



Tyne & Wear ITA - Metro Sub Committee

**Meeting to be held: Committee Room, Civic Centre, Newcastle upon Tyne, NE99 2BN
on Thursday 1 September 2011 at 10.30 am**

(Labour Group pre-meeting at 9:00am) (Opposition Group pre-meeting at 9:30am)

**Membership: Blackburn, Hanson, Hodson, Lott, Maughan, McElroy, Stokel-Walker
D Wood**

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

ITA papers are available on the ITA website at www.twita.gov.uk

Members are reminded to sign the attendance list

Page

1. Apologies for absence

2. Declarations of Interest of Members or Officers

(If any Member has a personal/prejudicial interest please complete the appropriate form and hand this to the Democratic Services Officer before leaving the meeting. A blank form can be obtained from the DSO at 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 the Previous Meeting

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4. Mystery Shopper and Customer Satisfaction Survey Results

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5. Quarterly Performance Report - Quarter 1 2011/12 - Asset Renewal Plan

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6. Quarterly Performance Report - Metro Operating Concession

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7. Asset Renewal Plan Programme 2011/12

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8. Exclusion of Press and Public

9. **Confidential Minutes of the Previous Meeting** **53 - 54**

10. **Date and Time of the Next Meeting**

Thursday, 8 December 2011 at 10.30am.

11. **Quarterly Performance Data - Quarter 1 2011/12 - Metro Farebox Income**

Members are requested to note the intention to circulate the above report on a supplemental agenda in accordance with the provisions of the Local Government (Access to Information) Act 1985.

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 ITA - Metro Sub Committee

9 June 2011
(10.30 - 11.45 am)

Present:

Councillor: D Wood (Chair)

Councillors: Blackburn, Hanson, Hodson and Stokel-Walker

In attendance:

K Mackay - Director of Rail and Infrastructure, Nexus
T Hughes - Director of Customer Services, Nexus
R McClean - Deutsche Bahn Tyne and Wear Ltd. (DBTW)
V Miller - Democratic Services, Newcastle City Council
J Anderson - Local Transport Plan Team, Newcastle City Council
G Grant - ITA Policy, Newcastle City Council

1. **APPOINTMENT OF CHAIRMAN**

RESOLVED – That Councillor D Wood be appointed as Chair for the municipal year 2011-2012.

2. **APPOINTMENT OF VICE-CHAIRMAN**

RESOLVED – That Councillor Blackburn be appointed as Vice-Chair for the municipal year 2011-2012.

3. **APOLOGIES FOR ABSENCE**

Councillors: Lott and McElroy.

4. **DECLARATIONS OF INTEREST OF MEMBERS OR OFFICERS**

There were no declarations of interest.

5. **MINUTES OF THE PREVIOUS MEETING**

The minutes of the previous meeting were approved as a correct record and signed by the Chair.

Matters Arising

(a) Minutes of the previous meeting

Metro Operation Concession - car parking charges

(Minute 17(b) refers)

- A member highlighted the importance of having a level of control over parking charges and suggested that their rates needed to be explored.
- It was confirmed that as it was DBTW who received income from car parking charges and the company developed its own proposals, it was normal practice for Nexus to review and approve such proposals.
- A member commented on the inconsistencies between charges in different areas.
- A member highlighted that increases in car parking charges impacted negatively on the use of car parks. For example, the use of a car park at the Stadium of Light in Sunderland had reduced significantly. Officers would check this matter.
- It was confirmed that there were no changes proposed to parking arrangements at Northumberland Park. The revenue generated from a mix of other activities helped to retain the existing car parking arrangements.
- The Chair reminded members that one of the long-term aspirations of the Authority was to incorporate car parking charges into Metro tickets.

(b) Quarterly performance report – Metro Operating Concession

(Minute 18 refers)

Energy consumption

A member highlighted the importance of monitoring energy consumption from both the financial and environmental points of view.

It was explained that the reasons behind the instance of sudden increase in energy consumption, which had been reported at the last meeting, remained unclear. However, this was an anomaly rather than a trend. There were a number of possible explanations, including the spread of data over the reporting periods and also the use of heating and lighting which varied considerably during the year. It was confirmed that DBTW were committed both ethically and financially to specific targets and were subject to a penalty regime, and Nexus would continue to monitor the situation and highlight any concerns. R McClean confirmed that DBTW were working on improvements and had recently installed specialised equipment that would help to ensure a more efficient consumption of energy.

The Great North Run – ticket purchasing

Wrist band tickets sold in advance would help runners and other users to avoid the inconvenience of carrying cash. A recent pilot at the “Take That” concert had attracted 4,500 participants and was a success. In relation to the previous suggestion to work in partnership with the organisers of the Great North Run, it was reported that the

organisers had previously indicated that they did not wish for transport tickets to be incorporated into payment for participation in the race.

(c) Metro capital programme 2011-2012

(Minute 21 refers)

It was confirmed that, despite the reduced financial flexibility and the drive for efficiency, all works within the 11-year long programme were essential and would be delivered. This would be achieved with the help of ever improving rigorous planning and securing better deals with contractors.

6. QUARTERLY PERFORMANCE REPORT - QUARTER 4 2010/11 - ASSET RENEWAL PLAN

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

K Mackay presented the report which provided information on the progress of the Asset Renewal Plan.

Questions/Comments

- 1) The Chair congratulated officers on the delivery of the Asset Renewal Plan to date, indicating that the programme ensured the future operation of Metro.
- 2) The Chair congratulated officers on the success of the 23 days long blockade in period 12, which was the first blockade of this duration in the history of Metro. Members commended the management of the blockade, which resulted in a low number of complaints received from households and users.
- 3) Members commended the report.
- 4) Officers confirmed that all planned objectives had been achieved within the budget. A member suggested that it would be helpful to see the figures which outlined the value of the works done.
- 5) It was confirmed that ballast degraded over time and needed to be replaced.
- 6) Officers confirmed that a significant level of investment had been utilised to upgrade the light rail in Sunderland.
- 7) A member commented on the level of planning of the works in North Tyneside and suggested that improvements were needed in future. K Mackay agreed and explained that 2011-2012 would be a year of consolidation with a focus on planning and negotiation.
- 8) It was explained that it would have been contra-productive to provide a free of charge bus replacement service during the blockades. The aim was to provide a replacement service that was of similar quality to Metro and operated at a high

level of frequency and to keep the same rates of fares. Officers confirmed, however, that bus journeys were often longer.

- 9) Theft of cable remained a problem. There was no specific data to identify the cost of theft in isolation; however, the cost was included in the data for vandalism. The subsequent repairs to the cable to prevent disruption to services and impact on the reliability of Metro could cost high. The thieves targeted non-live cables and it was important to ensure that these cables were not accessible. The issue linked to the lack of regulation in relation to scrap metal collection points and was a wider issue that affected many businesses and households. It was noted that the Chair was campaigning to address this matter. K Mackay would provide the Chair with additional information. A member suggested that regular patrolling and checks by the Police should be increased.

RESOLVED – That the report and members’ comments be noted and addressed as appropriate.

7. **QUARTERLY PERFORMANCE DATA - QUARTER 4 2010/11 - METRO OPERATING CONCESSION**

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

T Hughes presented the report which provided information on the performance of the Metro Operating Concession in Quarter 4 2010-2011.

Questions/Comments

- Members commended the fact that Metro services were running when no other transport could during the extreme weather conditions in the winter 2010-2011.
- It was clarified that despite the tone of a recent publication in the media, there was no conflict between Nexus and DBTW.
- Accidents on escalators related mainly to trips and falls, with the majority of accidents occurring at Monument and Gateshead stations. The work to encourage people to use lifts when carrying luggage continued.
- It was clarified that “Head Count” measured the number of staff employed by DBTW.
- Members welcomed the reduction in the number of assaults on trains. R McClean confirmed that the Police helped to patrol the rail and trains. The work to drive further improvements continued.
- The energy efficiency modification of Metrocars had been completed. As an additional measure, some cars would be equipped with energy meters.

RESOLVED – That the report be noted.

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

The next meeting would be held on Thursday, 1 September at 10.30am.

On advice by K Mackay, members agreed that some of the future meetings should be held on sites.

9. **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 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

Date: 1 September 2011

TITLE: **MYSTERY SHOPPER & 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 This report summarises the results of the latest Mystery Shopper (MSS) and Customer Satisfaction (CSS) surveys, and explains their implications in terms of the Metro Operating Concession.

2. **Recommendations**

2.1 The Metro Sub-Committee notes this report.

3. **Introduction / Background**

3.1 This report summarises the results of the MSS and CSS surveys conducted during March and April of 2011.

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 results of the MSS surveys allow Nexus to investigate the passenger experience by providing a snapshot, which allows Nexus to monitor the performance of the Concessionaire and request remedial action to be taken where required.

