



Tyne & Wear Integrated Transport Authority - Metro Sub Committee

**Meeting to be held: Committee Room, Civic Centre, Newcastle upon Tyne, NE99 2BN
on Thursday 1 March 2012 at 10.30 am**

**Membership: Blackburn, Hanson, Hodson, Lott, Maughan, McElroy, Stokel-Walker
and D Wood (Chair)**

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ITA papers are available at www.twita.gov.uk

Page

- 1. Apologies for absence**
- 2. Declarations of Interest of Members or Officers in any matter to be discussed at the meeting**

(If any Member has a personal or prejudicial interest, please complete the appropriate form and hand this to the Democratic Services Officer before leaving the meeting).

Members are reminded to verbally declare their interest and the nature of it and, if prejudicial, leave where appropriate at the point of the meeting when the item is to be discussed.
- 3. Minutes of Previous Meeting** **1 - 4**
- 4. Quarterly Performance Report - Quarter 3 2011/12 - Asset Renewal Plan** **5 - 8**
- 5. Delivery of The Metro Asset Renewal Plan** **9 - 16**
- 6. Quarterly Performance Data - Quarter 3 2011/12 - Metro Operating Concession** **17 - 22**
- 7. Customer Satisfaction Survey Results and Associated Performance Monitoring of the Metro Operating Concession** **23 - 30**
- 8. Nexus activities to make young people safe on the Metro** **31 - 32**
- 9. Date and Time of the Next Meeting**

The date and time of the next meeting is to be confirmed.

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|--|----------------|
| 10. Confidential Minutes of the Previous Meeting | 33 - 34 |
| 11. Quarterly Performance Data - Quarter 3 2011/12 - Metro Farebox Income | 35 - 38 |

NOTE: Under the Local Government (Access to Information) Act 1985 members of the public have a right to inspect any non-confidential background papers used in the production of a non-confidential report to the Authority. Requests for information should be made to the Department originating the report.



Tyne & Wear Integrated Transport Authority - Metro Sub Committee

13 January 2012
(10.00 - 11.40 am)

Present:

Councillor: D Wood (Chair)

Councillors: Blackburn, Hanson, Hodson and McElroy

Also Present:

Councillors Emerson and McMillan

In Attendance:

B Garner - Director General, Nexus
K Mackay - Director of Rail and Infrastructure, Nexus
J Fenwick - Director of Finance and Resources, Nexus
R Johnstone - Nexus Rail Director
V Miller - Democratic Services, Newcastle City Council

33. APOLOGIES FOR ABSENCE

Councillors Maughan, Lott, Stokel-Walker and Keating.

34. DECLARATIONS OF INTEREST OF MEMBERS OR OFFICERS

Councillors D Wood, Hanson, Blackburn, Hodson, Emerson and McMillan declared a personal interest due to holding a Metro pass.

35. ASSET RENEWAL PROGRAMME 2012/13 - 2015/16

(a) Analysis of the Programme to date

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

J Fenwick presented the report on the overall financial position of the Asset Renewal Programme (ARP) after 18 months of its delivery and in advance of providing submission for years 3 to 6 to the Department for Transport (DfT).

Questions/comments

In response to a member's question, J Fenwick explained how Nexus reported the progress of the programme to the ITA, Nexus' internal Management Committee, Nexus Executive Board and DfT. He confirmed that there had been no adverse comments received from DfT on the progress made or the type of information submitted. The feedback received had been positive. The colleagues in DfT were the specialist in rail operation, which made the relationship more effective.

In respect of the Level Crossing arrangements, officers explained the decisions made to ensure efficiency and safety. Officers confirmed that DfT were satisfied with the current arrangements. Officers confirmed that there was no reasons for concern as to the under-spend on Level Crossing, as in section 3.3 of the report.

Officers confirmed that the largest proportion of the over-spend on Metro cars related to corrosion which needed to be addressed to ensure safety. A programme was in place to progress this matter. It was also confirmed that those Metro cars which were in operation were safe.

Officers confirmed efficiencies generated in Depot Equipment presented in section 3.3 of the report related to the renewal of equipment which would still achieve the optimum specification.

It was clarified that the Capital Maintenance figure presented in section 3.3 of the report related to the heavy maintenance of the infrastructure. The under-spend was due a variety of reasons, including the natural fluidity of the initial forecasting mechanism and the need to achieve savings due to overall cost pressures. Members were reassured that the under-spend did not compromise the operation of the system.

Officers highlighted that, as the programme progressed, asset knowledge was improving. This would have an effect on future priorities to ensure a safer and more sustainable network.

In response to a member's concern in respect of the saving achieved on Project Management, officers confirmed that this was a presentational matter and that Programme Management costs were allocated across individual projects in years 1 and 2 whilst the year 3 allocation was yet to be determined.

RESOLVED – That the report be noted.

(b) **Programme Initiation Document**

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

K Mackay presented the report and delivered a presentation on the Metro Asset Renewal Plan proposals for the years 2013/14 – 2015/16.

In response to a member's questions in relation to the proposed funding of the Plan, officers explained the fluid nature of the financial forecasting for a programme of this scale, a lot of which was driven by the level of available asset knowledge. The

comparatively low level of over-programming for Year 2013/14 would be addressed. The figure for Years 2014/15 and 2015/16 was provisional.

In response to a member's question about the new technologies and whether these were being considered as part of the programme, B Garner explained that this specific programme was about ensuring the longevity and sustainability of the Metro system. A separate project would be looking at other aspects, including new technology; however, this work was at the inception stage only. Members would be provided with an update at a future policy seminar.

RESOLVED – That the report be noted.

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

Thursday, 1 March 2012 at 10.30am

37. **EXCLUSION OF PRESS AND PUBLIC**

RESOLVED – That by virtue of paragraph 3 of Part 1 of Schedule 12 A of the Local Government Act 1972 the press and public be excluded from the remainder of the meeting due to the likely disclosure of commercially sensitive information.

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Tyne and Wear Integrated Transport Authority Metro Sub-Committee

DATE: 1 March 2012

TITLE: QUARTERLY PERFORMANCE REPORT – QUARTER 3 2011/12 – ASSET RENEWAL PLAN

REPORT OF: THE DIRECTOR OF RAIL AND INFRASTRUCTURE, NEXUS

Not confidential

District Implications: All Tyne & Wear

1. **Summary / Purpose of Report**

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

2. **Recommendations**

2.1 That Metro Sub-Committee notes this progress report.

3. **Introduction / Background**

3.1 This report covers the period 19 September 2011 to 10 December 2011 (Periods 7, 8 and 9).

3.2 Forecast expenditure level has now stabilised at around £35m which is just short of the target £35.5m and comfortably within the $\pm 10\%$ tolerance limit on the funding available.

3.3 A glossary of terms used in this report follows:

ARP – the 11 year Metro Asset Renewal Plan funded by government and local contributors.

Stage Gate – an eight stage process through which all proposals must pass from pre feasibility to project close out.

OTX – overtrack crossing for services

HVAC – heating, ventilation and air conditioning

PMO – Programme Management Office

4. **Highlights & Key Issues**

4.1 **Period 7 Performance**

Following on from Period 6, actual financial performance is reflecting planned outputs. Actual spend was 116% of forecast in period 7 (85% was achieved in period 6. This is strong evidence to indicate the improved accuracy and reliability of the Project costs and schedules held in Primavera.

In response to forecast out turn reported in recent periods a significant amount of work is progressing on a number of options to bring spend forward from 2012/13. Further work is underway to efficiently package the signalling, ducting and cable installation projects to deliver this year. In addition, value engineering of North Shields station is currently being finalised, which aims to recover delays and bring forward as much expenditure back into 11/12 as possible.

During the period project plans have been reviewed and further progress has been made on determining the possession and blockade strategy for the coming 12 months. Project plans are now more robust and overall the level of risk in the programme has reduced although some slippage has partly offset the overall effect of accelerated projects.

4.2 **Moving Forward**

The main focus during period 8 as with period 7 will be to review the projected outturn for 2011/12 and identify and implement options to bring forward expenditure from 2012/13 to maximise the use of MRG in year.

- Development is currently underway to accelerate works for 2011/12 up to the value of £2.5m from subsequent years,
- Conclusion and close out of the 2012/13 work bank. The proposed work bank, which is currently being worked up outside Primavera is currently £3.5m over the budget of £42.8m including over programming. An evaluation of the p way workbank is currently being assessed/reviewed to confirm the works which will be delivered in 2012/13. The Primavera work bank contains £59m. Asset knowledge/ condition and assessments to date have reduced this to £46.3m and further work is on-going to reduce this to £42.8m,

Additionally, focus in period 8 is concerned with:

- Increased emphasis on delivering against programme and Stage Gate milestones to ensure progress against plan is maintained.
- Completing the transition to a fully Nexus resourced PMO.

Actions are being led by the Project Managers, Engineers and PMO to manage the programme delivery.

4.3 **Period 8 Performance**

Actual spend was 139% of forecast in period 8. Over the last three periods actual spend has achieved 110% of forecast. This is strong evidence to indicate the improved accuracy and reliability of the Project costs and schedules held in Primavera.

Works on the DfT submission for years 3-6 has been continuing, with a submission being made to Management Committee on 7th December. Work is continuing to progress the year three programme, to ensure works are developed to a sufficient stage gate stage for delivery in 12/13.

4.4 **Moving Forward**

The main focus of period 9 as with period 8 will be to review the projected forecast for 2011/12 and ensure delivery risks are minimised to ensure delivery of the forecast.

- As detailed above, development is currently underway to accelerate works for 2011/12 regarding North Shields station, $\frac{3}{4}$ life refurbishment and purchase of materials for fibre and ducting schemes.
- Conclusion and close out of the 2012/13 work bank. The proposed work bank, which is currently being worked up outside Primavera is currently £3.2m over the budget of £42.8m including over programming. An evaluation of the p way workbank is currently being assessed/reviewed to confirm the works which will be delivered in 2012/13. Following approval of the workbank Primavera will then be updated to reflect the updated programme.

4.5 **Period 9 Performance**

Actual spend was 68% of forecast in period 9. In period performance whilst disappointing was predominately affected by slow progress with the $\frac{3}{4}$ life refurbishment being undertaken by DBTW and also the refurbishment of Howdon and Meadowell stations. However, over the last three periods actual spend has achieved 103% of forecast. This is strong evidence to indicate the improved accuracy and reliability of the Project costs and schedules held in Primavera.

Works on the DfT submission for years 3-6 has been finalised, with approval from Management Committee obtained on 7th December. Approval by the Nexus Executive Board is anticipated on 15th December following which the submission pack will be forwarded to DfT in accordance with the requirements of the 2010 approval letter.

4.6 **Moving Forward**

The main focus of period 10 as with period 9 will be to review the projected

forecast for 2011/12 and ensure delivery risks are minimised to ensure delivery of the forecast.

- Work with PMs to ensure the programme for the remainder of 11/12 is reliable and robust,
- Continue to evaluate contingency currently being forecast to ensure the out turn is reliable,
- Develop the 12/13 programme in Primavera.

5 Contact Officer (s)

5.1 Ken Mackay, Director of Rail & Infrastructure, Nexus (Tel: 0191 203 3241)



Tyne and Wear Integrated Transport Authority Metro Sub-Committee

DATE: 1 March 2012

TITLE: DELIVERY OF THE METRO ASSET RENEWAL PLAN

REPORT OF: THE DIRECTOR OF RAIL AND INFRASTRUCTURE, NEXUS

Not confidential

District Implications: All Tyne & Wear

1. **Summary / Purpose of Report**

- 1.1 To apprise Members of the detailed steps taken to deliver the overall Metro “All Change” programme and in particular the 2012/13 Capital Programme as recently approved by the ITA.

2. **Recommendations**

- 2.1 That Metro Sub-Committee notes this report.

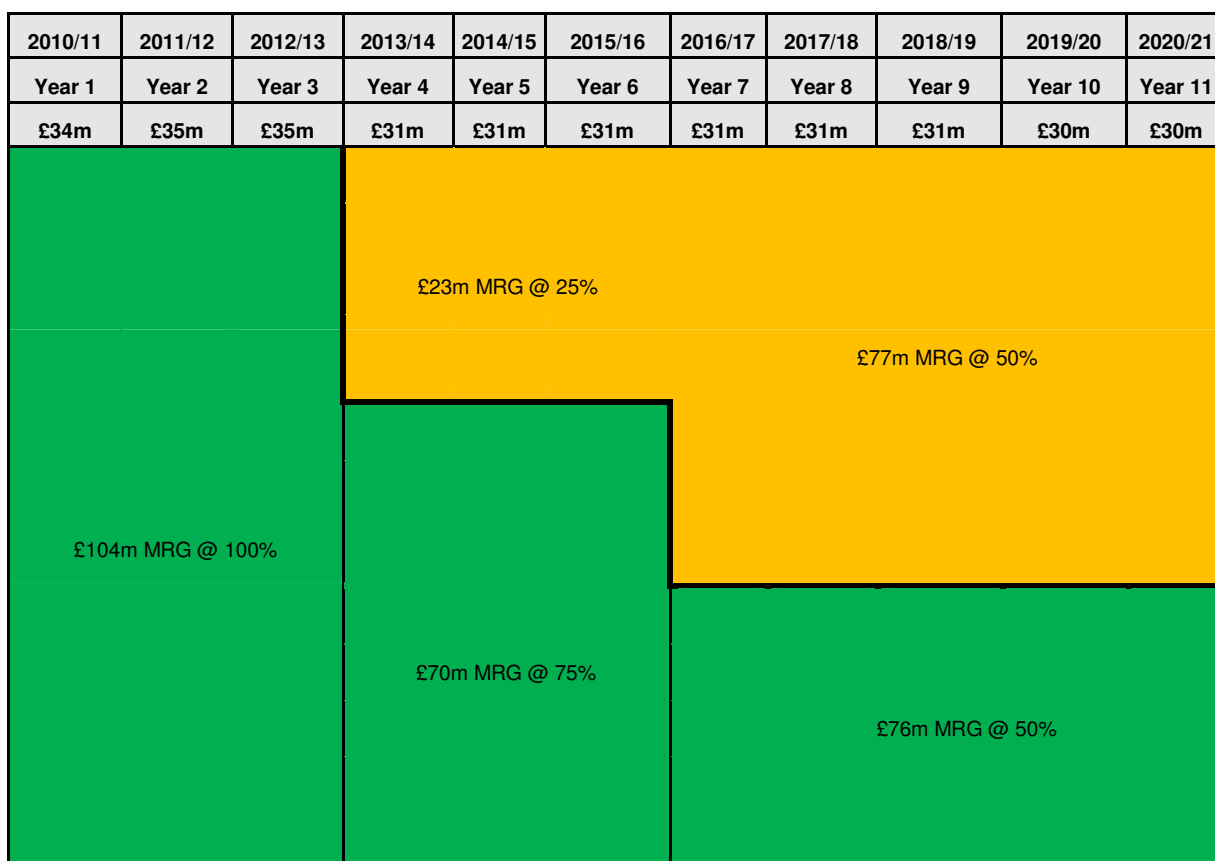
3. **Introduction / Background**

- 3.1 Members will recall that Government has approved an 11 year programme of investment in the Tyne and Wear metro system. The approval is based on the proposed investment programme (in the form of a Project Initiation Document (PID)) submitted to DfT in December 2009, and approved in February 2010. In recognising that Nexus was embarking on a long term programme and by definition, that the programme itself as specified in 2009 becomes less definitive as time progresses, a mechanism was agreed to periodically review and refresh the programme.
- 3.2 In response to the challenges that lay ahead, Nexus itself undertook a major re-organisation of its project delivery capability and implemented new processes to support and monitor progress. This report seeks to advise Metro Sub-Committee of the principles underpinning the development and delivery of the programme including:
- Programme Review and Refresh
 - Organisation

- Project Development
- Metro Capital Programme.

4. Programme Review and Refresh.

4.1 DfT funding of £350m paid as Metropolitan Rail Grant (MRG) is arranged in three year blocks over the life of the programme whereby, an element of the funding for each three year block is dependent on performance of the preceding three year block. This is represented as shown below. It should be remembered that in addition to MRG there is also a local contribution of 10% funded from the Tyne and Wear LTP making the total funding available of circa £390m.



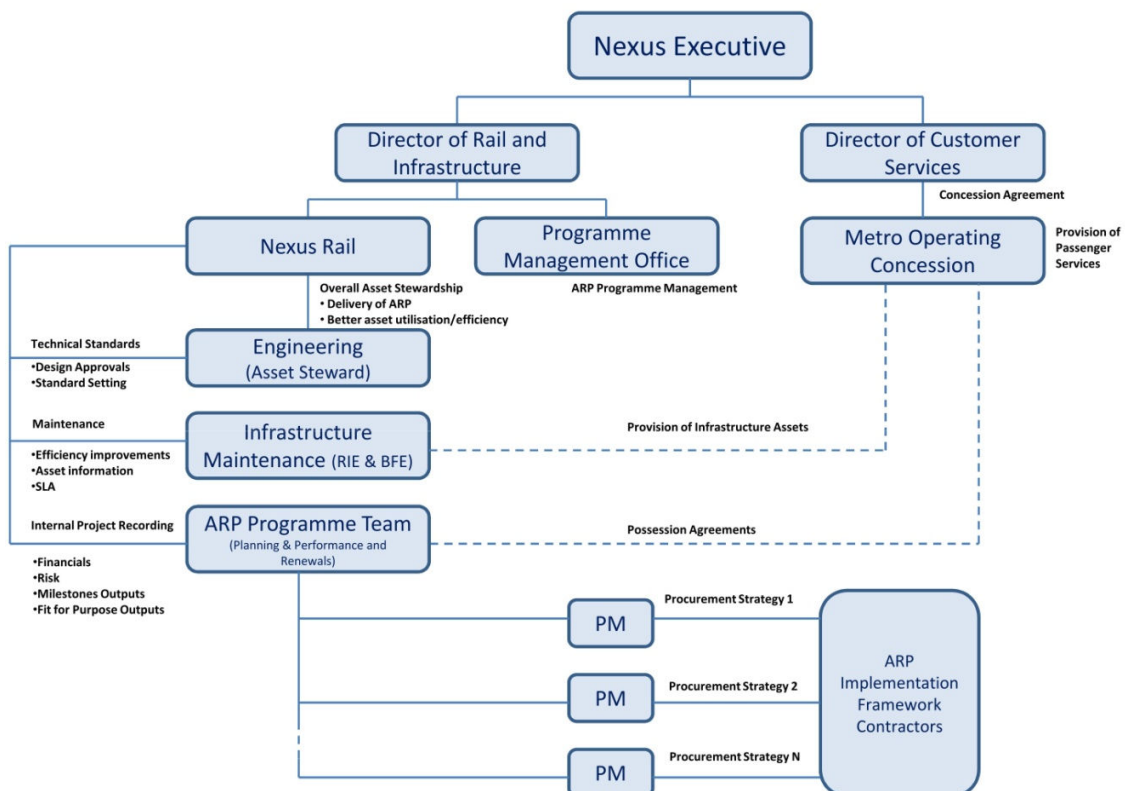
4.2 Nexus and DfT have agreed that no earlier than 18 months in advance of each three year block the original PID will be refreshed. The revised PID is intended to set out the investment strategy together with the detailed schemes to be delivered in the succeeding three year block. On receipt of the revised submission, DfT will undertake a review of the proposals and if content, will confirm the entire funding for that period. In addition, no later than February of the proceeding year, Nexus is required to submit for approval the detailed plan for the forthcoming year. In effect this is the Metro Capital Programme that is submitted to the Integrated Transport Authority for approval at around the same time.

