



Transport North East (Tyne and Wear) Sub-Committee

Thursday 15th September 2016 at 2.00 pm

Meeting to be held in a Committee Room, Civic Centre, Burdon Road, Sunderland, SR2 7SN

www.northeastca.gov.uk

SUPPLEMENTAL AGENDA

	Page No
4. Great North Run Update	1 - 6
13. Tyne Tunnels Update	7 - 24

Contact Officer: Victoria Miller Tel: 0191 211 5118 E-mail: victoria.miller@northeastca.gov.uk

To All Members

This page is intentionally left blank

North East Combined Authority

Transport North East (Tyne and Wear) Sub-Committee

Date: 15 September 2016

Subject: Great North Run Update

Report of: Managing Director (Transport Operations)

Executive Summary

The purpose of this report is to provide immediate feedback in relation to Metro services supporting the 2016 Great North Run.

Recommendations

It is recommended that the Sub-Committee receives and notes the immediate feedback in relation to Metro services on Sunday 11 September 2016.

North East Combined Authority

Transport North East (Tyne and Wear) Sub-Committee

1 Background Information

- 1.1 On Sunday 13 September 2015 the Great North Run was held and for the first time in the history of the race the Tyne and Wear Metro's ability to support this important event fell short of what was required.
- 1.2 This Sub-Committee, at its meeting held later that week, instructed Nexus to undertake an urgent and thorough review of the events leading up to the day of the race which contributed to the poor delivery of Metro services.
- 1.3 On 24 November 2015 this Sub-Committee received a report which described how on the day the Metro experienced significant disruption shortly after the start of service. The main cause of this was a reduction in the timetable in respect of planned kilometres. This reduction in the planned kilometres was aimed at avoiding driver shortages. On the day, and against this already weakened plan, further driver shortages were experienced.
- 1.4 With the early morning services now extremely overcrowded, disruption continued throughout the day which caused further problems with train regulation (bunching) that resulted in the overhead line electrical protection tripping.
- 1.5 The report published in November 2015 contained a total of 9 recommendations aimed at preventing any recurrence of such a poor level of Metro service for the Great North Run and other major events.
- 1.6 Since the publication of the report into the failings around the Metro's delivery of 2015 a considerable amount of work has been undertaken. In addition to this, and specific to DBTW, were a number of key personnel changes. During that time Nexus ensured that these changes resulted in the new senior management team understanding that Metro's support for the Great North Run remained a matter deserving the highest priority.

2 Immediate feedback from 2016

- 2.1 With the Metro typically delivering around 85,000 passenger trips on a Great North Run day the key features that are key to success are:
 - a. capacity;
 - b. reliability; and
 - c. communications.

North East Combined Authority

Transport North East (Tyne and Wear) Sub-Committee

2.2 The feedback from the 2016 Great North Run Metro service can be summarised as follows:-

- 15,221 of train KM's delivered in 2016 V's 11,534KM's in 2015.
- 201KM's lost in 2016 V's 2720 KM's in 2015.
- Zero infrastructure failures on the network.
- 546 tweets on 11 September 2016 with the overwhelming messages being positive (the highest ever figure for an operational day).
- Two written customer complaints in 2016 V's 517 in 2015.
- The longest queuing times estimated to be 60 minutes at the busiest part of the day (South Shields 1530 hours to 1630 hours).

In addition to the above, early indications on the 2016 revenue (sales) appears to be broadly in line with that of 2015, with a marked rise in advance sales.

2.3 In conclusion, the 2016 Metro services supporting the Great North Run delivered an excellent level of service.

3 Next Steps

3.1 There are no further steps for this Committee, albeit it should be noted this topic forms part of Nexus' business and will be managed as a priority.

4 Potential Impact on Objectives

4.1 The contents of this paper have no direct link to any specific objectives.

5 Finance and Other Resources

5.1 There are no direct financial considerations arising from this paper.

6 Legal

6.1 There are no direct legal considerations arising from this paper.

7 Other Considerations

7.1 **Consultation/Community Engagement**

North East Combined Authority

Transport North East (Tyne and Wear) Sub-Committee

There are no specific consultation or community engagement considerations arising from this paper.

7.2 Human Rights

There are no specific human rights considerations arising from this paper.

7.3 Equalities and Diversity

There are no specific equalities and diversity considerations arising from this paper.

7.4 Risk Management

There are no specific risk management considerations arising from this paper.

7.5 Crime and Disorder

There are no specific crime and disorder considerations arising from this paper.

7.6 Environment and Sustainability

There are no specific environment and sustainability considerations arising from this paper.

8 Background Documents

8.1 24 November 2015 Transport North East (Tyne and Wear) Sub-Committee – Agenda item 4 “Metro Services for the 2015 Great North Run”.

8.2 15 July 2016 Transport North East (Tyne and Wear) Sub-Committee – Agenda item 7 “Preparations for Great North Run 2016”

9 Links to the Local Transport Plans

9.1 This report has no direct links to the Local Transport Plan.

North East Combined Authority

Transport North East (Tyne and Wear) Sub-Committee

10 Appendices

10.1 None.

11 Contact Officers

11.1 Raymond Johnstone, Director of Rail and Infrastructure, Nexus
raymond.johnstone@nexus.org.uk Tel: 0191 203 3500

12 Sign off

- Interim Head of Paid Service ✓
- Monitoring Officer ✓
- Chief Finance Officer ✓

This page is intentionally left blank

By virtue of paragraph(s) 3, 5 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 3, 5 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank