



## **Transport North East (Tyne and Wear) Sub-Committee**

Thursday 29th January, 2015 at 2.00 pm

Members' Pre-meeting at 1.30 pm

Meeting to be held: Civic Centre, Regent Street, Gateshead, NE8 1HH

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## **AGENDA**

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<b>5. Monitoring Nexus' Performance</b>	<b>1 - 28</b>

Contact Officer: Victoria Miller Tel: 0191 211 5118 E-mail: [victoria.miller@newcastle.gov.uk](mailto:victoria.miller@newcastle.gov.uk)

**To All Members**

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## North East Combined Authority

### Transport North East (Tyne and Wear) Sub-Committee

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**DATE:** 29 January 2015

**SUBJECT:** Monitoring Nexus' Performance

**REPORT OF:** Chief Executive for the Thematic Lead for Transport  
and  
Managing Director (Transport Operations)

#### **EXECUTIVE SUMMARY**

Metro ridership is above that last year with 26.8m boardings in the year to 6<sup>th</sup> December this year vs. 24.6m for the same period last year.

Following periods of poor punctuality and reliability DBTW's senior management team has been restructured and it is anticipated that this will increase the focus on performance.

The cumulative capital expenditure against budget for the Metro Asset Renewal Plan is within target level and outputs are in line with expectations.

It is anticipated that the QCS Board will publish its findings by 31st May 2015.

Arrangements were made for the implementation of the new Metro and Ferry fares on 2nd January 2015.

Nexus is representing NECA's interests on Transport for the North's Rail Working Group.

#### **RECOMMENDATIONS**

It is recommended that TWSC receives and considers the report and the attached appendices giving details of Nexus corporate performance in delivering services and projects to the end of the third quarter.

# North East Combined Authority

## Transport North East (Tyne and Wear) Sub-Committee

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### **1 Background Information**

- 1.1 Metro ridership remains above last year. Metro customer satisfaction is below target and punctuality is significantly below target. Following discussions with Arriva Group, the DBTW senior management team has been restructured and it is anticipated that this will increase the focus on performance with an action plan to include measures aimed at improving service provision and increasing customer satisfaction.
- 1.2 Proposals on the long-term Metro Strategy 2030 are to be reported to TNEC in due course. Metro's maintenance and inspection work is ahead of planned targets. The cumulative capital expenditure against budget for the Asset Renewal Plan is within target level and outputs are in line with expectations.
- 1.3 The QCS Board met on 26th November and gave direction on its proceedings. The commercial bus operators will make written submissions by 30th January. Nexus will have the opportunity to formally respond, and provide further written evidence, by 20th February. This will be followed in March and April by the opportunity to present verbal evidence. It is anticipated that the Board will publish its findings by 31<sup>st</sup> May 2015.
- 1.4 Arrangements were made for the implementation of the new Metro and Ferry fares on 2nd January 2015. Nexus is representing NECA's interests on Transport for the North's Rail Working Group. Nexus is also providing technical advice and support to NECA and other North East local authorities on the development of a regional policy on rail matters.
- 1.5 The Metro ARP is an eleven year programme running from 2010 to 2020. Forecast ARP spending for 2014/15 is £31.893m. This is £10.598m less than the approved ARP budget for the year of £42.491m, noting that the approved budget included £8.9m over programming. Actual expenditure to the end of period 9, including accruals is £18.560m, an increase of £1.663m since Period 8. Spend in the period was 90% of the forecast spend of £1.846m.

### **2 Proposals**

- 2.1 There are no proposals being submitted for consideration.

### **3 Next Steps**

- 3.1 The quarterly reporting dates are submitted into the forward plan for the Sub-Committee.

# **North East Combined Authority**

## **Transport North East (Tyne and Wear) Sub-Committee**

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### **4 Potential Impact on Objectives**

- 4.1 Performance monitoring can help ensure achievement of desired objectives.

### **5 Finance and Other Resources**

- 5.1 There are no direct financial or resource considerations arising from this report.

### **6 Legal**

- 6.1 There are no direct legal considerations arising from this report.

### **7 Other Considerations**

#### **7.1 Consultation/Community Engagement**

There are no specific consultation/community engagement considerations arising from this report.

#### **7.2 Human Rights**

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

#### **7.3 Equalities and Diversity**

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

#### **7.4 Risk Management**

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

#### **7.5 Crime and Disorder**

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

#### **7.6 Environment and Sustainability**

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

# North East Combined Authority

## Transport North East (Tyne and Wear) Sub-Committee

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### **8 Background Documents**

- 8.1 The Durham, Gateshead, Newcastle upon Tyne, North Tyneside, Northumberland, South Tyneside and Sunderland Combined Authority Constitution 2014

### **9 Links to Plans in the Policy Framework**

- 9.1 This report has no direct links to plans in the Policy Framework.

### **10 Appendices**

- 10.1 Nexus' quarterly summary performance report  
10.2 Metro Asset Renewal Plan quarterly progress report

### **11 Contact Officers**

- 11.1 Tobyn Hughes  
Managing Director (Transport Operations)  
E-mail: [tobyn.hughes@nexus.org.uk](mailto:tobyn.hughes@nexus.org.uk)  
Tel: 0191 203 3246

### **12 Sign off**

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

## **Nexus: Summary of Corporate Performance**

Theme:		Key Considerations:
<b>1. Leading Delivery of Better Public Transport Services</b>		
Workstream	Public Transport Journeys (on services under Nexus control)	<ul style="list-style-type: none"> <li>Metro patronage is above last year</li> </ul>
	Maintain Customer Satisfaction	<ul style="list-style-type: none"> <li>Metro Customer Satisfaction is below target</li> </ul>
	Maintain Service Quality	<ul style="list-style-type: none"> <li>Metro charter punctuality significantly below target</li> </ul>
	Exploit Smart Ticketing Technology	<ul style="list-style-type: none"> <li>Final ticket gate installations taking place</li> <li>NESTI STR pilots underway</li> </ul>

Theme:		Key Considerations:
<b>2. Transform Metro through Reinvigoration</b>		
Workstream	Plan Long-Term Metro development	<ul style="list-style-type: none"> <li>Proposals on Long-term Metro Strategy 2030 to be reported to TNEC in due course</li> </ul>
	Asset Stewardship Index	<ul style="list-style-type: none"> <li>Metro maintenance and inspection work ahead of planned targets</li> </ul>
	Deliver the Metro ARP	<ul style="list-style-type: none"> <li>Cumulative capital expenditure against budget is within target level: output in line with expectations</li> </ul>

Theme:		Key Considerations:
<b>3. Deliver the Bus Strategy</b>		<ul style="list-style-type: none"> <li>NECA decision made on 21.10.14 to pursue QCS</li> <li>Consideration by QCS Board has started</li> </ul>
Workstream	Plan to Arrest the Decline in Bus Patronage	<ul style="list-style-type: none"> <li>QCS Board findings anticipated on or before 31.05.15 – performance monitoring relates to progress of the project</li> </ul>
	Plan to Maintain, and Preferably Grow, Accessibility	<ul style="list-style-type: none"> <li>QCS Board findings anticipated on or before 31.05.15 – performance monitoring relates to progress of the project</li> </ul>
	Deliver Better Value for Money	<ul style="list-style-type: none"> <li>No assigned actions at present: dependent on decision of QCS Board</li> </ul>

Theme:		Key Considerations:
<b>4. Become a Smarter Organisation</b>		
Workstream	Employee Satisfaction	<ul style="list-style-type: none"> <li>Nov. '14 survey achieved a 64% return rate</li> <li>'Transforming Leadership' initiative actions on target</li> </ul>
	Supporting the Combined Authority	<ul style="list-style-type: none"> <li>Nexus representing NECA's interests on Transport for the North's Rail Working Group</li> </ul>
	Process Improvements	<ul style="list-style-type: none"> <li>Actions to deliver improved internal process efficiencies currently on target</li> </ul>
	Focus on Health Safety and Environment	<ul style="list-style-type: none"> <li>Railway Operations Incidents and Assurance Checks Undertaken are within target</li> <li>Nexus carbon footprint within target</li> </ul>
	Revenue vs. Budget	<ul style="list-style-type: none"> <li>The periodic financial return demonstrates a more positive position than anticipated in the original budget</li> </ul>

The following information provides further detail on performance with information from 17<sup>th</sup> August to 6<sup>th</sup> December 2014 (NB 1<sup>st</sup> April to 16<sup>th</sup> August 2014 was covered in a previous report):

### **Theme 1: Leading Delivery of Better Public Transport Services**

1. Ridership figures for Metro are strong so far in 2014/15 with the Year to Date (YTD) actuals ahead of last year's results for the same period (26.8m YTD this year vs. 24.6m last year, a 9% increase). Secured bus service ridership figures are slightly lower than for the same period last year (5.7m YTD this year vs. 5.9m last year, a 3.5% decrease), and the Shields Ferry service patronage is also slightly down when compared to last year (366k YTD this year vs. 368k last year, a 0.5% decrease).
2. The November 2014 Metro Customer Satisfaction survey, undertaken on a six-monthly basis as part of the operating concession's formal performance management arrangements, established an overall score of 7.6 (slightly down from 7.7 in November '13). Although this is lower than the 8.0 score obtained in the May 2014 survey (8.1 May '13), the autumn survey always scores lower than the one carried out in the spring. Nevertheless the score continues to be below the contractual requirement of 8.3. Financial penalties are applied where performance is below contractual targets. Customer satisfaction shortfalls are directly influenced by performance issues discussed in the next three paragraphs. The November survey also found that the score for passenger satisfaction with personal safety and security has fallen to 7.0 from the May 2014 score of 7.4, which means that the contractual obligation of 7.3 for this aspect has also been missed.
3. Metro Punctuality at the end of the period under review was 71.7%, significantly below the target of 87.2% set out in the Metro Passenger Charter; this is primarily because of the high level of Excess Head Way Minutes (EHWM – the method for recording and monitoring delays) arising from a mix of operator (para. 4 refers) and infrastructure (para. 5 refers) issues. The cleanliness and appearance of Metro stations (graffiti removal and light cleans) and quality aspects on trains (delivery of on-train Passenger Announcements and Passenger Information Displays) which were of concern earlier in the year have been addressed during the period and enhancements are being attained. A close watch on performance against these aspects will be maintained to ensure that further improvement is achieved.
4. Following discussions with Arriva Group, the DBTW senior management team has been restructured. It is anticipated that this will increase the focus on performance. Over the period under review 78k EHWM were allocated to the operator bringing its YTD total to 195k (217k YTD total last year). Metrocar



reliability continued to present a major problem over the period and an action plan has been put in place to improve fleet performance. DBTW's Performance Action Plan will also include measures to increase customer satisfaction in future surveys. On Boxing Day a Saturday service was provided between 08.00 and 20.00, representing an improvement on previous year's arrangements.

5. In the year to date the Excess Head Way Minutes (EHWM) allocated to Nexus Rail is 40k against a target of 20k with 75% of the total (30k EHWM) being incurred during the period under review, during which there were eight significant delays (+500 EHWM) assigned to Nexus infrastructure.
6. The reliability target of 99% for Secured Bus Service Mileage Operated has consistently been achieved. Following a competitive tendering exercise contracts have been awarded to maintain the current secured services bus network where existing contracts are expiring in January 2015. Tenders have been issued to seek replacement contracts to replace secured bus services in Newcastle and North Tyneside which are expiring in March 2015.
7. Regarding implementation of NESTI Stored Travel Rights (STR), pilot customer groups on Metro, Go North East, Arriva and Stanley Travel continue trialling the system. In this regard GNE & Arriva have agreed to progressively rollout STR in the New Year, starting with the X40 and Quaylink services (GNE) and services based from the Ashington Depot (Arriva). A meeting with Stagecoach to discuss an STR pilot in the Tees Valley area has been arranged for January. The STR module for PayZone outlets has successfully completed testing and will be "live" in PayZone agents from 2<sup>nd</sup> January.
8. On Metro the ticket gate performance has remained acceptable and indications are that the resultant increase in TVM revenue is exceeding initial expectations set during the pilot period. DBTW is meeting its staffing obligations with regard to the ten stations which are operating largely in line with contractual requirements. The "Zonal Capping" release of the STR software has been downloaded to all gates & validators. From 2nd January zone based annual products are available on Ticket Office Machines (TOMs) in TravelShops, and from Metro Ticket Vending Machines (TVMs) from mid-January when a TVM software update takes place.
9. Installation of Automatic Ticketing Gates (ATGs) at Byker has now been completed, with installation of the glazed paid-area barrier line to be finalised early in the New Year. Work to complete the installation with ATGs at Chichester is underway. A video help point at the Mile End Road annex to South Shields station is now installed and familiarisation training is being provided for DBTW gateline staff. A safety validation of gateline operation is nearing completion.

10. The 'POP' website and Card Management System (CMS) are targeted for a launch date early in 2015. With regard to implementation of the regional English National Concessionary Travel Scheme (ENCTS) CMS: Northumberland has now fully transferred to the new CMS; Darlington is ready to "switchover" and has plans in place to do so early in 2015, with other Tees Valley authorities following thereafter. Planning for the transfer of Nexus' ENCTS CMS records is underway. End to end testing of the hotlisting of "POP" cards on the Metro System has been successful, which will help to identify and reduce fraudulent use.

## **Theme 2: Transform Metro through Reinvigoration**

11. Following closure of the public consultation on the long term Metro Strategy 2030 the feedback received has been analysed. A report on the results and seeking direction on the next steps is being prepared for consideration by the Transport for the North East Committee (TNEC) in due course.
12. Nexus is managing the planning and implementation of work to deliver a significant programme of projects during 2014/15 including: continued major earthworks between South Gosforth and Jesmond; delivery of the ¾ life refurbishment programme; and commencement of the replacement of the radio system. During the review period lift replacement works were completed at Jesmond and Manors, as were escalator replacement works at Heworth and Gateshead stations. Brand new escalators are to be installed at Heworth platform 2 and at Gateshead from the concourse to the bus station: work will begin on 5<sup>th</sup> January and will take about 12 weeks to complete. Programmed expenditure on the Metro asset renewal plan is being monitored and controlled within pre-planned limits to meet DfT requirements (see Appendix 2).

## **Theme 3: Deliver the Bus Strategy**

13. At its meeting on 21<sup>st</sup> October the North East Leadership Board (NELB) considered options for delivering the Bus Strategy for Tyne and Wear including the Quality Contracts Scheme (QCS) and the operators' partnership proposals (VPA). The NELB resolved, amongst other things, that the QCS be referred to the QCS Board and agreed that the VPA as currently proposed should not be progressed further by NECA and Nexus.
14. The QCS proposal was duly referred to the QCS Board which met on 26<sup>th</sup> November and gave direction on how its proceedings are to be conducted. In the first instance written submissions by the operators will be made by 30<sup>th</sup> January. Nexus will have the opportunity to respond, and provide further written evidence, by 20<sup>th</sup> February. This will be followed by the opportunity to present verbal evidence with sessions taking place at the Stadium of Light in Sunderland on 10<sup>th</sup>-12<sup>th</sup> & 17<sup>th</sup>-19<sup>th</sup> March and 14<sup>th</sup>-16<sup>th</sup> April: the parties involved will be able to

cross-examine each other during the hearings. The formal proceedings will then close allowing for deliberation by the Board prior to its findings being published on or by 31<sup>st</sup> May 2015.

15. In the meantime, and in accordance with direction from the NELB, Nexus continues to work on all matters relating to the QCS including making progress through the remaining stages of the statutory process.

#### **Theme 4: Become a Smarter Organisation**

16. Nexus' development initiative 'Transforming our Leadership' arose from examination of previous staff satisfaction survey results, with the intention of strengthening performance and improving the result from the 2014 annual survey which took place in November. The survey was circulated to all staff and generated a 64% return rate. The data obtained is being analysed by an external organisation and initial results will be available early in 2015.
17. The NECA has asked Nexus to represent its interests on Transport for the North's Rail Working Group, the first two meetings of which take place during January 2015. Nexus is also providing technical advice and support to NECA and other North East local authorities on the development of a regional policy on rail matters. Development of a set of key regional rail messages for use in lobbying efforts is at an advanced stage, and will put before NECA and the Tees Valley authorities for endorsement during January.
18. Arrangements were made for the implementation of the new Metro and Ferry fares on 2nd January 2015.
19. The recommendations and observations arising from an external audit of Nexus safety management system are being considered and acted upon accordingly: there having been no non-compliance or other urgent issues identified. With regard to environmental management it is estimated that at the end of the period 98% of the waste generated by Nexus was being recycled with the remainder going for energy generation.
20. Nexus' external auditor, Mazars, has recently reviewed our Internal Audit Section IAS against the requirements of the Public Sector Internal Audit Standards and the CIPFA Application Note and has concluded that it is substantially compliant.
21. The Total Nexus Financial Requirement over the 2014/15 financial year at 6th December 2014 - the end of the period under review - was forecast at £95.49m compared to the original budget of £98.93m, a decrease of £3.44m. It was also forecast that there will be a Deficit before Taxation for the year of £2.35m,

compared with the Budgeted Deficit of £4.77m a positive variance of £2.42m. Metro income to the 6th December amounted to £32.56m, against a re-phased budget of £31.32m, a positive variance of £1.24m. As a comparison, the income for the first 9 periods of 2013/14 was £31.28m. The detailed financial position will be updated and reported to TNEC, as part of the CFO's third quarterly revenue monitoring report, at its meeting on 26<sup>th</sup> February 2015.



**Nexus Programme Management Office**

**Metro Asset Renewal Programme Report**

**Quarter 3 Monitoring Report 2014/15**

**(To the end of Period 9: 6 December 2014)**



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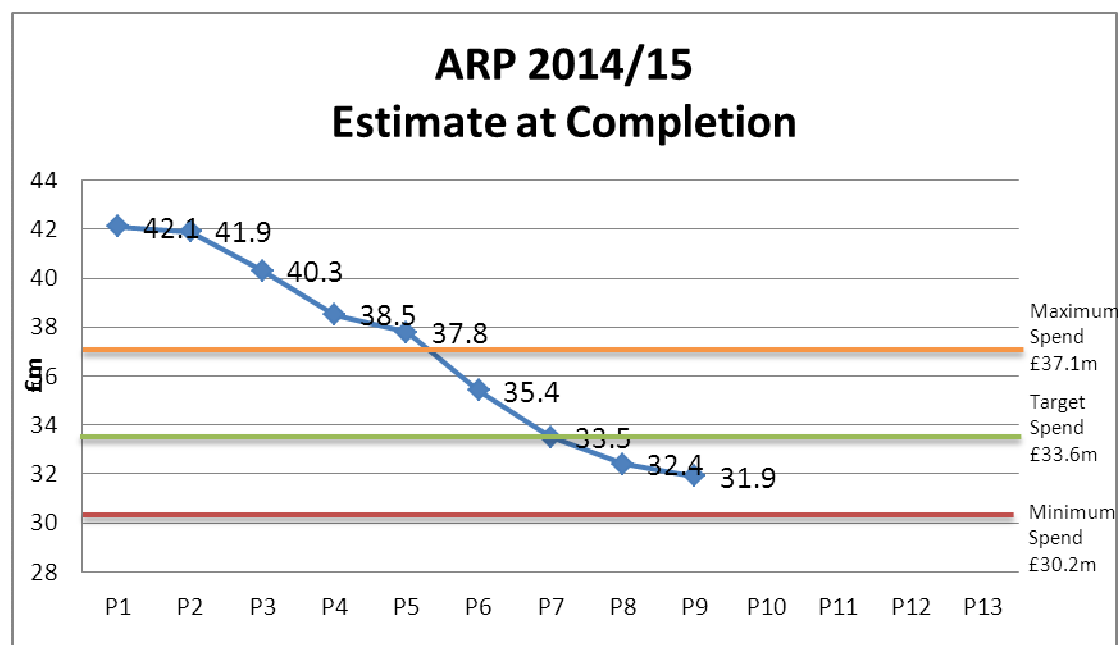
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## Executive Summary