4.3 Metro Sub Committee will recall that this is the process that has just been gone through

and reported to the Metro Sub Committee at its January meeting. The Metro Capital Programme itself was submitted for approval to the Integrated Transport Authority also in January at which time, confirmation of DfT funding for 2012/13 was also confirmed. Members will recall that confirmation of DfT funding for the 2013/14 to 2015/16 (Years 4 to 6) is not expected until the summer following which this will be reported to the Metro Sub Committee at the earliest opportunity.

5. Organisation

5.1 In order to deliver a programme of this magnitude and importance, Nexus undertook a thorough review of its capability to plan and deliver on an annual basis, an investment programme of between four and five times the amount it has traditionally spent on Metro. Embracing all aspects of its engineering and project management organisation this has represented a fundamental change in the way that Nexus delivers the Metro Capital Programme. Coupled with this is the important and intricate relationship with the Metro operator, DB Tyne and Wear. The roles and responsibilities of both parties are enshrined in the contract documentation between Nexus and DBTW and can be represented as follows.



5.2 Some of the salient features of the new Nexus organisation include:

- separation of engineering standard and specification setting and audit from those undertaking the work
- organisation and resourcing of project management staff into broad engineering disciplines

- establishment of a Nexus Programme Management Office to support and challenge to the project managers and assurance to Nexus
- recognition of the need to respect and work within the contractual relationship with DB Tyne and Wear.

6. **Project Development**

- 6.1 Nexus is now nearing completion of Year 2 of the programme. A lot has been achieved during the first two years. Many issues and challenges have arisen and been addressed. Amongst these are asset knowledge and outcomes (particularly customer facing).
- 6.2 Asset knowledge is crucial because most of the Metro system relies on Victorian infrastructure about which very little is known. Only 7km of the 56km of the original system is new build and for which as built information is available. The rest of the system was inherited in the 1970s from British Rail and as Members will be aware from the North Shields experience, some of the original construction dates back as far as 1839. This has put a great emphasis on the need for understanding the condition of the asset. Current practice is to gain this from two principle sources namely performance and reliability information from the daily performance statistics and maintenance records; and also from intrusive surveys of those assets that are hidden from visual inspection.
- 6.3 The Metro All Change programme is not just simply about engineering. It is vital that our customers are represented in what we do as the whole programme is aligned to ensuring that the Metro provides a safe efficient and reliable service to its customers, day in and day out for the foreseeable future. Coupled with that is planning and delivering on an annual basis, accurate estimates and outturns that allow Nexus and the ITA to budget and account for every penny spent. Given that most projects do not start or finish on the 31st March of each year this requires accurate forecasting and budget setting on a continuing basis. This is largely achieved through the Stage Gate process and four weekly strategic reviews of progress.
- 6.4 The Stage Gate process is a widely used tool in delivering projects and is consistent with the approach recommended by the Office of Government Commerce. The Nexus process summarised below ensures that as a project is developed beyond initial concept through to procurement and delivery, bringing into use and close out, that every step is fully controlled, documented and that all key stakeholders are fully consulted and engaged. The Nexus Stage Gate process involves a number of steps as follows:
- Stage Gate 1 – Output Definition
 - Stage Gate 2 – Pre-Feasibility
 - Stage Gate 3 – Option Selection
 - Stage Gate 4 – Single Option Development (Form A Design)
 - Stage Gate 5 – Detailed Design (Form B Design)
 - Stage Gate 6 – Construction, Test & Commission and Hand Back

- Stage Gate 7 – Project Close Out

For instance, it is at Stage Gate 3 that approval will be sought for the preferred option having first taken account of ground conditions, stakeholder representations and pre tender costs. Planning permission if appropriate will be sought at this stage e.g. refurbishment of South Gosforth and West Jesmond stations. Tender prices will be sought at Stage Gate 5.

7. **Metro Capital Programme**

2011/12

- 7.1 The current year programme is now drawing to a close. Remaining works prior to the 31st March include:
- a) 18th/19th February 2012 - 54 hour Non-Disruptive Possession between Pelaw and South Shields to complete Signalling and Communications cabling works. PIDS and Help Points affected throughout possession. DBTW have a resource plan in place for managing stations.
 - b) 12th-16th March 2012 4 x evening possessions* between Northumberland Park and West Monkseaton for installation of Under-Track Crossings Retaining Walls. Possessions start at 21:00 hours until 04:30 hours each night.
 - c) 19th - 23rd March 2012 4 x evening possessions* between Benton and Longbenton for installation of Under-Track Crossings Retaining Walls. Possessions start at 21:00 hours until 04:30 hours each night.
 - d) 27th May 2012 Network Rail have confirmed requirement for a third 29 hour possession of Nexus Infrastructure between Gateshead Stadium and Pelaw Junction to enable renewal works on Network Rail's own infrastructure.
- 7.2 Metro Sub Committee is requested to note that in respect of items b) and c) above, Nexus will be undertaking a trial over two weeks of evening possessions commencing at 21.00 hours Monday to Thursday on the weeks concerned. This trial is intended to deliver efficiencies in delivering the work content as well as being less disruptive to Metro customers than compared with weekend possessions when more people travel. The results of the trial will be reported to a future meeting.

2012/13

- 7.3 The scheme list for 2012/13 was approved at the January meeting of Metro Sub Committee. Subsequently, the budget was approved by the Integrated Transport Authority at which time it was reported that DfT approval had also been received.
- 7.4 The possession plan for 2012/13 is attached to this report. This sets out the extent of disruptive activities that have been carefully planned in order to maximise productivity and minimise inconvenience to the public and sets out. Major blockades have been planned as follows:

-
- Wallsend and Tynemouth 11th August to 3rd Sept 2012 (renewal of 6km of plain line)
 - Gosforth Junction to Regent Centre and South Gosforth to Longbenton 25th October to 5th Nov 2012 (renewal of South Gosforth Junction)
 - Chillingham Road to North Shields 16th Feb to 25th Feb 2013 (renewal of Wallsend crossover and Bridge no.1200, plain line ballasting and re-alignment; new signalling and power cabling)