- 3.4 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 C.
4. **Information**
- 4.1 Customer Satisfaction Survey (CSS)
- 4.11 The attached Appendices illustrate the most recent results of both the Mystery Shopper and Customer Satisfaction surveys.
- 4.12 The CSS survey results are generally positive with improvement seen in the majority of categories, although scores in the Information category show decline in comparison to the previous survey. All scores were above the benchmarks calculated in accordance with the Concession Agreement.
- 4.13 The MSS survey results are very positive and show improvement over the previous survey in almost every category. The scores for Train and Station Mean are the highest in the past three years. All scores were above the MSS Targets calculated in accordance with the Concession Agreement.
- 4.14 The overall Metro Satisfaction score remained constant, although at a level below that required to be achieved by the Operator from the September 2012 survey onwards.
- 4.15 Both the CSS and MSS surveys are conducted by Nexus Business Intelligence in accordance with the agreed methodology.
- 4.16 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 Concession Agreement.
- 4.17 Improvement is seen in scores for six of the seven Category Indicators with Staff, a low scorer historically, achieving the greatest increase. Improved scores were also observed in the Station Equipment, Ticketing, Security & Comfort, Cleanliness and Reliability & Punctuality Categories. Figure 1 of Appendix D illustrates the general trend of the Category Indicators over time.
- 4.18 A decline was observed in the Information Category Indicator, historically the strongest performer. Scores in all but one Sub-Category Indicator in the Information category declined with the Clarity of Station Announcements score declining significantly.
- 4.2 Mystery Shopper Survey (MSS)
- 4.21 A summary of the latest MSS results can be seen in Appendix B. Scores for each Performance Indicator are compared to MSS Targets calculated in accordance with the Concession Agreement.

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- 4.22 The Station Mean is 9.3, above the target of 9.0 calculated in accordance with Section 3.3 of Schedule 11.3, generating a performance figure of 104%. The Train Mean is 9.4, above the target of 8.9, generating a performance figure of 104.6%. Figure 2 of Appendix D illustrates that this was an improvement on the generally static trend in these scores over a three year period.
- 4.23 All Station and Train Performance Indicators achieved 95% or above of their MSS Target, with all but one Indicator achieving a performance score in excess of 100%. The highest performing Station Performance Indicators were the Condition of the Journey Planner (9.6 compared to a target of 8.5) and Condition of the Train Timetable (9.7 compared to a target of 8.7). The highest performing Train Performance Indicator was Level of Graffiti, which scored 9.6 compared to a target of 8.6.
- 4.24 Should either the Station Mean or the Train Mean achieve less than or equal to 95% of the relevant MSS Target, or any of the Indicators are less than or equal to 95% of the MSS Target for two surveys in succession, then there are mechanisms in place in the Concession Agreement that allow Nexus to ask DBTW to take remedial action to rectify these scores. Both the Train and Station Means are above 95% for this survey, both scoring over 100%.
- 4.25 The four Indicators which achieved less than 95% of their MSS Target in the last survey all achieved target in the April survey, therefore no contravention of the Agreement has occurred.
- 4.3 Overall Category Indicator
- 4.31 The overall average score of 7.95 is constant with the results of the previous survey, however this could be considered disappointing considering the general positivity of the main CSS results.
- 4.32 When the scores are analysed by route section, as can be seen in Appendix C, lower average satisfaction is observed between North Shields and St James, with the highest average satisfaction recorded on the route sections from Fellgate to Sunderland, and from Park Lane to South Hylton.
- 4.33 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:
- A CSS Score of at least **8.3 (83)** 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 **7.95 (79.5)**; and
 - Personal Safety and Security – CSS Score across the four sub- categories of the Personal Safety and Security Category indicators of at least **7.3 (73)** in September 2012 and the date of each subsequent Customer Satisfaction Survey. This measure is currently at **7.29 (72.9)**.
- 4.34 The results of both the CSS and MSS surveys are discussed in detail with the

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DBTW Customer Services Director at the appropriate Concession Meeting, which are held periodically.

5. **Contact Officer (s)**

5.1 Tobyn Hughes, Director of Customer Services, 0191 203 3246

6. **Further comments by the:**

- **Clerk** (if any);
- **Treasurer** (if any);
- **Legal Advisor** (if any);
- **Director General** (if any).

Appendix A: Results of the April 2011 Customer Satisfaction Survey

Category/Sub-Category Indicator	May-08	Nov-08	May-09	Nov-09	May-10	Nov-10	Apr-11	Trend	CSS Benchmark
	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	↔	77.4
Ease of understanding signage at Stations	77.2	78.8	79.3	78.4	79.5	81.0	79.6	↓	80.4
Helpfulness of signage at the station	76.5	78.0	78.5	77.6	79.3	80.1	79.5	↓	79.8
Clarity of announcements at the station	72.0	70.8	73.0	74.0	74.7	73.9	70.6	↓	74.4
Clarity of other announcements on Trains	72.7	71.7	72.4	73.3	71.3	73.5	72.3	↓	72.6
The information on TIM machines (TIM users only)	69.3	71.9	74.0	72.8	72.9	71.1	70.6	↓	72.9
Information.	74.0	74.5	75.7	75.5	75.9	76.1	75.4	↓	76.0
Condition of the Station	66.4	69.5	69.4	69.9	74.1	73.6	74.5	↑	73.8
Lighting at the Station	74.6	76.4	76.2	75.0	77.5	79.3	78.5	↑	78.6
Condition of the Lifts	62.1	64.5	57.4	70.0	67.4	67.4	75.5	↑	68.4
Condition of the escalators	72.9	75.1	74.2	76.5	76.4	77.4	79.6	↑	77.0
Station Equipment.	69.0	71.4	69.3	72.9	73.9	74.4	76.9	↑	74.2
The range of tickets available	71.1	71.2	75.1	73.9	72.2	70.6	69.2	↓	72.9
Facilities for buying tickets	69.8	72.9	70.1	70.8	70.8	70.0	72.5	↑	70.8
Ticket cost Value for money			46.2	52.6	52.1	50.9	51.9	↑	52.3
Ticketing.	70.5	72.1	63.8	65.8	65.0	63.8	66.2	↑	65.3
Your personal security approaching the station	69.1	72.5	72.9	71.0	73.1	74.5	77.8	↑	73.9
Your personal security at the station	67.7	71.4	72.5	70.4	73.3	73.5	76.6	↑	73.4
Behaviour of other passengers	58.7	60.8	60.4	62.8	62.6	64.5	63.4	↓	63.7
Your personal security on the Train	66.0	70.8	70.4	70.1	70.0	72.3	73.7	↑	71.4
Security & Comfort.	65.4	68.9	69.1	68.6	69.8	71.2	72.9	↑	70.6
General cleanliness of the Station	63.7	66.8	67.6	69.6	72.2	71.6	74.0	↑	71.8
Levels of graffiti	68.4	73.3	76.8	76.8	79.2	81.6	79.4	↓	80.6
Levels of graffiti and damage to the Train	67.8	68.1	69.5	69.6	72.5	75.2	75.2	↓	74.1
Cleanliness of inside of Trains	63.1	64.2	63.9	64.7	69.0	69.4	71.4	↑	69.2
Cleanliness of outside of Trains	65.5	68.3	67.1	67.0	69.7	70.8	71.8	↑	70.4
Cleanliness.	65.7	68.1	69.0	69.5	72.5	73.7	74.4	↑	73.2
Availability of staff	36.9	45.2	45.0	48.2	50.3	49.0	53.5	↑	49.5
Staff	36.9	45.2	45.0	48.2	50.3	49.0	53.5	↑	49.5
Train Reliability			76.7	76.0	77.3	77.7	78.0	↑	77.5
Train Punctuality			77.8	76.7	78.8	79.1	78.8	↓	79.0
Availability of seats			67.2	67.1	69.6	68.3	71.8	↑	68.8
Availability of standing			70.0	69.9	71.4	70.9	73.6	↑	71.1
Reliability & Punctuality			72.9	72.4	74.3	74.0	75.5	↑	74.1

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Appendix B: Results of the March 2011 Mystery Shopper Survey

Station Indicators

Performance Indicator - Stations	Mar-08	Sep-08	Mar-09	Sep-09	Mar-10	Sep-10	Mar-11	Trend	MSS Target
	Mean Score	Mean Score	Mean Score	Mean Score	Mean Score	Mean Score	Mean Score		
Condition of ticket machines	9.9	9.9	9.9	9.7	9.8	9.8	9.9	↑	9.8
Ease of seeing train indicators	9.9	9.8	9.8	9.9	9.9	9.9	10.0	↑	9.9
Quality of train indicators	9.9	9.8	9.6	9.3	9.8	9.9	9.8	↓	9.7
Condition of lifts	9.6	9.4	9.4	9.3	9.5	9.6	9.6	↔	9.5
Condition of clock	9.4	9.5	9.8	9.5	9.7	7.9	9.9	↑	9.6
Quality of help points	9.4	9.3	9.1	8.9	9.5	9.7	9.8	↑	9.4
Condition of lighting	9.3	9.7	9.6	9.5	9.6	9.5	9.6	↑	9.5
Ease of seeing journey planner	9.1	9.6	9.6	9.7	9.6	9.6	9.9	↑	9.6
Ease of seeing train timetable	9.1	9.4	9.4	9.7	9.5	9.4	9.8	↑	9.4
Condition of escalators	9.0	9.3	8.8	9.5	9.2	9.1	9.3	↑	9.2
Condition of advertising posters	8.9	9.0	9.2	8.6	8.2	8.2	8.9	↑	8.7
Condition of stairs	8.8	9.3	8.6	8.7	8.5	8.4	8.9	↑	8.7
Ease of seeing help points	8.8	9.3	9.0	9.5	9.4	9.4	9.8	↑	9.3
Overall appearance of retail outlets	8.8	9.3	9.2	9.1	9.2	9.2	9.3	↑	9.2
Appearance of ticket machines	8.6	9.2	9.1	8.6	8.4	8.5	9.1	↑	8.7
Condition of platform seating	8.6	8.9	8.7	8.5	8.2	8.3	8.9	↑	8.5
Condition of public telephones	8.6	6.7	8.9	8.4	8.0	8.0	8.8	↑	8.2
Audibility of PA system	8.5	8.9	9.4	9.7	9.6	9.2	9.4	↑	9.4
Condition of train timetable	8.5	8.7	9.1	8.4	8.4	9.2	9.7	↑	8.7
Condition of vending/photo booths	8.5	9.2	9.2	9.1	8.6	8.5	9.1	↑	8.9
Level of litter at station	8.4	8.6	8.7	8.6	8.4	8.6	9.0	↑	8.6
Appearance of escalators	8.3	8.7	8.5	8.6	8.4	8.2	8.9	↑	8.5
Cleanliness of walls and floors	8.3	8.9	8.6	8.6	8.4	8.5	9.0	↑	8.6
Condition of journey planner	8.2	8.5	8.8	8.1	8.0	9.2	9.6	↑	8.5
Appearance of lifts	7.9	8.5	8.1	8.5	8.6	8.2	8.4	↑	8.4
Level of graffiti	7.6	8.3	8.0	8.1	8.1	8.3	8.6	↑	8.1
Overall flat AV for Stations (Station Mean)	8.8	9.1	9.1	9.0	8.9	8.9	9.3	↑	9.0

