



## Tyne and Wear Integrated Transport Authority - Metro Sub Committee

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Meeting to be held on Thursday 6 February 2014 at 10.30 am in a Committee Room, Civic Centre, Newcastle upon Tyne, NE1 8QH

Membership: Curran, M Green, S Green, Hobson, Hodson, Lott, Stone and D Wood (Chair)

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### AGENDA

	Page
<b>1. Apologies for absence</b>	
<b>2. Declarations of Interest of Members or Officers in any matter to be discussed at the meeting</b>	
Please remember to declare any personal interest where appropriate both verbally and by recording it on the relevant form (to be handed to the Democratic Services Officer). Please also remember to leave the meeting where any personal interest requires this.	
<b>3. Minutes of the Previous Meeting</b>	<b>1 - 8</b>
<b>4. 2013/14 METRO ARP AND MAJOR PROJECTS CAPITAL PROGRAMME - THIRD QUARTERLY REVIEW</b>	<b>9 - 22</b>
<b>5. AFFORDABILITY OF ELEVEN YEAR ARP PROGRAMME</b>	<b>23 - 28</b>
<b>6. 2014/15 METRO CAPITAL PROGRAMME</b>	<b>29 - 40</b>
<b>7. Safety and Security on Metro</b>	<b>41 - 46</b>
<b>8. Metro Customer Satisfaction Survey Results - November 2013</b>	<b>47 - 60</b>
<b>9. Quarterly Performance Data - Quarter 3 2013/14 - Metro Operating Concession</b>	<b>61 - 66</b>
<b>10. Date and Time of the Next Meeting</b>	

Thursday, 3 April 2014 at 10.30am.

**11. Exclusion of Press and Public**

Exclusion of Press and Public under section 100A and Schedule 12A Local Government Act 1972 because exempt information is likely to be disclosed and the public interest test against disclosure is satisfied.

**12. Confidential Minutes of the Previous Meeting** **67 - 68**

**13. QUARTERLY PERFORMANCE DATA - QUARTER 3 2013/14 - METRO FAREBOX INCOME** **69 - 72**



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## Tyne and Wear Integrated Transport Authority - Metro Sub Committee

7 November 2013  
(10.30 am - 12.00 pm)

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### **Present:**

Councillor: D Wood (Chair)

Councillors: Curran, M Green, Hobson, Hodson, Lott and Stone

### **In attendance:**

T Hughes	- Deputy Director General, Director of Customer Services, Nexus
J Fenwick	- Director of Finance and Resources, Nexus
M Ellison	- General Manager, Nexus
H Lewis	- Head of Communications, Nexus
B Wilson	- Head of Engineering, Nexus
R McClean	- Managing Director, Deutsche Bahn Tyne and Wear Ltd (DBTW)
V Miller	- Democratic Services, Newcastle City Council

### 103. **APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor S Green.

### 104. **DECLARATIONS OF INTEREST OF MEMBERS OR OFFICERS IN ANY MATTER TO BE DISCUSSED AT THE MEETING**

Members did not make any express declarations of interest but referred to the public Register of Members' Interests that set out their declarations.

### 105. **MINUTES OF THE PREVIOUS MEETING**

The minutes of the previous meeting held on 11 July 2013 were approved as a correct record and signed by the Chair.

### **Matters Arising**

#### **(a) Quarterly Performance Data – Quarter 4 2012/13 – Metro Operating Concession**

(Minute 98 refers)

T Hughes reported that the checks that had been carried out at Haymarket station had confirmed that there were no audio announcements for passengers to encourage them to use lifts instead of escalators when travelling with luggage and other bulky items. This was now being addressed and an update would be provided to members in due course.

#### 106. **METRO CUSTOMER SATISFACTION SURVEY RESULTS - MAY 2013**

Submitted: A report of the Director of Customer Services, Nexus (previously circulated and copy attached to Official Minutes).

Members considered the report which summarised the results of the Metro customer satisfaction surveys that had been carried out in May 2013. The report was introduced T Hughes.

During the ensuing discussion, the following points were noted:

- A member commented that, based on the feedback from residents, it was believed that passengers were not satisfied with the frequency and reliability of Metro.
- A member commented that safety and security on Metro remained a concern, especially at night time. A member indicated that some residents had stated that they would not travel at night time due to issues associated with anti-social behaviour. A member suggested that a survey needed to be undertaken at night time to draw a fuller picture. A member also provided an example of a problem relating to groups of young people who travelled to Cullercoats at weekends and caused problems of anti-social nature. In response, officers provided members with information on the forthcoming measures to improve safety and security on Metro, including the perception of safety and security. These measures included an increased presence of staff, improved condition of stations, including security features, and an improved interior of the metrocars. It was confirmed that DBTW were fully aware of their obligations and shared their action plans with Nexus.

It was also noted that preparation continued for a marketing campaign to promote Metro. The campaign would incorporate messages to address the perception of safety and security. To ensure its effectiveness and value for money, the campaign would be postponed until April 2013. A report on the work that had been and was being undertaken to improve safety and security of Metro would be provided for a future meeting.

It was noted that despite the fact that the media often drew the public's attention to incidents on Metro and this potentially contributed towards the creation of a perception of lack of personal security, the media also played an important role in helping to catch offenders.

**RESOLVED** – That:

- (i) the report be noted; and

- (ii) a report on the work that had been and was being undertaken to improve safety and security of Metro would be provided for a future meeting.

**107. 2013/14 METRO ARP AND MAJOR PROJECTS CAPITAL PROGRAMME - SECOND QUARTERLY REVIEW**

Submitted: A joint report of the Director of Finance and Resources and Director of Rail and Infrastructure (Designated), Nexus (previously circulated and copy attached to Official Minutes).

Members considered the report which provided information on the overall performance of the 2013/14 Metro and Major Projects Capital Programme, including its delivery to the end of the second quarter of the financial year 2013/14 ending 14 September 2013. The report was introduced by J Fenwick. He drew members' attention to the key messages, as in the report, and reassured them that the overall progress was on target.

**RESOLVED** – That:

- (i) the budget changes that had been identified during quarter 2 ending 14 September 2013, as outlined in section 2 of the report, be noted; and
- (ii) the position with regard to the 2013/14 Capital Programme at the end of quarter 2 ending 14 September 2013, as per Appendices A and B, be noted.

**108. AFFORDABILITY OF ELEVEN YEAR ARP PROGRAMME**

Submitted: A joint report of the Director of Finance and Resources and Director of Rail and Infrastructure (Designate), Nexus (previously circulated and copy attached to Official Minutes).

Members considered the report which provided an update on the affordability of the ARP programme having regard to the position at the end of the first three years of delivery together with the emerging strategy for the remainder of the eleven year programme. The report was introduced by J Fenwick. He emphasised that the Department for Transport (DfT) had confirmed the full funding for the programme for up to year 6 (2015/16). He also drew members' attention to the remaining risks, the estimate of the needs across various asset categories, the fact that additional funding, for example from local major schemes, was being sought for various projects and the indicative programme for delivery through to 2021.

In response to a member's question, J Fenwick confirmed that the increase in the projected expenditure for the metrocars from £23m to £30m was due to a higher than expected level of corrosion that had been identified when the cars had been stripped down for refurbishment. He went on to explain that 86 cars out of 90 would be refurbished and also confirmed that the number of cars that were required to operate during peak times was 76 cars.

A member asked about the reasons behind the changes in the estimation of expenditure across various asset categories, as set out in section 2 of the report. Officers explained that the

changes principally reflected the fact that some assets were in a different condition to that initially envisaged (both better and worse) and that much progress had been made in determining the condition of the various assets. The changes were also due to procurement and efficiency gains.

A member asked if the DfT were content with the fact that the estimated expenditure across different asset categories had changed. Officers explained that Nexus met quarterly with the DfT to share information on progress, and no concerns had been expressed at those meetings. The DfT recognised and understood that at the time of the preparation of the original estimate there had been gaps in the asset knowledge. Importantly, the DfT's latest view was that the ARP was a well-managed programme.

A member expressed concerns about a significant reduction of the programme to deliver works on level crossings. Officers explained that this matter had been discussed at a previous meeting but, if needed, it could be revisited in future.

**RESOLVED** – That the contents of the proposed eleven year programme, including the need to develop this in line with £389m of available funding, which would lead to the identification of reserve projects which would be committed to wherever funding opportunities presented themselves, be noted.

109. **QUARTERLY PERFORMANCE DATA - QUARTER 2 2013/14 - METRO OPERATING CONCESSION AND METRO OPERATIONAL PERFORMANCE**

Submitted: Reports of the Director of Customer Services and Deputy Director General of Nexus (previously circulated and copy attached to Official Minutes).

Members considered the two reports together. The reports outlined the highlights of the second quarter of the 2013/14 financial year with regard to the Metro Operating Concession, provided an update on the recent issues affecting Metro's performance and set out the measures that had been taken to improve Metro's reliability. T Hughes spoke to the reports.

During the ensuing discussion, the following points were raised:

- a) In relation to the reliability of the fleet, a member asked if checks and repairs to the metrocars could be done outside of peak hours so that the cars could be in operation during busy times. In response, officers explained that this would be difficult because the length of time required to conduct many maintenance tasks would prevent this. It was noted that the priority now was on achieving a consistent level of performance and consistent communication to customers. As a temporary measure, the daily peak hour requirement was being reduced to 74 metrocars, a reduction two trains (four metrocars), to free up more metrocars for maintenance. It was expected that the full peak hour requirement of 78 metrocars would be reinstated in the lead-up to the Christmas period.
- b) A member commented on the importance of the Metro reinvigoration programme and the benefits brought by the metrolcar refurbishment project.

- c) A member also commented that whilst some difficulties within the ARP programme were understandable, customers' views were also understandable.
- d) In response to a member's question about how the Tyne and Wear Metro compared with other rail systems in the country, T Hughes explained that it was difficult to draw a full comparison because Metro's performance was measured on a different, often more strict, basis to other operators. Normally, whenever bench marking exercises were undertaken, Metro showed a relative high level of performance. However, in recent months Metro's performance had been poor.
- e) In response to a member's question about the overall impact of the fleet availability issues, T Hughes explained that although the reduction in the peak hour timetable was small, some passengers whose regular timetabled train did not run might find it noticeable. On most of the network, however, the regular frequency between trains would be maintained as normal, and so passengers would be unlikely to notice the impact.
- f) In response to a member's question about the availability of drivers, R McClean explained there were issues associated with the age profile of the workforce, which contributed to increased levels of long-term sickness, although the occurrence of short-term sickness was low. DBTW were working to recruit and train new drivers in order to get ahead of the retirement profile.

DBTW considered it to be undesirable to use overtime for operating the core timetable. For that reason and also due to long-term sickness levels, the availability of drivers became problematic when the pattern of services was changed or when additional trains were added. However, it was important to note that many services were delivered in excess of the core services.

- g) A member asked whether consideration had been given to developing a communications plan to address public perception in relation to Metro's performance in the recent months. In response, officers explained that Nexus were working with DBTW to ensure that there was a consistent and simplified message for customers through various media about the reasons behind disruptions. Officers also explained that it would not be effective or good value for public money to launch a comprehensive marketing communications campaign until the performance of Metro had improved.
- h) A member referred to the contractual performance levels that were expected from DBTW and asked whether the contract would be enforced. In response, it was explained that the terms that had been agreed by both parties and were set in the contract were continuously followed and DBTW were held to account in accordance with the contract, on a monthly basis. It was also explained that whilst there were penalties for DBTW for underperforming, the priority was given to working together to improve Metro's performance. Officers clarified that, importantly, the vast majority of trains operated well and on time.

- i) In response to a member's question about faults on the recently refurbished trains, it was explained that whilst those trains that had been refurbished generally performed well, the refurbishment did not extend to certain parts of the metrocar, so some risks remained.
- j) R McClean explained that DBTW fully accepted that current performance was below target, but asked members to recognise the daily contribution of employees in delivering the service.
- k) A member commented that it should be recognised that despite the impact of the weather on the operation of services, many trains continued to run on time.
- l) A member commented that many services were delivered above the core services and this should be recognised as an achievement.
- m) A member welcomed the report.
- n) The Chair, on behalf of members, thanked officers for the report and asked for thanks to be passed to all who worked to operate and improve Metro.

**RESOLVED** – That the report be noted.

#### 110. **SMART TICKETING UPDATE**

Submitted: A report of the Deputy Director General of Nexus (previously circulated and copy attached to Official Minutes).

Members considered the report which provided an update on the plans to introduce smart ticketing on the Metro system by means of the Pop Card. The report was introduced by T Hughes. He highlighted the key milestones of the phased programme to introduce passengers to the new system. He was also pleased to report that the media communications campaign to inform the public of the changes had been launched today.

J Fenwick reported that significant savings had been achieved by rebasing the contract and by levying penalties for delay. He explained that this saving would be released, in part, for other related activities such as the re-launch of Metro. It was also noted that whilst there had been difficulties and delays associated with the project, including issues with the website and the card management system, the project was now progressing and it had started delivering benefits for customers.

In response to a member's question about the reasons behind the West Jesmond and South Gosforth stations being excluded from the gating project, T Hughes explained that due to limited resources, stations had to be prioritised using the cost/benefits approach and that a better case was now being made to gate Byker and Chichester stations meaning that the original plan to gate 13 stations would be fulfilled. The vast majority of passengers travelling to or from West Jesmond and South Gosforth would in any event be passing through a gated station at the other end of the trip. However, it was a longer term ambition of Nexus to extend the gating project, should resources allow this in future. R McClean explained that staff



worked at stations which had not been gated to educate passengers, including students, about ticketing.

