



## **Tyne & Wear ITA - Metro Sub Committee**

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**Meeting to be held: Committee Room, Civic Centre, Newcastle upon Tyne, NE99 2BN on Thursday 8 December 2011 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 on the ITA website at [www.twita.gov.uk](http://www.twita.gov.uk)**

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	<b>Page</b>
<b>1. Apologies for absence</b>	
<b>2. Declarations of Interest of Members or Officers</b>	
<p>(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).</p> <p>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</p>	
<b>3. Minutes of the Previous Meeting</b>	<b>1 - 4</b>
<b>4. Asset Renewal Plan 2011/12 - Programme</b>	<b>5 - 24</b>
<b>5. Quarterly Performance Report - Quarter 2 2011/12 - Asset Renewal Plan</b>	<b>25 - 30</b>
<b>6. Quarterly Performance Data - Quarter 2 2011/12 - Metro Operating Concession</b>	<b>31 - 36</b>
<b>7. Exclusion of Press and Public</b>	
<b>8. Confidential Minutes of the Previous Meeting</b>	<b>37 - 38</b>
<b>9. Quarterly Performance Data - Quarter 2 2011/12 - Metro Farebox Income</b>	<b>39 - 42</b>
<b>10. Date and Time of the Next Meeting</b>	

Thursday, 1 March 2012 at 10.30am

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## Tyne & Wear ITA - Metro Sub Committee

1 September 2011  
(10.30 - 11.45 am)

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### **Present:**

Councillor: D Wood (Chair)

Councillors: Lott, Maughan, McElroy and Stokel-Walker

### **Also Present:**

### **Substitute Member:**

Councillor McMillan

### **In Attendance:**

K Mackay - Director of Rail and Infrastructure, Nexus  
K Nisbet - Head of Finance, Nexus  
S Kelly - Director of Customer Services, Deutsche Bahn Tyne and Wear Ltd. (DBTW)  
V Miller - Democratic Services, Newcastle City Council

### 12. **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Blackburn, Murison and Hanson.

### 13. **DECLARATIONS OF INTEREST OF MEMBERS OR OFFICERS**

Councillors D Wood, Stokel-Walker and Lott declared a personal interest due to holding the Metro Gold Card.

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

The minutes of the previous meeting held on 9 June 2011 were approved as a correct record and signed by the Chair.

### 15. **MYSTERY SHOPPER AND CUSTOMER SATISFACTION SURVEY RESULTS**

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

K Mackay presented the report on the results of the latest Mystery Shopper and Customer Satisfaction surveys conducted by Nexus during March and April 2011.

It was confirmed that the surveying was part of the contractual agreement between Nexus and Deutsche Bahn Tyne and Wear Ltd. (DBTW) for the Metro Operating Concession.

Members discussed the results of the surveys. It was agreed that officers would provide clarification on the generated performance figure, as in section 4.22 of the report.

In relation to the objectivity of the surveys, officers confirmed that approximately 1000 random customers of Metro had been surveyed as part of the Customer Satisfaction survey. For the Mystery Shopper exercise, Nexus used a set group of people who were Nexus' employees. However, mystery shoppers changed routes and stations regularly.

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

16. **QUARTERLY PERFORMANCE REPORT - QUARTER 1 2011/12 - ASSET RENEWAL PLAN**

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

K Mackay presented the quality performance report in relation to the Asset Renewal Plan for the period from 1 April 2010 to 23 July 2011.

With regard to Chillingham Road, it was reported that the work on the refurbishment of the station progressed well. However, graffiti already presented an issue.

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

17. **QUARTERLY PERFORMANCE REPORT - METRO OPERATING CONCESSION**

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

K Mackay presented the report which outlined the quality performance data under the framework of the Metro Operating Concession Agreement for the period 1 April to 25 June 2011.

**Cable Theft**

It was confirmed that the theft of cable had significantly affected the performance data, especially in period 3.

**Fraud Rate**

Officers confirmed that fraud was managed effectively. The forthcoming implementation of the new ticketing and gating scheme would help to achieve further improvements.

**Passenger Accidents**

Passenger accidents, such as slips and falls, remained an issue across the transport industry. The work to manage these continued.

### **Passenger Assaults**

The performance in relation to passenger assaults was partially influenced by the active reporting and sometimes related to minor incidents, such as domestic arguments. If a Police Officer was called out, the incident, however trivial, would be recorded and reflected in the performance figures. It was noted that this specific performance indicator did not include incidents against staff.

It was also noted that when media reported incidents which had happened near Metro, the public sometimes perceived them as the Metro incidents despite the fact that they did not relate to the Metro system.

