



Transport North East (Tyne and Wear) Sub-Committee

Thursday 12th July, 2018 at 2.00 pm

Meeting to be held in a Committee Room, North Tyneside Council, Quadrant, The Silverlink North, Cobalt Business Park, North Tyneside, NE27 0B

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SUPPLEMENTAL AGENDA

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5. Monitoring Nexus' Performance and Metro Performance Update 2018/19	1 - 2

Monitoring Nexus Performance 2017-18

Please note the inclusion of an additional report to the original agenda

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To All Members

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Additional Annex to Agenda Item 5

Table showing Metro Customer Satisfaction Survey scores by category from May 2013 to May 2018.

Category	May-13	Nov-13	May-14	Nov-14	May-15	Nov-15	May-16	Nov-16	May-17	Nov-17	May-18
Station equipment	7.5	7.4	7.6	7.3	7.3	7.3	7.3	7.5	7.4	7.3	7.3
Information	7.7	7.5	7.8	7.2	7.1	7.2	7.2	7.3	7.4	7.3	7.3
Cleanliness	7.5	7.6	7.8	7.3	7.3	7.2	7.0	7.6	7.3	7.2	7.2
Security	7.3	7.3	7.4	7.1	7.1	7.1	7.0	7.2	7.2	7.1	7.1
Ticketing	7.1	6.9	7.0	6.3	6.5	5.8	6.1	6.1	6.6	6.8	6.0
Staff availability	5.3	5.1	5.5	5.4	5.6	5.7	5.3	5.9	6.1	5.8	5.9
Overall satisfaction	8.1	7.7	8.0	7.6	7.8	7.6	7.4	7.7	7.8	7.7	7.7

Market research into our customers' satisfaction has historically been undertaken every six months. Starting with the May 2018 survey the research will take place every three months (May, August, November and February), providing a more immediate measure.

The research covers 23 areas of the Metro service and the questionnaires are carried out in face to face interviews amongst a sample of approximately 500 (previously 1,000) passengers (the annual target sample size of 2,000 will therefore be retained).

23 areas of Metro service are split into the six categories shown in the table above.

The results of the questionnaires are shown as a mean score out of ten for each of these categories. The level of overall customer satisfaction is also included in the survey.

Comparing May 2018's scores year-on-year, to May 2017, shows there has been a slight fall (0.1 of a point) in satisfaction in four categories (Station equipment, Information, Cleanliness and Security), a minor fall (0.2 of a point) in one category (Staff availability) and a moderate fall (0.6 of a point) in the Ticketing category. Overall satisfaction with Metro has also fallen slightly (0.1 of a point).

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Transport North East (Tyne and Wear) Sub-Committee

Date: 12 July 2018

Subject: Monitoring Nexus' Performance: 2017/18

Report of: Managing Director (Transport Operations)

Executive Summary

With 2017/18 completed, Nexus was successful in delivering the majority of objectives set in the Corporate Plan that was approved by the Sub Committee in January 2017.

Metro performance improved on the prior year, despite some significant disruptions and continuing challenges of maintaining the ageing fleet.

Financially, Nexus reported a budget surplus, despite a reduction in Metro patronage and fare revenue.

Looking ahead we are seeking to continue investment in the Metro through the ninth year of the current 11 year Asset Renewal Programme (ARP). We will also be progressing procurement of the new fleet of Metro trains, and the Metrofutures project for strengthening and extending the system.

Recommendations

The Transport North East (Tyne and Wear) Sub-Committee is recommended to note Nexus' corporate performance in delivering services and projects over 2017/18.

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1. Background Information

1.1 This report provides a summary review of Nexus' performance against its Corporate Business Plan (CBP) targets and objectives for 2017/18.

1.2 Nexus' CBP for 2017/18 had three main themes and sixteen workstreams which are identified in the following table. Of the 16 workstreams:-

- Thirteen are rated 'Green' in status, three from six in Theme 1 - 'Deliver public transport today'; all six in Theme 2 - 'Prepare for the future', and all four in Theme 3 - 'Focus on organisational effectiveness'.
- All three 'Amber' workstreams related to Theme 1 - 'Deliver public transport today': 'Improve Metro performance', 'Embed new technology' and 'Deliver non-ARP capital projects'.

Theme:

Workstream:

Deliver public transport today

• Improve Metro performance
• Enhance local and national rail services
• Embed new technology
• Deliver the Metro Asset Renewal Plan
• Deliver non-ARP capital projects
• Deliver public transport services and facilities

Prepare for the future

• Obtain a new Fleet and prepare for the new Metro contract
• Secure long term improvements to Metro's infrastructure
• Plan for the expansion of Metro and local rail networks
• Plan for local bus service improvements
• Innovate through technology
• Secure investment in public transport assets

Focus on organisational effectiveness

• Refine training and succession planning
• Ensure Nexus is an employer of choice
• Focus on health, safety and the environment
• Service review to balancing the budget

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1.3 Notable aspects from 2017/18 included:-

New Fleet

- Securing £337 million from government for a new Metro fleet and commencing the procurement process.
- Developing proposals for design of the new fleet based on the outcome of extensive public consultation.