In response to the Chair's observation that some passengers seemed to know how to use the validators already, H Lewis explained that this was probably because staff had started to use the validators and, as a result, had set the example.

**RESOLVED** – That the delivery programme be noted.

111. **DATE AND TIME OF THE NEXT MEETING**

Thursday, 6 February 2014 at 10.30am.

112. **EXCLUSION OF PRESS AND PUBLIC**

**RESOLVED** – That by virtue of section 100A and paragraph 3 of Par 1 of Schedule 12A of the Local Government Act 1972 press and public be excluded from the meeting during the consideration of the following agenda items: "Confidential Minutes of the Previous Meeting" and "Quarterly Performance Data – Quarters 1 and 2 2013/14 – Metro Farebox Income" because exempt information was likely to be disclosed and the public interest test against the disclosure had been satisfied.

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INFORMATION

**DATE:** 6 February 2014

**SUBJECT:** 2013/14 METRO ARP AND MAJOR PROJECTS CAPITAL PROGRAMME –  
THIRD QUARTERLY REVIEW

**REPORT OF:** JOINT REPORT OF THE DIRECTOR OF FINANCE AND RESOURCES AND  
DIRECTOR OF RAIL AND INFRASTRUCTURE, NEXUS

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## PURPOSE OF REPORT

To advise Members of the overall performance of the 2013/14 Metro and Major Projects Capital Programme including delivery to the end of the third quarter (ending 7 December 2013).

## RECOMMENDATIONS

The ITA Metro Sub Committee is asked to:

- note the budget changes identified during quarter 3 as outlined in Section 2
- note the position with regard to the 2013/14 Capital Programme at the end of the third quarter, as per Appendices A and B.

## BACKGROUND DOCUMENTS

Metro Capital Programme 2013/14 – January 2013

Metro Capital Programme 2013/14 – May 2013

2013/14 Metro ARP and Major Projects Capital Programme – First Quarterly Review

2013/14 Metro ARP and Major Projects Capital Programme – Second Quarterly Review

## CONTACT OFFICERS

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## IMPACT ON OBJECTIVES

To support economic development and regeneration Positive

To address climate change Positive

To support safe and sustainable communities Positive

## 1 Executive Summary

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This report sets out the overall performance of the 2013/14 Metro and Major Projects Capital Programme including delivery to the end of the third quarter (ending 7 December 2013).

## 2 Introduction and Background

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The ITA approved the Metro Asset Renewal Programme for 2013/14 in January 2013 totalling £49,269k. This reflects the programme which has been submitted and agreed by DfT.

Following finalisation of the 2012/13 outturn, major projects (Ticketing and Gating) have been included within the 2013/14 programme, totalling £3,748k, bringing the total Metro ARP and Major Project programme to £53,017k.

Delivery of the Metro ARP is reviewed on a 4 weekly cycle by the Nexus Executive. At the end of the first quarter of 2013/14, the Metro and Major Projects capital programme was revised to a new level of £45,952k which was noted by the Sub Committee at its meeting in November.

Since Quarter 2, further budget changes totalling £206k have been identified during Quarter 3, bringing the revised budget to £45,746k. An analysis of these variations is included below:

Description	£000
Additional contingency – Walkergate Station	100
Efficiency savings	(274)
Other changes	(32)
<b>Total</b>	<b>( 206)</b>

The proposed revised programme currently reflects over-programming of approximately 19.3% to ensure that Metro Rail Grant funding from DfT is maximised. The programme will continue to be carefully monitored to ensure projects are progressed to maximise funding available and efficiency of delivery.

Appendix A indicates that, as at the end of Period 9 (7 December 2013), Nexus is currently forecasting expenditure to the end of 2013/14 of £40,437k which includes £3,524k for Major Schemes (Appendix A). Of this amount, £36,913k relates to the Metro Asset Renewal Plan. Whilst this forecast is below the revised Metro Asset Renewal Plan budget of £41,998k, the forecast remains within funding tolerances as approved by DfT.

Appendix B illustrates this in more detail, at individual project level. What is important to understand is that the £5,310k under spend against budget is mainly accounted for



by slippage into the following year which is reflected within the capital programme for 2014/15. In addition, there are some minor adjustments ranging from bringing forward (accelerating) expenditure from future years to budget reductions as the following table illustrates:

	£m
<b>Reason for Variation (P9 Forecast v Latest Budget)</b>	
C/Fwd slippage into next year	-4.8
B/fwd (accelerated) from next year	0.7
Budget Saving	-1.4
Budget Pressure	0.2
<b>TOTAL</b>	<b>-5.3</b>

As at the end of the third quarter actual spend is £28,145k (61.5%) for Metro ARP and Major Projects. This, together with estimated commitments, brings the total to £37,001k (80.9%) and as a consequence the majority of this year's programme is now contractually committed as at Quarter 3.

Wherever possible, any budget pressures have been managed by value engineering to ensure projects remain within approved budget levels and where necessary making savings to future projects.

### 3 Metro Ticketing and Gating

The Metro Ticketing and Gating project has a projection of £3,524k at Quarter 3. There is no use of MRG funding towards this project in 2013/14, with the majority of costs (over 90%) being funded from Nexus reserves in 2013/14.

As at the end of the third quarter, all 225 new ticket Vending Machines had been deployed at the 60 stations across the Metro network. Gate lines at 11 stations have also been installed and the validator installations (196/196) are completed. A further two stations will be gated later in the year.

The significant 'Touch in Day' milestone was achieved in the third quarter, with the project then beginning to close in on the Card Management System and Website deliverables. Roll out of technology and products are in line with the programme of events previously reported.

### 4 Capital Programme Financing

The following table explains how the Metro ARP and Major Projects capital programme for 2013/14 is to be funded.



	Funding in 2013/14		Projected Funding in 2013/14	
	£000	£000	£000	£000
<b><u>Asset Renewal Plan</u></b>				
<b>Metro Rail Grant</b>				
2013/14 Allocation	31,000		31,000	
c/f from 2012/13	677		677	
<b>Local Contribution</b>				
LTP Minor Schemes	2,640		2,640	
ITA Reserves	880		880	
Nexus Reserves	800	<b>35,997</b>	0	<b>35,197</b>
<b><u>Major Schemes</u></b>				
Reserves	3,426		3,202	
Smart Ticketing Grant	322	<b>3,748</b>	322	<b>3,524</b>
<b><u>Over-programming</u></b>				
MRG virement from 2014/15	3,100		1,544	
Local Contribution 10% reserve	344		172	
Other Reserves	2,557	<b>6,001</b>	0	<b>1,716</b>
<b>Total Nexus Funding</b>		<b>45,746</b>		<b>40,437</b>

## 5 Next Steps

The programme will continue to be monitored throughout the financial year and reported to this Sub Committee on a quarterly basis.

## 6 Potential impact on objectives

There is no impact on objectives as a result of this report.

Asset Category	Original Approved 2013/14 Budget	Latest Budget 2013/14	Actual Expenditure at end of Period 9	Forecast for year (as at Period 9)	Variation between Forecast and Latest Budget	Reason for Variation
	£	£	£	£	£	
Civils	8,202,235	6,318,633	3,798,451	5,725,533	-593,100	Original budget anticipated earthworks SGF-JES in 2013/14 (now 2014/15). Latest Budget and Forecast incorporates increased tender/bus costs for Central Blockade works this
Communications	6,751,582	5,747,718	2,231,164	4,484,215	-1,263,503	Delays in radio tender
Depot Equipment	4,500	12,058	14,163	14,261	2,203	
Level Crossings	264,000	521,432	154,541	443,172	-78,260	Slippage - Consultation with the ORR for some recommendations has delayed implementation in 2013/14
Mechanical and Electrical	2,805,687	2,130,894	1,519,875	1,804,915	-325,979	Slippage in fire alarm project
Metro Cars	6,160,000	5,872,222	4,936,453	5,976,553	104,331	Additional metro car capital maintenance
Miscellaneous	727,650	777,566	804,480	845,161	67,595	
Overhead Line	399,885	470,000	50,068	74,663	-395,337	Slippage in evaluating the optimal approach to OHL replacement
Permanent Way	12,851,661	9,903,262	8,250,042	9,258,946	-644,316	Original budget anticipated S&C works at Regent Centre and St. James in 2013/14 (now 2014/15 and 2015/16). Latest Budget and Forecast incorporates increased tender/bus costs for Central Blockade works this summer and the work which could not be completed during the blockade
Plant	2,068,650	2,001,386	1,231,606	1,618,523	-382,863	Efficiency and slippage - Decrease in contingency forecast and Project Manager time
Power	746,500	819,849	250,661	556,255	-263,594	Slippage into 2014/15 to allow further business case development
Signalling	4,672,244	2,213,414	1,328,602	1,664,405	-549,009	Original budget assumed greater progress with PTI in 2013/14 (now planned for future years after radio project is further progressed). Slippage - Programme and forecast is now based upon programme from Capital Delivery Team.
Stations	3,614,536	5,210,064	3,288,195	4,446,147	-763,917	Latest budget and forecast reflect agreed settlement with contractor. Slippage with Walkergate station due to unforeseen utilities.
<b>Total Approved 2012/13 Capital Programme</b>	<b>49,269,130</b>	<b>41,998,498</b>	<b>27,858,300</b>	<b>36,912,748</b>	<b>-5,085,750</b>	
Major Projects	-	3,748,000	287,028	3,524,000	-224,000	Slippage into 2014/15.
<b>Total</b>	<b>49,269,130</b>	<b>45,746,498</b>	<b>28,145,328</b>	<b>40,436,748</b>	<b>-5,309,750</b>	



INFORMATION

**2013/14 Capital Programme at end of Period 9**

Capital Code	Capital Scheme	Original Approved 2013/14 Budget (DfT submission) £	Latest Approved Budget 2013/14 £	Actual Expenditure at end of Period 9 £	PMO Period 9 Forecast £	Variance between Forecast and Latest Approved Budget £	Reason for Variation
	<b>Civils</b>						
BC201	Earthworks - North Shields to Howdon	0	58,205	18,579	152,466	94,261	Acceleration of spend
BC204	Earthworks- South Gosforth to Jesmond	2,143,022	90,817	812	73,529	-17,288	
BC971	Earthworks - TYN-NPK, NPK-SGF	323,000	137,000	23,343	54,006	-82,994	Slippage to allow for drainage options report to be completed
BC206	Bridges - Percy Main to Wallsend	0	2,619	0	0	-2,619	
BC207	Bridges - Howdon to Percy Main	0	0	175	175	175	
BC209	Bridges - Tynemouth to Meadow Well	22,000	59,000	60,004	91,908	32,908	
BC211	Bridges - Hadrian Road to Walkergate	12,000	30,434	9,688	30,314	-120	
BC212	Bridges - Wallsend to Walkergate	352,000	79,825	11,729	42,991	-36,834	
BC213	Retaining Walls	50,000	0	0	0	0	
BC214	Bridges - Monkseaton, Cullercoats	342,843	1,000	2,120	9,074	8,074	
BC215	Bridges - Benton (1114 1115B)	35,500	35,500	4,197	12,001	-23,500	
BC216	Bridges - Gateshead (1059 1962)	58,500	58,500	6,314	13,001	-45,499	
BC217	Bridges - Bede, Shiremoor (1024 1024A)	115,500	115,500	8,719	38,229	-77,271	Slippage to allow design to be completed
BC972	Bridges GST-SSS	340,000	140,000	10,452	69,686	-70,315	Slippage - Bridge assessments underway





**INFORMATION**

BC488	Flooding Felling Remedial Works	0	200,000	16,148	70,592	-129,408	Slippage - now expected to be delivered in early 14/15.
BC283	Bridges PCM to SGF	0	93,542	7,720	89,114	-4,428	
BC219	Drainage - South Gosforth to Jesmond	1,492,253	2,002,824	1,695,421	1,872,519	-130,305	Slippage: Works not complete during the blockade. Delivery options being assessed.
BC974	Drainage - TYN-NPK	303,000	137,000	13,214	76,410	-60,591	Slippage to ensure consistency with earthworks design
BC222	Duct Route - Wallsend to Manors	2,850	2,285	4,301	4,301	2,016	
BC224	Duct Route - North Shields to Howdon	2,850	2,850	5,917	5,917	3,067	
BC225	Duct Route - Tynemouth to North Shields	2,850	61,472	57,789	58,669	-2,803	
BC226	Duct Route - South Gosforth to Jesmond	297,066	418,518	13,639	20,160	-398,359	Slippage. Works reprioritised. BC230 accelerated.
BC227	Duct Route - South Gosforth to Airport	477,256	816,619	780,021	809,730	-6,890	
BC228	Duct Route - Jesmond to Gateshead Stadium and Manors	44,843	354,771	178,281	355,828	1,057	
BC229	Duct Route - Gateshead Stadium to South Shields	355,816	209,448	202,695	202,695	-6,753	
BC230	Duct Route - South Gosforth to Tynemouth	1,313,286	1,088,454	677,971	1,543,278	454,824	Acceleration. Works reprioritised. BC226 slipped.
BC290	Ground Investigation - Rest of System	100,000	100,000	5,360	29,199	-70,801	Slippage. GI works slipped into 2014/15 due to review of bore hole sites.
BC634	DC Power Cable Ducting	0	0	1,273	6,773	6,773	
BC666	Gosforth Depot - Roof and Gutter Repairs	0	0	650	1,050	1,050	
BC799	Monkseaton Station Ramp	9,300	14,670	-20,801	-14,731	-29,401	
BC811	Benton Station Footbridge	5,000	5,500	70	3,999	-1,501	
BC891	Control Room	1,500	2,280	2,650	2,650	370	