### **18 September 2011**

As an additional matter, officers reported that they had received a short notice which informed them about the new date for the football match at the Stadium of Light, which now coincided with the date for the Great North Run. This was very unfortunate as football matches and the Great North Run were treated as special events and preparation for them required additional staff, trains and other resources. There was limited capacity to accommodate both events on the same day. Officers had liaised with the football club but the indications were that the match could not be re-scheduled. Officers were currently assessing the situation. Members and officers discussed the issue. It was agreed that:

- D Miliband should be contacted to see if the match could be re-scheduled for another day;
- Information should be advertised to the public that there would be a normal Sunday Service only with no extra trains for the match. The reasons for this should also be made known;

### **RESOLVED – That:**

- (i) the report be noted;
- (ii) the situation with regard to 18 September 2011 be addressed as discussed.

### **18. ASSET RENEWAL PLAN PROGRAMME 2011/12**

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

K Mackay presented the report on the Asset Renewal Plan 2011-2012, including the implementation of the individual projects within it.

It was explained that the slippage of some costs into 2012-2013 and the variance between the forecasted figures and the actual spend, as in Appendix A of the report, did not cause concern; at the point of conclusion the programme would be within the budget.

Members were requested to disregard information on major projects, as in Appendix A of the report.

K Mackay confirmed that there were plans to install at least one lift at Walkergate Station. It was also confirmed that the scheduled works to the station might not require

a blockade but if there were one for other purposes, such as renewal of the track, then advantage would be taken of it.

Members asked for the ARP Possession Year Plan 2011-2012 to be circulated to them in full size and colour.

It was confirmed that the September 2012 blockade would not coincide with the Great North Run.

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

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

Thursday, 8 December at 10.30am.

There might be a visit organised for members before or after the meeting.

20. **EXCLUSION OF PRESS AND PUBLIC**

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



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

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**DATE:** 8 December 2011

**TITLE:** ASSET RENEWAL PLAN 2011/12 - PROGRAMME

**REPORT OF:** THE DIRECTOR OF RAIL AND INFRASTRUCTURE, NEXUS

**Not confidential**

**District Implications: All Tyne & Wear**

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### 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 throughout the remainder of 2011/12 together with some provisional information for 2012/13.

### 2. **Recommendations**

- 2.1 That Metro Sub-Committee notes this report.

### 3. **Introduction / Background**

- 3.1 At its meeting on 24 November 2011, the Integrated Transport Authority received the second quarterly review of the 2011/12 Asset Renewal Programme.
- 3.2 The list of approved schemes at Quarter 2 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 possession plan has been drawn up and this is appended to this report as Appendix B
- 3.8 Members should be aware that plans are 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 Budget 2011/12	Actual Expenditure at end of Period 6	PMO Forecast Period 6	Variance between Forecast and Budget	Reason for Variation
		£	£	£	£	£	
<b>Civils</b>							
BB001	Central Area Tunnel Refurbishment	841,000	841,000	284,228	816,890	-24,110	
BC201	Earthworks - North Shields to Howdon	229,043	229,043	164,232	1,939,742	1,710,699	Forecast reflects new works identified to be carried out in 2011/12 to minimise risk of underspending DfT requirements.
BC202	Earthworks - Howdon to Wallsend	496,302	496,302	202,390	361,391	-134,911	Slippage as a result of further detailed work to clarify scope of project.
BC203	Earthworks - Wallsend to Chillingham Road	1,407,364	2,101,928	2,037,601	2,042,606	-59,322	
BC205	Bridges - Tynemouth to North Shields	54,329	54,329	9,875	45,286	-9,043	
BC206	Bridges - Percy Main to Wallsend	290,000	290,000	6,736	34,631	-255,369	Slippage as a result of further detailed work to clarify scope of project.
BC207	Bridges - Howdon to Percy Main	309,372	309,372	14,315	20,465	-288,907	Slippage as a result of further detailed work to clarify scope of project.

Capital Code	Capital Scheme	Original Approved 2011/12 Budget	Latest Budget 2011/12	Actual Expenditure at end of Period 6	PMO Forecast Period 6	Variance between Forecast and Budget	Reason for Variation
		£	£	£	£	£	
BC208	Bridges - Meadow Well to Walkergate	261,880	261,880	4,719	275,448	13,568	
BC209	Bridges - Tynemouth to Meadow Well	399,856	399,856	1,796	145,465	-254,391	Slippage as a result of further detailed work to clarify scope of project.
BC210	Bridges - Percy Main to Hadrian Road	19,251	19,251	586	123,280	104,029	
BC211	Bridges - Hadrian Road to Walkergate	32,924	32,924	1,164	11,278	-21,646	
BC212	Bridges - Wallsend to Walkergate	33,717	33,717	1,074	22,559	-11,158	
BC213	Retaining Walls	29,500	29,500	23,899	23,900	-5,600	
BC214	Bridges - Monkseaton, Cullercoats	42,198	42,198	665	35,165	-7,033	
BC218	Drainage - Tynemouth (Knotts Flats)	5,000	5,000	2,261	7,260	2,260	
BC219	Drainage - South Gosforth to Jesmond	0	0	0	0	0	
BC222	Duct Route - Wallsend to Manors	50,000	51,016	-22,564	-4,608	-55,624	
BC223	Duct Route - Howdon to Wallsend	120,413	121,975	-20,251	121,312	-663	
BC224	Duct Route - North Shields to Howdon	53,763	53,763	1,921	26,067	-27,696	