### Asset Renewal Programme

#### Financial Headlines:

- The Metro ARP is an eleven year programme running from 2010 to 2021 and although the programme is monitored 'in year' in order to ensure compliance with DfT funding requirements, the benefits of a rolling three year programme of funding allows a certain amount of flexibility in delivery
- Forecast ARP spending for 2014/15 is £31.893m. This is £10.598m less than the approved ARP budget for the year of £42.491m (but note that the approved budget included £8.9m over programming).
- Actual expenditure to the end of period 9, including accruals is £18.560m, an increase of £1.663m since Period 8.
- Spend in the period was 90% of forecast spend of £1.846m.
- The forecast spending for the year, compared with minimum, target and maximum spending levels is shown in the graph below.



- Evaluation of risks and opportunities - including potential efficiencies, acceleration and delays do however, indicate that it is unlikely that the outturn will fall short of the minimum spend level.
- The current forecast is a consequence of a number of factors resulting in re-profiling some projects and consequently planned expenditure, together with in a number of examples of procurement and delivery efficiencies:-



- In summary, the main areas of movement across the year relate to:
  - Central Corridor (South Gosforth to Jesmond) earthworks where a solution will be implemented without extended track possessions. Compared to tendered rates, optimal efficiency will be achieved by using the internal Capital delivery resource with the works now scheduled for early 2015/16. Bus substitution costs and Metro service impact is greatly reduced.
  - The Radio Project where protracted tender evaluation and award delays encountered earlier in the year have not been recovered. More significantly, because of the need to re-consider the approach to transmission masts which was only highlighted by the contractor in December, there has been a downward movement of £1.1m which will carry over into 2015/16. The overall forecast remains unchanged.
  - The Overhead line renewal Programme where mobilisation has been delayed to the end of 2015/16 pending the procurement of specialist vehicles, plant and equipment.
  - QEII Bridge track renewal where affordability and compliance issues resulted in the need to re-tender and reschedule delivery from February 2015 to May 2015. The re-tendering exercise has delivered a contract is now capable of being delivered within the original budget.
  - Permanent Way and track Drainage where localised works planned for Whitley Bay and Shiremoor Stations is now incorporated within the major 2015/16 & 2016/17 track renewal; something that was rescheduled once confirmation that full funding would be released by DfT for Year 7 was received.
- In essence, 2014/15 has been a year of consolidation where Nexus has deliberately established a programme of activity that would disrupt customers the least, particularly bearing in mind the heavy commitments that certainty over the funding for the track renewal on the north Tyne loop provides.





### **Main Activities in Quarter 3:**

- The Nexus Capital Delivery Team is continuing to deliver signalling, communications and duct route renewals with significant efficiency savings. This programme of works is being rescheduled in conjunction with other schemes to maximise delivery efficiencies and will now complete in mid 2015/16.
- Detailed design work is continuing on the tetra based Radio System replacement. Installation work within the central tunnel areas is commencing.
- Planning to develop internal capability to deliver Overhead Line (OHL) Renewal continues. Procurement of specialist equipment is continuing.
- Tender evaluation is progressing for the PTI (the Nexus Traffic Management System -Train route setting and associated functionality).
- Improvement works to the Level Crossings at Kingston Park, Callerton Parkway, Bankfoot, Fawdon and Howdon is now complete.
- Fire alarm replacement work continued to programme with all stations now commissioned.
- Refurbishment work complete at Hebburn, Jarrow and Bede Stations.
- Replacements of lifts at both Jesmond and Manors stations now complete.
- Metro Car refurbishment is continuing to programme - 70 cars have now been completed.
- Following a review of Nexus delivery mechanisms in October (as they did in 2012 before confirmation of full funding for Years 4 to 6) undertaken by Asset Management Consulting Ltd on behalf of DfT confirmation has now been received for full funding for Year 7 and a minimum level of funding of 75% in Years 8 and 9 (uplifted from 50%). This defers the uncertainty in planning and resourcing as well as enabling Nexus to achieve procurement efficiencies, particularly in the delivery of track renewal works. It is however, essential that confirmation funding for Years 8 and 9 is achieved within 12 months.

### **Moving Forward - Quarter 4**

- The Internal Capital Delivery Team will continue with remedial work to duct routes, fibre replacement and signal testing and replacement; this is expected to be substantially completed by mid-2015.
- Contract Award of the PTI the Nexus Traffic Management System (Train route setting and associated functionality) is expected to be achieved in March 2015.



- Development of the 'second generation' Permanent Way framework will continue with a market engagement event planned for early February 2015. Procurement prequalification is planned to commence in March.
- The core communications system (Internet Protocol or IP network) testing will be completed allowing transfer of Help Point, Public Address (PA) and CCTV services to the new system enabling the old 'end of life' communications system to be decommissioned.
- Escalator replacement works at Heworth and Gateshead will progress with completion planned for March 2015.
- Central Station Metro refurbishment procurement will commence in January 2015 with pre-qualification.
- Fire alarm commission will continue – with planned completion in February 2015
- Renewal of the remaining sections of Permanent Way between Jesmond and South Gosforth is scheduled to take place in February 2015.
- Mobilisation work will commence for the rail renewal of the QEII Metro Bridge across the Tyne in 2015/16 Quarter.