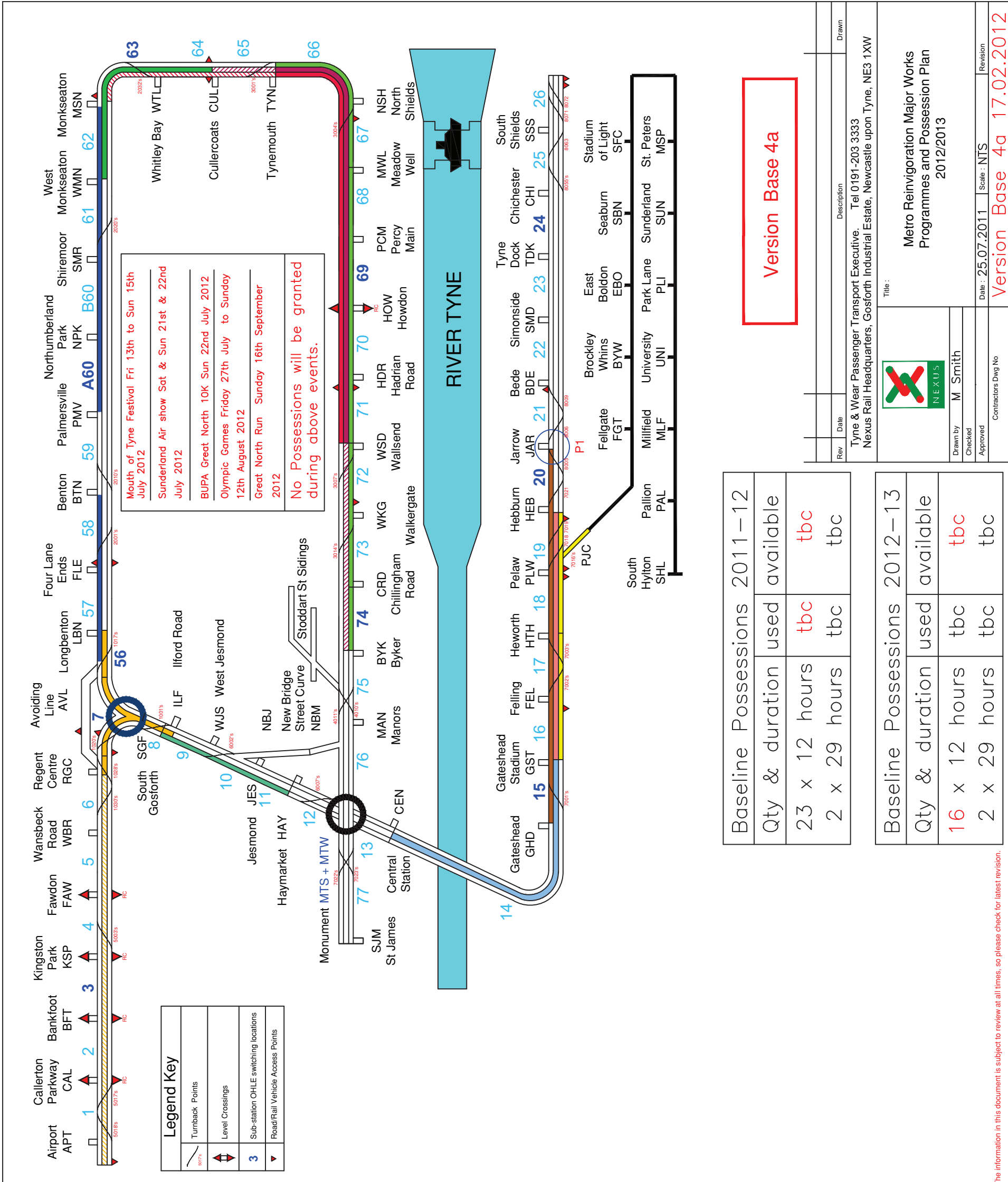
7.3 The 2012/13 programme will be updated once the outturn of the 2011/12 programme is finalised. This will be reported to Metro Sub Committee at its May meeting.

8 Contact Officer (s)

8.1 Ken Mackay, Director of Rail & Infrastructure, Nexus (Tel: 0191 203 3241)

ARP Possession/Blockade Year Plan 2012-2013

	WallSEND to Tynemouth 26.02.12 20 hour possession - Ballast Retention & Bridge in-fills 03.03.12 54 hour possession - Ballast Retention & Bridge in-fills 10.03.12 54 hour possession - Ballast Retention & Bridge in-fills 17.03.12 54 hour possession - Ballast Retention & Bridge in-fills 24.03.12 54 hour possession - Ballast Retention & Bridge in-fills
	WallSEND to Monkseaton - 54 hour enabling possessions 07.07.12 54 hour enabling possessions WSD - MSN 14.07.12 54 hour enabling possessions WSD - MSN Includes renewal of track through Tynemouth Station
	WallSEND to Tynemouth 12.05.12 - 54 hours OHLE and Track works 19.05.12 - 54 hours OHLE and Track works
	WallSEND to Tynemouth - 23 Day Blockade 11.08.12 - 03.09.12 23 days Plain Line renewal 6Km, Ballast Retention
	WallSEND to Tynemouth - Post Blockade Possession 08.09.12 54 hour Post Blockade Possession
	Gateshead to Jarrow - Overhead Line Renewals 09.08.12 54 hour possession - OHLE Contact & Catenary Wires 17.08.12 54 hour possession - OHLE Contact & Catenary Wires
	Central to Gateshead Stadium - CEII Bridge 01.07.12 29 hour possession - Retalling and Design Temp
	Gosforth Junction enabling works 22.09.12 54 hour possession - OHLE Feeder Cables 29.09.12 54 hour possession - OHLE Feeder Cables 30.09.12 16 hour extension to possession - APT-RGC for Leaf Fall preparation by RIE P/Way 13.10.12 54 hour possession - OHLE Feeder Cables 20.10.12 54 hour possession - enabling works
	Replacement of Gosforth Junction October 25 - November 05 2012 11 days Post Blockade Tamping of Gosforth Junction. 02.12.12 29 hour possession - Tamping of track
	RIE Vegetation Clearing - Stonehurst sidings to HAY 31.03.12 12 hours, Stonehurst to JES - Vegetation Clearing 01.04.12 12 hours, Stonehurst to JES - Vegetation Clearing 07.00 to 19:00 hours by RIE P/Way
	Evening Possessions - 21.00 to 04.30 hours 12.03.12 - 16.03.12 Northumberland Park to West Monkseaton 19.03.12 - 23.03.12 Benton to Longbenton Installation of UTX Retaining Walls
	RIE Vegetation Clearing - GST to HTH 29.04.12 20 hours GST to HTH Same time as Network Rail Possession of Nexus Infrastructure to enable Network Rail Renewal works.
	Pelaw Junction Possessions 15.04.12 29 hours, GST to PJC 19.04.12 29 hours, GST to PJC 27.05.12 29 hours, GST to PJC Network Rail Possession of Nexus Infrastructure to enable Network Rail Renewal works.
	Network Rail Maintenance Possessions - PJC to SHL 25.03.12 12 hours, PJC to SHL 23.09.12 12 hours, PJC to SHL
	Byker to Tynemouth - Blockade 16.02.13 - 25.02.13 9 days WallSEND S&C, Chillingham Road S&C Stressing & Welding 220m Plain Line Renewal 1500m of Ballasting Bridge 1200 - Carville Rd
	West Monkseaton to Cullercoats - Front Street Bridge Sept 2013 54 hour possession - remove steelwork Sept 2013 54 hour possession - install new steelwork
	Dates in black = Confirmed Dates in red = to be confirmed Blue = Completed



Baseline Possessions 2011-12	
Qty & duration used	available
23 x 12 hours	tbc
2 x 29 hours	tbc
Baseline Possessions 2012-13	
Qty & duration used	available
16 x 12 hours	tbc
2 x 29 hours	tbc

Version Base 4a

Rev	Date	Description	Drawn

Tyne & Wear Passenger Transport Executive. Tel 0191-203 3333
Nexus Rail Headquarters, Gosforth Industrial Estate, Newcastle upon Tyne, NE3 1XW

Title: Metro Reinvigoration Major Works Programmes and Possession Plan 2012/2013

Drawn by: M. Smith
Checked: []
Approved: []
Contractors Dwg No

Date: 25.07.2011 Scale: NTS Revision

Version Base 4a 17.02.2012

The information in this document is subject to review at all times, so please check for latest revision.