Capital Code	Capital Scheme	Original Approved Budget 2011/12		Latest Budget 2011/12		Actual Expenditure at end of Period 6		PMO Forecast Period 6		Variance between Forecast and Budget		Reason for Variation
		£	£	£	£	£	£	£	£	£	£	
BC225	Duct Route - Tynemouth to North Shields	33,423	33,423	33,423	32	9,768	-23,655					
BC226	Duct Route - South Gosforth to Jesmond	0	0	0	0	1,954	1,954					
BC227	Duct Route - South Gosforth to Airport	0	0	0	0	0	0					
BC228	Duct Route - Jesmond to Gateshead Stadium and Manors	0	0	0	-0	4,280	4,280					
BC229	Duct Route - Gateshead Stadium to South Shields	1,384,168	1,384,168	1,384,168	1,279,275	1,379,400	-4,768					
BC230	Duct Route - South Gosforth to Tynemouth	838,734	838,734	838,734	221,785	821,181	-17,553					
BC241	Culverts	0	0	0	0	0	0					
BC289	Ground Investigation - South Gosforth to Jesmond	84,721	84,721	84,721	0	4,575	-80,146					
BC294	Airport Metro Station Drainage	26,167	26,167	26,167	410	26,577	410					
BC543	QE11 Bridge Refurbishment	0	0	0	0	20,000	20,000					
BC545	Depot Refurbishment	20,000	20,000	20,000	18,895	18,896	-1,104					
BC799	Monkseaton Station Ramp	391,231	446,051	446,051	116,892	383,892	-62,159					
BC811	Benton Station Footbridge	70,000	70,000	70,000	71,750	91,764	21,764					

Capital Code	Capital Scheme	Original Approved Budget 2011/12	Latest Budget 2011/12	Actual Expenditure at end of Period 6	PMO Forecast Period 6	Variance between Forecast and Budget	Reason for Variation
		£	£	£	£	£	
BC855	MOG Remodelling	30,000	30,000	32,522	32,522	2,522	
BC883	Depot Lighting Upgrade	0	0	0	0	0	
BC891	Control Room	175,059	175,059	31,029	197,894	22,835	
BC911	Knotts Bridge Repair	0	0	0	0	0	
BC914	Benton Lane Bridge	0	0	0	2,000	2,000	
BC937	Denholme and Mast Lane	77,000	310,039	228,678	310,048	9	
BC952	Depot Fire Alarm Systems	52,404	52,404	38,265	52,405	1	
BC958	Repairs to 1216A Quayside Arch	118,000	118,000	0	118,000	0	
	<b>Total Civils</b>	<b>7,976,819</b>	<b>8,961,820</b>	<b>4,754,180</b>	<b>9,523,293</b>	<b>561,473</b>	
BC250	Cable Pulling - Tynemouth to Manors	688,166	688,166	1,148	5,673	-682,493	Project slippage to ensure fibre strategy agreed in Partnership with IT to ensure links with IP project clarified. Options to bring forward IP project expenditure will be pursued once this strategy has been finalised.
BC251	Cable Pulling - South Gosforth to Jesmond	8,726	8,726	99	1,934	-6,792	
BC253	Cable Pulling - Jesmond to Gateshead Stadium and Manors	10,000	10,000	64	64	-9,936	

Capital Code	Capital Scheme	Original Approved Budget 2011/12	Latest Budget 2011/12	Actual Expenditure at end of Period 6	PMO Forecast Period 6	Variance between Forecast and Budget	Reason for Variation
		£	£	£	£	£	
BC254	Cable Pulling - Gateshead Stadium to South Shields	902,914	902,914	47,780	146,312	-756,602	Project slippage to ensure fibre strategy agreed in Partnership with IT to ensure links with IP project clarified. Options to bring forward IP project expenditure will be pursued once this strategy has been finalised.
BC255	Cable Pulling - South Gosforth Junction to Tynemouth	510,260	510,260	385	81,394	-428,866	
BC256	Radio	110,976	110,976	2,137	34,731	-76,245	
BC257	Telephony	0	0	-1,319	-1,319	-1,319	
BC259	Station Network Connections	983,670	983,670	32,740	984,487	817	Project slippage to ensure fibre strategy agreed in Partnership with IT to ensure links with IP project clarified. Options to bring forward IP project expenditure will be pursued once this strategy has been finalised.
BC623	CCTV on Metro Cars	20,000	20,000	4,027	20,174	174	
BC840	CCTV/PA Access	7,000	7,000	1,230	5,619	-1,381	
<b>Total Communications</b>		<b>3,241,712</b>	<b>3,241,712</b>	<b>88,290</b>	<b>1,279,069</b>	<b>-1,962,643</b>	
BC278	Train Wash	478,774	643,889	42,007	637,889	-6,000	