## Performance and Planning

### Background

Nexus, which owns the Metro infrastructure, is responsible for maintaining and renewing the network. One of the key features of the eleven year funding agreement reached with DfT in February 2010 is that Nexus should maintain the infrastructure to a condition that enables train services to be provided by the operator (DB Regio Tyne and Wear Limited) as required under the concession agreement. Therefore, the eleven year investment programme should improve the condition of the infrastructure; Nexus is held to account in this regard via a set of output performance measures and Key Performance Indicators.

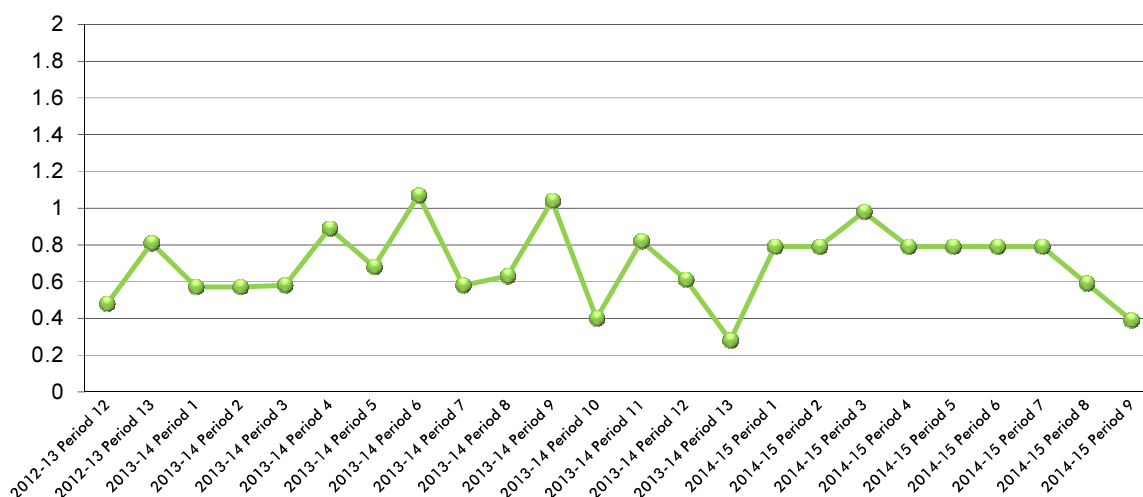
### Key Performance Indicators

#### Safety:

The Staff Accident Frequency Rate for Nexus Rail was 0.39 per 100,000 hours worked. Nexus had no RIDDOR reportable accidents in Quarter 3.

	Q1	Q2	Q3	Q4
<b>RIDDOR reportable accidents</b>	<b>2</b>	<b>1</b>	<b>0</b>	

**Nexus Rail Staff Accident Frequency Rate**



#### Performance:

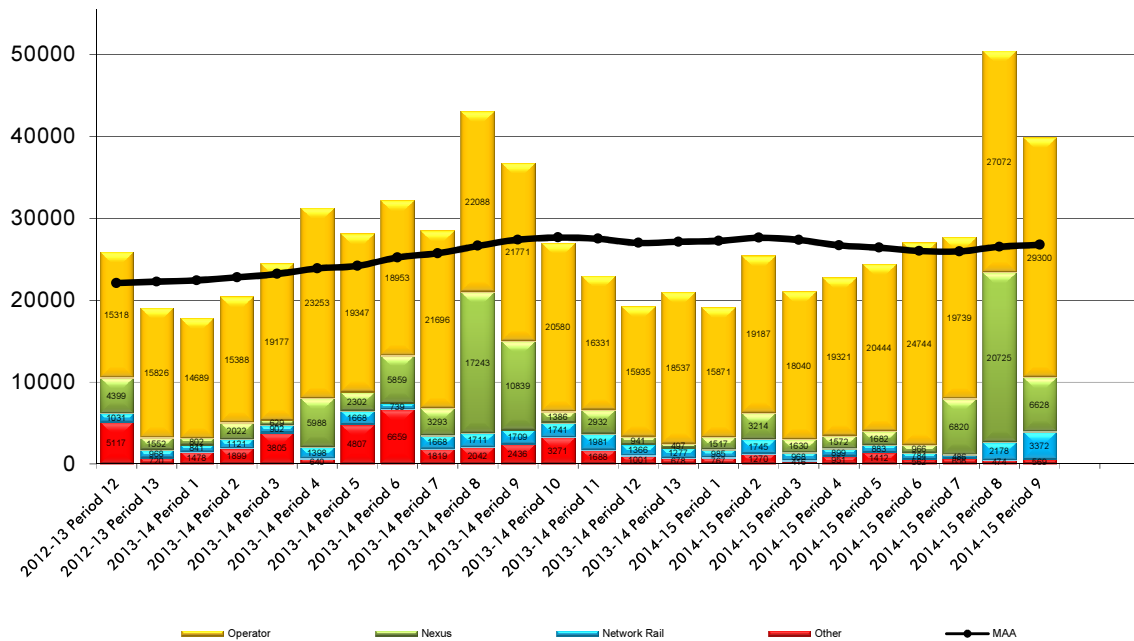
**Year to date** (end of Period 9), 42,749 Excess Headway Minutes (EHW) are attributable to Nexus Rail this is 106% above the target of 20,752 minutes.

Nexus Rail Excess Headway Minutes				
	Q1 (P1-3)	Q2 (P4-6)	Q3 (P7-9)	Q4



Actual	5,826	3,961	32,962	
Cumulative Actual	5,826	9,787	42,749	
Target	6,150	6,150	8,453	
Cumulative Target	6,150	12,300	20,752	