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Train Indicators

	Mar-08	Sep-08	Mar-09	Sep-09	Mar-10	Sep-10	Apr-11	Trend	MSS Target
Performance Indicator - Trains	Mean Score	Mean Score	Mean Score	Mean Score	Mean Score	Mean Score	Mean Score		
Condition of line map	9.8	9.9	9.8	9.9	9.9	9.9	9.9	↔	9.9
Condition of advertising (train)	9.8	9.9	9.9	9.8	9.9	9.7	9.9	↑	9.8
Train arrival time	9.7	9.8	9.8	9.7	9.6	9.6	9.5	↓	9.7
Ease of seeing line map	9.6	9.7	9.6	9.8	9.9	10.0	10.0	↔	9.8
Condition of statutory safety notices	9.5	9.7	9.8	9.8	9.6	9.8	9.9	↑	9.7
Temperature	9.0	9.5	9.3	9.2	9.4	9.3	9.6	↑	9.3
Audibility of PA system (train)	8.8	9.4	9.1	9.2	8.9	8.1	9.5	↑	9.1
Condition of seats	8.8	9.0	8.9	8.7	8.7	8.4	9.0	↑	8.8
Air Quality	8.8	9.4	9.0	9.0	9.2	9.0	9.7	↑	9.1
Level of litter on train	8.7	8.9	9.2	8.7	9.0	8.9	9.4	↑	8.9
External cleanliness of trains	8.7	8.7	8.4	8.2	8.1	8.1	8.7	↑	8.4
Internal cleanliness of ceilings/surfaces	8.6	8.9	9.0	8.6	8.2	8.5	9.1	↑	8.6
Quality of ride	8.5	8.9	8.6	8.4	8.6	8.6	9.5	↑	8.6
Level of noise (rolling)	8.3	8.8	8.7	8.4	8.6	8.6	9.3	↑	8.6
Level of graffiti	8.1	8.9	8.6	8.7	8.7	8.5	9.6	↑	8.6
Cleanliness of windows	7.9	8.2	8.0	8.1	7.7	7.8	8.4	↑	8.0
Cleanliness of floors	6.8	8.0	7.7	8.2	6.4	8.6	8.1	↓	7.6
Overall flat AV for Trains (Train Mean)	8.8	9.2	9.0	9.0	8.8	8.9	9.4	↑	8.9

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Appendix C: Overall Category Indicator Results - April 2011

Overall Score out of 10	7.95
1	0
2	0
3	5
4	3
5	23
6	58
7	197
8	437
9	210
10	78

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

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Appendix D

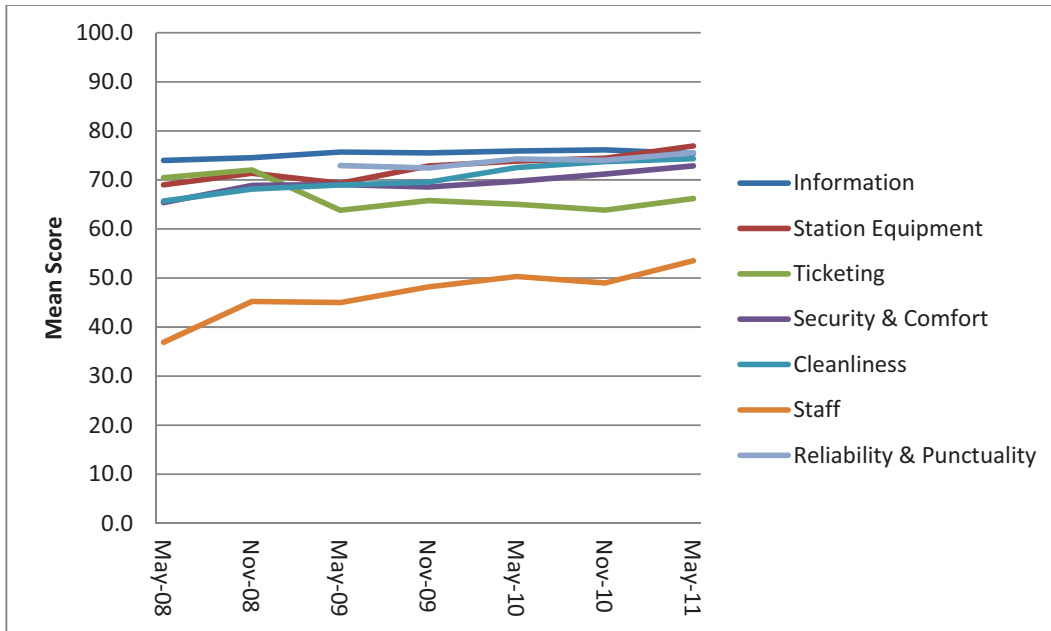


Figure 1: Mean Scores for CSS Category Indicators over the past seven CSS surveys

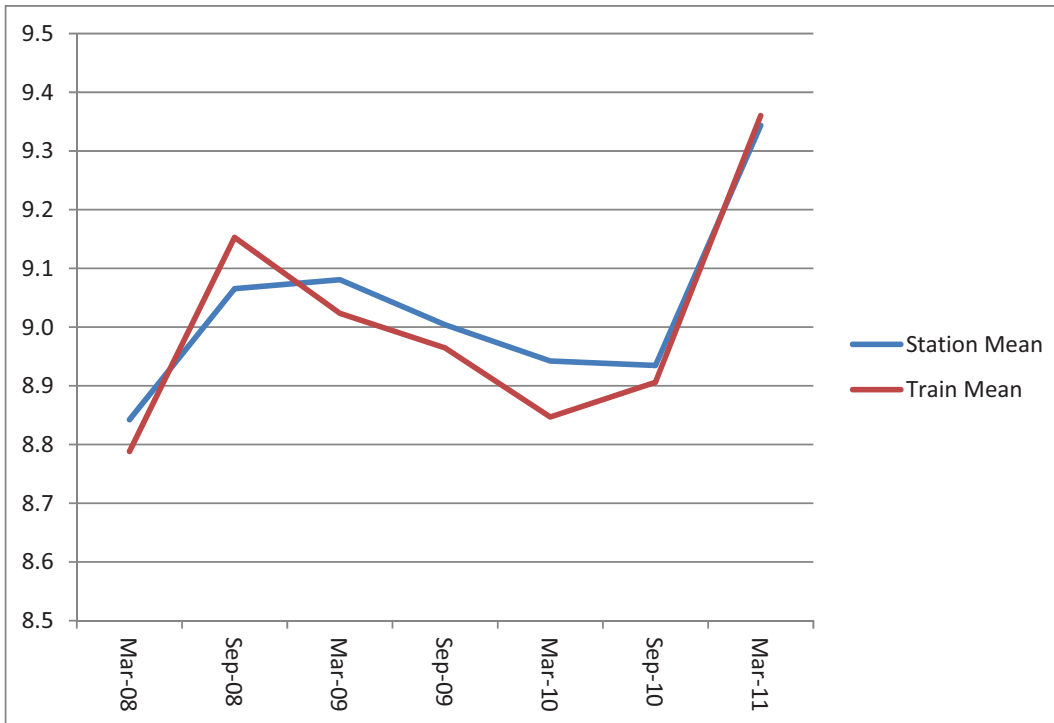


Figure 2: Station and Train Mean scores over the past seven MSS surveys

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Tyne and Wear Integrated Transport Authority Metro Sub-Committee

DATE: 1 September 2011

TITLE: QUARTERLY PERFORMANCE REPORT – QUARTER 1 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 fifth quarterly report submitted to the Metro Sub-Committee in accordance with the Terms of Reference agreed by the Integrated Transport Authority in May 2010.

1.2 Members are asked to note that as part of its meeting, the Metro Sub Committee is invited to attend Chillingham Road Station in order that the refurbishment works currently underway can be viewed, following which the formal part of the meeting will be held at Chillingham Road site compound.

