



Tyne & Wear ITA - Metro Sub Committee

SUPPLEMENTAL AGENDA

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Report by Director of Rail and Infrastructure, Nexus	
Confidential Report	

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Tyne and Wear Integrated Transport Authority Metro Sub-Committee

DATE: 4 November 2010
TITLE: QUARTERLY PERFORMANCE DATA – QUARTER 2 2010/11
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 second 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 the progress reports attached and agree the future reporting arrangements herein.

3. **Introduction / Background**

- 3.1 Individual reports covering the second quarterly performance data are attached as follows:

Appendix A - Metro Operating Concession

Appendix B - Nexus Rail

Appendix C - Metro Asset Renewal Programme.

- 3.2 As part of its normal reporting procedures, Nexus monitors performance in all these areas on a period by period basis. In some cases, a quarterly report adds little value to the known position at the end of the quarter e.g. the ARP report where the year to date position is the important information. Accordingly, and with Members' agreement, it is proposed that future reports to the metro Sub-Committee will incorporate the period reports already prepared with, in addition,

a short overview covering the quarter in question.

- 3.3 As reported at the last meeting, Nexus had received a number of Improvement Notices which had been issued by the Railway Inspectorate Division by the Officer of the Railway Division. The current situation is that 3 of the 4 Improvement Notices have now been successfully discharged with the expectation that the remaining Improvement Notice will be successfully discharged by the due date of 7 December 2010.
- 3.4 Members will also wish to note that an important facet of delivering the Asset Renewal Plan is the taking of a number of possessions/blockades of the Metro system throughout the next 9 years. This represents a significant departure from the traditional method of working whereby maintenance which is generally undertaken during non operational hours i.e. 0100 to 0500 each night.
- 3.5 Members will find attached to this report a diagrammatic representation of the Major Works Programme and Possession Plan for 2010/11.
- 3.6 Members will note that the first possessions are due to take place between Hebburn and South Shields for a period of 54 hours (0100 Saturday to 0500 Monday) for a period of 4 weekends commencing 14 November 2010. This will necessitate the replacement of Metro Services by buses.
- 4 Contact Officer (s)**
- 4.1 Ken Mackay, Director of Rail & Infrastructure, Nexus (Tel: 0191 203 3241)



ITA Metro Sub-Committee
Metro Operating Concession Report
Quarter 2 2010/11

1. Executive Summary:

- **In summary** overall performance since the start of the Concession continues to be good in most areas and the quality of the service provided to the customer both operationally and in terms of quality remains above the same quarter last year. Within this quarter there was one particularly bad day, the worst so far, where multiple problems occurred, leading to a poor service to the customer.
- **The main highlights in the quarter** include that DBTW being nominated for 2 awards at the Light Rail Awards, the successful arrangements for the Great North Run and setting up joint steering group and task forces to progress implementation of DBTW elements of the Ticketing and Gating Project and the Blockade planned in the Spring.
- It is worth noting that while Connaught went into administration, Connaught Environmental did not and cleaning has continued as was envisaged under the Concession.
- **An area of concern** was that the Operational Performance Regime (OPR) did not go “live” as planned in Period 4. The first and last train part of the regime went live but payments under the daily and periodic regimes were capped for Periods 5 and 6 according to performance compared to last year while our consultants recoded bank holidays in Trainlog to reflect the Concession Agreement. This has now been completed and full uncapped payments will commence from Period 7.
- A concern highlighted in the first quarter report was that DBTW had failed so far to meet the Committed Obligation to provide 18 staff on evening services. As expected in the last quarter report, DBTW are now, from Period 6, complying with this obligation.
- A concern has been the trend in passenger accidents, particularly on escalators. A trial of new warning signage has commenced amongst a number of mitigation initiatives.
- **Financially both Nexus and DBTW are on course to achieve their respective budgets for running the Concession.** However the downturn in the economy has impacted on non fare income which remains a risk to DBTW in achieving their targets
- Upcoming possessions and blockades remain biggest risk in delivering overall 2010/11 revenue budget. To mitigate the risk of revenue lost during possessions we are working closely with DBTW to ensure that appropriate information is provided together with well planned bus replacements to ensure customers have an attractive option to remain with Metro
- **Over the next quarter** Period 7, 8 and 9 the first major weekend possessions will have taken place and final preparations for the change of peak timetable in early December will be underway. The focus will also be on agreeing a settlement of outstanding issues which once resolved will provide a stable platform for the Concession going forward.