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Tyne and Wear Integrated Transport Authority Metro Sub-Committee

DATE: 1st March 2012

TITLE: QUARTERLY PERFORMANCE DATA – QUARTER 3 2011/12 – METRO OPERATING CONCESSION

REPORT OF THE DIRECTOR OF CUSTOMER SERVICES, NEXUS

Not Confidential

District Implications: All Tyne & Wear

1. **Summary / Purpose of Report**

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

2. **Recommendations**

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

3. **Introduction / Background**

3.1 This report covers the period 18 September 2011 to 10 December 2011 (Periods 7, 8, and 9)

3.2 A glossary of terms used in the attached summary report follows:

Charter Punctuality – DBTW’s measurement of train punctuality; measures the percentage of trains arriving within three minutes later or within 29 seconds earlier than scheduled.

Concession Agreement – the contract between Nexus and DBTW which governs all transactions and discussions between the two parties.

DBTW – Deutsche Bahn Tyne and Wear Ltd, the current operator of the Tyne and Wear Metro through the Concession Agreement with Nexus

EWT (Excess Waiting Time) – 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.

Failure – an occasion where the operator did not succeed in meeting its performance criteria on a specific occasion, resulting in a penalty being applied.

MAA – moving annual average; the average for the past 12 months including the periods being reported on.

Major Line Closure – a significant possession, leading to a long section of track being unavailable for normal passenger service over an extended time period.

OPR – 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.

Period – 4-week periods (there are 13 in each financial year) used for financial accounting and performance measurement purposes.

Possession – a period of time when engineering works take place on a section of track, preventing normal passenger service from being provided.

RIDDOR - 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 & Safety Executive: work-related deaths; major injuries or over-three-day injuries; work related diseases; and dangerous occurrences (near miss accidents).

SQR – Service Quality Regime; the means by which quality standards on stations and trains is measured

4. **Highlights & Key Issues**

- 4.1 Service Quality Regime (SQR) performance remained high throughout the Quarter, with the number of failures on stations remaining consistently below the MAA. Whilst DBTW continued to struggle to comply with train exterior presentation requirements at the start of the Quarter due to the loss of the depot car wash, the remedial measures implemented to reduce the failure count were increasingly effective as the Quarter progressed. The car wash is to be replaced under the Metro: All Change programme during the fourth Quarter.
- 4.2 Punctuality remained high throughout the Quarter, with the Moving Annual Average reaching the highest level since the letting of the Metro operating concession in April 2010. Weather conditions were much improved on the same Quarter last year and operational and infrastructure performances were both high. DBTW also continued to meet their fleet reliability targets throughout the Quarter.

NOTE: Under the Local Government (Access to Information) Act 1985 members of the public have a right to inspect any non-confidential background papers used in the production of a non-confidential report to the Authority. Requests for information should be made to the Department originating the report.

- 4.3 Industrial action by public sector unions led to no Metro service being run on 30th November. Customer communication leading up to the day of action was co-ordinated between Nexus and DBTW, and on the day itself DBTW staffed five key interchanges without any issues arising.
- 4.4 Customer service highlights during the Quarter included the successful management of the 2011 Great North Run, which passed without incident, the launch of the Metro Facebook page, and staffing support for the installation of the first new Ticket Vending Machines at Palmersville and Tyne Dock, which are funded as part of the Metro: All Change programme. DBTW also won Operator of the Year at the Light Rail Awards which were held during Period 7.
- 4.5 The number of RIDDOR-reportable accidents was high during Periods 7 and 9, with accidents on escalators remaining the most common cause of passenger accidents. However the number of recorded assaults on the system remained low and achieved target throughout the Quarter.
- 4.6 The Metrocar 3/4 life refurbishment project has been subject to delay. DBTW had committed to return seven refurbished Metrocars to active service by 31 December 2011, but due to technical faults none had been returned to active service by the deadline. A contract penalty has therefore been applied in accordance with the Concession Agreement.
- 4.7 As discussed at the last meeting some Metrocars when fully stripped down have proven to be in a worse condition than previously assumed. Whilst this has no bearing on the ability of the fleet to operate safely and reliably at present, it may require a greater degree of repair and replacement than has been programmed for. Discussions are under way with DBTW to resolve this issue.

8 Contact Officer (s)

- 8.1 Tobyn Hughes, Director of Customer Services, Tel: 0191 203 3246

	Bench-mark	Period 7	Period 8	Period 9	Comments
OPR-(Excess Waiting Time) (see glossary)	12.38 MAA to P9 end	11.96	11.51	15.09	EWT remained low during Periods 7-8, before increasing in Period 9 due to the introduction of the additional Christmas train services.
Charter punctuality (see glossary)	86.75% MAA to P9 end	88.65%	85.64%	87.18%	Punctuality continued to outperform the previous year across the quarter due in part to improved weather conditions but also a reduction in operational and infrastructure related delays.
SQR – Stations (no. of failures)	95 MAA to P9 end	81	81	82	Strong performance continues, most common causes of failures continue to be light cleaning and graffiti.
SQR – Trains (no. of failures)	107 MAA to P9 end	136	102	90	DBTW experienced difficulties in cleaning the exterior of the Metrocar following the breakdown of the depot car wash. Mitigating measures saw the number of failures reduce across the quarter.
Fleet (Ave km per fault)	12,000 DBTW target	18,146	13,637	13,162	Fleet performance remained above DBTW's target throughout the quarter.
Fraud Rate (% ticketless travel recorded)	4.5% Contractual target	4.29%	3.64%	3.17%	Performance improved across the quarter.