2. **Recommendations**

2.1 That Metro Sub-Committee notes this progress report.

3. **Introduction / Background**

3.1 This report covers the period 1 April 2010 to 23 July 2011 (Periods 1, 2 and 3).

3.2 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

PMO – Programme Management Office

4. **Highlights & Key Issues**

4.1 **Period 1 Performance**

In period 1, the immediate focus was on the safe and timely completion of the Blockade works. Concerted team effort and comprehensive stakeholder management ensured that the works were completed as planned and the Metro system was handed back on time.

A significant effort was evident in order to ensure that an accurate financial year end position was reached. Project managers, commercial staff and the finance department worked in a co-ordinated manner to ensure that all completed works were receipted and accrued for within financial systems.

As soon as the Blockade was delivered, attentions turned to planning and delivering works within the planned Post-Blockade possessions, aimed at ensuring that contracts were completed as planned and final accounts progressed as quickly as possible.

Detailed planning of the 2011-12 programme continued in order to achieve approval of the budget within Period 2. Proposed engineering delivery targets were discussed with Project Sponsors, Principal Engineers and Project Managers to fine tune the programme, and the Head of Engineering worked closely with PMO staff to model the financial implications of programme changes.

4.2 **Moving Forward**

Moving forward, the main focus for activities in Period 2 was:

Reviewing contracting and delivery strategies for the current year, using the experience gained from 2010-11 in order to deliver projects as efficiently as possible.

The Consolidation Action Plan is driving the captured lessons learned and ensuring all actions have been assigned to specific owners with associated deadlines to ensure that lessons learned are implemented early on during 2011-12.

Focussing on the safe and efficient delivery of on-going site works and the remainder of the Post-Blockade possessions.

Initiating a re-invigorated Stage Gate process, charged with focussing on scope control and estimate monitoring, and to ensure that attention is applied to ensure future projects move through early Stage Gates as scheduled to ensure their site

works begin as planned.

4.3 **Period 2 Performance**

In period 2, physical works were continued within the planned Post-Blockade possessions and on the four station refurbishment projects. Efforts continued in order to agree final account values for the completed works with the intention of effectively closing down completed projects.

Significant effort was devoted to the capture of lessons learned from the first year of the Asset Renewal Programme and translating this in to action plans impacting across all elements of the Project Delivery process. Driving efficiency and value for money is the key theme across all action plans.

The budget for 2011-12 was finalised and presented for approval. The budget was approved and reflected within financial and project control & reporting systems.

4.4 **Moving Forward**

Moving forward, the main focus for activities in Period 3 was:

Comprehensive review of the Stage Gate process and improvements implemented to ensure greater visibility of change and ensure that improve cost and schedule certainty is achieved at key stages.

Further progress in the transition from the consultant based Programme Management Office and Commercial team to a dedicated in-house Nexus staff base.

Increased attention to be given to delivery programmes and contracting strategies to ensure that efficiencies can be identified and implemented. Following the completion of the legacy 2010-11 site works, the focus of the delivery teams will move to the progression of current projects to successful delivery.

4.5 **Period 3 Performance**

In period 3, delivery production rates of the ARP were reduced, as the focus of the organisation turned to improving the efficiency of future programme delivery. Some physical works were still in progress, however continued effort was applied to ensure that recruitment and training activities enabled the final organisational structure to be put into place.

Following the appointment of new Principal Engineers, an initiative was started to review the scope for each project and producing new robust project briefs. This was undertaken in conjunction with a review of how the projects were to be procured and packages and applying optimum contract strategies with the aim of improving delivery efficiency and improving management at risk.

The Stage Gate process was also reviewed, incorporating lessons learned from 2010-11 and applying them to future works. A revised Stage Gate process has

been created, aimed at further improving schedule and cost certainty within the programme and making project delivery more efficient. The period 3 reporting process has challenged the delivery schedules across the programme resulting in more robust plans and achievable delivery milestones and consequently more reliable financial forecasting.

4.6 **Moving Forward**

Moving forward, the main focus for activities in Period 4 was:

Ensuring the Stage Gate process is effectively applied to deliver efficiency improvements throughout the project Lifecycle with emphasis on clear scope definition, rigorous change control and efficiency of delivery.

To achieve substantial progress in transitioning the consultancy based PMO activities to the Nexus PMO. Transition of the Commercial Management activities are substantially completed and progress is accelerating in the transition of the Programme Control functions.

Driving up the volume of projects passing through the Stage Gate process and ensuring that the costs and benefits of each project are optimised.

5 **Chillingham Road**

- 5.1 Work continues on site and is going well. Some more visual changes will be seen over the next five weeks which include: vitreous enamelling panel installation; wayfinding/signage panel installation; telecoms installation; footbridge OTX including lighting and v.e. panels and external works i.e. bollards to main platform 2 entrance. Completion is scheduled for September 2011.

6 **Contact Officer (s)**

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

Chillingham Road

Complete removal of previous fittings and fixtures.



Structural repairs to canopy



Platform 1 – Ticketing area



Platform 2 – Entrance



Platform 1 – Resurfacing complete



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Tyne and Wear Integrated Transport Authority

Metro Sub-Committee

DATE: 1 September 2011

TITLE: QUARTERLY PERFORMANCE DATA – QUARTER 1 2011/12 – METRO OPERATING CONCESSION

REPORT OF: THE DIRECTOR OF CUSTOMER SERVICES, NEXUS

Not confidential

District Implications: All Tyne & Wear

1. Purpose of Report

1.1 This is the fifth 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

3.1 This report covers the period 01 April 2011 to 25 June 2011 (Periods 1, 2, and 3)

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 Cable theft (attempted and actual) caused significant operational disruption, with instances in P1 and numerous occurrences in P3. This impacted punctuality measures, although there has been close co-operation with the police leading to several arrests being made.
- 4.2 Punctuality was further affected across all periods by a number of operational issues, including a lightning strike in P2 leading to signalling problems, a peak-hour train failure in P2, and an Overhead Line failure in P3. All incidents are being fully investigated.
- 4.3 DBTW changed its cleaning contractor at the end of last year, resulting in a significant improvement in both station and Metrocar cleanliness in the periods reported on – the performance regime covering Metrocar cleanliness showed the best three results since the commencement of the concession.

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.

- 4.4 DBTW have set a challenging target for fleet reliability to which progress has been made, however heat-related failures resultant from high temperatures meant that performance during Period 3 was poor.
- 4.5 Passenger accidents and assaults showed a mixed picture with Period 2 performing well in relation to accidents and poor in relation to assaults, and Periods 1 and 3 performing well in relation to assaults and poorly in relation to accidents.
- 4.6 Under the Metrocar $\frac{3}{4}$ Life Refurbishment Project (which DBTW is delivering on Nexus's behalf) the first two Metrocars have now been examined in detail. Under the Concession Agreement five Metrocars will be 'stripped down' in order to make a balanced assessment over the levels of work that will be carried out on the remainder of the fleet.
- 4.7 5 major concerts took place at Stadium of Light during this period, with additional trains and staffing being put on by DBTW to manage the very high volumes of passengers both before and after the events.
- 5 Contact Officer (s)**
- 5.1 Toby Hughes, Director of Customer Services, Tel: 0191 203 3246

	Bench- mark	Period 1	Period 2	Period 3	Comments
OPR-(Excess Waiting Time) (see glossary)	13.32 MAA	11.37	12.27	12.35 (provis- ional)	P3 significantly impacted by operational issues: cable theft, high-profile special events, and on-going possessions.
Charter punctuality (see glossary)	85.87% MAA	87.55%	87.29%	82.14%	Commentary as OPR above
SQR – Stations (no. of failures)	129.2 MAA	117	71	81	Significant improvement from P2 as a result of the appointment of new cleaning contractor
SQR – Trains (no. of failures)	133.4 MAA	86	62	76	Best three periods since commencement of Concession
Fleet (Ave km per fault)	12,000 DBTW target	12,295	13,647	8,259	The drop observed in P3 was attributed to the excessively high temperatures triggering a significant rise in signalling and telecommunication faults.
Fraud Rate (% ticketless travel recorded)	4.5% Contractual target	3.2%	4.6%	3.9%	

	Bench- mark	Period 1	Period 2	Period 3	Comments
Head Count (no. of DBTW staff)	483 DBTW target	494	491	495	
Passenger Accidents (RIDDOR)	4.36 DBTW target	7	4	5	
Passenger Accidents (Other)	18.76 DBTW target	20	14	24	
Passenger Assaults	7.96 DBTW target	5	11	7	

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Tyne and Wear Integrated Transport Authority Metro Sub-Committee

DATE: 1 September 2011

TITLE: ASSET RENEWAL PLAN 2011/12 - PROGRAMME

REPORT OF: THE DIRECTOR OF RAIL AND INFRASTRUCTURE, NEXUS

Not confidential

District Implications: All Tyne & Wear

1. **Summary / Purpose of Report**

- 1.1 The Asset Renewal Plan for 2011/12 has been approved by the Integrated Transport Authority. This report reminds members of the schemes that go to make up the programme and takes a forward look at how implementation of the individual projects will impact upon operation of the Metro.

2. **Recommendations**

- 2.1 That Metro Sub-Committee notes this report.