INFORMATION

<b>Total Civils</b>		<b>8,202,235</b>	<b>6,318,633</b>	<b>3,798,451</b>	<b>5,725,533</b>	<b>-593,100</b>	
BC250	Cable Pulling - Tynemouth to Manors	588,971	454,960	265,127	406,287	-48,673	
BC253	Cable Pulling - Jesmond to Gateshead Stadium and Manors	70,323	222,632	7,135	176,169	-46,463	
BC252	Cable Pulling- South Gosforth to Airport	528,467	660,389	213,315	414,088	-246,301	Efficiency. Reduced PM time and contingency.
BC254	Cable Pulling - Gateshead Stadium to South Shields	1,153,022	815,835	678,472	704,001	-111,834	Slippage and efficiency savings
BC255	Cable Pulling - South Gosforth Junction to Tynemouth	711,799	863,498	263,799	675,111	-188,387	Slippage and efficiency savings
BC256	Radio	2,049,000	247,000	41,837	97,675	-149,325	Slippage: Delays in out to tender due to additional works and Man Com approval of strategy. This has delayed the design works expected in 13/14. Tender return required to confirm programme.
BC257	Telephony	0	72,853	23,114	72,114	-739	
BC259	Station Network Connections	1,650,000	1,582,279	356,213	1,161,381	-420,898	Slippage in migration costs
BC556	Help Points	0	32,000	3,607	31,732	-268	
BC840	CCTV/PA Access	0	585,084	214,926	534,148	-50,936	Slippage. Updated estimate to determine migration costs.
BC956	PA ICT	0	211,188	163,620	211,510	322	
<b>Total Communications</b>		<b>6,751,582</b>	<b>5,747,718</b>	<b>2,231,164</b>	<b>4,484,215</b>	<b>-1,263,503</b>	
BC278	Train Wash	1,900	2,550	2,354	2,354	-196	
BC279	Wheel Lathe	2,600	9,508	11,810	11,908	2,400	
<b>Total Depot Equipment</b>		<b>4,500</b>	<b>12,058</b>	<b>14,163</b>	<b>14,261</b>	<b>2,203</b>	



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BC277	Level Crossings - Highway works - Howdon, Fawdon, Kingston Park	264,000	521,432	154,541	443,172	-78,260
	<b>Total Level Crossings</b>	<b>264,000</b>	<b>521,432</b>	<b>154,541</b>	<b>443,172</b>	<b>-78,260</b>
BC281	Escalator - Central	3,800	3,800	915	2,557	-1,243
BC282	Escalator - Monument	5,600	5,600	4,402	4,402	-1,198
BC992	Escalator - Heworth	12,000	8,000	5,564	7,749	-251
BC993	Escalator - Gateshead 1-2	12,000	8,000	6,249	7,949	-51
BC994	Escalator - Regent Centre (previously Manors)	88,622	119,414	119,275	119,275	-139
BC995	Escalator - Gateshead 3-6	894,183	840,127	837,371	840,056	-71
BC284	Lift - Four Lane Ends	3,500	3,360	190	1,460	-1,900
BC285	Lift - Heworth	3,500	2,895	420	1,490	-1,405
BC286	Fire Alarm	1,118,900	478,000	75,852	295,913	-182,087
BC532	Stations Refurb - Esc Imps/Major Items	40,000	38,382	23,137	38,382	0
BC617	Lifts Refurbishment/Major Items	50,000	50,000	24,428	49,997	-4
BC973	Lift- St James	252,341	252,341	199,170	199,970	-52,371
BC977	Lift - Manors	0	0	40	40	40
BC984	Lift - Jesmond	0	0	40	40	40
BC996	Lift - Regent Centre (previously St James)	247,241	246,975	198,752	198,992	-47,983
BC997	DC Feeder cable	34,000	34,000	7,079	7,079	-26,921
BC805	Otn-Ups Support Power Supply	40,000	40,000	16,988	29,561	-10,439
	<b>Total Mechanical &amp; Electrical</b>	<b>2,805,687</b>	<b>2,130,894</b>	<b>1,519,875</b>	<b>1,804,915</b>	<b>-325,979</b>

Slippage: Consultation with the ORR for some recommendations has delayed implementation in 13/14.

Slippage. Contractor has amended programme but works still within start/finish dates.

Efficiency. Reduced PM and contingency.



INFORMATION

BC288	3/4 Life Refurbishment	5,372,000	5,113,110	4,204,917	5,122,391	9,281	
BC954	Capital Maintenance Concession	788,000	759,112	731,536	854,162	95,050	Budget increase. Additional payment to DBTW.
	<b>Total Metro Cars</b>	<b>6,160,000</b>	<b>5,872,222</b>	<b>4,936,453</b>	<b>5,976,553</b>	<b>104,331</b>	
BB003	Maintenance Management System	0	0	100	100	100	
BC587	Vehicle Replacement Programme	175,350	110,350	110,168	110,168	-182	
BC849	Digitising and Approving Engineering Drawings	0	0	0	0	0	
BC894	Security Review	2,300	18,300	17,953	18,453	153	
BC943	IT Hardware - WASP project	0	0	560	560	560	
BC947	Nexus Document Control System	0	8,000	0	0	-8,000	
BC960	Asset Knowledge	50,000	80,916	35,886	63,424	-17,492	
BC296	Service Disruption Revenue	500,000	500,000	620,000	620,000	120,000	Latest estimate indicates that metro fare box income has reduced by more than previously anticipated.
BC900	Nexus Rail HQ Improvements	0	30,000	7,128	12,454	-17,547	
BC444	Control Centre Improvements	0	30,000	12,685	20,002	-9,998	
	<b>Total Miscellaneous</b>	<b>727,650</b>	<b>777,566</b>	<b>804,480</b>	<b>845,161</b>	<b>67,595</b>	
BC240	OLE - System Development	399,885	470,000	50,068	74,663	-395,337	Slippage to allow evaluation of options and whole life costs.
	<b>Total Overhead Line</b>	<b>399,885</b>	<b>470,000</b>	<b>50,068</b>	<b>74,663</b>	<b>-395,337</b>	
BC231	Plain Line - Tynemouth to Chillingham Road	112,000	314,000	216,525	326,878	12,878	
BC232	Plain Line - South Gosforth to Jesmond	8,054,046	7,890,072	7,127,975	7,383,931	-506,141	Slippage: Works not complete during the blockade. Delivery options being assessed.
BC976	Plain Line - TYN-NPK	396,000	135,631	71,032	188,084	52,453	Acceleration of costs.



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BC233	Plain Line - Jesmond to Gateshead Stadium	119,900	119,900	21,832	46,714	-73,186	Slippage. Updated estimates for QE Bridge works has moved costs between years.
BC234	Switches & Crossings - Hylton Street	0	0	0	0	0	
BC235	Switches & Crossings - North Shields	8,110	8,110	8,284	8,284	174	
BC236	Switches & Crossings - South Gosforth	6,335	70,000	43,472	68,074	-1,926	
BC237	Switches & Crossings - Benton	1,004,139	455,272	310,944	444,822	-10,450	
BC238	Switches & Crossings - St James	590,139	80,679	10,833	12,855	-67,824	Slippage - Procurement strategy aligned with Regent Centre S&C
BC239	Switches & Crossings - Prudhoe Street	41,329	0	0	0	0	
BC967	Switches & Crossings - Regent Centre	2,219,663	120,216	74,026	84,714	-35,502	
BC550	Rail Grinding	100,000	100,000	630	630	-99,370	Proposed derogation for 2013/14 rail grinding
BC558	Security Fencing	100,000	100,000	32,063	184,578	84,578	Increased vegetation clearance
BC703	Plain Line Renewal	0	484,382	307,427	484,383	1	
BC964	S&C Steelwork Renewal	100,000	25,000	25,000	25,000	0	
	<b>Total Permanent Way</b>	<b>12,851,661</b>	<b>9,903,262</b>	<b>8,250,042</b>	<b>9,258,946</b>	<b>-644,316</b>	
BC280	Tamper	2,068,650	2,001,386	1,231,606	1,618,523	-382,863	Efficiency and slippage: Decrease in contingency forecast and PM time.
	<b>Total Plant</b>	<b>2,068,650</b>	<b>2,001,386</b>	<b>1,231,606</b>	<b>1,618,523</b>	<b>-382,863</b>	
BC287	Power - Depot Stray Currents	217,500	184,000	88,770	182,166	-1,834	
BC929	OHLE Network	529,000	635,849	161,892	374,090	-261,759	Slippage to allow OHL business case to be considered
	<b>Total Power</b>	<b>746,500</b>	<b>819,849</b>	<b>250,661</b>	<b>556,255</b>	<b>-263,594</b>	



**INFORMATION**

BC260	Signalling- Bankfoot Interlocking Area	275,858	287,365	170,412	171,717	-115,648	Efficiency. Lower capital delivery costs and reduced contingency and PM time.
BC261	Signalling - South Gosforth Interlocking Area	246,344	1,425	1,505	1,891	466	
BC262	Signalling - Benton Interlocking Area	58,705	3,494	3,149	3,149	-345	
BC263	Signalling - Monkseaton Interlocking Area	0	0	0	0	0	
BC264	Signalling - North Shields Interlocking Area	289,133	7,990	6,618	6,618	-1,372	
BC265	Signalling - Wallsend Interlocking Area	2,850	78,378	2,294	4,154	-74,224	Efficiency assuming cables are satisfactory
BC266	Signalling - Jesmond Interlocking Area	52,265	358,984	13,355	110,841	-248,143	Efficiency. Lower capital delivery costs and reduced contingency and PM time.
BC267	Signalling- Manors Interlocking Area	55,579	1,555	1,555	1,555	0	
BC268	Signalling - Heworth Interlocking Area	274,477	153,918	147,180	150,780	-3,138	
BC269	Signalling - Pelaw Interlocking Area	372,909	256,929	120,739	256,980	51	
BC270	Signalling - Jarrow Interlocking Area	2,400	2,400	3,710	3,710	1,310	
BC271	Signalling - South Shields Interlocking Area	2,400	2,234	3,555	3,555	1,321	
BC272	Signalling - Depot Interlocking Area	0	0	0	0	0	
BC273	Signalling - PTI	2,110,000	130,000	51,797	74,413	-55,588	Slippage
BC274	Future Signalling System	0	0	0	0	0	
BC946	Manors Enhancement Works	0	0	0	0	0	
BC970	Signalling - Replacement point motors (critical locations)	929,324	928,742	802,733	875,042	-53,700	Efficiency - final account to be confirmed
	<b>Total Signalling</b>	<b>4,672,244</b>	<b>2,213,414</b>	<b>1,328,602</b>	<b>1,664,405</b>	<b>-549,009</b>	



INFORMATION

BC242	Station - North Shields	237,016	855,842	669,915	813,639	-42,203	
BC243	Meadow Well, Percy Main and Howdon	44,493	1,136,053	1,062,287	1,133,582	-2,471	
BC244	Station - Hadrian Road and Wallsend	5,600	9,600	7,833	7,833	-1,767	
BC245	Station - Walkergate and Chillingham Road	926,074	1,040,049	312,777	805,911	-234,138	Slippage. Delays due to Northern Power cable diversion.
BC246	Station - South Gosforth	698,032	454,501	350,149	378,050	-76,451	Efficiency as works undertaken during blockade
BC247	Station - Ilford Road	409,150	213,863	190,963	193,611	-20,252	
BC248	Station - West Jesmond	681,171	531,551	451,690	481,023	-50,528	Efficiency as works undertaken during blockade
BC249	Station - Central Station	247,000	534,000	79,286	257,055	-276,945	Decrease of 13/14 costs: Design costs are lower than estimated following tendering exercise (efficiency)
BC968	Halt Station package - HEB, JAR, BDE Design	5,000	24,860	23,741	37,060	12,200	
BC981	Station - SSS	347,500	147,000	53,015	81,714	-65,286	Slippage. Governance/way forward being progressed.
BC983	Station - Heworth Interchange	13,500	13,500	5,085	13,920	420	
BC300	Callerton	0	21,890	12,139	21,889	-1	
BC430	Bank Foot	0	21,465	9,870	21,464	-1	
BC530	Kingston Park	0	72,183	4,527	72,182	-1	
BC603	Fawdon	0	33,250	3,557	21,531	-11,719	
BC403	Wansbeck Road	0	34,772	4,202	34,773	1	
BC747	Airport	0	65,685	47,158	70,909	5,224	
	<b>Total Stations</b>	<b>3,614,536</b>	<b>5,210,064</b>	<b>3,288,195</b>	<b>4,446,147</b>	<b>-763,917</b>	
	<b>Total Approved 2013/14 Capital Programme</b>	<b>49,269,130</b>	<b>41,998,498</b>	<b>27,858,300</b>	<b>36,912,748</b>	<b>-5,085,750</b>	



Tyne and Wear Integrated Transport Authority  
Metro Sub Committee

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INFORMATION

BB005	Sunderland Station Redevelopment	0	0	2,163	0	0
BB006	Ticketing and Gating	0	3,748,000	284,865	3,524,000	-224,000
<b>Total Major Projects</b>		<b>0</b>	<b>3,748,000</b>	<b>287,028</b>	<b>3,524,000</b>	<b>-224,000</b>
<b>TOTAL</b>		<b>49,269,130</b>	<b>45,746,498</b>	<b>28,145,328</b>	<b>40,436,748</b>	<b>-5,309,750</b>





## **1 Executive Summary**

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This report updates the Sub Committee of the affordability of the proposed eleven year programme.