Capital Code	Capital Scheme	Original Approved 2011/12 Budget	Latest Budget 2011/12	Actual Expenditure at end of Period 6	PMO Forecast Period 6	Variance between Forecast and Budget	Reason for Variation
		£	£	£	£	£	
BC279	Wheel Lathe	1,134,062	1,134,062	10,823	998,825	-135,237	Efficiency saving identified.
<b>Total Depot Equipment</b>		<b>1,612,836</b>	<b>1,777,951</b>	<b>52,830</b>	<b>1,636,714</b>	<b>-141,237</b>	
BC275	Barriers - Kingston park	25,000	25,000	3,767	25,000	0	
BC276	Barriers - Fawdon	25,000	25,000	931	23,627	-1,373	
BC277	Level Crossings - Highway works - Howdon, Fawdon, Kingston Park	53,808	53,808	1,403	3,520	-50,288	
BC955	Level Crossing Deck Replacement	50,000	50,000	2,339	50,000	0	
<b>Total Level Crossings</b>		<b>153,808</b>	<b>153,808</b>	<b>8,440</b>	<b>102,147</b>	<b>-51,661</b>	
BC281	Escalator - Central	631,028	101,735	9,103	250,102	148,367	Contractor's current programme indicates additional works can be delivered at Central this year.
BC282	Escalator - Monument	923,824	803,475	7,784	586,231	-217,244	Contractor's current programme indicates original planned works cannot be delivered at Monument this year.
BC284	Lift - Four Lane Ends	9,000	9,000	905	263,331	254,331	Project being brought forward from 2012/13.

Capital Code	Capital Scheme	Original Approved Budget 2011/12	Latest Budget 2011/12	Actual Expenditure at end of Period 6	PMO Forecast Period 6	Variance between Forecast and Budget	Reason for Variation
		£	£	£	£	£	
BC285	Lift - Heworth	9,000	9,000	987	338,256	329,256	Project being brought forward from 2012/13.
BC286	Fire Alarm	662,834	662,834	47,689	145,363	-517,471	Slippage resulting from need to undertake system wide fire risk assessment.
BC532	Stations Refurb - Esc Imps/Major Items	119,998	119,998	38,249	119,999	1	
BC617	Lifts Refurbishment/Major Items	64,000	64,000	7,213	64,001	1	
BC805	Otn-Ups Support Power Supply	0	0	0	0	0	
BC938	Sub Surface Vent System	0	0	-6,708	-6,708	-6,708	
<b>Total Mechanical &amp; Electrical</b>		<b>2,419,684</b>	<b>1,770,042</b>	<b>105,221</b>	<b>1,760,575</b>	<b>-9,467</b>	
BC288	3/4 Life Refurbishment	3,053,837	3,053,837	159,636	3,053,735	-102	
BC954	Capital Maintenance Concession	637,000	637,000	264,360	637,002	2	
BC874	On-Train PA	42,054	42,054	51,220	61,282	19,228	
<b>Total Metro Cars</b>		<b>3,732,891</b>	<b>3,732,891</b>	<b>475,216</b>	<b>3,752,019</b>	<b>19,128</b>	
BB003	Maintenance Management System	0	0	8,579	8,573	8,573	

Capital Code	Capital Scheme	Original Approved Budget 2011/12	Latest Budget 2011/12	Actual Expenditure at end of Period 6	PMO Forecast Period 6	Variance between Forecast and Budget	Reason for Variation
		£	£	£	£	£	
BC587	Vehicle Replacement Programme	99,866	99,866	63,468	100,787	921	
BC849	Digitising and Approving Engineering Drawings	0	0	11,115	11,115	11,115	
BC894	Security Review	260,000	260,000	13,554	31,951	-228,049	Project slippage into 2012/13.
BC943	IT Hardware - WASP project	63,200	63,200	10,630	68,631	5,431	
BC947	Nexus Document Control System	20,000	20,000	2,645	22,643	2,643	
BC957	PMO Transition IT Applications	12,100	12,100	7,511	12,100	0	
BC959	Land at West Monkseaton Metro Station	0	65,000	65,000	65,000	0	
BC960	Asset Knowledge	300,000	300,000	34,183	299,999	-1	
BC961	Rail crane	165,000	165,000	0	164,999	-1	
BC962	Transformer (Benton)	40,000	40,000	394	50,201	10,201	
BC963	Tunnel Track bed	30,000	30,000	0	30,000	0	
	<b>Total Miscellaneous</b>	<b>990,166</b>	<b>1,055,166</b>	<b>217,078</b>	<b>865,999</b>	<b>-189,167</b>	
BC240	OLE - System Development	14,000	14,000	6,368	89,338	75,338	
	<b>Total Overhead Line</b>	<b>14,000</b>	<b>14,000</b>	<b>6,368</b>	<b>89,338</b>	<b>75,338</b>	