3. **Introduction / Background**

- 3.1 At its meeting on 28 July 2011, the Integrated Transport Authority received the first quarterly review of the 2011/12 Asset Renewal Programme.
- 3.2 The list of approved schemes at Quarter 1 is appended to this report for ease of reference – see Appendix A.
- 3.3 Whilst much of the physical work can and will be undertaken during non traffic hours (generally 01.00 to 05.00), some work will have to be undertaken under possession.
- 3.4 Careful planning will reduce to a minimum the disruptive nature of this work to normal Metro operation. However, it will be necessary to interrupt normal

operations on a pre-planned basis which is normally referred to as a 29 hour or 54 hour possession.

- 3.5 In effect a 29 hour possession necessitates interruption of Metro operations on a Sunday whilst a 54 hour possession will affect both a Saturday and a Sunday.
- 3.6 Two further permutations exist namely a 12 hour possession which affects Metro operations earlier on a Sunday and a blockade – a complete closure for a number of days such as that successfully completed between Chillingham Road and North Shields earlier this year.
- 3.7 Owing to the nature of disruptive possessions these have to be planned well in advance in order that Metro customers can be looked after in the best way possible. Accordingly, a plan for the whole year has been drawn up and this is appended to this report as Appendix B
- 3.8 Members should be aware that this plan is constantly reviewed and updated as the details and working methods for the work emerge. In terms of any major line closure (one that involves a weekday) communications with Local Authorities and other key stakeholders commences at least six months in advance. Customers are similarly informed approximately two months in advance.

4 Contact Officer (s)

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

APPENDIX A

Capital Code	Capital Scheme	Original Approved Budget 2011/12 £	Latest Approved Budget 2011/12 £	Actual Expenditure at end of Period 3 £	PMO Period 3 Forecast £	Variance between Forecast and Original Budget £	Reason for Variation
Civils							
BC294	Airport Metro Station Drainage	26,167	26,167	0	26,167	0	
BC914	Benton Lane Bridge	0	0	220	2,000	2,000	
BC811	Benton Station Footbridge	70,000	70,000	43,170	91,764	21,764	
BC211	Bridges - Hadrian Road to Walkergate	32,924	32,924	14	32,936	12	
BC207	Bridges - Howdon to Percy Main	309,372	309,372	8,998	36,574	-272,798	Slippage into 12/13
BC208	Bridges - Meadow Well to Walkergate	261,880	261,880	-7,666	103,683	-158,197	Slippage into 12/13
BC214	Bridges - Monkseaton, Cullercoats	42,198	42,198	0	41,751	-447	
BC210	Bridges - Percy Main to Hadrian Road	19,251	19,251	14	19,265	14	
BC206	Bridges - Percy Main to Wallsend	290,000	290,000	-3,561	169,654	-120,346	Slippage of some costs into 12/13
BC209	Bridges - Tynemouth to Meadow Well	399,856	399,856	83	56,144	-343,712	Slippage into 12/13
BC205	Bridges - Tynemouth to North Shields	54,329	54,329	-15,823	33,868	-20,461	
BC212	Bridges - Wallsend to Walkergate	33,717	33,717	63	33,801	84	
BB001	Central Area Tunnel Refurbishment	841,000	841,000	-10,306	816,887	-24,113	
BC891	Control Room	175,059	175,059	29,146	214,309	39,250	
BC241	Culverts	0	0	63	63	63	
BC937	Denholme and Mast Lane	77,000	310,039	211,719	444,758	134,719	Anticipated Compensation Events included in forecast.
BC952	Depot Fire Alarm Systems	52,404	52,404	2,244	52,405	1	
BC883	Depot Lighting Upgrade	0	0	460	460	460	
BC545	Depot Refurbishment	20,000	20,000	0	20,003	3	
BC218	Drainage - Tynemouth (Knotts Flats)	5,000	5,000	349	5,348	348	
BC219	Drainage - South Gosforth to Jesmond	0	0	580	580	580	

Capital Code	Capital Scheme	Original Approved Budget 2011/12 £	Latest Approved Budget 2011/12 £	Actual Expenditure at end of Period 3 £	PMO Period 3 Forecast £	Variance between Forecast and Original Budget £	Reason for Variation
BC229	Duct Route - Gateshead Stadium to South Shields	1,384,168	1,384,168	211,911	1,384,167	-1	
BC223	Duct Route - Howdon to Wallsend	120,413	126,413	-16,264	126,411	-2	
BC228	Duct Route - Jesmond to Gatehead Stadium and Manors	0	0	111	111	111	
BC224	Duct Route - North Shields to Howdon	53,763	53,763	418	54,180	417	
BC227	Duct Route - South Gosforth to Airport	0	0	0	259	259	
BC226	Duct Route - South Gosforth to Jesmond	0	0	0	2,016	2,016	
BC230	Duct Route - South Gosforth to Tynemouth	838,734	838,734	164,270	821,180	-17,554	
BC225	Duct Route - Tynemouth to North Shields	33,423	33,423	0	29,920	-3,503	
BC222	Duct Route - Wallsend to Manors	50,000	56,332	-24,121	7,262	-49,070	Slippage of some costs into 12/13
BC202	Earthworks - Howdon to Wallsend	496,302	496,302	192,319	240,161	-256,141	
BC201	Earthworks - North Shields to Howdon	229,043	229,043	112,108	253,826	24,783	
BC203	Earthworks - Wallsend to Chillingham Road	1,407,364	1,756,808	2,000,038	2,098,449	341,641	Actual cost of site works in excess of current budget.
BC289	Ground Investigation - South Gosforth to Jesmond	84,721	84,721	0	42,339	-42,382	
BC911	Knotts Bridge Repair	0	0	179	179	179	
BC855	MOG Remodelling	30,000	30,000	7,541	8,371	-21,629	
BC799	Monkseaton Station Ramp	391,231	391,231	16,740	401,959	10,728	
BC928	N Shields Tunnel Refurbishment	0	0	0	0	0	
BC543	QE11 Bridge Refurbishment	0	0	0	3,370	3,370	
BC958	Repairs to 1216A Quayside Arch	118,000	118,000	0	118,000	0	
BC213	Retaining Walls	29,500	29,500	11,672	66,903	37,403	

Capital Code	Capital Scheme	Original Approved Budget 2011/12 £	Latest Approved Budget 2011/12 £	Actual Expenditure at end of Period 3 £	PMO Period 3 Forecast £	Variance between Forecast and Original Budget £	Reason for Variation
	Total Civils	7,976,819	8,571,634	2,936,688	7,861,483	-710,151	
	Communications						
BC254	Cable Pulling - Gateshead Stadium to South Shields	902,914	902,914	318	902,913	-1	
BC253	Cable Pulling - Jesmond to Gateshead Stadium and Manors	10,000	10,000	0	10,000	0	
BC255	Cable Pulling - South Gosforth Junction to Tynemouth	510,260	510,260	129	510,260	0	
BC251	Cable Pulling - South Gosforth to Jesmond	8,726	8,726	0	8,462	-264	
BC250	Cable Pulling - Tynemouth to Manors	688,166	688,166	706	687,324	-842	
BC623	CCTV on Metro Cars	20,000	20,000	174	20,174	174	
BC840	CCTV/PA Access	7,000	7,000	1,043	5,619	-1,381	
BC256	Radio	110,976	110,976	-1,211	108,347	-2,629	
BC259	Station Network Connections	983,670	983,670	2,787	839,514	-144,156	Slippage of some costs into 12/13
BC257	Telephony	0	0	-1,518	0	0	
	Total Communications	3,241,712	3,241,712	2,429	3,092,613	-149,099	
	Depot Equipment						
BC278	Train Wash	478,774	478,774	20,633	478,775	1	
BC279	Wheel Lathe	1,134,062	1,134,062	4,150	1,268,864	134,802	Tender prices higher than estimate.
	Total Depot Equipment	1,612,836	1,612,836	24,783	1,747,639	134,803	
	Level Crossings						

Capital Code	Capital Scheme	Original Approved Budget 2011/12 £	Latest Approved Budget 2011/12 £	Actual Expenditure at end of Period 3 £	PMO Period 3 Forecast £	Variance between Forecast and Original Budget £	Reason for Variation
BC276	Barriers - Fawdon	25,000	25,000	127	27,162	2,162	
BC275	Barriers - Kingston park	25,000	25,000	2,957	24,998	-2	
BC955	Level Crossing Deck Replacement	50,000	50,000	0	50,000	0	
BC277	Level Crossings - Highway works - Howdon, Fawdon, Kingston Park	53,808	53,808	913	47,150	-6,658	
	Total Level Crossings	153,808	153,808	3,997	149,310	-4,498	
	Mechanical & Electrical						
BC281	Escalator - Central	631,028	631,028	2,476	323,984	-307,044	Slippage due to procurement delays
BC282	Escalator - Monument	923,824	923,824	2,594	453,001	-470,823	Slippage due to procurement delays
BC286	Fire Alarm	662,834	662,834	22,195	197,966	-464,868	Slippage due to required Fire Risk Assessments
BC284	Lift - Four Lane Ends	9,000	9,000	345	8,976	-24	
BC285	Lift - Heworth	9,000	9,000	307	10,099	1,099	
BC617	Lifts Refurbishment/Major Items	64,000	64,000	7,213	84,345	20,345	
BC805	Otn-Ups Support Power Supply	0	0	166	166	166	
BC532	Stations Refurb - Esc Imps/Major Items	119,998	119,998	2,888	128,343	8,345	
	Total Mechanical & Electrical	2,419,684	2,419,684	38,184	1,206,880	-1,212,804	
	Metro Cars						
BC288	3/4 Life Refurbishment	3,053,837	3,053,837	145,217	2,797,963	-255,874	Slippage of some costs into 12/13
BC954	Capital Maintenance Concession	637,000	637,000	177,349	641,194	4,194	
BC874	On-Train PA	42,054	42,054	48,944	83,895	41,841	