1.1 Changes to the Business Case

- Business case unchanged

1.2 Decision required from this board/committee

- No decisions required

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	Status	Trend	Comments/Reasons
Operational Performance Regime- (Excess Waiting Time)	Green		<p>In Period 6 the total Excess waiting time was 14.76 minutes. This reflects the amount extra time passengers have had to wait above the benchmark that has been set. The average over the last 2 periods was 13.57 minutes, an improvement from the first quarter continuing the downward trend. However the cost to DBTW has been significantly higher than anticipated and this is RED from their perspective. The cause is being investigated.</p> <p>Overall the new performance regime is tougher than previously and difficult to compare directly. All parties agree that performance to date has been better than last year.</p>
Service Quality Regime – Stations (Failures against budget)	Green		The total number of fails at stations continues a steady decline since the commencement of the Concession. The average number of failures over Periods 5 and 6 was 169.5 compared to the first 4 period's at 278. The actual number of failures for Period 6 was 160, the lowest to date.
Service Quality Regime – Trains (Failures against budget)	Green		The total number of fails on trains has seen a steady decline since the commencement of the Concession with the average per period standing at 163 over periods 5 and 6, a significant improvement on the first quarter.
Fleet – Ave km per fault	Red		The inclusion of Signal and Telecommunications faults continues to skew the results with the average for Periods 5 and 6 being 4,109 compared to the average for Periods 1 to 4 of 13,468. DBTW are seeking to propose a new measure which is more representative of actual impact on the customer as the current measure includes failures that have no impact on the customer.
Fraud Rate – compared to target	Amber		The average achieved for Periods 5 and 6 was the same as the average achieved for Periods 1 - 4 of 4.4%

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Head Count	Amber	↔	Numbers by end of Period 6 (494) are lower than target (519.1). However, average for Periods 5 and 6 of 496 is a marginal improvement on the average of 495.9 for the first quarter. This continues to be monitored at HR meeting to ensure key vacancies are being filled.
Passenger Assaults	Amber	↓	The average for the first quarter was 8.25 assaults per period. This has risen in the second quarter to an average of 11.5. This is due to the addition of data from the Metro Police Unit to gather a true picture of actual number of assaults.
Passenger Accidents	Red	↓	The average for the first quarter was 22 accidents per period which has worsened slightly to 23 for Periods 5 and 6. Overall there have been 32 RIDDOR reportable accidents since the start of the Concession where the injured person has had to be taken to hospital for treatment.

OPR measures the performance of the metro based on the headway between trains.

There are 3 measures:-

- A Periodic headway regime – measuring the period performance as a whole.
- A Daily headway regime- measuring the regime on a daily basis to ensure the operator works hard to perform each day.
- A First and Last trains regime – To ensure all first and last trains leave punctually which was seen as an important element to ensure the maximum amount of time is available for Nexus Rail's activities

Financial deductions are based on the excess waiting time figure, this shows how much longer passengers wait for a train compared to what we would expect them to wait based on the frequency of the service. It encourages the operator to run an even service at times of disruption.

The SQR seeks to maintain a high quality of stations and trains.

There are two main measures namely:-

- The station regime surveys each station on the network each period on a pass fail basis against a series of KPI's. The KPI's are prioritised with more important elements having higher penalties. A ratchet mechanism is also used to ensure that items are resolved. Where a station passes all KPI measures it will be awarded a bonus.
- The train regime measures 45 Metro cars each period and the results are extrapolated to reflect the whole fleet. As with stations a pass or fail is awarded for each KPI. KPI's are again prioritised.