	Bench- mark	Period 7	Period 8	Period 9	Comments
Head Count (no. of DBTW staff)	488 DBTW target	478.4	479.4	478.4	
Passenger Accidents (RIDDOR)	4.36 DBTW target	7	4	7	
Passenger Accidents (Other)	18.76 DBTW target	10	16	23	
Passenger Assaults	7.96 DBTW target	2	4	1	

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Tyne and Wear Integrated Transport Authority Metro Sub-Committee

DATE: 1 March 2012

TITLE: CUSTOMER SATISFACTION SURVEY RESULTS and ASSOCIATED PERFORMANCE MONITORING OF THE METRO OPERATING CONCESSION

REPORT OF THE DIRECTOR OF CUSTOMER SERVICES, NEXUS

Non confidential

District Implications: All Tyne & Wear

1. **Summary / Purpose of Report**

1.1 To inform Members of the results of the Customer Satisfaction Surveys (CSS) and the associated compliance monitoring.

2. **Recommendations**

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

3. **Introduction**

3.1 This report summarises the results of the November 2011 CSS surveys.

3.2 The results of the CSS surveys provide a snapshot of customer perception, against which the Metro Operating Concessionaire's performance can be measured and monitored. The results of the CSS surveys are also tied to two Committed Obligations.

3.3 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.

4. **Information**

Customer Satisfaction Survey (CSS)

The CSS surveys are conducted by Nexus Business Intelligence in accordance

4.11 with the agreed methodology.

4.12 A summary of the latest CSS results can be seen in **Appendix A**. Performance is measured by comparing scores to benchmarks calculated in accordance with the Metro Concession Agreement.

4.13 Five of the seven categories show improvement compared to the same period in the previous year (November 2010), the largest increase being in the Ticketing category with a particularly large increase in satisfaction with Ticket Value for Money observed. Declines were still observed in the Information and Reliability & Punctuality categories although they continue to score highly overall.

4.14 However when comparing against the last survey (April 2011), declines are observed in six out of seven category indicators, with the Staffing and Reliability & Punctuality categories showing the steepest decline. Only the Ticketing category remained static.

4.15 Figure 1 of **Appendix B** illustrates the general trend of the Category Indicators over time. Staffing remains the lowest-scoring category although the general trend over the previous eight surveys is that of improvement. Satisfaction with Ticketing fell in the May 2009 survey (prior to the commencement of the Concession) and has remained relatively static ever since. Satisfaction with Cleanliness has improved steadily, with a year-on-year increase in satisfaction observed for the sixth survey in succession. Security & Comfort satisfaction also improved year-on-year, continuing the general upwards trend observed for this measure in recent surveys.

4.16 Although traditionally the three categories with the highest levels of satisfaction, the Information, Station Equipment and Reliability & Punctuality scores have all recorded declines since April.

'Overall Category' Indicator

4.2

4.21 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. Results The results of the April survey are displayed in Appendix A.

- The overall average score of 8.04 is a slight improvement on the previous score of 7.95.
- When the scores are analysed by route section, as illustrated in **Appendix C**, it can be seen that satisfaction generally improved between the April and November surveys. The only section where a decrease in satisfaction is observed is between Fellgate and Sunderland.
- The lowest average satisfaction is observed between North Shields and St James for the second survey in succession. The highest average satisfaction was again recorded on the route section from Park Lane to

South Hylton.







Compliance Monitoring











- 4.3 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:
- 4.31 • A CSS Score of at least **8.3** 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 **8.04**; and
 - 4.32 • Personal Safety and Security – CSS Score across the four sub-categories of the Personal Safety and Security Category indicators of at least **73** in September 2012 and the date of each subsequent Customer Satisfaction Survey. This measure is currently at **72.3**.

Contact Officer (s)

5. Tobyn Hughes, Director of Customer Services, 0191 203 3246

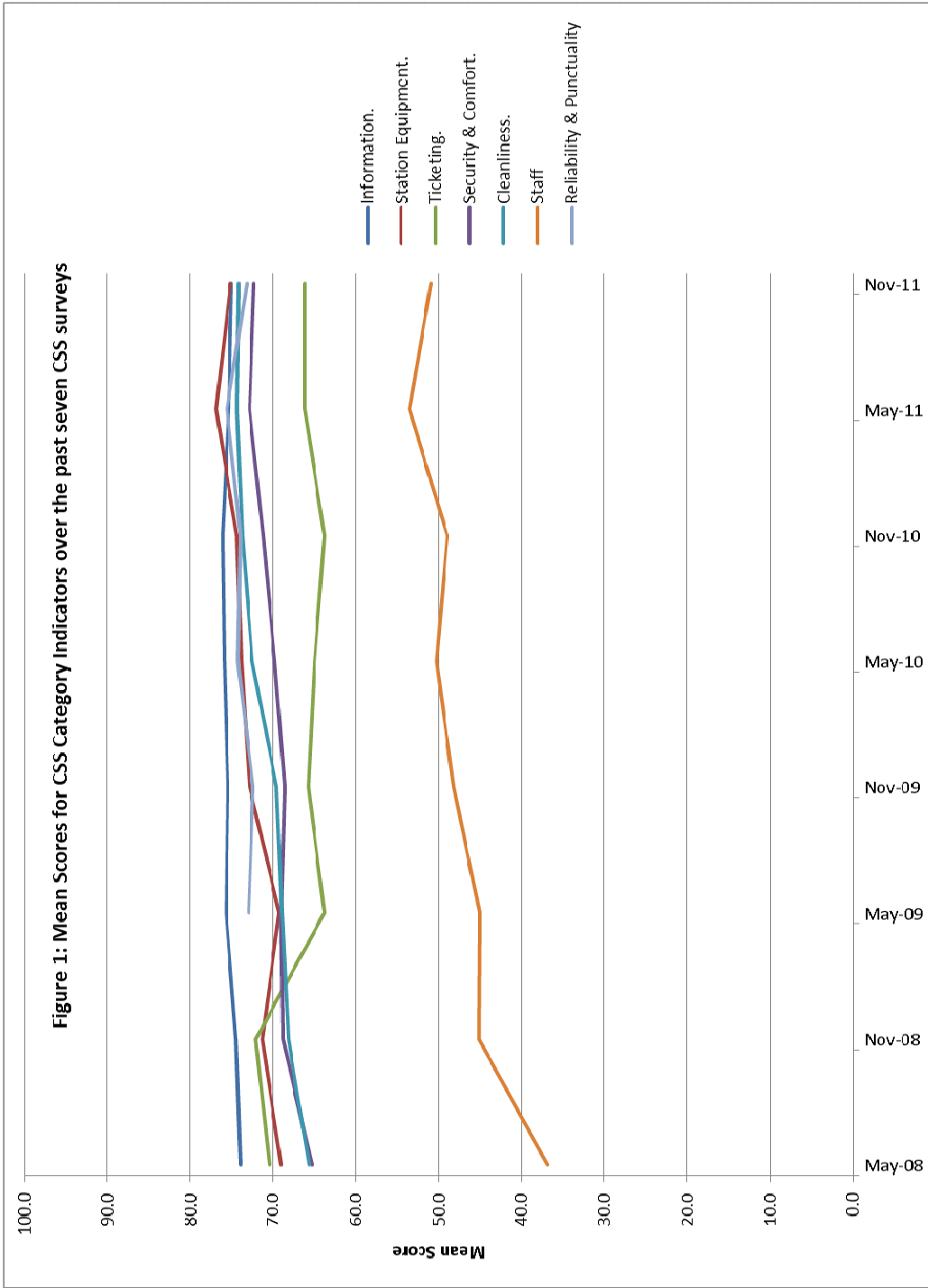
Appendix A: Customer Satisfaction Survey Results November 2011

