



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



---

Meeting to be held on Thursday 21 February 2013 at 10.30 am in a Nexus House, St. James' Boulevard, Newcastle upon Tyne

Membership: Blackburn, Curran, Hobson, Hodson, Lott, Stokel-Walker, Stone and D Wood

Contact Officer: Victoria Miller (0191) 211 5118 [victoria.miller@newcastle.gov.uk](mailto:victoria.miller@newcastle.gov.uk)

This agenda is available at [www.twita.gov.uk](http://www.twita.gov.uk)

---

### SUPPLEMENTAL AGENDA

	Page
9. Quarterly Performance Data - Quarter 3 2012/13 - Metro Operating Concession Replacement Report	1 - 6

This page is intentionally left blank



**DATE: 21<sup>st</sup> February 2013**

**SUBJECT: Quarterly Performance Data – Quarter 3 2012/13 – Metro Operating Concession**

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

---

## **PURPOSE OF REPORT**

This is the eighth 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**

Background documents are held by the Contact Officer.

## **CONTACT OFFICERS**

<i>name</i>	<i>email</i>	<i>phone</i>
<i>Tobyn Hughes</i>	<i>tobyn.hughes@nexus.org.uk</i>	<i>0191 203 3246</i>

## **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 2012/13 financial year with regards to the Metro Operating Concession.
2	<b>Introduction and Background</b>
2.1	This report covers the period 16 September 2012 to 8 December 2012 (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>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	<p>An agreement on varied contractual terms for the ¾ Life Metrocar refurbishment project was reached in principle during the quarter and will be finalised early in the fourth quarter. The agreement will see the project complete to the original end date of 31<sup>st</sup> December 2015 with no reduction in quality observable to the passenger. To the end of Period 9, 13 completed units were in passenger service.</p>
3.2	<p>Metro punctuality reduced to levels well below the MAA throughout the Quarter. Several factors contributed to the poor performance, including an unusually lengthy and significant leaf fall period causing rail adhesion problems in large areas. Poor fleet reliability compounded these difficulties, with DBTW struggling to fully diagnose and resolve faults against the pressures of a longer than normal list of stopped Metrocars which threatened to impact on service levels. Resolving these issues is now a priority and work will be concentrated in Quarter 4 into ensuring that punctuality improves.</p>
3.3	<p>The Great North Run took place on the first day of the Quarter. An enhanced timetable was in operation and DBTW reported no significant problems. The first Tyne &amp; Wear derby of the football season took place at the Stadium of Light on 21<sup>st</sup> October. Additional trains were provided specifically to carry Newcastle supporters to and from the stadium, and Central Station was closed to non-football travellers for around one hour in the hours before the match to allow for effective crowd control and segregation.</p>
3.4	<p>The first major blockade in the central corridor commenced on 28<sup>th</sup> October 2012 and lasted for 6 days. Trains had to be out stabled and special access through the worksite arranged for them to go back to the depot for servicing. Overall the arrangements worked well.</p>
3.5	<p>Station failures under the SQR reduced to their lowest-ever quantity during Period 9. DBTW achieved 'passes' at a significant number of stations and received a bonus on the stations aspect of the regime. Difficulties between DBTW's cleaning contractor and the RMT union continued without resolution, although strike action has not affected the quality of output due to effective contingency planning. The bonuses achieved at stations were more than offset by failures on the Metrocars. Exterior cleanliness remains problematic and further failures in signage have increased penalties further. Work in Quarter 4 will focus on exploring solutions to improving the exterior appearance of Metrocars.</p>



---

INFORMATION

3.6	The first RIDDOR major reportable public accident of the Concession Year occurred during Period 9 involving an escalator at Monument. An investigation is underway which will report its findings during the fourth Quarter. Other accidents increased throughout the Quarter, and although there does not appear to be any sole or underlying cause, it seems likely that the overall annual total will exceed that of 2011/12. Escalators are still the most significant source of passenger accidents.
-----	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

---

<b>4</b>	<b>Potential impact on objectives</b>
----------	---------------------------------------

---

	N/A
--	-----

	Benchmark	Period 7	Period 8	Period 9
OPR-(Excess Waiting Time) (see glossary)	13.59 MAA to P9 end	15.58	13.54	17.70
Charter Punctuality (see glossary)	87.54% MAA to P9 end	84.97%	81.64%	80.97%
SQR – Stations (no. of failures)	75 MAA to P9 end	62	84	47
SQR – Trains (no. of failures)	116 MAA to P9 end	108	112	122
Fleet (Ave km per fault)	12,500 DBTW target	6,918	10,588	6,506



INFORMATION

	Benchmark	Period 7	Period 8	Period 9
Fraud Rate (% ticketless travel recorded)	4.5% Contractual target	3.78%	3.94%	3.96%
Head Count (no. of DBTW staff)	513 DBTW target	484.8	492.8	505.3
Passenger Accidents (RIDDOR)	4.36 DBTW target	5	6	1
Passenger Accidents (Other)	18.76 DBTW target	10	21	29
Passenger Assaults	7.96 DBTW target	5	5	9