### Total Excess Headway Minutes



**Speed Restrictions** - There were no Planned and 1 Unplanned Speed Restriction imposed within Quarter 3.

	Q1	Q2	Q3	Q4
Unplanned Speed Restrictions	0	4	1	
Planned Speed Restrictions	0	0	0	

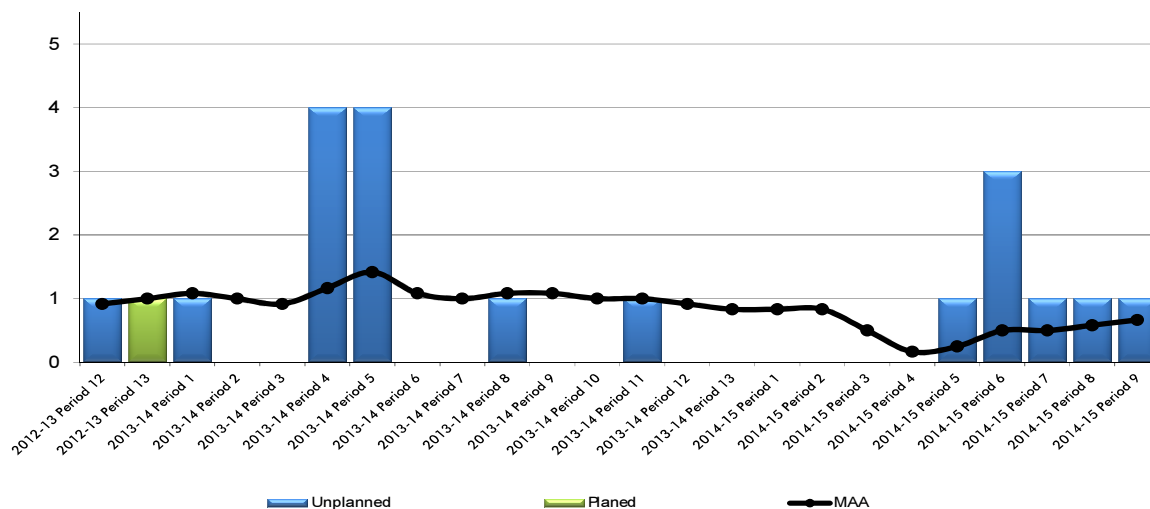
### Unplanned Speed Restrictions

- Q2** - Airport, 247m, in line, 30km/h - Critical Rail Temperature - removed 25/07/14
- Q2** - Kingston Park - Fawdon 58m, in line, 32km/h - OHL Mast Strike - remains in place.
- Q2** - Hebburn - Jarrow, 313m, 30 km/h - cracked saddle - removed 28/08/14.
- Q2** - Pelaw - Hebburn, 250m, 32 km/h - broken saddle saddle - removed 10/09/14.

**Q3** - Kingston Park - Fawdon 58m, in line, 32km/h - OHL Mast Strike - remains in place at the end of Q3.



## Speed Restrictions

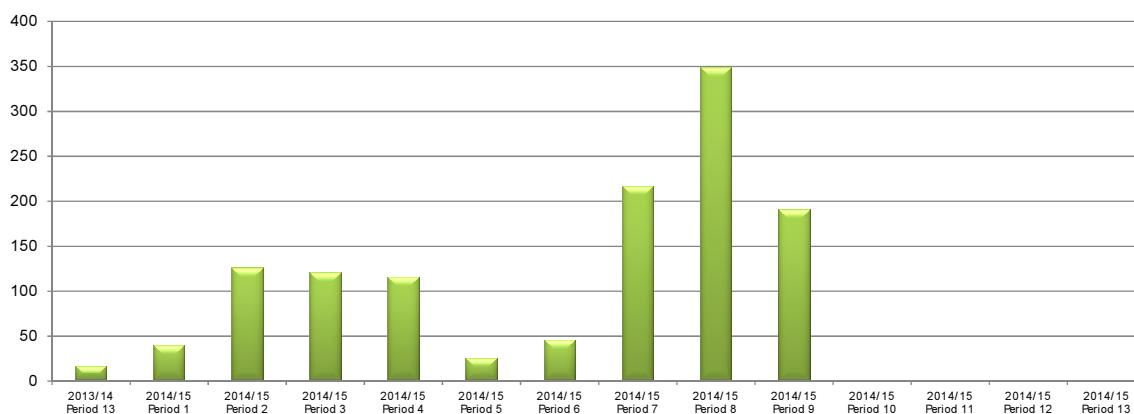


## Cancellations

In total, in Quarter 3, **796** journeys were not completed in full or part due to an Infrastructure Fault/Incident.

	Q1	Q2	Q3	Q4
Journeys Not Completed	287	177	796	

Number of Journeys not Completed in Part or Full due to Nexus Infrastructure Fault/Incident



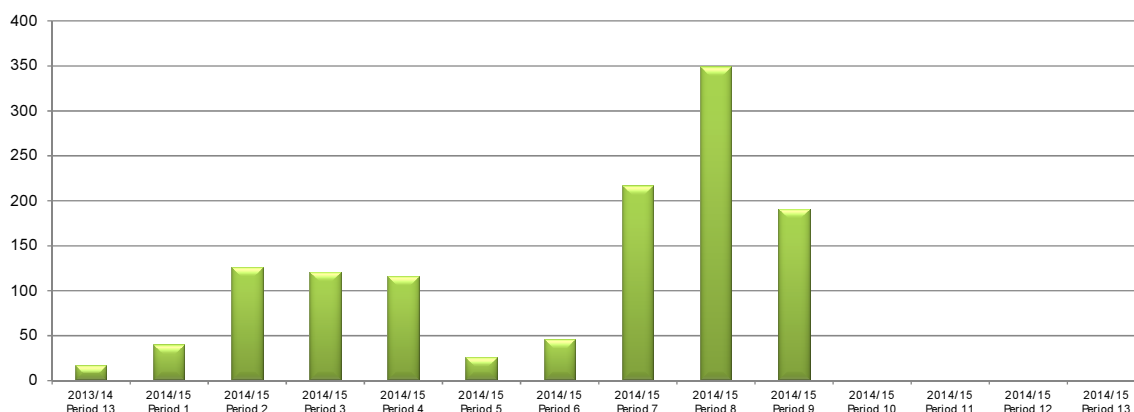
## Lost Kilometres (Aggregate Train Km lost)

10,407 Kilometres were lost within Quarter 3 due to Infrastructure Fault/Incidents.