Category/Sub-Category Indicator	May-08	Nov-08	May-09	Nov-09	May-10	Nov-10	Apr-11	Nov-11	Change vs Nov11	Change vs Apr11
Information on Trains arrival /departures	76.1	76.0	76.9	76.9	77.7	77.2	77.2	76.8		
Ease of understanding signage at Stations	77.2	78.8	79.3	78.4	79.5	81.0	79.6	78.6		
Helpfulness of signage at the station	76.5	78.0	78.5	77.6	79.3	80.1	79.5	78.5		
Clarity of announcements at the station	72.0	70.8	73.0	74.0	74.7	73.9	70.6	70.4		
Clarity of other announcements on Trains	72.7	71.7	72.4	73.3	71.3	73.5	72.3	74.6		
Information on TIM machines	69.3	71.9	74.0	72.8	72.9	71.1	70.6	71.1		
Information.	74.0	74.5	75.7	75.5	75.9	76.1	75.4	75.0		
Condition of the Station	66.4	69.5	69.4	69.9	74.1	73.6	74.5	73.7		
Lighting at the Station	74.6	76.4	76.2	75.0	77.5	79.3	78.5	77.2		
Condition of the Lifts	62.1	64.5	57.4	70.0	67.4	67.4	75.5	73.6		
Condition of the escalators	72.9	75.1	74.2	76.5	76.4	77.4	79.6	76.0		
Station Equipment.	69.0	71.4	69.3	72.9	73.9	74.4	76.9	75.1		
The range of tickets available	71.1	71.2	75.1	73.9	72.2	70.6	69.2	71.9		
Facilities for buying tickets	69.8	72.9	70.1	70.8	70.8	70.0	72.5	70.0		
Ticket cost Value for money			46.2	52.6	52.1	50.9	51.9	56.8		
Ticketing.	70.5	72.1	63.8	65.8	65.0	63.8	66.2	66.2		

Category/Sub-Category Indicator	May-08	Nov-08	May-09	Nov-09	May-10	Nov-10	Apr-11	Nov-11	Change vs Apr11	Change vs Nov10
Personal security approaching the station	69.1	72.5	72.9	71.0	73.1	74.5	77.8	75.6		
Personal security at the station	67.7	71.4	72.5	70.4	73.3	73.5	76.6	74.1		
Behaviour of other passengers	58.7	60.8	60.4	62.8	62.6	64.5	63.4	66.1		
Your personal security on the Train	66.0	70.8	70.4	70.1	70.0	72.3	73.7	73.6		
Security & Comfort.	65.4	68.9	69.1	68.6	69.8	71.2	72.9	72.3		
General cleanliness of the Station	63.7	66.8	67.6	69.6	72.2	71.6	74.0	71.0		
Levels of graffiti	68.4	73.3	76.8	76.8	79.2	81.6	79.4	83.2		
Levels of graffiti and damage to the Train	67.8	68.1	69.5	69.6	72.5	75.2	75.2	78.6		
Cleanliness of inside of Trains	63.1	64.2	63.9	64.7	69.0	69.4	71.4	68.3		
Cleanliness of outside of Trains	65.5	68.3	67.1	67.0	69.7	70.8	71.8	70.1		
Cleanliness.	65.7	68.1	69.0	69.5	72.5	73.7	74.4	74.2		
Availability of staff	36.9	45.2	45.0	48.2	50.3	49.0	53.5	50.9		
Staff	36.9	45.2	45.0	48.2	50.3	49.0	53.5	50.9		
Train Reliability			76.7	76.0	77.3	77.7	78.0	75.9		
Train Punctuality			77.8	76.7	78.8	79.1	78.8	76.7		
Availability of seats			67.2	67.1	69.6	68.3	71.8	68.9		
Availability of standing			70.0	69.9	71.4	70.9	73.6	71.3		
Reliability & Punctuality			72.9	72.4	74.3	74.0	75.5	73.2		
Overall score out of 10						8.00	7.95	8.04		

NOTE: Under the Local Government (Access to Information) Act 1985 members of the public have a right to inspect any non-confidential background papers used in the production of a non-confidential report to the Authority. Requests for information should be made to the Department originating the report.

Appendix B: Customer Satisfaction Trends



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Appendix C: Score by Route Section

Route Section	Avg Score	
	May-11	Nov-11
Regent Centre - Airport	8.1	8.2
South Shields - Pelaw	7.8	8.0
Longbenton - Tynemouth	7.8	7.9
Fellgate - Sunderland	8.2	7.8
North Shields - St James	7.6	7.7
Central Station - Haymarket	8.0	8.1
Heworth - Gateshead	8.1	8.2
Jesmond - South Gosforth	7.9	8.0
Park Lane - South Hylton	8.3	8.5

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Tyne and Wear Integrated Transport Authority

DATE: 1st March 2012

REPORT TITLE: NEXUS ACTIVITIES TO MAKE YOUNG PEOPLE SAFE ON THE METRO

REPORT OF: THE CLERK OF THE AUTHORITY / DIRECTOR GENERAL OF NEXUS

Reasons for confidentiality (if confidential)

District Implications:

1. **Summary / Purpose of Report**

1.1 The report details a PowerPoint presentation on activities to promote the safety of children and young people on the Metro system and was requested by the ITA Metro sub group.

2. **Recommendations**

2.1 To receive the presentation and comment.

3. **Introduction / Background**

3.1 The presentation will detail a range of activities delivered by Nexus

4. **Information**

4.1 The Nexus Youth Liaison Officer-Rebecca Ditchburn will deliver the presentation.

5. **Next Steps**

5.1 To receive comments from members about the activities.

6. **Further comments by the:**

- **Clerk** (if any);
- **Treasurer** (if any);
- **Legal Advisor** (if any);

- **Director General** (if any).

7 Background Papers

7.1 PowerPoint presentation slides plus handouts available on the day.

8 Contact Officer (s)

8.1 Ken Wilson – Nexus Safety and Security Officer - 0191203 3098

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