Capital Code	Capital Scheme	Original Approved Budget 2011/12 £	Latest Approved Budget 2011/12 £	Actual Expenditure at end of Period 3 £	PMO Period 3 Forecast £	Variance between Forecast and Original Budget £	Reason for Variation
BC953	Windows Enhancements	0	0	0	0	0	
	Total Metro Cars	3,732,891	3,732,891	371,511	3,523,052	-209,839	
	Miscellaneous						
BC960	Asset Knowledge	300,000	300,000	0	300,000	0	
BC849	Digitising and Approving Engineering Drawings	0	0	11,115	11,115	11,115	
BC943	IT Hardware - WASP project	63,200	63,200	4	52,757	-10,443	
BC959	Land at West Monkseaton Metro Station	0	65,000	65,000	65,000	0	
BB003	Maintenance Management System	0	0	8,572	8,567	8,567	
BC947	Nexus Document Control System	20,000	20,000	-42	19,997	-3	
BC957	PMO Transition IT Applications	12,100	12,100	2,825	12,100	0	
BC961	Rail crane	165,000	165,000	0	165,001	1	
BC894	Security Review	260,000	260,000	11,053	260,609	609	
BC962	Transformer (Benton)	40,000	40,000	0	40,000	0	
BC963	Tunnel Track bed	30,000	30,000	0	30,001	1	
BC587	Vehicle Replacement Programme	99,866	99,866	0	86,550	-13,316	
	Total Miscellaneous	990,166	1,055,166	98,526	1,051,697	-3,469	
	Overhead Line						
BC240	OLE - System Development	14,000	14,000	-7,003	13,911	-89	
	Total Overhead Line	14,000	14,000	-7,003	13,911	-89	
	Permanent Way						
BC232	Plain Line - South Gosforth to Jesmond	10,000	10,000	-26,777	-16,985	-26,985	

Capital Code	Capital Scheme	Original Approved Budget 2011/12 £	Latest Approved Budget 2011/12 £	Actual Expenditure at end of Period 3 £	PMO Period 3 Forecast £	Variance between Forecast and Original Budget £	Reason for Variation
BC231	Plain Line - Tynemouth to Chillingham Road	400,000	939,925	455,871	1,560,811	620,886	Due to outstanding commitments and 2011/12 scope being reviewed against available budget
BC703	Plain Line Renewal	995,981	995,981	171,216	1,000,003	4,022	
BC550	Rail Grinding	100,000	100,000	2,626	102,873	2,873	
BC964	S&C Steelwork Renewal	150,000	150,000	0	149,999	-1	
BC558	Security Fencing	134,805	134,805	174	134,805	0	
BC237	Switches & Crossings - Benton	136,048	136,048	0	130,451	-5,597	
BC234	Switches & Crossings - Hylton Street	0	0	-14,274	19,825	19,825	
BC235	Switches & Crossings - North Shields	108,610	108,610	8,613	102,609	-6,001	
BC706	Switch & Crossing Renewal	0	0	0	-53	-53	
BC236	Switches & Crossings - South Gosforth	946,712	946,712	918	118,584	-828,128	Slippage due to increased materials procurement period.
BC714	Tamper Trainstop	0	0	0	19,494	19,494	
BC905	Wheel Slip Gel Applicators	0	0	0	1,848	1,848	
	Total Permanent Way	2,982,156	3,522,081	598,367	3,324,264	-197,817	
	Plant						
BC517	Road/Rail Vehicles	334,000	334,000	171,000	333,954	-46	
BC280	Tamper	6,944	6,944	211	25,210	18,266	
	Total Plant	340,944	340,944	171,211	359,164	18,220	
	Power						
BC929	OHLE Network	353,000	353,000	44,030	390,571	37,571	

Capital Code	Capital Scheme	Original Approved Budget 2011/12 £	Latest Approved Budget 2011/12 £	Actual Expenditure at end of Period 3 £	PMO Period 3 Forecast £	Variance between Forecast and Original Budget £	Reason for Variation
BC287	Power - Depot Stray Currents	814,323	814,323	12,799	1,018,111	203,788	Payment profile has been amended.
	Total Power	1,167,323	1,167,323	56,829	1,408,682	241,359	
	Signalling						
BC262	Signalling - Benton Interlocking Area	147,434	147,434	631	197,434	50,000	
BC268	Signalling - Heworth Interlocking Area	38,000	38,000	-0	36,029	-1,971	
BC270	Signalling - Jarrow Interlocking Area	642,882	642,882	17,842	642,880	-2	
BC266	Signalling - Jesmond Interlocking Area	23,866	23,866	208	24,074	208	
BC263	Signalling - Monkseaton Interlocking Area	0	0	127	127	127	
BC264	Signalling - North Shields Interlocking Area	111,337	111,337	688	130,505	19,168	
BC269	Signalling - Pelaw Interlocking Area	38,000	38,000	-115	35,873	-2,127	
BC273	Signalling - PTI	273,708	273,708	5,699	178,783	-94,925	
BC261	Signalling - South Gosforth Interlocking Area	351,671	351,671	61	245,240	-106,431	Slippage of some costs into 12/13
BC271	Signalling - South Shields Interlocking Area	886,772	886,772	4,248	886,421	-351	
BC265	Signalling - Wallsend Interlocking Area	250,000	530,448	429,618	543,078	12,630	Outstanding commitments in excess of budget
	Total Signalling	2,763,670	3,044,118	459,007	2,920,444	-123,674	
	Stations						
BC249	Station - Central Station	403,000	403,000	31,986	384,170	-18,830	
BC244	Station - Hadrian Road and Wallsend	114,293	114,293	18,670	122,009	7,716	

Capital Code	Capital Scheme	Original Approved Budget 2011/12 £	Latest Approved Budget 2011/12 £	Actual Expenditure at end of Period 3 £	PMO Period 3 Forecast £	Variance between Forecast and Original Budget £	Reason for Variation
BC243	Station - Meadow Well, Percy Main and Howdon	1,803,007	1,803,007	662,147	1,734,997	-68,010	
BC242	Station - North Shields	6,010,385	6,010,385	632,358	5,735,496	-274,889	Slippage due to delayed forecast completion date on site.
BC246	Station - South Gosforth	925,000	925,000	5,515	359,319	-565,681	Slippage due to intrusive surveys requirements.
BC245	Station - Walkergate and Chillingham Road	1,377,550	1,377,550	632,983	1,127,550	-250,000	Slippage of Walkergate Stn implementation into 2012/13.
BC248	Station - West Jesmond	1,113,628	1,113,628	1,130	308,544	-805,084	Slippage due to intrusive surveys requirements.
	Total Stations	11,746,863	11,746,863	1,984,790	9,772,085	-1,974,778	
	Total Approved 2011/12 Capital Programme	39,142,872	40,623,060	6,739,320	36,431,224	-4,191,836	
	Major Projects						
BB005	Sunderland Station Redevelopment	80,000	80,000	12,807	80,000	0	
BB006	Ticketing and Gating	14,021,805	14,021,805	113,797	14,021,805	0	
	Total Major Projects	14,101,805	14,101,805	126,605	14,101,805	0	
	TOTAL	53,244,677	54,724,865	6,865,924	50,533,029	-4,191,836	

APPENDIX B – Possession Plan 2011-12

Background information

A possession plan has been developed for the forthcoming year as part of the ARP programme and a series of possessions have been planned and tabled through the concession office for the operator DBTW to plan timetable arrangements, resources for bus replacements and staffing of stations.

The table below identifies where a series of possessions have been booked and completed within the second year of the ARP programme.

Possession Duration	Possession booked to date 2011 -2012	Possession completed in 2011 - 2012
54 hours	25	8
29 hours	13	10
12 hours	3	1

Pre enabling works have been planned in the later part of this financial year in order to carry out the blockade works in 2012 – 2013 this reflects in the possession table in 4.2.

Key dates which have been supplied by the Head of Communications as follows:

- Great North Run Sunday 18th September 2011
- Great North Run Sunday 16th September 2012
- Sunderland Air show 21st/22nd July 2012
- Olympics 27th July – 12th August 2012

Other dates for concerts and mini events are recorded for conflict purposes but are not expected to impact on the delivery of the ARP programmes.

Blockade Programme for 2012 –2013:

The mini blockade at South Gosforth junction for 2011 – 2012 programme has now been transferred to the following year. The delay in implementation is due to the six month lead time for the Switches and Crossing unit. This ensures all elements of the design and an affordable solution has been realised, in particular this relates to the track drainage in the

area which may need to be replaced prior to the installation of the new track formation. This work will now take place in early July and will take approximately 5/6 days.

The main blockade 2012 – 2013 ARP programme has now identified that to complete the 6km of plain line renewals and ballast retention works between Wallsend and Tynemouth an allocation of 23 days is required, further programme works through the stage gate process and contractor involvement will determine exact duration. This is expected at the back end of this calendar year. It is anticipated the blockade will likely be planned for around September 2012.