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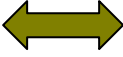




ITA Metro Sub-Committee

Nexus Rail Report

Period 6 2010/11

Executive Summary

Safety	Green		All safety KPIs continued to deliver positive results.
Quality	Green		The range of quality KPIs overall remained positive, with Nexus and All Operators EHMs remaining better than average. PPM+ was very high. A number of Key Facilities at Station KPIs declined in the period.
Costs	Green		Cost remained well controlled with a 4% positive variance YTD.

2. Executive Summary:

- All safety KPIs – event free for the fourth consecutive period.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) staff accident recorded zero resulting in 161 “RIDDOR free days” since our last reportable accident.
- Overall Nexus Rail's performance as measured by Excess Headway Minutes (EHMs) was 2330.11, this remains better than the average period figure YTD which is currently 2436.86.
- Overall performance (all organisations) saw a period 6 value of 17424.30, again remaining better than the average of 18015 EHMs.
- There were 7 x “+100” EHM Nexus Rail incidents in the period (1 x theft, 1 x bridge strike, 1 x tree branch on the line, 1 x points failure and 3 x PTI faults).
- Public Performance Measure (PPM+) remained high at 98.34%, well above the average of 96.19%.

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- Station Facility KPIs showed a decline, the precise magnitude of this is still being analysed.
- Financial results remained solid with a 4% positive variance YTD.

Moving forward the main area of management focus is spread across three main areas:

- Delivery of organisational changes in a safe and effective manner.
- Preparing for managing performance during the most challenging periods of the year (autumn and winter).
- Preparing budgets and business plans for 2011/12.



ITA Metro Sub – Committee

ARP Report

Quarter 2 2010/11

Executive Summary

The ARP performance at the end of Period 6 and therefore one which represents a half year effect is as follows:-

Key activities to note for this quarter are:

- Focussing and prioritising on Stage Gate slippage.
- Initiating a second iteration of the QSRA on the first blockade scheduled for March 2011.
- Framework contracts continue to be let and exceed 75% of programme value for this year.
- Finalising our plans for our first ARP possession booked for 6th/7th November.

The budget for 2010/11, excluding major projects, has been revised to £42,740,250.

The current forecast for 2010/11 is £42,457,329 which is £282,921 behind budget. The forecasted under spend does not give cause for concern as the over programming level is currently 12.4% of available funding.

The Value of Works Done to date in 2010/11 is £8,544,716 which equates to 90% of the planned VOWD and 20% of the forecast spend. The bulk of the planned spend (47%) for 2010/11 exists in the 4th quarter. We remain optimistic that the full £34m Metro Rail Grant will be claimed by the end of 2010/11.