Capital Code	Capital Scheme	Original Approved Budget 2011/12	Latest Budget 2011/12	Actual Expenditure at end of Period 6	PMO Forecast Period 6	Variance between Forecast and Budget	Reason for Variation
		£	£	£	£	£	
BC231	Plain Line - Tynemouth to Chillingham Road	400,000	1,048,347	756,477	883,845	-164,502	Slippage into 2012/13 as a consequence of blockade strategy being moved to 2012/13.
BC232	Plain Line - South Gosforth to Jesmond	10,000	10,000	766	766	-9,234	
BC234	Switches & Crossings - Hylton Street	0	0	-14,401	-14,400	-14,400	
BC235	Switches & Crossings - North Shields	108,610	108,610	24,209	65,733	-42,877	
BC236	Switches & Crossings - South Gosforth	946,712	946,712	19,040	66,903	-879,809	Slippage into 2012/13 as a consequence of blockade strategy being moved to 2012/13 and material lead times.
BC237	Switches & Crossings - Benton	136,048	136,048	151	43,600	-92,448	
BC550	Rail Grinding	100,000	100,000	2,567	99,941	-59	
BC558	Security Fencing	134,805	134,805	229	134,861	56	
BC703	Plain Line Renewal	995,981	995,981	412,901	1,000,003	4,022	
BC706	Switch & Crossing Renewal	0	0	0	-53	-53	
BC714	Tamper Trainstop	0	0	0	0	0	
BC905	Wheel Slip Gel Applicators	0	0	0	0	0	
BC964	S&C Steelwork Renewal	150,000	150,000	42,330	150,000	0	

Capital Code	Capital Scheme	Original Approved 2011/12 Budget	Latest Budget 2011/12	Actual Expenditure at end of Period 6	PMO Forecast Period 6	Variance between Forecast and Budget	Reason for Variation
		£	£	£	£	£	
	<b>Total Permanent Way</b>	<b>2,982,156</b>	<b>3,630,503</b>	<b>1,244,269</b>	<b>2,431,199</b>	<b>-1,199,304</b>	
BC280	Tamper	6,944	6,944	740	7,685	741	
BC517	Road/Rail Vehicles	334,000	378,000	171,000	377,955	-45	
	<b>Total Plant</b>	<b>340,944</b>	<b>384,944</b>	<b>171,740</b>	<b>385,640</b>	<b>696</b>	
BC287	Power - Depot Stray Currents	814,323	814,323	17,985	125,099	-689,224	Programme split into 2 phases (transformer and rectifier works) resulting in slippage to 2012/13.
BC929	OHLE Network	353,000	353,000	43,222	392,129	39,129	
	<b>Total Power</b>	<b>1,167,323</b>	<b>1,167,323</b>	<b>61,206</b>	<b>517,228</b>	<b>-650,095</b>	
BC261	Signalling - South Gosforth Interlocking Area	351,671	351,671	125	33,533	-318,138	Slippage due to need to align with other projects and clarify scope to maximise efficiency.
BC262	Signalling - Benton Interlocking Area	147,434	147,434	1,320	197,434	50,000	
BC263	Signalling - Monkseaton Interlocking Area	0	0	-0	0	0	
BC264	Signalling - North Shields Interlocking Area	111,337	111,337	25,803	45,405	-65,932	