Metro Service Delivery

- Metro Operations being successfully handed back to Nexus, with service delivery being improved against the final year of the concession.
- Replacing Killingworth Road Bridge and renewing an extended section of track through a Major Line Closure during the summer.
- Rebranding the Stadium of Light Metro station in Sunderland AFC colours.
- Launching the 'Baby on board' and 'I need a seat' badge schemes.
- Focusing staff efforts to combat the impacts of Low Rail Adhesion.
- Providing defibrillators at two key Metro stations.
- Reinstating service promptly following a burst water main at Ilford Road in the busy Gosforth corridor.
- Increasing the number of cleaners on the Metro.
- Facilitating service delivery during severe weather associated with the 'Beast from the East'.
- Providing a pop-up clinic for health checks at Four Lane Ends, organised in conjunction with public health bodies.
- Having two Metro stations – Tynemouth and Jesmond – recognised in a new book 'Britain's 100 best railway stations'.

Payment, Ticketing and Technology Initiatives

- Introducing Pop Blue smart ticketing and a £1 flat Metro fare for young people aged 18 and under.
- Modifying the Metro Ticket Vending Machines to accommodate the new £1 coins and the new £10 note.
- Making PAYG cards free-issue.
- Starting a cashless Ticket Vending Machine trial at Central, once half of Metro fares were being paid for by card.
- Using Metro infrastructure to help develop proposals for a 5G pilot test-bed in the North East.
- Updating and rebranding Nexus' website.

Staff Training & Development

- Providing 'Safety stand-down' days for staff training.
- Continuing the Nexus Frontline Leadership programme.
- Commencing work on the new rail skills centre and transport interchange in South Shields.
- Promoting mental health awareness, health and wellbeing initiatives for staff.

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2. Proposals

- 2.1 There are no specific proposals for decision arising from this year-end performance monitoring update report.

3. Reasons for the Proposals

- 3.1 There are no proposals for decision arising from this year-end performance monitoring update report.

4. Alternative Options Available

- 4.1 There are no proposals on which to base alternative options arising from this year-end performance monitoring update report.

5. Next Steps and Timetable for Implementation

- 5.1 A report updating on Nexus' performance will be presented to meetings of the Transport North East (Tyne and Wear) Sub-Committee in order to enable the required monitoring considerations and assurance activity to take place in accordance with the NECA's Constitution and the role and functions that are thereby delegated to the Transport North East (Tyne and Wear) Sub-Committee.

6. Potential Impact on Objectives

- 6.1 Monitoring Nexus' performance helps to provide assurance that the NECA's policies and objectives are being implemented efficiently and effectively in accordance with the approved plan.

7. Financial and Other Resources Implications

- 7.1 There are no direct financial or resource considerations arising from this periodic performance monitoring update report.

8. Legal Implications

- 8.1 There are no direct legal considerations arising from this periodic performance monitoring update report.

9. Key Risks

- 9.1 There are no direct risk considerations arising directly from this report, though monitoring and reviewing performance information plays an important role in risk management. A separate review of Nexus' corporate risk register is provided to each meeting of the Transport North East (Tyne and Wear) Sub-Committee in parallel with

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this report.

10. Equality and Diversity

10.1 There are no specific equalities and diversity considerations arising from this periodic performance monitoring update report.

11. Crime and Disorder

11.1 There are no specific crime and disorder considerations arising from this periodic performance monitoring update report.

12. Consultation/Engagement

12.1 There are no specific consultation or engagement considerations arising from this periodic performance monitoring update report.

13. Other Impact of the Proposals

13.1 There are no direct proposals arising from this periodic performance monitoring update report, and therefore no consequential impacts.

14. Appendices

14.1 None.

15. Background Papers

15.1 Nexus' Corporate Business Plan 2017/18 to 2019/20 as considered and approved at the Transport North East (Tyne and Wear) Sub-Committee meeting held on 26 January 2017.

15.2 Monitoring Nexus' performance update reports as presented to the Sub-Committee during 2017/18.

16. Contact Officers

16.1 Tobyn Hughes,
Managing Director (Transport Operations)
Email: tobyn.hughes@nexus.org.uk
Tel: 0191 203 3236

17. Sign off

- Head of Paid Service: ✓

Transport North East (Tyne and Wear) Sub-Committee

- Monitoring Officer: ✓
- Chief Finance Officer: ✓

18. Glossary

The meaning of any abbreviations used is explained in the body of the report.