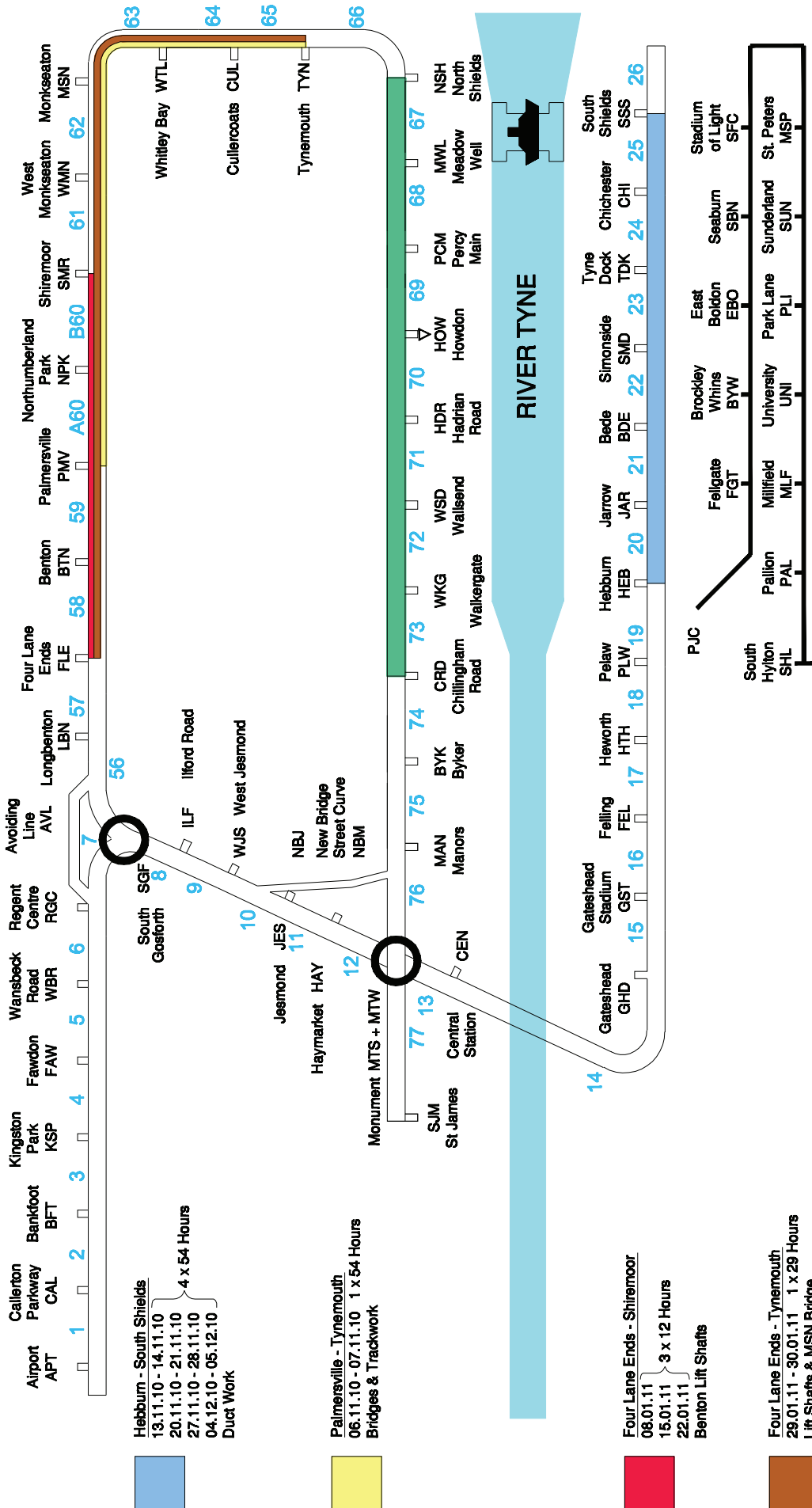
The programme estimate of completion for the three year period from 1st April 2010 to 31st March 2013 is currently £128,390,456. This is currently £859,632 less than the budget of £129,250,088 (excluding major projects). This forecasted figure does not represent any cause for concern at this stage.

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Progress is continuing on the detailed reviews of each project including scope, cost, schedule and risks, with the flow of projects through the Stage Gates increasing as Project Managers and support staff become more familiar with the process and the requirements. Notwithstanding, the volume of Stage Gate activity at this phase of the programme represents a challenge and actions are focussed on reducing risks relating to this. Many projects are intended to progress through a simplified process where permitted, where the projects are very simple or of low value.

On process and people; training and development has continued throughout the quarter, especially around the management of risk, procurement and Stage Gate management.

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Hebburn - South Shields
 13.11.10 - 14.11.10
 20.11.10 - 21.11.10
 27.11.10 - 28.11.10
 04.12.10 - 05.12.10
 Duct Work

Palmerston - Tynemouth
 06.11.10 - 07.11.10
 1 x 54 Hours
 Bridges & Trackwork

Four Lane Ends - Shiremoor
 08.01.11
 15.01.11
 22.01.11
 3 x 12 Hours
 Benton Lift Shafts

Four Lane Ends - Tynemouth
 29.01.11 - 30.01.11
 1 x 29 Hours
 Lift Shafts & MSN Bridge

Chillingham Road - North Shields
 15.03.11 - 05.04.11
 23 Days
 Cable Replacements
 Ducting Renewals
 Earthworks
 Plain Line Renewal
 Embankment Works

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 2010/2011			
Drawn by: SH		Date: 12.10.10	
Checked:		Scale: NTS	
Approved:		Revision: -	
Contactor Ref No			

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