Capital Code	Capital Scheme	Original Approved 2011/12 Budget		Latest Budget 2011/12		Actual Expenditure at end of Period 6		PMO Forecast Period 6		Variance between Forecast and Budget	Reason for Variation
		£	£	£	£	£	£	£	£		
BC265	Signalling - Wallsend Interlocking Area	250,000	530,448	495,859	549,229	18,781					
BC266	Signalling - Jesmond Interlocking Area	23,866	23,866	339	339	-23,527					
BC268	Signalling - Heworth Interlocking Area	38,000	38,000	1,292	18,581	-19,419					
BC269	Signalling - Pelaw Interlocking Area	38,000	38,000	-83	8,220	-29,780					
BC270	Signalling - Jarrow Interlocking Area	642,882	642,882	36,912	639,280	-3,602					
BC271	Signalling - South Shields Interlocking Area	886,772	886,772	356,305	886,421	-351					
BC273	Signalling - PTI	273,708	273,708	15,813	109,664	-164,044					Slippage as a result of further detailed work to clarify scope of project.
BC946	Manors Enhancement Works	0	0	-23,829	-23,829	-23,829					
	<b>Total Signalling</b>	<b>2,763,670</b>	<b>3,044,118</b>	<b>909,856</b>	<b>2,464,277</b>	<b>-579,841</b>					
BC242	Station - North Shields	6,010,385	6,010,385	1,788,160	4,335,637	-1,674,748					Programme completion has slipped.
BC243	Station - Meadow Well, Percy Main and Howdon	1,803,007	1,803,007	1,332,387	1,756,594	-46,413					
BC244	Station - Hadrian Road and	114,293	114,293	112,238	181,945	67,652					

Capital Code	Capital Scheme	Original Approved 2011/12 Budget	Latest Budget 2011/12	Actual Expenditure at end of Period 6	PMO Forecast Period 6	Variance between Forecast and Budget	Reason for Variation
		£	£	£	£	£	
	Wallsend						
BC245	Station - Walkergate and Chillingham Road	1,377,550	1,377,550	893,837	1,270,651	-106,899	
BC246	Station - South Gosforth	925,000	925,000	28,525	324,323	-600,677	Project slippage into 2012/13 in order to gather additional survey data which is aimed at minimising the risk of cost increases once works commence.
BC248	Station - West Jesmond	1,113,628	1,113,628	6,790	303,853	-809,775	Project slippage into 2012/13 in order to gather additional survey data which is aimed at minimising the risk of cost increases once works commence.
BC249	Station - Central Station	403,000	403,000	38,618	272,626	-130,374	Slippage as a result of further detailed work to clarify scope of project.
<b>Total Stations</b>		<b>11,746,863</b>	<b>11,746,863</b>	<b>4,200,555</b>	<b>8,445,629</b>	<b>-3,301,234</b>	
<b>Total Approved 2011/12 Capital Programme</b>		<b>39,142,872</b>	<b>40,681,141</b>	<b>12,295,248</b>	<b>33,253,127</b>	<b>-7,428,014</b>	
BB005	Sunderland Station Redevelopment	80,000	80,000	23,471	80,000	0	
BB006	Ticketing and Gating	14,021,805	8,885,219	446,592	8,885,219	0	

Capital Code	Capital Scheme	Original Approved 2011/12 Budget	Latest Budget 2011/12	Actual Expenditure at end of Period 6	PMO Forecast Period 6	Variance between Forecast and Budget	Reason for Variation
		£	£	£	£	£	
	<b>Total Major Projects</b>	14,101,805	8,965,219	470,063	8,965,219	0	
	<b>TOTAL</b>	53,244,677	49,646,360	12,765,311	42,218,346	-7,428,014	

## **APPENDIX B – Possession Plan 2011-12**

### **Programme for 2011/12**

A possession plan has been developed for the full year as part of the ARP programme and a series of possessions have been planned and tabled through the Concession Office to enable 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 (2011/12).

<b>Possession Duration</b>	<b>Possessions booked to date 2011 -12</b>	<b>Possessions completed 2011 -12</b>	<b>Cancelled possessions</b>	<b>Possessions outstanding</b>
54 hr	23	14	4	5
29 hr	15	11	1	3
12 hr	3	2	0	1

12hr possession – Pelaw to Hebburn (Nov 20 now completed)

29hr possessions:

- Regent Centre to Airport (Bankfoot crossing and vegetation clearance Nov 27)
- Hadrian Road to North Shields (enabling works for Bridge infills and ballast retention Feb 2012)
- Regent Centre to Longbenton to South Gosforth (vegetation clearance March/April 2012)

54hr possessions:

- Meadowell to North Shields (North Shields refurbishment now complete)
- 4 x 54hr possessions Hadrian Road to North Shields (ballast retention and Bridge infills March 2012)

### **Programme for 2012/13**

Pre enabling works have been planned in the latter part of this financial year in order to carry out the blockade works in 2012-2013.

Key dates on which there will be no disruptive possessions are:

- Great North Run Sunday 16<sup>th</sup> September 2012

- Sunderland Air show 21<sup>st</sup>/22<sup>nd</sup> July 2012
- Olympics 27<sup>th</sup> July – 12<sup>th</sup> 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.