The mini blockade between Chillingham Road and Howden that was programmed for April to carry out the remaining plain line renewals work from 2010/2011 is no longer required. This is a result of a scope verification exercise recently undertaken where 1.8km of renewal now consists of 220m of renewal and 1500m ballast, tamping and stressing. This work may now be carried out within a programme of two 54hour possessions and a series of TAC shifts.

There remains a requirement for a mini blockade of approximately 5/6 days to carry out the replacement of Wallsend Crossing and the adjacent bridge 1200 (Carville Road). Part of the crossing is on the bridge and would need removing to carry the bridge remedial works; it has therefore been proposed that these works take place in conjunction with the replacement of the crossing. Due to design timescales for the bridgework this work is to take place in June 2012.

Summary of Major Disruptive events:

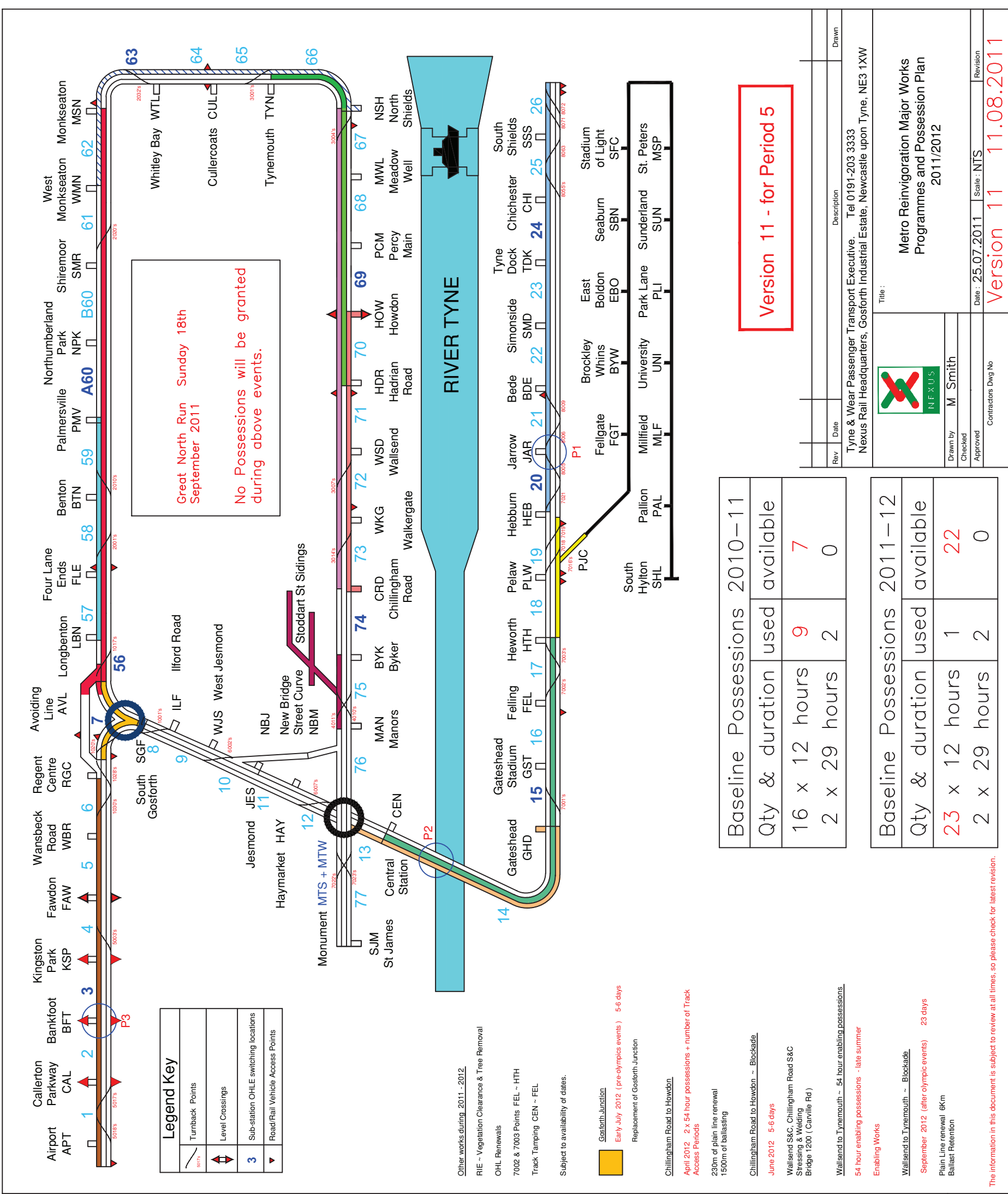
- June 2012 - 5/6 days Wallsend Crossing
- July 2012 - 5/6 days South Gosforth Junction
- September - 2012 23 Day blockade Wallsend to Tynemouth

A number of 54 hour possessions and track access on extended hours for ballast works, stressing and tamping is to be planned.

[possession plan - pdf file to be inserted here]