## **2 Introduction and Background**

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In February 2010 the Department for Transport (DfT) agreed a funding package for Metro Re-Invigoration Phase 2, following a bid submission identifying spending needs totalling £457m. The funding package provided the potential for up to £350m grant from DfT through to 2021, which would be matched by a 10% local contribution, bringing the total resources available to £389m. DfT has now confirmed full funding is available up to Year 6 (2015/16) of the programme. Funding subsequent to Year 6 will continue to be dependent upon Nexus' performance in delivering the investment, performance of the infrastructure and DfT affordability. The programme is heavily dependent upon LTP funding to fund the local contribution and should the Combined Authority be created from April 2014, there will be a need for LTP Integrated Transport funding to be passed to Nexus by the Combined Authority in order to continue to meet the majority of the 10% local contribution.

### **Affordability – Years 1 to 3**

The Sub Committee will recall that at its last meeting in July 2013, the quarterly review of affordability highlighted that in overall terms the pressure on the initial work bank across the first three years of delivery had improved, although it was still estimated to be running approximately £5.8m (or 4%) over the original budget. This was largely as a result of legacy projects which were not included in the original submission to DfT and the problems encountered at North Shields station. This remained the position at the end of the first three years of the programme.

### **Stock Take at the beginning of Year 4**

Having regard to the first three years of delivery, in particular:-

- Cost pressures that have arisen;
- Improvements in asset knowledge;
- Enhancements in programme and project management capability and;
- A better understanding of the cost of renewing the range of assets across the network,

detailed work has been undertaken in order to inform the future direction and cost of the programme.

As previously noted, DfT funding is not fully guaranteed beyond March 2016. Whilst various scenarios have been formulated to accommodate a reduction in DfT funding (should this happen and should for example, the NELEP Single Local Growth Fund be unable to provide replacement funding) the central planning assumption used in



**INFORMATION**

determining investment across the remainder of the programme is that at least £389m of investment will be available to deliver the Metro Asset Renewal Plan.

The following table therefore identifies the current (December 2013) estimate of need across the various asset categories, as compared to the original Programme Initiation Document (PID) submission to DfT in February 2010 (scaled to fit the available £389m total resource):-

<b>Asset Category</b>	<b>Original DfT Bid Scaled to available resources (February 2010) £m</b>	<b>Current Projection as at December 2013 £m</b>	<b>Proposed Revised Allocation of available Resources £m</b>	<b>Proposed Reallocation of Funding £m</b>
<b>Structures</b> (Earthworks, Bridges/Structures, Drainage and Ducting)	42	66	63	21
<b>Track</b> (Plain Line, Switches & Crossings, Overhead Line)	121	110	94	-28
<b>Stations</b>	38	61	57	19
<b>Signalling and Telecoms</b>	72	61	61	-11
<b>Depot Equipment</b>	3	2	2	-1
<b>Mobile Equipment and Plant</b>	5	5	5	0
<b>Mechanical and Electrical</b>	27	16	16	-10
<b>Power</b>	1	1	1	0
<b>Metro Cars</b>	23	30	30	7
<b>Fare Collection</b>	4	2	2	-2
<b>Other</b>				
• Capital Maintenance/Miscellaneous	25	25	25	0
• Programme Management	18	18	18	0
• Bus Replacement /Inflation Provision	10	12	11	1
• Metro Fare Box – losses charged to capital	-	4	4	4
<b>Total</b>	<b>389</b>	<b>413</b>	<b>389</b>	<b>0</b>

There are two things worthy of note in relation to this.

**First**, the total assessed need at £413m amounts to some £24m (6%) in excess of £389m of available resource (this is dealt with further below).



**Secondly**, there are a range of variances across the different asset categories when compared to the original PID submitted to DfT in February 2010.

At this assessed level of need, it is apparent that Structures, Stations, Metro Cars and 'Other' which is predominantly overheads but now also includes a provision for loss of fare box revenue attributed to line and station closures, now require greater investment than previously envisaged.

Conversely, Track, Signalling and Communications and Mechanical and Electrical assets require less investment than previously envisaged.

In reaching this view, it is important to recognise that the basic renewal and refurbishment strategies outlined in the previous submissions to DfT remain valid and achievable. Detailed commentary in regard to the various asset categories are outlined below:-

- **Structures** – drainage and earthwork projects are proving both more extensive and more expensive than anticipated in the original plan. Added to this, this category includes a number of legacy projects which were not included in the original programme.
- **Stations** – the station investment programme has increased because of significant cost over runs at North Shields station where a complete rebuild became necessary. In addition, to refurbish all stations on the Metro network (i.e. excluding those on the Sunderland extension) commensurate with their strategic importance and existing condition and in order to deliver a common level of accessibility, safety and passenger information will require additional investment. Bids for external funding to supplement ARP station funding e.g. local major scheme funding have been put forward and discussions with DfT to explore whether any additional investment could be made available are also well advanced. Having said that, it should be possible to scale back on the level of future works to stations by around £3m in view of the level of available funding.
- **Metro Cars** – here, worse than anticipated condition of the cars gave rise to the need to rebase the contract for their refurbishment
- **Other** – a provision has now been included within the budget to compensate for loss of revenue as a direct consequence of line and station closures when the ARP delivery unit take possession of the track. Whilst this had not been included within the original PID, analysis elsewhere in the rail industry indicated that this is a legitimate cost of asset renewal where line closures are required and fare box losses can be demonstrated. Whilst this category also provides for capital maintenance and inflation together with overheads such as bus replacement costs and programme and project management, procurement efficiencies are expected to be able to reduce this forecast.



## INFORMATION

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- **Track** – the overall cost of track work has reduced. This is because detailed assessment of track conditions between Pelaw and South Shields, specifically the sleeper type, rail age and overall ballast condition, will result in less full depth renewal than originally anticipated. Works in this area will concentrate on bringing the existing track back to current standards and compliance. The current programme also allows for over £16m for future Switches & Crossing replacements post Year 4 and track works to the airport line which will need to be reduced, dependent upon actual costs of track renewal elsewhere.
- **Signalling and Communications** - the overall costs of this asset category have fallen since the initial plan was submitted to DfT since the costs of the replacement signalling system are now considered to be more closely linked with the replacement of the Metro Cars, not currently envisaged until phase 3. However, other projects within this category, in particular, the Radio and Positive Train Identification (PTI) projects are expected to cost considerably more than previously anticipated but further, more detailed work is still required and the cost of implementing these two key technological projects remains a funding risk to the programme
- **Mechanical and Electrical** – this category allows for remaining lift and escalator works, together with the replacement Fire Alarm system. It was previously anticipated that the Linear Heat Detection system for escalators would be replaced but legislative changes means that this is no longer required.

### Delivery Strategy through to 2021

Set out below is the indicative programme through to 2021 (assuming at least £389m of investment is achieved) outlining what will be delivered against the various asset categories:-

- **Structures**
  - Earthworks to the remainder of the network (Regent Centre to Airport and Gateshead Stadium to South Shields)
  - Bridge strengthening and/or replacement works (although as previously highlighted, further work is required to clarify the extent of works required)
  - DC Power cable ducting
- **Track**
  - Plain Line renewal and refurbishment works to the remainder of the network (the Central Tunnels and QE bridge, South Gosforth to Tynemouth), Regent Centre to Airport, Gateshead Stadium to South Shields, Chillingham Road to Manors and Manors to St James)
  - Switch and Crossing (S&C) works (Pelaw to South Shields), although as previously highlighted, further work is necessary to clarify the extent of



S&C works required to the remainder of the network.

- Replacement of the Overhead Line.

- **Stations**

- Station refurbishment, including works at St James, Monument, Manors, Jesmond, Central, Regent Centre, Four Lane Ends, South Shields and Gateshead

- **Signalling and Telecoms**

- CCTV and PA replacement on a gradual basis alongside station refurbishment
- Radio system renewal
- PTI system renewal

- **Mechanical and Electrical**

- Remaining escalator and lift replacements required

### **3 Next Steps**

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The overall financial standing of the ARP programme will continue to be monitored and reported to this Sub Committee on a quarterly basis.

### **4 Potential impact on objectives**

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There is no impact on objectives as a result of this report.

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REPORT FOR INFORMATION

**DATE:** 6 February 2014

**SUBJECT:** 2014/15 METRO CAPITAL PROGRAMME

**REPORT OF:** DIRECTOR OF FINANCE AND RESOURCES AND DIRECTOR OF RAIL AND INFRASTRUCTURE, NEXUS

## PURPOSE OF REPORT

To advise Members of the Metro Capital Programme for 2014/15 and the indicative programme for 2015/16 and 2016/17.

## RECOMMENDATIONS

The Metro Sub Committee is asked to:

- Note the Metro capital programme for 2014/15 as detailed in Appendix A, totalling £38.7m
- Note the indicative programme for 2015/16 and 2016/17 as detailed in Appendix A
- Agree to receive a further report following delivery of the 2013/14 programme, ensuring that any variations during the remainder of the current financial year are accommodated

## BACKGROUND DOCUMENTS

Background documents are held by the Contact Officer.

## CONTACT OFFICERS

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## IMPACT ON OBJECTIVES

To support economic development and regeneration	Positive
To address climate change	Positive
To support safe and sustainable communities	Positive

## **1 Executive Summary**

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- 1.1 This report outlines the proposed Metro Capital Programme for 2014/15 and the indicative programme for 2015/16 and 2016/17 for the Sub Committee's information.

## **2 Introduction and Background**

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- 2.1 Since April 2010 Nexus has been delivering the first four years of its eleven year Asset Renewal Plan across the Metro network.

As part of the terms of the funding agreement with DfT, Nexus is required to submit a detailed work plan for each financial year no later than 28 February in the preceding year.

The 2014/15 Metro Capital Programme was considered by the ITA at its meeting on 23<sup>rd</sup> January 2014.

## **3 Metro Asset Renewal Plan**

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- 3.1 The current prediction of £36.9m capital expenditure in 2013/14, as at Period 9, is based upon the master programme which is managed by the Nexus Programme Management Office. It is currently estimated that over £9m will be spent in the remaining four periods of the financial year.

The outturn for 2013/14 will influence the resources available in 2014/15 and it is therefore proposed that a further report be presented to the Authority later in the year to:

- Update the programme to reflect the final 2013/14 outturn and;
- Outline the updated over programming levels

DfT confirmed 100% funding for 2013/14 to 2015/16 in early 2013 following positive engagement with civil servants and an audit of delivery across the first three years by external consultants. The general approach towards Year 5 of the Metro All Change Asset Renewal Plan is therefore as follows:-

- Keep customer disruption to a minimum following extensive network closures during the first four years of the programme, in particular the central area blockade of August 2013
- £31m of Metro Rail Grant will be available in 2014/15, of which approximately £1.4m is anticipated to be brought forward into 2013/14
- Consolidation of the processes and procedures that have been successfully introduced during Years 1 to 4
- Maintain delivery of the Asset Renewal Plan within funding limits





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REPORT FOR INFORMATION

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- Bring projects that are currently underway to a successful conclusion
- Continue to identify projects required over the eleven year period resulting from increased asset knowledge and prioritise accordingly to maximise value for money for the programme
- Flatten the spend profile throughout the year
- Give consideration to projects with long lead items e.g. new PTI system

In this regard, the major elements of the investment programme for 2014/15 are as follows:

- **Civils: Budget £7.129m**

Including Earthworks, Drainage and Bridge works of £5.922m and Duct Route repairs and renewals of £1.207m.

- **Communications: Budget £5.301m**

Including fibre installation and replacement of £0.339m and continuing work on Station Network Connections of £0.865m to replace the open transmission network (OTN) with an internet protocol (IP) network, together with CCTV and PA works (£0.893m). In addition work on the new radio system will continue (£3.204m).

- **Mechanical and Electrical: Budget £3.759m**

This provides for the continuation of Lift and Escalator replacement including the Heworth and Gateshead escalators (1 and 2) and lifts at Manors and Jesmond at £2.309m. It also provides for the replacement of the Fire Alarm system at £1.254m.

- **Metro Cars ¾ Life Refurbishment: Budget £5.738m**

Continuation of the refurbishment programme that commenced in 2010/11.

- **Permanent Way: Budget £4.269m**

Including QEII Bridge Plain Line Renewal and preparatory works relating to Plain Line Renewal from Tynemouth to South Gosforth and remaining works from Central Area Blockade 2013 (£3.117m) planned for the final quarter of the year. Works also include Switches and Crossing unit renewal at Regent Centre and St. James (£1.152m).

- **Signalling: Budget of £2.322m**

Continued programme of cable testing and replacement (£1.431m), together with further development of the Positive Train Identification (PTI) equipment



replacement at £0.891m.

- **Stations: Budget of £2.753m**

Completion of on-going Station refurbishment including works at Walkergate, Central Station, Hebburn, Jarrow, Bede, Northumberland Park, Simonside and Pelaw £2.753m.

- **Overhead Line: Budget of £2.155m**

Commencement of programme to replace overhead line system.

#### 4 Over programming and Station Investment

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The proposed draft programme detailed at Appendix A totals £38.7m. At this level, the programme is currently 18% over-programmed, assuming approximately £1.4m of the available 2014/15 grant funding will be accelerated in order to fund delivery of the 2013/14 programme. If this doesn't happen, there will be a consequential impact on the level of over programming in next year's ARP, although it should also be recognised that there is flexibility within the funding envelope from DfT to vire funding up to a maximum of 10% of the agreed amount.