Provisional programme for 2012/13:

- Chillingham Road to North Shields – 2 March to 11 March 2013 (9 days)
- Main blockade between Wallsend to Tynemouth – 11 August to 2 September 2012 (23 days)
- Gosforth Junction: Regents Centre to South Gosforth to Longbenton – 25 October to 5 November 2012 (10 days)

[possession plan - pdf file to be inserted here]



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

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**DATE:** 8 December 2011

**TITLE:** QUARTERLY PERFORMANCE REPORT – QUARTER 2 2011/12 – ASSET RENEWAL PLAN

**REPORT OF:** THE DIRECTOR OF RAIL AND INFRASTRUCTURE, NEXUS

**Not confidential**

**District Implications: All Tyne & Wear**

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### 1. **Summary / Purpose of Report**

1.1 This is the sixth 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 24 July 2011 to 1 October 2011 (Periods 4, 5 and 6).

3.2 The underlying message is that the forecast expenditure level has now stabilised at around 33.5m which whilst still £2m short of the target £35.5m is comfortably within the  $\pm 10\%$  tolerance limit on the funding available and provides a stable platform for the bringing forward of schemes from 2012/13.

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 4 Performance**

The forecast out turn of £33.5m at the end of period 4 is low with respect to funding available of £35.5m and the budget of £41.1m (including 10% over programming). A number of factors have contributed to this position:

- Time taken to deliver robust scope definition – driven by asset condition.
- Extensive application of Value Engineering techniques and further option evaluation to reduce costs and maximise value for money.
- Rescheduling of projects to accommodate additional design stage survey work to reduce contract risk.

Scheduling multiple projects into a single package to achieve contract savings.

### 4.2 **Moving Forward**

Moving forward, in order to address out turn level, the main focus of period 5 is to review the projected forecast for 2011/12 and identify and implement options to bring forward expenditure from 2012/13. The following activities are being undertaken to support this:

- Programme/portfolio review to identify opportunities to group projects into an efficient work package for delivery this financial year,
- Review of the programme to identify opportunities for increased spend without impacting cost effectiveness.
- Review of project currently in 2012/13 to identify improvements/ minimise risks which will accelerate the programme, whilst maintaining efficiency savings,

To date the following options are under consideration:

- Earthworks and bridge projects – a substantial package of works has been identified with an opportunity for delivery in 11/12
- Materials procurement – long lead time steelwork.
- Additional procurement of station network replacement hardware in 11/12

Additionally focus in period 5 is concerned with:

- Increased emphasis on delivering against programme and Stage Gate milestones to ensure progress against plan is maintained.
- Completion of the transition from the consultant based Programme Management Office and Commercial function to a dedicated in-house Nexus team.

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

### 4.3 **Period 5 Performance**

In response to the forecast out turn level at period 4 a number of actions were undertaken to bring forward projects with the aim of moving expenditure from 12/13 into 11/12. However as a consequence of further slippage and activity reprofiling the forecast at period 5 is almost unchanged.

Following on from period 4 reporting, period 5 is showing further evidence that the action plans in response to the lessons learned from Year 1 are successfully driving cost efficiency in delivery of projects. Project Managers are now typically presenting options within budget together with well-considered contract, packaging and risk mitigation strategies.

Additionally progress is being made in project definition and scope delivery and stage gate activity has increased sharply and new contract awards have been made.

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 continued slippage has offset the effect of accelerated projects.

### 4.4 **Moving Forward**

Moving forward, the main focus of period 6 as with period 5 is to review the projected forecast for 2011/12 and identify and implement options to bring forward expenditure from 2012/13 to maximise the use of MRG in year. This must be addressed with even greater urgency. The following activities are continuing to be undertaken to support this:

- Programme/portfolio review to identify opportunities to group projects into an efficient work package for delivery this financial year;
- Review of the programme to identify opportunities for increased spend without impacting cost effectiveness;
- Review of project currently in 2012/13 to identify improvements / minimise risks which will accelerate the programme, whilst maintaining efficiency savings; and

- Accurately identify and profile the first three year tranche of expenditure in order to establish the delta between the outturn cost and funding available. This is vital now both in terms of affordability and the forthcoming submission to DfT of the next three year programme (years 4 to 6).

Additionally, focus in period 6 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 and enhancing capacity in the Quantity Surveying function.

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

#### 4.5 **Period 6 Performance**

In response to the forecast out turn decrease the programme and forecasts have been stabilised. There was a decrease of £33.8m in the forecast out turn between periods 5 and 6 of £265k. This was primarily associated with efficiency savings of £577k identified the Wheel Lathe project due to value engineering on the civils element of the works and changes in the design and delivery the Control Room (HVAC). To offset the efficiency savings and decrease in out turn further work has been done to bring schemes forward from 2012/13. A significant amount of work is currently underway on a number of options to bring spend forward from 2012/13. Additional works from 2012/13 to the value of circa £3m are currently being developed to increase the current years spend. These options will materialise in the financial out turn from period 8.