ARP Possession Year Plan 2011-2012

Chillingham Road - North Shields 09.04.11 09.04.11 - 14.05.11 54 hours 14.05.11 - 21.05.11 7 days Additional required 04.06.11 - 11.06.11 7 days 11.06.11 - 18.06.11 7 days 18.06.11 - 13.08.11 56 days Cancelled 13.08.11 - 20.08.11 7 days Cancelled 20.08.11 - 27.08.11 7 days Cancelled 27.08.11 - 03.09.11 7 days Cancelled 03.09.11 - 10.09.11 7 days Cancelled 10.09.11 - 17.09.11 7 days Cancelled 17.09.11 - 24.09.11 7 days Cancelled 24.09.11 - 01.10.11 7 days Cancelled 01.10.11 - 08.10.11 7 days Cancelled 08.10.11 - 15.10.11 7 days Cancelled 15.10.11 - 22.10.11 7 days Cancelled 22.10.11 - 29.10.11 7 days Cancelled 29.10.11 - 05.11.11 7 days Cancelled 05.11.11 - 12.11.11 7 days Cancelled 12.11.11 - 19.11.11 7 days Cancelled 19.11.11 - 26.11.11 7 days Cancelled 26.11.11 - 03.12.11 7 days Cancelled 03.12.11 - 10.12.11 7 days Cancelled 10.12.11 - 17.12.11 7 days Cancelled 17.12.11 - 24.12.11 7 days Cancelled 24.12.11 - 31.12.11 7 days Cancelled	North Shields Station - (MVL - TYNL) 15.10.11 - 22.10.11 7 days 54 hours 22.10.11 - 29.10.11 7 days 54 hours 29.10.11 - 05.11.11 7 days 54 hours 05.11.11 - 12.11.11 7 days 54 hours 12.11.11 - 19.11.11 7 days 54 hours 19.11.11 - 26.11.11 7 days 54 hours	West Jesmond to North Shields 15.10.11 - 22.10.11 7 days 54 hours 22.10.11 - 29.10.11 7 days 54 hours 29.10.11 - 05.11.11 7 days 54 hours 05.11.11 - 12.11.11 7 days 54 hours 12.11.11 - 19.11.11 7 days 54 hours 19.11.11 - 26.11.11 7 days 54 hours 26.11.11 - 03.12.11 7 days 54 hours 03.12.11 - 10.12.11 7 days 54 hours 10.12.11 - 17.12.11 7 days 54 hours 17.12.11 - 24.12.11 7 days 54 hours 24.12.11 - 31.12.11 7 days 54 hours	West Jesmond to North Shields Possession area now MWL - TYN 15.10.11 - 22.10.11 7 days 54 hours 22.10.11 - 29.10.11 7 days 54 hours 29.10.11 - 05.11.11 7 days 54 hours 05.11.11 - 12.11.11 7 days 54 hours 12.11.11 - 19.11.11 7 days 54 hours 19.11.11 - 26.11.11 7 days 54 hours 26.11.11 - 03.12.11 7 days 54 hours 03.12.11 - 10.12.11 7 days 54 hours 10.12.11 - 17.12.11 7 days 54 hours 17.12.11 - 24.12.11 7 days 54 hours 24.12.11 - 31.12.11 7 days 54 hours	Pent Street programme for 2012 due to NTS Council and BT services to be reinstated 15.10.11 - 22.10.11 7 days 54 hours 22.10.11 - 29.10.11 7 days 54 hours 29.10.11 - 05.11.11 7 days 54 hours 05.11.11 - 12.11.11 7 days 54 hours 12.11.11 - 19.11.11 7 days 54 hours 19.11.11 - 26.11.11 7 days 54 hours 26.11.11 - 03.12.11 7 days 54 hours 03.12.11 - 10.12.11 7 days 54 hours 10.12.11 - 17.12.11 7 days 54 hours 17.12.11 - 24.12.11 7 days 54 hours 24.12.11 - 31.12.11 7 days 54 hours	Completed 29.05.11 - 05.06.11 7 days 14.00 hours 05.06.11 - 12.06.11 7 days 29 hours 12.06.11 - 19.06.11 7 days 29 hours 19.06.11 - 26.06.11 7 days 29 hours 26.06.11 - 03.07.11 7 days 29 hours 03.07.11 - 10.07.11 7 days 29 hours 10.07.11 - 17.07.11 7 days 29 hours 17.07.11 - 24.07.11 7 days 29 hours 24.07.11 - 31.07.11 7 days 29 hours 31.07.11 - 07.08.11 7 days 29 hours 07.08.11 - 14.08.11 7 days 29 hours 14.08.11 - 21.08.11 7 days 29 hours 21.08.11 - 28.08.11 7 days 29 hours 28.08.11 - 04.09.11 7 days 29 hours 04.09.11 - 11.09.11 7 days 29 hours 11.09.11 - 18.09.11 7 days 29 hours 18.09.11 - 25.09.11 7 days 29 hours 25.09.11 - 02.10.11 7 days 29 hours 02.10.11 - 09.10.11 7 days 29 hours 09.10.11 - 16.10.11 7 days 29 hours 16.10.11 - 23.10.11 7 days 29 hours 23.10.11 - 30.10.11 7 days 29 hours 30.10.11 - 06.11.11 7 days 29 hours 06.11.11 - 13.11.11 7 days 29 hours 13.11.11 - 20.11.11 7 days 29 hours 20.11.11 - 27.11.11 7 days 29 hours 27.11.11 - 04.12.11 7 days 29 hours 04.12.11 - 11.12.11 7 days 29 hours 11.12.11 - 18.12.11 7 days 29 hours 18.12.11 - 25.12.11 7 days 29 hours 25.12.11 - 01.01.12 7 days 29 hours 01.01.12 - 08.01.12 7 days 29 hours 08.01.12 - 15.01.12 7 days 29 hours 15.01.12 - 22.01.12 7 days 29 hours 22.01.12 - 29.01.12 7 days 29 hours 29.01.12 - 05.02.12 7 days 29 hours 05.02.12 - 12.02.12 7 days 29 hours 12.02.12 - 19.02.12 7 days 29 hours 19.02.12 - 26.02.12 7 days 29 hours 26.02.12 - 05.03.12 7 days 29 hours 05.03.12 - 12.03.12 7 days 29 hours 12.03.12 - 19.03.12 7 days 29 hours 19.03.12 - 26.03.12 7 days 29 hours 26.03.12 - 02.04.12 7 days 29 hours 02.04.12 - 09.04.12 7 days 29 hours 09.04.12 - 16.04.12 7 days 29 hours 16.04.12 - 23.04.12 7 days 29 hours 23.04.12 - 30.04.12 7 days 29 hours 30.04.12 - 07.05.12 7 days 29 hours 07.05.12 - 14.05.12 7 days 29 hours 14.05.12 - 21.05.12 7 days 29 hours 21.05.12 - 28.05.12 7 days 29 hours 28.05.12 - 04.06.12 7 days 29 hours 04.06.12 - 11.06.12 7 days 29 hours 11.06.12 - 18.06.12 7 days 29 hours 18.06.12 - 25.06.12 7 days 29 hours 25.06.12 - 02.07.12 7 days 29 hours 02.07.12 - 09.07.12 7 days 29 hours 09.07.12 - 16.07.12 7 days 29 hours 16.07.12 - 23.07.12 7 days 29 hours 23.07.12 - 30.07.12 7 days 29 hours 30.07.12 - 06.08.12 7 days 29 hours 06.08.12 - 13.08.12 7 days 29 hours 13.08.12 - 20.08.12 7 days 29 hours 20.08.12 - 27.08.12 7 days 29 hours 27.08.12 - 03.09.12 7 days 29 hours 03.09.12 - 10.09.12 7 days 29 hours 10.09.12 - 17.09.12 7 days 29 hours 17.09.12 - 24.09.12 7 days 29 hours 24.09.12 - 01.10.12 7 days 29 hours 01.10.12 - 08.10.12 7 days 29 hours 08.10.12 - 15.10.12 7 days 29 hours 15.10.12 - 22.10.12 7 days 29 hours 22.10.12 - 29.10.12 7 days 29 hours 29.10.12 - 05.11.12 7 days 29 hours 05.11.12 - 12.11.12 7 days 29 hours 12.11.12 - 19.11.12 7 days 29 hours 19.11.12 - 26.11.12 7 days 29 hours 26.11.12 - 03.12.12 7 days 29 hours 03.12.12 - 10.12.12 7 days 29 hours 10.12.12 - 17.12.12 7 days 29 hours 17.12.12 - 24.12.12 7 days 29 hours 24.12.12 - 31.12.12 7 days 29 hours	Cancelled 29.05.11 - 05.06.11 7 days 14.00 hours 05.06.11 - 12.06.11 7 days 29 hours 12.06.11 - 19.06.11 7 days 29 hours 19.06.11 - 26.06.11 7 days 29 hours 26.06.11 - 03.07.11 7 days 29 hours 03.07.11 - 10.07.11 7 days 29 hours 10.07.11 - 17.07.11 7 days 29 hours 17.07.11 - 24.07.11 7 days 29 hours 24.07.11 - 31.07.11 7 days 29 hours 31.07.11 - 07.08.11 7 days 29 hours 07.08.11 - 14.08.11 7 days 29 hours 14.08.11 - 21.08.11 7 days 29 hours 21.08.11 - 28.08.11 7 days 29 hours 28.08.11 - 04.09.11 7 days 29 hours 04.09.11 - 11.09.11 7 days 29 hours 11.09.11 - 18.09.11 7 days 29 hours 18.09.11 - 25.09.11 7 days 29 hours 25.09.11 - 02.10.11 7 days 29 hours 02.10.11 - 09.10.11 7 days 29 hours 09.10.11 - 16.10.11 7 days 29 hours 16.10.11 - 23.10.11 7 days 29 hours 23.10.11 - 30.10.11 7 days 29 hours 30.10.11 - 06.11.11 7 days 29 hours 06.11.11 - 13.11.11 7 days 29 hours 13.11.11 - 20.11.11 7 days 29 hours 20.11.11 - 27.11.11 7 days 29 hours 27.11.11 - 04.12.11 7 days 29 hours 04.12.11 - 11.12.11 7 days 29 hours 11.12.11 - 18.12.11 7 days 29 hours 18.12.11 - 25.12.11 7 days 29 hours 25.12.11 - 01.01.12 7 days 29 hours 01.01.12 - 08.01.12 7 days 29 hours 08.01.12 - 15.01.12 7 days 29 hours 15.01.12 - 22.01.12 7 days 29 hours 22.01.12 - 29.01.12 7 days 29 hours 29.01.12 - 05.02.12 7 days 29 hours 05.02.12 - 12.02.12 7 days 29 hours 12.02.12 - 19.02.12 7 days 29 hours 19.02.12 - 26.02.12 7 days 29 hours 26.02.12 - 05.03.12 7 days 29 hours 05.03.12 - 12.03.12 7 days 29 hours 12.03.12 - 19.03.12 7 days 29 hours 19.03.12 - 26.03.12 7 days 29 hours 26.03.12 - 02.04.12 7 days 29 hours 02.04.12 - 09.04.12 7 days 29 hours 09.04.12 - 16.04.12 7 days 29 hours 16.04.12 - 23.04.12 7 days 29 hours 23.04.12 - 30.04.12 7 days 29 hours 30.04.12 - 07.05.12 7 days 29 hours 07.05.12 - 14.05.12 7 days 29 hours 14.05.12 - 21.05.12 7 days 29 hours 21.05.12 - 28.05.12 7 days 29 hours 28.05.12 - 04.06.12 7 days 29 hours 04.06.12 - 11.06.12 7 days 29 hours 11.06.12 - 18.06.12 7 days 29 hours 18.06.12 - 25.06.12 7 days 29 hours 25.06.12 - 02.07.12 7 days 29 hours 02.07.12 - 09.07.12 7 days 29 hours 09.07.12 - 16.07.12 7 days 29 hours 16.07.12 - 23.07.12 7 days 29 hours 23.07.12 - 30.07.12 7 days 29 hours 30.07.12 - 06.08.12 7 days 29 hours 06.08.12 - 13.08.12 7 days 29 hours 13.08.12 - 20.08.12 7 days 29 hours 20.08.12 - 27.08.12 7 days 29 hours 27.08.12 - 03.09.12 7 days 29 hours 03.09.12 - 10.09.12 7 days 29 hours 10.09.12 - 17.09.12 7 days 29 hours 17.09.12 - 24.09.12 7 days 29 hours 24.09.12 - 01.10.12 7 days 29 hours 01.10.12 - 08.10.12 7 days 29 hours 08.10.12 - 15.10.12 7 days 29 hours 15.10.12 - 22.10.12 7 days 29 hours 22.10.12 - 29.10.12 7 days 29 hours 29.10.12 - 05.11.12 7 days 29 hours 05.11.12 - 12.11.12 7 days 29 hours 12.11.12 - 19.11.12 7 days 29 hours 19.11.12 - 26.11.12 7 days 29 hours 26.11.12 - 03.12.12 7 days 29 hours 03.12.12 - 10.12.12 7 days 29 hours 10.12.12 - 17.12.12 7 days 29 hours 17.12.12 - 24.12.12 7 days 29 hours 24.12.12 - 31.12.12 7 days 29 hours
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Baseline Possessions 2010-11	
Qty & duration	used available
16 x 12 hours	9 7
2 x 29 hours	2 0
Baseline Possessions 2011-12	
Qty & duration	used available
23 x 12 hours	1 22
2 x 29 hours	2 0

Version 11 - for Period 5

Drawn by: M Smith

 Checked:

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 Contractors Dwg No:

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 Nexus Rail Headquarters, Gosforth Industrial Estate, Newcastle upon Tyne, NE3 1XW

 Date: 25.07.2011

 Scale: NTS

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