

Factsheet

Safety and security on the Metro

Keeping our passengers safe on Metro is very important to us.

Included in the highly trained Metro team are our Travel Support Officers who travel on the trains from 2pm until the end of service. They travel the whole system and their job is to ensure that all passengers are safe, that everyone has a ticket and to deal with anyone misbehaving on the Metro.

We have a security team that monitors and operates the CCTV camera and also work

closely with our very own police unit. We have 30 police officers from Northumbria Police who are employed to just look after the Metro.

All Metro stations have the latest digital CCTV cameras installed. Clear pictures are picked up by staff in control rooms around the region 24 hours a day.

The recorded footage is used by the police in court if individuals break the law on or near Metro property.