However, the programme includes risks associated with the delivery of the programme relating to radio, PTI and Central Station improvements, all of which present a range of challenges associated with their implementation.

Should there be a need to increase the level of over-programming, then a number of projects have been identified which could be accelerated if required. Acceleration of projects is however, more challenging in Year 5 since:

- Every effort is being made to avoid passenger disruption in 2014/15 (following the central corridor blockade in 2013)
- 'Easy wins' having already been implemented in earlier years
- DfT funding levels have not been confirmed beyond Year 6 of the programme.

As a result it is important not to commit spending to potential projects which may not proceed if funding were to be subsequently reduced in years 7 and beyond. This is currently the subject of discussions with DfT at quarterly progress review meetings. This adds to the uncertainty of the indicative programme for 2015/16 and 2016/17 detailed at Appendix A.

As far as the Station Investment Programme is concerned, feedback from stakeholders



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REPORT FOR INFORMATION

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has highlighted the need for consideration of additional works to be carried out at key stations across the network in order to enhance what is currently programmed and financed to occur and to provide synergy with recent works carried out in central Newcastle (Haymarket) and North Shields as well as works previously carried out (below the surface) and also planned (above ground) at Sunderland Station where Nexus has committed resources outside of the Asset Renewal Plan grant funding arrangements in a joint venture with the City Council and Network Rail.

These additional locations include Newcastle Central Station where the City Council has also secured investment for the mainline railway station and improvements to the metro station are seen as complementary, South Shields station where the Council is currently implementing plans to regenerate its town centre and Gateshead where sizeable investment in the town centre has been made.

At this point in time, the resource necessary to deliver these station enhancements has not been fully secured and the Asset Renewal Plan only provides for a basic refurbishment at each location at this time. However, bids for external funding e.g. local major scheme funding and single local growth funding have been put forward and discussions with DfT to explore whether any additional investment could be made available are on-going.

## 5 Capital Programme Financing

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The anticipated DfT Metro Rail Grant funding for 2014/15 is £31m. The funding available, including the local contribution and anticipated bringing forward of funding to 2013/14 is set out below (NB. – over programming in this respect is a management tool used to ensure that delivery against the funding target actually happens):-

	<b>Proposed 2014/15 Budget</b>
	<b>£000</b>
Metro Rail Grant	31,000
Virement between years (proposed at this stage)	-1,447
Local contribution (10%)	3,284
<b>Total ARP Funding</b>	<b>32,837</b>
Over-programming	5,848
<b>Over-programming (%)</b>	<b>17.8%</b>
<b>TOTAL</b>	<b>38,685</b>

## APPENDIX A

Capital code	Capital Scheme	2014/15 Budget Requirement	2015/16 Indicative Budget	2016/17 Indicative Budget
		£000	£000	£000
	<b>Civils</b>			
BC201	Earthworks - North Shields to Howdon	79	0	0
BC204	Earthworks - South Gosforth to Jesmond	2,144	0	0
BC971	Earthworks - TYN - NPK, NPK - SGF	119	2,092	2,750
BC211	Bridges - Hadrian Road to Walkergate (1197 1198 1200)	1	0	0
BC212	Bridges - Wallsend to Walkergate (1201 1203 1204 1206)	39	551	0
BC213	Retaining Walls	40	30	0
BC214	Bridges - Monkseaton, Cullercoats (1124 1137 1144)	342	0	0
BC215	Bridges - Benton (1114 1115B)	15	337	0
BC216	Bridges - Gateshead (1059 1962)	25	571	0
BC217	Bridges - Bede, Shiremoor (1024 1024A)	471	0	0
BC972	Bridges GST-SSS	93	2,990	2,600
BC488	Felling Flood Remedial Works	180	0	0
BC283	Bridges PCM to SGF	315	1,444	1,500
BC400	Bridges BYK-MAN	116	400	0
	Byker Viaduct	0	0	250
	Howdon Viaduct - Walkway works	0	0	200
	Airport drainage	0	0	500
	System wide retaining walls	0	0	150
BC666	Gosforth Depot - Roof and Gutter Repairs	308	240	0
BC634	DC Power Cable Ducting	532	500	0
BC219	Drainage - South Gosforth to Jesmond	262	0	0

BC974	Drainage - TYN-NPK	584	1,544	0
BC975	Drainage for Plain Line	72	210	1,750
BC226	Duct Route - South Gosforth to Jesmond	410	0	0
BC228	Duct Route - Jesmond to Gateshead Stadium and Manors to St. James (tunnels)	53	0	0
BC229	Duct Route - Gateshead Stadium to South Shields	468	0	0
BC230	Duct Route - South Gosforth to Tynemouth	276	0	0
BC290	Ground Investigation - Rest of System	184	0	0
	<b>Total Civils</b>	<b>7,129</b>	<b>10,909</b>	<b>9,700</b>
	<b>Communications</b>			
BC250	Cable Pulling - Tynemouth to Manors	4	0	0
BC252	Cable Pulling - South Gosforth to Airport	121	0	0
BC253	Cable Pulling - Jesmond to Gateshead Stadium and Manors	1	0	0
BC254	Cable Pulling - Gateshead Stadium to South Shields	101	0	0
BC255	Fibre Cable Replacement - South Gosforth Junction to Tynemouth	112	0	0
BC256	Radio	3,205	1,364	15
BC259	IP Network	865	0	0
BC840	CCTV	673	715	815
BC956	PA	220	214	214
	<b>Total Communications</b>	<b>5,301</b>	<b>2,292</b>	<b>1,044</b>
	<b>Level Crossings</b>			
BC277	Bank Foot Callerton Parkway	153	0	0
	<b>Total Level Crossings</b>	<b>153</b>	<b>0</b>	<b>0</b>
	<b>Mechanical and Electrical</b>			
BC282	Escalator - Monument	2	0	0
BC992	Escalator - Heworth	807	3	0

BC993	Escalator - Gateshead 1-2 (previously 1-3)	802	3	0
BC994	Escalator - Regent Centre (previously Manors)	1	0	0
BC995	Escalator - Gateshead 3-6 (previously 4-6)	1	0	0
	Escalator - Four Lane Ends	0	0	750
	Escalator - Manors	0	0	750
BC973	Lift - St James	2	0	0
BC996	Lift - Regent Centre (previously St James)	1	0	0
BC977	Lift - Manors	349	0	0
BC984	Lift - Jesmond	342	0	0
BC997	DC Feeder Cable	0	200	0
BC999	Tunnel Lighting	0	351	0
BC286	Fire Alarm	1,254	0	0
BC805	Otn-ups Support Power Supply	196	0	0
	<b>Total Mechanical and Electrical</b>	<b>3,759</b>	<b>557</b>	<b>1,500</b>
	<b>Metro Cars</b>			
BC288	3/4 Life Refurbishment	5,738	4,324	407
	Metro Car further life extension survey	0	100	0
	<b>Total Metro Cars</b>	<b>5,738</b>	<b>4,424</b>	<b>407</b>
	<b>Capital Maintenance</b>			
BC550	Rail Grinding	100	100	100
BC587	Vehicle Replacement Programme	188	135	140
BC617	Lifts Refurbishment/Major Items	35	40	40
BC703	Plain Line Renewal	438	400	374
BC929	OHL Network	27	0	0

BC954	Capital Maintenance Concession	824	892	956
BC532	Stations Refurb - Esc Imps/Major Items	35	45	40
	<b>Total Capital Maintenance</b>	<b>1,647</b>	<b>1,612</b>	<b>1,650</b>
	<b>Miscellaneous</b>			
BC894	Security Review	1	0	0
BC960	Asset Knowledge	47	50	50
BC296	Metro Service	310	500	500
	Bus costs	0	1,400	1,400
	Dayworks	0	600	600
	Blockade Resources	0	200	200
	Inflation allowance (Year 7)	0	0	561
BC000	Strategic Risks	2,000	0	0
BC900	Nexus Rail HQ Improvements	40	0	153
BC444	Control Centre Improvements	155	0	0
	<b>Total Miscellaneous</b>	<b>2,553</b>	<b>2,750</b>	<b>3,464</b>
	<b>PM Costs</b>			
	PM Costs	0	2,301	2,301
	<b>Total PM Costs</b>	<b>0</b>	<b>2,301</b>	<b>2,301</b>
	<b>Overhead Line</b>			
BC240	OLE - System Development	2,155	2,395	2,000
	Mast Replacements	0	0	100
	<b>Total Overhead Line</b>	<b>2,155</b>	<b>2,395</b>	<b>2,100</b>

	<b>Permanent Way</b>			
BC231	Plain Line - Tynemouth to Chillingham Road	4	0	0
BC232	Plain Line - South Gosforth to Jesmond	847	0	0
BC233	Plain Line - Jesmond to Gateshead Stadium	1,283	108	950
BC976	Plain Line - TYN-NPK	841	7,869	0
BC978	Plain Line NPK-SGF	142	29	9,192
	Plain Line Gateshead Stadium to South Shields	0	50	150
	Plain Line Chillingham Road to Manors	0	0	100
	Plain Line Manors to St James	0	50	620
BC237	Switches & Crossings - Benton	10	0	0
BC238	Switches & Crossings - St James	467	260	0
BC967	Switches & Crossings - Regent Centre	675	1,509	0
	Switches & Crossings (TBC)	0	1,500	1,500
	<b>Total Permanent Way</b>	<b>4,269</b>	<b>11,374</b>	<b>12,512</b>
	<b>Plant</b>			
BC280	Tamper	251	0	0
	Ballast Hoppers	0	0	1,000
	Diesel Shunters Battery Locos	0	0	1,000
	<b>Total Plant</b>	<b>251</b>	<b>0</b>	<b>2,000</b>
	<b>Power</b>			
BC287	Power - Depot Stray Currents	655	0	0
	<b>Total Power</b>	<b>655</b>	<b>0</b>	<b>0</b>
	<b>Signalling</b>			



BC260	Signalling - Bankfoot Interlocking Area	0	0	0
BC261	Signalling - South Gosforth Interlocking Area	343	0	0
BC262	Signalling - Benton Interlocking Area	355	0	0
BC264	Signalling - North Shields Interlocking Area	360	6	0
BC265	Signalling - Wallsend Interlocking Area	0	0	0
BC266	Signalling - Jesmond Interlocking Area	29	0	0
BC267	Signalling - Manors Interlocking Area	279	0	0
BC269	Signalling - Pelaw Interlocking Area	54	0	0
BC270	Signalling - Jarrow Interlocking Area	0	0	0
BC271	Signalling - South Shields Interlocking Area	0	0	0
BC272	Signalling - Depot Interlocking Area	8	315	0
BC273	Signalling - PTI	891	3,120	4,915
	Location Rewire	0	0	50
	Berth display in Signalling Panels	0	0	350
	Level Crossing Upgrade	0	0	200
	Level Crossing monitoring	0	0	200
	Dept crossings (protection)	0	0	50
	Scada	0	0	50
BC274	Future Signalling System - Development	0	125	125
BC970	Signalling - Replacement point motors (critical locations)	3	0	0
	<b>Total Signalling</b>	<b>2,322</b>	<b>3,566</b>	<b>5,940</b>
	<b>Stations</b>			
BC242	Station - North Shields	0	0	0
BC243	Station - Meadow Well, Percy Main and Howdon	4	0	0
BC244	Station - Hadrian Road and Wallsend	1	0	0
BC245	Station - Walkergate and Chillingham Road	256	0	0

BC246	Station - South Gosforth	2	0	0
BC247	Station - Ilford Road	1	0	0
BC248	Station - West Jesmond	2	0	0
BC249	Station - Central Station	497	2,983	0
BC968	Halt Station Package (Hebburn, Jarrow, Bede) Design	1,166	0	0
BC981	Station - SSS	374	0	1,553
BC982	Halt Station Package FEL,GST	118	540	0
BC983	Station - Heworth Interchange	180	2,600	0
	Halt Station Package (WMN, CUL, MSN)	0	300	0
	City Station - Manors	0	250	2,050
	Interchange Station - Gateshead	0	300	2,700
	Cullercoats	0	0	500
	Monkseaton	0	0	300
	Station - Northumberland Park	51	0	0
	Station - Simonside	51	0	0
	Station - Pelaw	51	0	0
	<b>Total Stations</b>	<b>2,753</b>	<b>6,973</b>	<b>7,103</b>
		<b>38,685</b>	<b>49,153</b>	<b>49,721</b>



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## INFORMATION

**DATE:** 6<sup>th</sup> February 2013  
**SUBJECT:** Safety and Security on Metro  
**REPORT OF:** Director General, Nexus

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### PURPOSE OF REPORT

To update members on measures being taken to further improve safety and security on Metro.

### RECOMMENDATIONS

Members are recommended to:

- a) Note the contents of this report.

### BACKGROUND DOCUMENTS

Background documents are held by the Contact Officer.