	Q1	Q2	Q3	Q4
Lost km	3466	3,492	10,407	



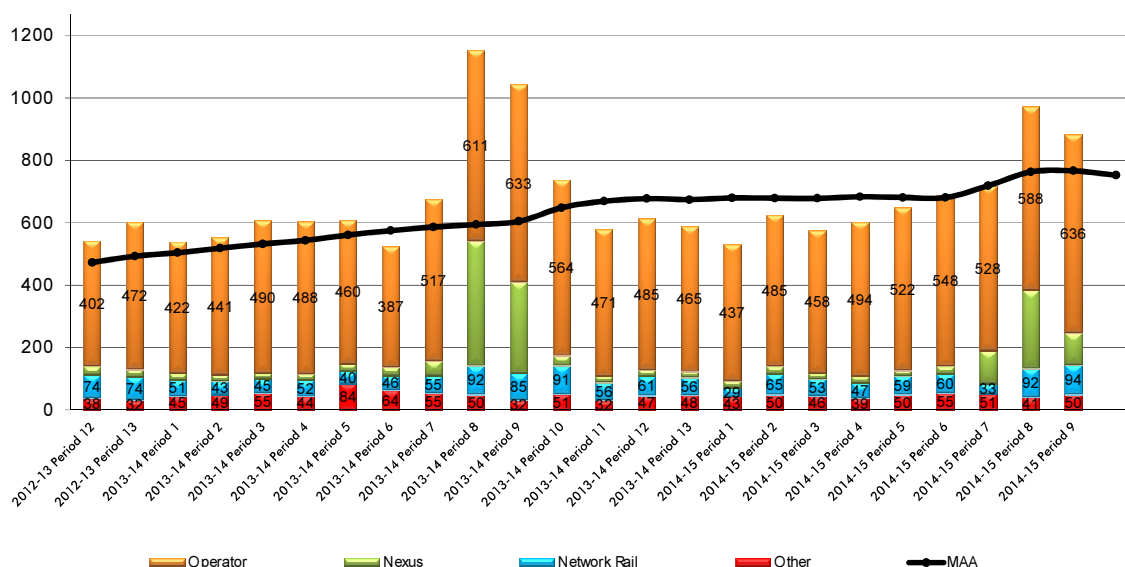
Number of Journeys not Completed in Part or Full due to Nexus Infrastructure Fault/Incident



**Faults/Incidents** The total number of Faults/Incidents for this Quarter was 2,573. 68% (1752) of which were attributable to DB Tyne and Wear, 18% (460) to Nexus Rail, 5% (124) attributed to Network Rail and 9% (237) currently not attributed (Other).

	Q1	Q2	Q3	Q4
DB Tyne and Wear	1380	1564	1752	
Nexus Rail	64	65	460	
Network Rail	147	166	124	
Currently not attributed (Other)	139	144	237	
<b>Total</b>	<b>1730</b>	<b>1939</b>	<b>2573</b>	

Total Number Of Faults/Incidents generating Excess Headway Minutes





## Blockade/ ECoL (Extended Control of Line) Management

There was 3 Planned Blockade/ECoL and 1 Unplanned Blockade/ECoL event within Quarter 3.

	Q1	Q2	Q3	Q4
Planned Blockade / ECOL	0	3	3	
Unplanned Blockade / ECOL	1	1	1	

### Unplanned Blockade/ECoL

**Q1** Airport-Kingston Park - OHL Failure - 20:25, 16/05/14, - 04:40, 17/05/14

**Q2** Airport-Kingston Park - OHL Emergency Repairs - 10:31, 31/07/14 - 11:35, 31/07/14

**Q3** South Gosforth-Haymarket - Catenary Wire issue - 13:05, 22/10/14 - 14:03, 22/10/14.

### Planned Blockade/ECoL

**Q2** North Shields-West Monkseaton - Marmion Terrace footbridge removal - 06:00, 20/07/14 - 18:00 20/07/14.

**Q2** Airport-Regent Centre - Tamping and vegetation clearance. 00:40, 17/08/14 - 14:40, 17/08/14

**Q2** North Shields - Monkseaton - Marmion Terrace footbridge re-installed - 06:00, 24/08/14- 18:00, 24/08/14.

**Q3** Meadow Well - Byker - Vegetation Clearance - 00:33, 05/10/14 - 05:15, 06/10/14.

**Q3** Pelaw junction - South Hylton - Network Rail Possession - 00:30, 22/11/14 - 12:30, 23/11/14.

**Q3** Hebburn - South Shields - Vegetation Clearance, scrap removal - 06:30, 30/11/14 - 17:19, 30/11/14.

### Planned Preventative Maintenance

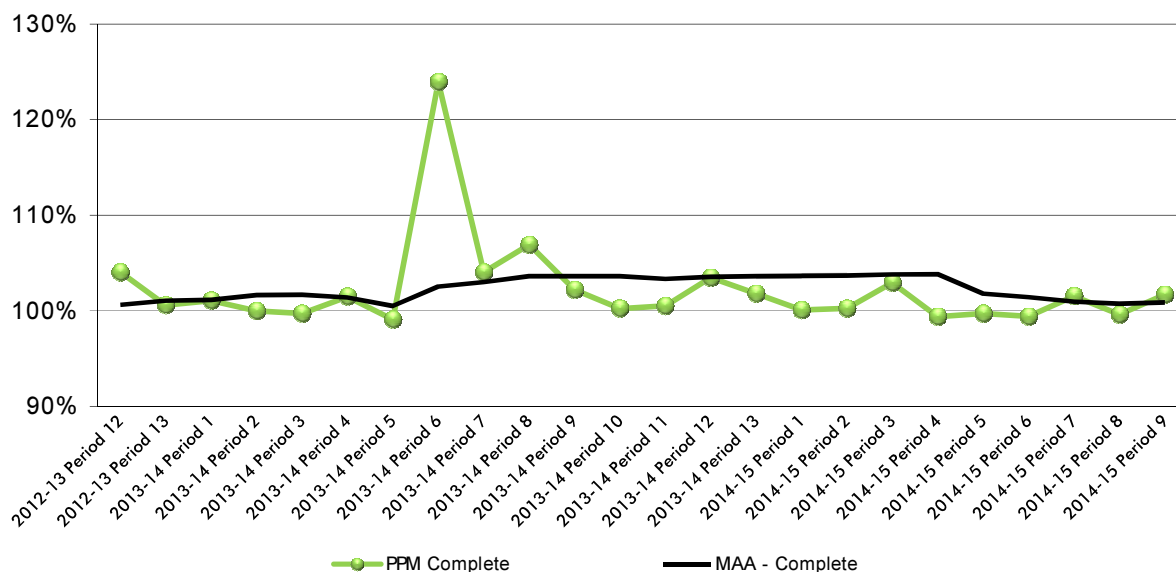
100.9% of planned preventative maintenance activities were completed during Quarter 3

Year to date 100.6% of planned preventative maintenance activities were completed.