Period 6 is showing further evidence that the Consolidation Action Plans in response to the lessons learned from Year 1 are successfully driving cost efficiency in delivery of projects. In addition to the efficiencies identified above further scope definition, engineering evaluations and asset knowledge have identified potential savings of £5.2m for 2012/13 against the original plain line renewal estimate.

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 continued slippage has offset the overall effect of accelerated projects.

#### 4.6 **Moving Forward**

The main focus of period 7 as with period 6 is to review the projected forecast 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 to the value of circa £3m from subsequent years,

Additionally, focus in period 7 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.

## **5 Contact Officer (s)**

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

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

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**DATE:** 8th December 2011

**TITLE:** QUARTERLY PERFORMANCE DATA – QUARTER 2 2011/12 – METRO OPERATING CONCESSION

**REPORT OF:** THE DIRECTOR OF CUSTOMER SERVICES, NEXUS

**Not confidential**

**District Implications: All Tyne & Wear**

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### 1. Purpose of Report

1.1 This is the sixth 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 26 June 2011 to 17 September 2011 (Periods 4, 5, and 6)

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

S&T – Signals and telecommunications

## 4 Highlights & Key Issues

- 4.1 Punctuality improved throughout the quarter, peaking in Period 6 at its highest level for 13 periods. This was a result of strong infrastructure and operational performance.
- 4.2 DBTW continued to perform strongly under the Quality Regime. The number of failures have remained below the MAA following both the appointment of a new cleaning contractor in the first quarter, and good compliance by DBTW with presentational requirements. However DBTW experienced difficulty in complying with the exterior Metrocar cleanliness measure following the breakdown of the depot car wash which will shortly be replaced under the Metro: All Change programme. DBTW have since employed extra staff to hand wash the vehicles.

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**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.**

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- 4.3 DBTW met their fleet reliability targets throughout the quarter. Door and S&T faults continue to be the most numerous fault types, and the most common fleet-related causes of delay to the service.
- 4.4 Sadly there was a trackside fatality at Jarrow during period 5 involving a member of the public.
- 4.5 The number of passenger accidents and assaults continued to be mixed with accidents being around DBTW's target figures but good performance being achieved on the number of passenger assaults. There was only one recorded passenger assault in Period 4, the lowest number since the letting of the operating concession in April 2010.
- 4.6 Under the Metrocar  $\frac{3}{4}$  Life Refurbishment Project (which DBTW is delivering on Nexus's behalf) at the end of the second quarter the first Metrocar was undergoing electrical testing and interior fit-out, the second unit was undergoing electrical installation and the third unit had been stripped down and inspected. Delays have been experienced, but the first two units have since been returned for commissioning during Period 7.
- 4.7 Customer service highlights during the quarter included the successful management of additional Metro services for the Tyne & Wear derby football game in P5 and the Sunderland Airshow in P4, both presenting unique challenges. All stations between Fellgate and South Hylton achieved the 'Safer Tram Stop' Award, six months ahead of the deadline in the Concession Agreement.

## **5 Contact Officer (s)**

- 5.1 Tobyng Hughes, Director of Customer Services, Tel: 0191 203 3246

	Bench- mark	Period 4	Period 5	Period 6	Comments
OPR-(Excess Waiting Time) (see glossary)	12.63 MAA to P6 end	11.14	11.64	11.09	EWT was low throughout the quarter, driven by sustained infrastructure and operational performance.
Charter punctuality (see glossary)	85.41% MAA to P6 end	84.91%	88.55%	89.80%	Punctuality improved over the quarter, with the P6 figure being the highest in the previous 13 periods.
SQR – Stations (no. of failures)	103.4 MAA to P6 end	72	79	86	Strong performance continues, most common causes of failures continue to be light cleaning and graffiti.
SQR – Trains (no. of failures)	112.9 MAA to P6 end	62	64	118	Strong performance in P4 & P5 offset by a large increase in failures in P6 as DBTW experience exterior cleaning difficulties following the break-down of the depot car wash.
Fleet (Ave km per fault)	12,000 DBTW target	13,743	15,619	12,673	Fleet performance remained above DBTW's target throughout the quarter.
Fraud Rate (% ticketless travel recorded)	4.5% Contractual target	3.68%	3.94%	4.11%	

	Bench- mark	Period 4	Period 5	Period 6	Comments
Head Count (no. of DBTW staff)	488 DBTW target	485.4	486.4	481.4	
Passenger Accidents (RIDDOR)	4.36 DBTW target	5	5	3	
Passenger Accidents (Other)	18.76 DBTW target	16	15	23	
Passenger Assaults	7.96 DBTW target	1	2	6	

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