### CONTACT OFFICERS

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### IMPACT ON OBJECTIVES

To support economic development and regeneration	Positive
To address climate change	Neutral
To support safe and sustainable communities	Positive

<b>1</b>	<b>Executive Summary</b>
1.1	Crime on Metro has fallen by more than half on Metro since 2007 as a result of partnership working by Nexus, its contractors and police forces. While this downward trend continues, lower-level anti-social behaviour is an ongoing concern for Metro and its passengers.
1.2	This paper sets out measures which have contributed to the steady improvement in safety and security and initiatives planned to maintain the positive trend.
<b>2</b>	<b>Introduction</b>
2.1	Tyne and Wear Metro is a very safe way to travel. Over 37 million passenger journeys were made on the system last year, almost all of them without incident. Crime is in general lower on Metro than in many of the communities through which it passes, although research suggests there is a heightened sensitivity towards crime and anti-social behaviour among passengers due to the 'confined' experience of rail travel and media coverage of successful prosecutions.
2.2	There are 60 stations across Metro which vary considerably in size, usage and the character of the surrounding community. These include busy city centre stations in central Newcastle and Sunderland, well-used suburban interchanges such as Heworth and Four Lane Ends and quieter local stations. Metro stations are owned by Nexus and are operated by DB Regio Tyne and Wear, the present holder of the operating concession. In addition to the stations, DBTW also has a responsibility to report any faults in the immediate vicinity of Metro stations to the relevant local authority.
2.3	The most recent figures from Northumbria Police, which patrols Metro on Tyneside, show recorded crime on Metro has fallen by 58% since 2007 and this downward trend is being maintained with a 5% fall in the last year. Figures from British Transport Police, which patrols Metro between Pelaw and South Hylton, also reflect this trend. A number of major initiatives put in place over the last decade including the extension of station CCTV systems and inter-operation with local authority camera rooms (2003), the creation of a legally-enforceable alcohol ban and increase in the penalty fare (2005) and the installation of CCTV on trains (2008) have contributed to this. While this trend is healthy, personal security remains a key concern for users and non-users of Metro and one which Nexus and DBTW continue to prioritise.
2.4	Northumbria Police and British Transport Police currently patrol the public transport network in the course of their regular policing duties. Nexus, via DBTW, also financially contributes about £1m annually towards police resources from the dedicated Metro Police Unit who police the Metro system to reduce crime and disorder as well as increasing police reassurance. Officers work closely with transport operators Nexus and the five area commands through which the Metro



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	<p>system passes. A weekly 'task and crime group' meeting chaired by Northumbria Police reviews incidents and trends and co-ordinates the deployment of police officers and Metro staff in the coming week.</p>
2.5	<p>Metro continues to be monitored 24 hours a day by 550 digital CCTV cameras covering platforms, station approaches, subways and car parks, as well as cameras on all trains. The stations system is linked into local authority control centres and is able to operate proactively as well as retrospectively. Metro operates with real time information displays providing reassurance to passengers that a train is due. In addition, each platform is fitted with a help point that connects a customer directly to a member of staff within the control centre. Metro stations are overseen by eight station managers who each have responsibility for various sections of the network.</p>
2.6	<p>Research conducted by Nexus on behalf of the Tyne and Wear Passenger Transport User Group in 2012 suggested that most passengers feel safe using Metro and other forms of public transport. There is a higher level of concern for safety among women travellers, particularly after dark. This is often associated with the 'whole journey' from home to destination including local streets, though the experience of waiting on isolated Metro platforms is also a factor.</p>
2.7	<p>Nexus aims to see crime and anti-social behaviour reduced further, so that passengers have greater confidence in using Metro at all times of day and night. It has adopted the following five objectives for personal security and safety:</p> <ul style="list-style-type: none"><li>• Increase the use of public transport through the reduction of crime and disorder;</li><li>• Reduce the incidence of crime and disorder on public transport;</li><li>• Improve passengers' perception of feeling safe whilst waiting for and travelling on public transport;</li><li>• Increase the numbers of passengers who see a uniformed member of staff, or police officers on the public transport network;</li><li>• Encourage passengers to have zero tolerance of crime and disorder by making it easier to report such behaviour.</li></ul>
<b>3</b>	<b>Further improvements</b>
3.1	<p>Further improvement was sought as part of letting the Concession and DBTW committed to meeting an improved Personal Safety and Security Customer Satisfaction Score of 7.5 by November 2013 and then maintaining it for the rest of the concession - which thus far has been successfully achieved.</p>



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3.2 As part of this commitment DBTW employs a dedicated Revenue Protection and Security Manager who holds regular liaison meetings with the police and other relevant stakeholders facilitating the sharing of information and joint operations to target “ hot spots “.

A good example of this was over the Christmas period when additional Police resources were deployed around the network and this resulted in the following

	Arrests	Stop /Report for Byelaws	Alcohol pour out	Ejection
<b>Total</b>	<b>18</b>	<b>484</b>	<b>79</b>	<b>54</b>

3.3 An additional commitment is for all stations to achieve ‘Safer Tram Stop’ accreditation before the end of this financial year, with 90% of stations already achieving accreditation. Once the lift installation works at Walkergate are completed it will receive its accreditation, and the remaining stations require some minor changes to CCTV camera locations and lighting before accreditation can be achieved.

3.4 All Metro station Car Parks that are owned and operated by Nexus have received ‘Park Mark’ accreditation, this is an award given by Association of Chief Police Officers. It is awarded to parking facilities that have met the requirements of a risk assessment conducted by the Police. These requirements mean the parking operator has put in place measures that help to deter criminal activity and anti-social behaviour, thereby doing everything they can to prevent crime and reduce the fear of crime in their parking facility.

3.5 It is hoped the introduction of gatelines aimed at reducing ticketless travel will also have a positive impact on crime and anti-social behaviour, as a significant proportion of crime on rail systems in Europe (up to 60%) is committed by individuals travelling fraudulently. The gatelines will also see an increase in staff at stations where they are in use, increasing actual and perceived security.

3.6 Currently DBTW are committed to employ a minimum of 18 Customer Service staff every evening between 1800 and 2400. Following the full introduction of gating the numbers employed on the network will increase significantly together with staff visibility. DBTW also operate a staff suggestion scheme focused solely on security.

An example of what can be achieved was “Operation Portman “ which saw DBTW staffing the gate lines on five stations in Newcastle City Centre on the last Friday before Christmas from 1700 – 2300 with the support of the police. This reduced the number of incidents on the network with no staff assaults occurring and saw 244



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	Penalty Fare Notices being issued.
3.7	Nexus has requested that DBTW, on a trial basis, deploys additional staffing on Wednesday to Sunday evenings to travel on the system specifically to deter anti-social behaviour and provide customer reassurance. The initial compliment of staff is already being deployed on the network with full staffing to be in place by the end of February. The outcomes of this trial will be evaluated before further decisions are taken.
3.8	DBTW has been working in partnership with North Tyneside Area Command's Neighbourhood Policing team, in the short time working together they have identified a number of individuals who have been spoken to as part of Operation Respect which is a joint initiative with a number of agencies including housing associations whose aim it is to tackle anti-social crime and behaviour.
<b>5</b>	<b>Potential impact on objectives</b>
5.1	The recruitment of additional staff will contribute positively towards the objective to economic development and regeneration and it is expected that the current and new initiatives will contribute positively towards safe and sustainable communities

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## INFORMATION

**DATE:** 6 February 2014

**SUBJECT:** Metro Customer Satisfaction Survey Results – November 2013

**REPORT OF:** Director of Customer Services, Nexus

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### PURPOSE OF REPORT

This report summarises the results of the Metro Customer Satisfaction Surveys carried out in November 2013.

### RECOMMENDATIONS

The Metro Sub-Committee is recommended to note this report.

### BACKGROUND DOCUMENTS

Background documents are held by the Contact Officer.

### CONTACT OFFICERS

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### IMPACT ON OBJECTIVES

To support economic development and regeneration	Neutral
To address climate change	Neutral
To support safe and sustainable communities	Neutral

<b>1</b>	<b>Executive Summary</b>
1.1	This report summaries the results of the Metro Customer Satisfaction Surveys carried out in November 2013. Overall satisfaction with Metro reduced from 81.0% to 77.3% in the six months to November.
<b>2</b>	<b>Introduction and Background</b>
2.1	The Customer Satisfaction Surveys are conducted every six months, this report covers the results collected in November 2013.
2.2	<p>A glossary of terms used in the attached summary report follows:</p> <p><i>Concession Agreement</i> – the contract between Nexus and DBTW which governs all transactions and discussions between the two parties.</p> <p><i>DBTW</i> – Deutsche Bahn Tyne and Wear Ltd, the current operator of the Tyne and Wear Metro through the Concession Agreement with Nexus</p> <p><i>Major Line Closure</i> – a significant possession, leading to a long section of track being unavailable for normal passenger service over an extended time period.</p> <p><i>Period</i> – 4-week periods (there are 13 in each financial year) used for financial accounting and performance measurement purposes.</p>
<b>3</b>	<b>Report</b>
3.1	The attached appendices illustrate the results of the Customer Satisfaction Surveys (CSS) carried out in November 2013. The surveys are conducted by Nexus’ Business Intelligence department in accordance with a methodology set out in the Concession Agreement with DBTW, and provide a snapshot of customer perception against which both Nexus and DBTW’s performance can be measured and monitored. The results of the CSS surveys are also tied to two Committed Obligations within the Concession Agreement.
3.2	A summary of the latest CSS results can be seen in Appendix A1. Performance is measured by comparing scores to benchmarks calculated in accordance with formulae within the Concession Agreement.
3.3	Increased scores are observed in only one out of seven category indicators compared to the May 2013 survey, with the remaining categories’ scores all decreasing. The same is true when comparing year-on-year, with six out of the seven categories decreasing. Figure 1 of Appendix B charts the satisfaction scores for each Category Indicator against time. Figures 2 and 3 display the trends over time. The majority of Category Indicators continue to show an increase in customer satisfaction over time. However, the reduced score for the Reliability & Punctuality was significant enough to reverse the long term trend to one of decline. Reliability of Metro services has and continues to be an area of concern and separate papers



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	have been submitted to the Sub-Committee on this subject.
3.4	Satisfaction with information decreased in the six months to November, driven by a noticeable drop in satisfaction within each of the six sub-categories. No major changes to design or delivery of information has occurred over the six month period, and it may be that lower satisfaction with Metro generally may be driving the reductions observed here. Nonetheless DBTW will be asked to produce an action plan detailing how they intend to increase customer satisfaction with Information by the May 2014 surveys.
3.5	Satisfaction with Station Equipment decreased against both the May 2013 and November 2012 surveys. Despite completing escalator and lift renewals at Gateshead, St James and Regent Centre under the Metro: All Change modernisation programme, satisfaction with the condition of the lifts and escalators fell. Satisfaction with lighting at the station also decreased, despite Nexus' programme of lighting upgrades which have continued to improve brightness levels at key stations. It is planned to continue both of these programmes and improve an increasing number of stations.
3.6	Ticketing satisfaction scores all decreased in the six months to May, particularly satisfaction with the range of tickets available and facilities for buying tickets. These results are despite Nexus completing the TVM installation programme during this time, allowing passengers at all stations to pay for products using notes and credit/debit cards, and transferring an increasing number of products on to Smart technology. Again it may be that generally lower satisfaction with Metro has negatively impacted on these scores, although Nexus will continue to roll-out its programme of transferring products onto Smartcards and progress towards implementation of Stored Travel Rights to further increase the product choice available to passengers.
3.7	Satisfaction with security and comfort has decreased slightly in the six months to November and more noticeably since the same time in 2012. The decrease was again driven by drops in satisfaction with the feeling of security both whilst approaching and at the station. DBTW are approaching completion their Committed Obligation to achieve the Safer Tram Stop award for all Metro stations ahead of the deadline in December 2014. There continues to be an increased staff presence on the system, as DBTW deploy the additional staff appointed to operate the automatic ticket gates. The staff presence at gated stations will be increased over coming months as the automatic barriers become operational. DBTW continue to liaise with the police on a fortnightly basis to target crime and anti-social behaviour, and the Metro CCTV system continues to be monitored both at South Gosforth Control Centre and at local authority review suites.



INFORMATION

3.8	<p>Satisfaction with cleanliness improved both since May and the same period in 2012. Improvements were observed in passenger satisfaction with levels of graffiti both at stations and on board trains. The results of the Quality Regime, which have shown decreased failures for graffiti KPIs, support this observation. Year-on-year improvement of the cleanliness of the stations and train exteriors also continued. The one sub-category exhibiting decline in satisfaction is the interior of the Metrocars. Whilst DBTW continue to be penalised for failures under the Quality Regime,</p>
3.9	<p>Nexus is disappointed to observe that satisfaction with the availability of staff has decreased in the November survey. Despite the deployment throughout the system of the additional staff employed to operate the automatic ticket gates, customers appear less able to find an available member of staff to assist them with their journey. DBTW will be expected to propose solutions to make staff more visible before the May 2014 survey. It is hoped the continued implementation of the automatic ticket barriers will help to increase the feeling of a staff presence on passenger's journeys.</p>
3.10	<p>A large decrease in customer satisfaction with the reliability and punctuality of the service has been recorded. Throughout the six months to November, Charter Punctuality figures remained below the target level due in part to poor reliability of the Metrocar fleet and a significant and lengthy low rail adhesion event. Separate papers have been presented to the sub-committee providing further detail on the subject and the steps being taken to improve this crucial aspect of the Metro service. Early signs of improvement have been welcomed since November, with charter punctuality approaching the target level in Reporting Period 10.</p>
3.11	<p>The Overall Category Indicator gives passengers the opportunity to give Metro an overall score out of 10 and is conducted as part of the Customer Satisfaction Survey. The results of the November survey are displayed in Appendix A2.</p> <ul style="list-style-type: none"><li data-bbox="432 1541 1289 1619">a. The overall average score of 7.73 is a notable decrease on the previous score of 8.10 recorded in May 2013.</li><li data-bbox="432 1659 1377 1955">b. When the scores are analysed by route section, every section can be seen to have declined. The lowest average satisfaction is again observed between South Shields and Pelaw (7.2), which was also the lowest-scoring in the previous survey. Four separate route sections recorded a score of 7.9, many of which were significantly lower than the May 2013 survey. The route section from Park Lane to South Hylton reduced from 8.5 in May to 7.9 in November.</li></ul>