	Q1	Q2	Q3	Q4
Planned Preventative Maintenance Activities	3304	3437	3687	
Planned Preventative Maintenance Activities Completed	3341	3434	3720	
% Completed	101.1%	99.9%	100.9	



## Planned Preventative Maintenance



## Asset Stewardship

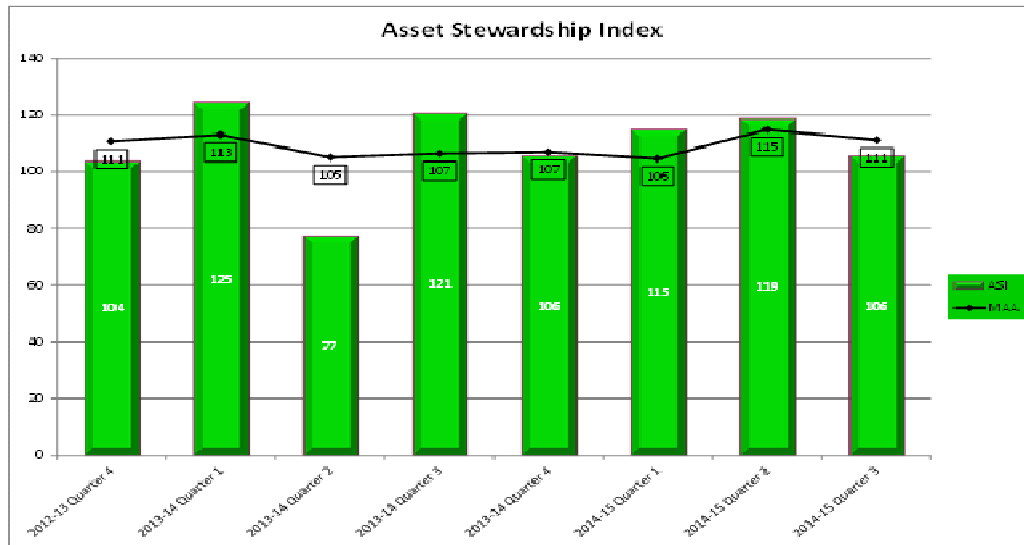
The Asset Stewardship Index (ASI) is an overall asset capability condition measure of the Tyne and Wear Metro System. The index is comprised of a mixture of individual performance measures combined with a peer review of the risks posed by the current asset condition. The index is reviewed by the Head of Engineering on a quarterly basis and reported to the ARP Steering Group meeting and the DfT and is intended to gauge the effectiveness of the Asset Renewal Programme both in terms of choices and outcomes.

The method used to calculate the Asset Stewardship Index uses a weighted combination of:

- Underlying Business Risk, evaluated using a peer group assessment process (60%)
- Significant events which impact on service delivery (40%)

The Asset Stewardship Index was base-lined at 100 at the start of the Asset Renewal Plan and acts as the benchmark for future quarters. As the asset base is renewed it is expected that the trend will increase over time, accepting that there will occasionally be individual quarters where performance will dip either because of significant events and/or because of failures across those asset categories that have yet to be replaced. The ASI is recalculated each quarter.







## **Metro Asset Renewal Programme**

### **Asset Renewal Programme Performance**

**Quarter 3 2014/15**

**(to the end of Period 9, 6 December 2014)**

## ARP Schedule Performance

### Milestone Status

The baseline for Milestones is detailed below. The 14/15 baseline incorporates all phased project milestones, for projects which have been split into delivery phases.

This section reports the additional milestones of 'Contract Award' and 'Start on Site' which are not directly tracked as part of the Stage Gate programme management process. Capital maintenance schemes are excluded so that performance of the investment programme can be highlighted.

### Contract Award

#### Financial Year 2014-15- Period 9

##### Contract Award - Financial Year 2014-15- Period 9

2014/15	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	Total
Baseline	5	4	6	5	4	4	2	2	4	1	0	2	3	42
Actual	5	3	1	4	0	5	2	5	5					30
Rebaselined IN	0	2			2	1	1	2	3					11
Rebaselined OUT	0		2	2	4		2	1						11

	Project	Phase	Status
<b>Planned in baseline</b>	BC101 Station - Northumberland Park	Staircase	Awarded (will need to be re-tendered due scope change)
	BC212 Bridges – Wallsend to Walkergate (1201 1203 1204 1206)		Not awarded (Stage Gate 3 Management Committee re-submission required)
	BC240 OHL	MEWPs	Awarded
	BC290 Site Investigation		Awarded
<b>Additional to Baseline</b>	BC259 IP Network	CCTV Additional Storage	Awarded (slipped from P5)

##### Start on Site - Financial Year 2014-15- Period 9

2014/15	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	Total
Baseline	1	2	2	4	3	4	4	3	2	0	3	4	3	35
Actual	1	2	3	6	1	4	1	0	5					23
Rebaselined IN	0								1			1		2
Rebaselined OUT	0		1			1			1					3

	Project	Phase	Status
<b>Planned in baseline</b>	BC977 DC Feeder Cable		Removed from baseline - approach change (taken back to SG2)
	BC556 Help Points	Tyneside	New to baseline
<b>Additional to</b>	BC100 Station – Simonside	VE Panels	Reprogrammed from P7

<b>Baseline</b>	BC101 Station – Northumberland Park	VE Panels	Reprogrammed from P7
	BC721 Station – Pelaw	VE Panels	Reprogrammed from P7



## Glossary

**ARP:** The Metro Rail Asset Renewal Programme. An 11 year programme to ensure sustainability of Metro infrastructure in the medium term.

**Blockade:** When Nexus has control of the Metro Rail Infrastructure for a period greater than 54 hours to undertake engineering works.

**COL (Control of Line ):** When Nexus has control of the Metro Rail Infrastructure for a period up to 8 hours.

**ECOL (Extended Control of Line):** When Nexus has control of the Metro Rail Infrastructure for a period greater than normal non-traffic hours i.e. 12, 29 54 hours.

**EHW (Excess Headway Minutes):** A punctuality performance measure relating to total minutes delay between train services.

**OHL:** Overhead Line - suspended cables providing electricity supply to trains.

**PID (Programme Initiation Document):** This defines the ARP strategy and delivery plan and is submitted to the DfT in support of grant funding approval.

**PMO (Nexus Programme Management Office):** Provides governance, reporting, planning and commercial and cost management to Nexus Programmes and Projects.

**PTI:** Nexus Traffic Management System providing train route setting and associated functionality.

**VoWD (Value of Work Done):** A substantiated measure of the value of work completed at the end of each accounting period.