metro Pop'



Unexpected faults

Sometimes the systems we use to communicate service information can experience faults. When this occurs, we immediately work on resolving the issues to get the systems working.

We will continue to offer information in a range of formats to ensure our customers are up to date on the latest service information.

Planned night work

In addition to planned improvement works we carry out regular maintenance on and around our tracks. Some work can be done during the day, but often work can only be completed safely when the train service is not running. This means we work overnight.

If you'd like to know when night work is taking place visit nexus.org.uk/metro or email us at customerrelations@nexus.org.uk to sign up to receive free weekly email updates.

Sometimes the work can generate noise which residents or businesses near to the Metro line may be able to hear.