INFORMATION

3.12	<p>Under the terms of the Concession Agreement, DBTW have to comply with two Committed Obligations which relate to the results achieved in the Customer Satisfaction Survey, these are detailed below:</p> <ul style="list-style-type: none"><li>• A CSS Score of at least <b>8.30</b> for the Overall Category Indicator in the Customer Satisfaction Survey that is due to be carried out in September 2012. The Operator shall ensure that such CSS Score is maintained for the remainder of the Concession Term. This measure is currently recorded as <b>7.73</b>; and the Operator has therefore failed to meet their obligation in this regard. A financial penalty will be imposed upon the Operator in the form of a COPA of value £7,500.</li><li>• Personal Safety and Security – CSS Score across the four sub-categories of the Personal Safety and Security Category indicators of at least <b>7.30 (73.0)</b> in September 2012 and the date of each subsequent Customer Satisfaction Survey. This measure is currently at <b>7.30 (73.0)</b>, meeting the Operator’s obligation.</li></ul>
3.13	<p>The overall customer satisfaction score is not currently achieving the level that is required for DBTW to discharge their Committed Obligation. Nexus will be raising the issue with DBTW at the relevant contractual meeting and seeking an action plan with timescales and action owners, which seek to address the failure before the next survey in May 2014.</p>
<b>4</b>	<b>Potential impact on objectives</b>
	N/A

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Appendix A1: Results of the November 2013 Customer Satisfaction Survey

Category/Sub-Category Indicator	May-08	Nov-08	May-09	Nov-09	May-10	Nov-10	May-11	Nov-11	May-12	Nov-12	May-13	Nov-13	Trend from May	Trend Year on Year	CSS Benchmark	Performance P
	Mean Score	Mean Score	Mean Score	Mean Score	Mean Score	Mean Score	Mean Score	Mean Score	Mean Score	Mean Score	Mean Score	Mean Score				
Information on Trains arrival /departures	76.1	76.0	76.9	76.9	77.7	77.2	77.2	76.8	76.7	77.3	77.4	74.8	↓	↓	77.4	-2.6
Ease of understanding signage at Stations	77.2	78.8	79.3	78.4	79.5	81.0	79.6	78.6	83.6	82.4	78.1	77.3	↓	↓	82.9	-5.6
Helpfulness of signage at the station	76.5	78.0	78.5	77.6	79.3	80.1	79.5	78.5	83.2	82.5	77.9	77.2	↓	↓	82.8	-5.6
Clarity of announcements at the station	72.0	70.8	73.0	74.0	74.7	73.9	70.6	70.4	70.8	69.7	74.6	72.2	↓	↑	72.6	-0.4
Clarity of other announcements on Trains	72.7	71.7	72.4	73.3	71.3	73.5	72.3	74.6	78.3	78.3	78.3	75.4	↓	↓	78.3	-2.9
The information on TIM machines (TIM users only)	69.3	71.9	74.0	72.8	72.9	71.1	70.6	71.1	74.2	75.1	75.1	72.6	↓	↓	75.1	-2.4
<b>Information.</b>	<b>74.0</b>	<b>74.5</b>	<b>75.7</b>	<b>75.5</b>	<b>75.9</b>	<b>76.1</b>	<b>75.4</b>	<b>75.0</b>	<b>77.8</b>	<b>77.8</b>	<b>77.1</b>	<b>75.1</b>	↓	↓	<b>77.8</b>	<b>-2.8</b>
Condition of the Station	66.4	69.5	69.4	69.9	74.1	73.6	74.5	73.7	73.9	74.4	73.9	73.4	↓	↓	74.2	-0.8
Lighting at the Station	74.6	76.4	76.2	75.0	77.5	79.3	78.5	77.2	78.5	77.9	75.4	75.2	↓	↓	78.1	-2.9
Condition of the Lifts	62.1	64.5	57.4	70.0	67.4	67.4	75.5	73.6	71.9	70.9	75.9	68.9	↓	↓	73.9	-5.0
Condition of the escalators	72.9	75.1	74.2	76.5	76.4	77.4	79.6	76.0	75.1	76.2	77.0	75.2	↓	↓	76.6	-1.5
<b>Station Equipment.</b>	<b>69.0</b>	<b>71.4</b>	<b>69.3</b>	<b>72.9</b>	<b>73.9</b>	<b>74.4</b>	<b>76.9</b>	<b>75.1</b>	<b>74.9</b>	<b>75.7</b>	<b>75.0</b>	<b>74.2</b>	↓	↓	<b>75.3</b>	<b>-1.2</b>
The range of tickets available	71.1	71.2	75.1	73.9	72.2	70.6	69.2	71.9	74.0	77.0	78.2	74.8	↓	↓	77.7	-2.9
Facilities for buying tickets	69.8	72.9	70.1	70.8	70.8	70.0	72.5	70.0	72.6	74.6	77.2	73.9	↓	↓	76.1	-2.2
Ticket cost Value for money			46.2	52.6	52.1	50.9	51.9	56.8	55.8	56.7	57.8	57.1	↓	↑	57.4	-0.2
<b>Ticketing.</b>	<b>70.5</b>	<b>72.1</b>	<b>63.8</b>	<b>65.8</b>	<b>65.0</b>	<b>63.8</b>	<b>66.2</b>	<b>66.2</b>	<b>67.5</b>	<b>70.5</b>	<b>71.1</b>	<b>68.5</b>	↓	↓	<b>70.9</b>	<b>-2.4</b>
Your personal security approaching the station	69.1	72.5	72.9	71.0	73.1	74.5	77.8	75.6	76.8	78.1	76.3	75.3	↓	↓	77.6	-2.3
Your personal security at the station	67.7	71.4	72.5	70.4	73.3	73.5	76.6	74.1	76.1	77.1	74.6	74.5	↓	↓	76.7	-2.2
Behaviour of other passengers	58.7	60.8	60.4	62.8	62.6	64.5	63.4	66.1	65.8	67.1	69.4	68.2	↓	↑	68.5	-0.3
Your personal security on the Train	66.0	70.8	70.4	70.1	70.0	72.3	73.7	73.6	71.7	75.5	73.2	74.1	↑	↓	74.1	0.0
<b>Security &amp; Comfort.</b>	<b>65.4</b>	<b>68.9</b>	<b>69.1</b>	<b>68.6</b>	<b>69.8</b>	<b>71.2</b>	<b>72.9</b>	<b>72.3</b>	<b>72.6</b>	<b>74.5</b>	<b>73.4</b>	<b>73.0</b>	↓	↓	<b>73.8</b>	<b>-0.8</b>
General cleanliness of the Station	63.7	66.8	67.6	69.6	72.2	71.6	74.0	71.0	73.2	72.6	73.9	73.3	↓	↑	73.4	-0.1
Levels of graffiti	68.4	73.3	76.8	76.8	79.2	81.6	79.4	83.2	84.7	84.3	81.8	84.4	↑	↑	84.5	-0.1
Levels of graffiti and damage to the Train	67.8	68.1	69.5	69.6	72.5	75.2	75.2	78.6	79.2	81.8	79.1	82.2	↑	↑	80.7	1.5
Cleanliness of inside of Trains	63.1	64.2	63.9	64.7	69.0	69.4	71.4	68.3	68.0	69.5	70.2	67.5	↓	↓	69.9	-2.4
Cleanliness of outside of Trains	65.5	68.3	67.1	67.0	69.7	70.8	71.8	70.1	66.7	68.3	71.5	71.1	↓	↑	70.2	0.9
<b>Cleanliness.</b>	<b>65.7</b>	<b>68.1</b>	<b>69.0</b>	<b>69.5</b>	<b>72.5</b>	<b>73.7</b>	<b>74.4</b>	<b>74.2</b>	<b>74.4</b>	<b>75.4</b>	<b>75.3</b>	<b>75.8</b>	↑	↑	<b>75.3</b>	<b>0.4</b>
Availability of staff	36.9	45.2	45.0	48.2	50.3	49.0	53.5	50.9	50.6	52.2	53.0	50.9	↓	↓	52.7	-1.8
<b>Staff</b>	<b>36.9</b>	<b>45.2</b>	<b>45.0</b>	<b>48.2</b>	<b>50.3</b>	<b>49.0</b>	<b>53.5</b>	<b>50.9</b>	<b>50.6</b>	<b>52.2</b>	<b>53.0</b>	<b>50.9</b>	↓	↓	<b>52.7</b>	<b>-1.8</b>
Train Reliability			76.7	76.0	77.3	77.7	78.0	75.9	79.2	74.5	75.8	64.0	↓	↓	76.4	-12.4
Train Punctuality			77.8	76.7	78.8	79.1	78.8	76.7	80.0	74.7	76.0	62.3	↓	↓	76.8	-14.6
Availability of seats			67.2	67.1	69.6	68.3	71.8	68.9	72.7	72.0	72.1	69.8	↓	↓	72.3	-2.5
Availability of standing			70.0	69.9	71.4	70.9	73.6	71.3	74.4	73.9	72.6	71.3	↓	↓	74.1	-2.8
<b>Reliability &amp; Punctuality</b>			<b>72.9</b>	<b>72.4</b>	<b>74.3</b>	<b>74.0</b>	<b>75.5</b>	<b>73.2</b>	<b>76.6</b>	<b>74.5</b>	<b>74.1</b>	<b>64.0</b>	↓	↓	<b>75.3</b>	<b>-11.3</b>

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## Appendix A2 - Overall Satisfaction with Metro in the November 2013 CSS Survey

Overall Category Indicator	
Overall score out of 10	<b>7.73</b>
1	1
2	0
3	11
4	7
5	35
6	130
7	374
8	570
9	284
10	72

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Appendix B: Results of the November 2013 Customer Satisfaction Survey

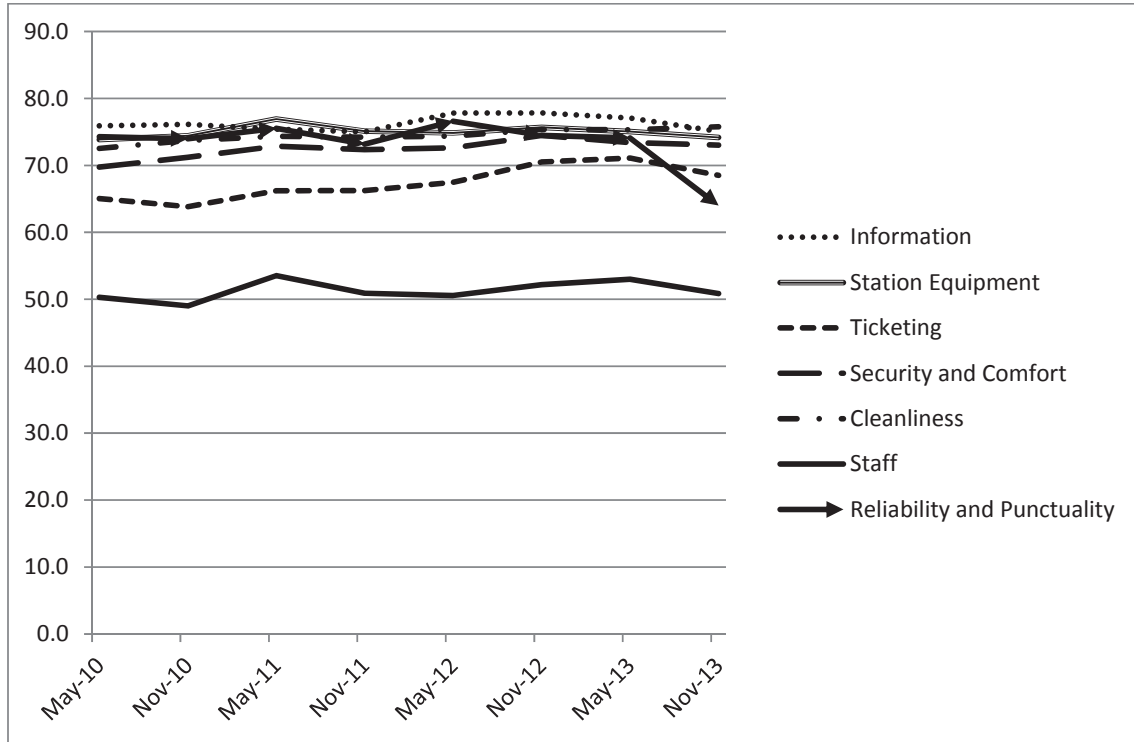


Figure 1: Mean scores for CSS Category Indicators over the previous eight CSS surveys

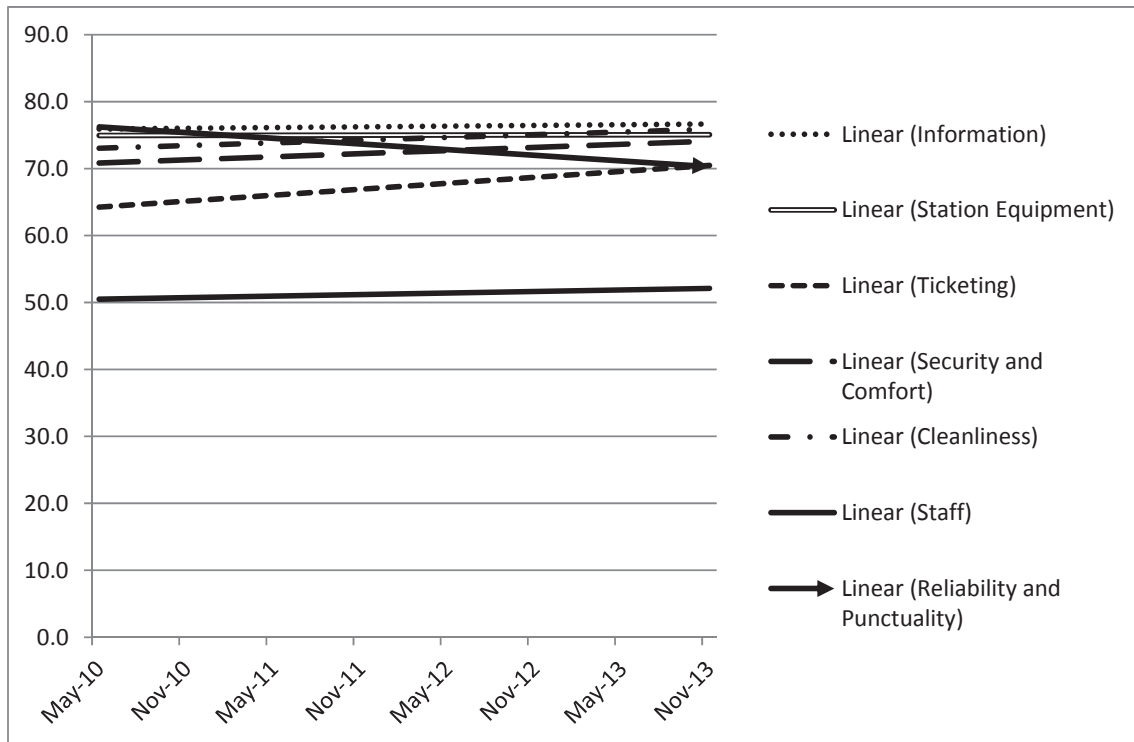


Figure 2: Category trends over the previous eight surveys

Appendix B: Results of the November 2013 Customer Satisfaction Survey

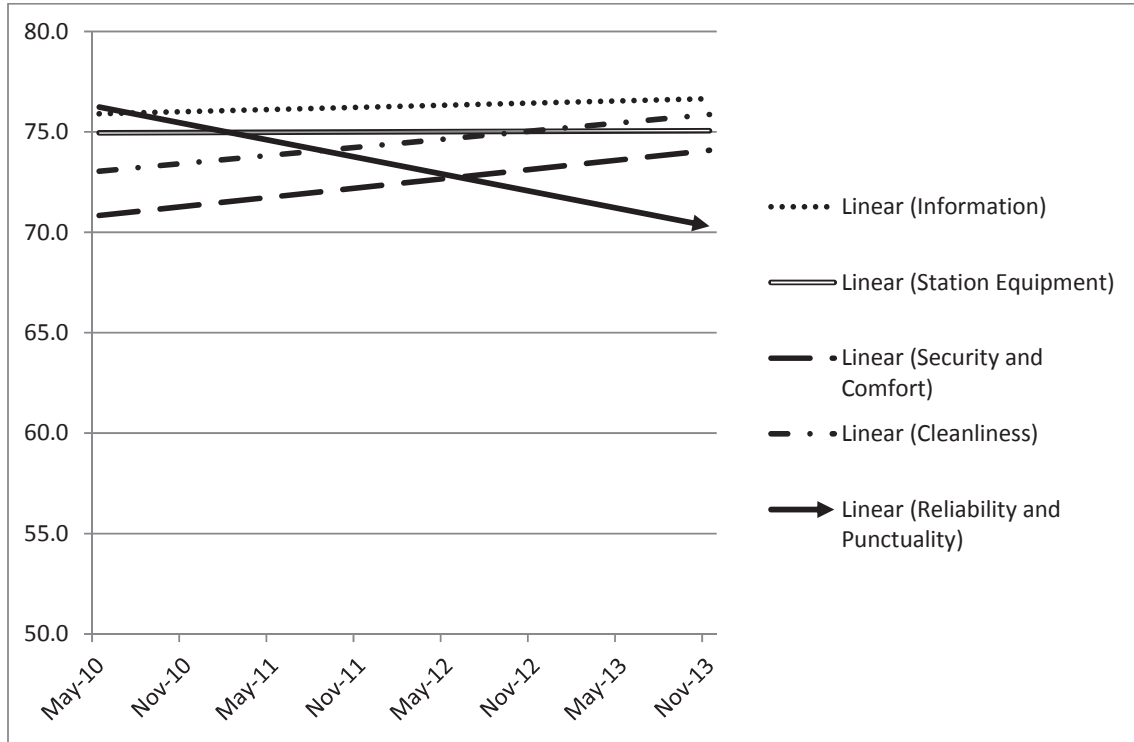


Figure 3: Category trends excluding staffing and ticketing over the previous eight surveys

## Appendix C: Results of the November 2013 Customer Satisfaction Survey

### Overall Score by Route Section

	Avg Score	Avg Score	Avg Score	Avg Score	Avg Score	Avg Score
Route Section	May-11	Nov-11	May-12	Nov-12	May-13	<b>Nov-13</b>
Regent Centre - Airport	8.1	8.2	8.1	7.8	8.2	<b>7.9</b>
South Shields - Pelaw	7.8	8.0	7.6	7.6	7.7	<b>7.2</b>
Longbenton - Tynemouth	7.8	7.9	8.0	7.8	8.2	<b>7.6</b>
Fellgate - Sunderland	8.2	7.8	7.9	8.1	8.2	<b>7.7</b>
North Shields - St James	7.6	7.7	7.7	7.5	7.8	<b>7.6</b>
Central - Haymarket	8.0	8.1	8.2	7.9	8.2	<b>7.9</b>
Heworth - Gateshead	8.1	8.2	8.4	7.9	8.1	<b>7.9</b>
Jesmond - South Gosforth	7.9	8.0	7.8	7.8	8.2	<b>7.9</b>
Park Lane - South Hylton	8.3	8.5	8.3	8.2	8.5	<b>7.9</b>

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INFORMATION

**DATE:** 6<sup>th</sup> February, 2014

**SUBJECT:** Quarterly Performance Data – Quarter 3 2013/14 –  
Metro Operating Concession

**REPORT OF:** Director General, Nexus

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**PURPOSE OF REPORT**

This is the ninth quarterly report submitted to the Metro Sub-Committee in accordance with the Terms of Reference agreed by the Integrated Transport Authority in May 2010.

**RECOMMENDATIONS**

The Metro Sub-Committee is recommended to note this report.

**BACKGROUND DOCUMENTS**

None

**CONTACT OFFICERS**

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**IMPACT ON OBJECTIVES**

To support economic development and regeneration	Neutral
To address climate change	Neutral
To support safe and sustainable communities	Neutral

1	<b>Executive Summary</b>
1.1	This report outlines the highlights of the third quarter of the 2013/14 financial year with regards to the Metro Operating Concession.
2	<b>Introduction and Background</b>
2.1	This report covers the period 15 <sup>th</sup> September 2013 to 7 <sup>th</sup> December 2013 (Reporting Periods 7 to 9 inclusive)
2.2	<p>A glossary of terms used in the attached summary report follows:</p> <p><i>Charter Punctuality</i> – DBTW’s measurement of train punctuality; measures the percentage of trains arriving within three minutes later or within 29 seconds earlier than scheduled.</p> <p><i>Concession Agreement</i> – the contract between Nexus and DBTW which governs all transactions and discussions between the two parties.</p> <p><i>DBTW</i> – Deutsche Bahn Tyne and Wear Ltd, the current operator of the Tyne and Wear Metro through the Concession Agreement with Nexus</p> <p><i>EWT (Excess Waiting Time)</i> – the measurement used to calculate punctuality in a high-frequency operation; instead of measuring adherence to timetable, the measurement looks at the number of minutes a passenger is kept waiting above a reasonable threshold.</p> <p><i>Failure</i> – an occasion where the operator did not succeed in meeting its performance criteria on a specific occasion, resulting in a penalty being applied.</p> <p><i>LRA - Low Rail Adhesion</i> - Leaves falling on tracks are compressed and become a slippery substance that is difficult to remove and creates greasy track conditions known as Low Rail Adhesion.</p> <p><i>MAA</i> – moving annual average; the average for the past 12 months including the periods being reported on.</p> <p><i>Major Line Closure</i> – a significant possession, leading to a long section of track being unavailable for normal passenger service over an extended time period.</p> <p><i>OPR</i> – Operational Performance Regime; the means by which train service performance is measured in terms of excess waiting time for customers and punctuality of first and last trains.</p> <p><i>Period</i> – 4-week periods (there are 13 in each financial year) used for financial accounting and performance measurement purposes.</p> <p><i>Possession</i> – a period of time when engineering works take place on a section of track, preventing normal passenger service from being provided.</p> <p><i>RIDDOR</i> - The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), place a legal duty on employers, self-employed people and people in control of premises to report to the Health &amp; Safety Executive: work-related deaths; major injuries or over-three-day injuries; work related diseases; and dangerous occurrences (near miss accidents).</p> <p><i>SQR</i> – Service Quality Regime; the means by which quality standards on stations and trains is measured</p>





<b>3</b>	<b>Report</b>
3.1	Metro Charter Punctuality fell again throughout the Quarter, reaching a low in P8 of 69.87% (compared to DBTW's working target of 87.2%) and although this improved slightly in P9 it remained a significant concern and reflected numerous delays and cancellations that disrupted passengers' journeys.
3.2	Problems with fleet availability and reliability led to Nexus issuing DBTW with a contractual notice requiring development of a remedial plan. To assist service recovery, Nexus agreed to a temporary reduction in the required number of Metrocars required to deliver the peak service, from 78 to 74 units, leading to the withdrawal of two timetabled peak-hour train diagrams over a 3-week period. This provided some relief at the depot in terms of increasing the number of Metrocars available for DBTW to conduct intensive fault-finding analysis and meant that Nexus could communicate a consistent timetable to passengers that was less prone to on-the-day cancellations.
3.3	The reliability issues caused by fleet availability were exacerbated by an unusually lengthy and intensive leaf-fall season, leading to very significant numbers of incidents of LRA causing delays. Periods 8 and 9 were particularly badly affected, and although trains did run to all destinations throughout the disruption, passengers were warned that delays may occur to their timetabled services.
3.4	Through the mechanisms set out in the Concession Agreement DBTW incurred significant contractual penalties as a result of poor performance. Whilst not yet finalised (as timescales to complete review and dispute processes have not been completed), the additional level of penalty payment for the full year is anticipated to be in the order of £200,000 – the majority of which relates to EWT incurred under the OPR (please see 2.2 'Glossary'). The remainder includes penalties arising from the failure on numerous days to provide 78 Metrocars to operate the peak service, which is a contractually committed obligation (see 3.2).
3.5	Through various remedial actions, including increasing staffing levels at the depot and the freeing up of Metrocars for additional maintenance, stability has now been restored to the Metro service. A number of longer-term actions are being taken forward, including joint fleet reliability workshops and a review of the way in which leaf-fall season is prepared for and managed in future years.



INFORMATION

3.6	The ¾ Life Refurbishment project continued to be delivered, with 38 units reaching final acceptance by the end of Period 9. The project is still on course to be complete by 31 <sup>st</sup> December 2015.
3.7	DBTW staff commenced operating the automatic ticket barriers with increasing regularity throughout the Quarter. Guided by the Nexus project team, staff have operated the gates during both peak and off-peak times at Central Station and elsewhere, and will continue on a phased basis until the contractually defined staffing hours are delivered.
3.8	Whilst good performance on the Stations aspect of the SQR was sustained throughout the Quarter, the results of the Metrocar SQR deteriorated somewhat. Although not yet a cause for major concern, Nexus has raised the issue with DBTW seeking improvements.
3.9	Additional Metro services operated to provide capacity for both the Great North Run and the first Tyne & Wear derby match of the football season. Both events passed without significant incident. Planning has commenced in preparation for the summer concerts being staged at Stadium of Light and St James' Park in 2014.
3.10	The number of RIDDOR reportable passenger accidents recovered from a spike in Period 7 to lower figures in Periods 8 and 9. Two RIDDOR major reportable accidents occurred in Period 9, although the total number for the year is still considerably lower than the same time in 2012/13. The number of passenger assaults reduced from both the previous Quarter and the equivalent Quarter last year. A campaign was launched during the Quarter with the aim of reducing the number of 'trap and drag' incidents involving Metrocar doors.
<b>4</b>	<b>Potential impact on objectives</b>
	N/A

	Benchmark	Period 7	Period 8	Period 9
OPR-(Excess Waiting Time) (see glossary)	14.42 MAA to P13 end	23.79	39.03	32.56
Charter Punctuality (see glossary)	82.08% MAA to P9 end	78.89%	69.87%	71.93%
SQR – Stations (no. of failures)	41.3 MAA to P9 end	38	37	31
SQR – Trains (no. of failures)	101.4 MAA to P9 end	124	150	130
Fleet (Ave km per fault)	12,500 DBTW target	7,456	5,744	7,625



INFORMATION

	Benchmark	Period 7	Period 8	Period 9
Fraud Rate (% ticketless travel recorded)	4.5% Contractual target	2.87%	2.51%	2.85%
Head Count (no. of DBTW FTE in post)	512 DBTW posts	513.77	510.37	507.96
Passenger Accidents (RIDDOR)	4.36 DBTW target	8	2	1
Passenger Accidents (Non-RIDDOR)	18.76 DBTW target	15	24	20
Passenger Assaults	7.96 DBTW target	0	3	1

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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