

**North East Combined Authority, Transport North East (Tyne and Wear)  
Sub-Committee**

13 July 2017

**Approved Minutes**

Meeting held Committee Room, North Tyneside Council, Quadrant, The Silverlink North,  
Cobalt Business Park, North Tyneside, NE27 0BY

**Present:**

Councillor: J Harrison (Chair)

Councillors: G Hobson, Cllr M Brain, J McCarty and M Mordey

**1 APOLOGIES FOR ABSENCE**

None

**2 DECLARATIONS OF INTEREST**

None

**3 MINUTES OF THE PREVIOUS MEETING HELD ON 20 APRIL 2017**

**RESOLVED** – that the minutes of the meeting held on 20 April 2017 were agreed as a correct record and signed by the Chair.

**4 METRO TRANSITION PROJECT COMPLETION UPDATE**

Submitted: report of the Metro Transition Director (previously circulated and a copy attached to the Official Minutes)

Members received a report provided by the Nexus Metro Transition Assurance Committee (MTAC) in relation to the Metro Transition Project as requested by the Committee at its meeting on 20 April 2017; a copy was appended to the main report.

The independent Chairman of MTAC (Stephen Banaghan) was present at the meeting and explained the transition process highlighting key points which included:

- The main aim was to review and challenge all aspects of the Metro Transition project.
- The decision to establish a wholly owned subsidiary limited company as the vehicle for transition, had been made early in the process.
- Excellent engagement with trade unions and staff.

- There were strong controls over the project and budget risks.
- The transfer of ICT systems, the update of IP telephony, mobile telephony, printer hardware and general ICT licensing and support arrangements were identified as an area of considerable risk and dealt with successfully.

During discussion Members showed their appreciation for the dedication and work undertaken to ensure a smooth transition into bringing the Metro back into publicly controlled operation demonstrating that the public sector can deliver a successful transport system.

Points to note:

MTAC had sight of a detailed analysis of accounts and contracts which were to be novated to Nexus

DBTW staff were consulted and briefed throughout the transition process, any uncertainties were alleviated.

Around 500 DBTW staff were transferred to Nexus by TUPE.

**RESOLVED** – that the Transport North East (Tyne and Wear) Sub Committee noted the report.

## 5 **METRO PERFORMANCE UPDATE**

Submitted: Report of the Managing Director (Transport Operations) previously circulated and a copy attached to the Official Minutes).

Members considered the report which provided an update on metro performance for twelve weeks from 5 March 2017 to 27 May 2017 (Period 13 2016/17 and Periods 1 and 2 2017/18).

Committee were assured that despite some challenges, budgets were in the main, on target with some savings on the revenue budget.

In discussion Members commented on the following:

The effectiveness of the service given the age of the rolling stock, particularly the ability to deliver a reliable timetable.

A Member requested details of the one staff RIDDOR reportable accident.

Peak fleet availability affected by the number of Metrocars requiring major repairs.

The importance of fleet replacement.

**RESOLVED** – that the Sub Committee considered and noted the report.

## 6 **MONITORING NEXUS' PERFORMANCE 2016/17**

Submitted: Report of the Managing Director (Transport Operations) (previously circulated and a copy attached to the Official Minutes).

Consideration as given to the report the purpose of which was to provide a general review of nexus' performance against the Corporate Business Plan for 2016/17.

Members noted that in general 2016/17 had been a positive year. Notable achievements for 2016/17 were set out in section 1.3 of the report.

**RESOLVED** - that the Sub-Committee noted the report.

## 7 **MONITORING NEXUS' PERFORMANCE 2017-18**

Submitted: Report of the Managing Director (Transport Operations) (previously circulated and a copy attached to the Official Minutes).

Members considered the report which provided an update on Nexus' performance against its Corporate Business Plan target and objectives for 2017/18 over the first two four week reporting periods from 1 April to 27 May 2017.

In respect of the current situation it was noted that there were no major concerns however, attention was drawn to the works due to commence to replace Killingworth Road Bridge and the impact on road and rail users.

**RESOLVED** – that the Transport North East (Tyne and Wear) Sub Committee noted the report and the details of Nexus' corporate performance in delivering services and projects for the first eight weeks of 2017/18.

## 8 **METRO TICKET ACCEPTANCE ON COMMERCIAL BUSES DURING UNPLANNED DISRUPTIONS TO SERVICE**

Submitted: Report of the Managing Director (Transport Operations) (previously circulated and a copy attached to the Official Minutes).

Consideration was given to the report which provided an overview of how Metro arranged alternative transport when there is an unplanned disruption to service, and specifically the acceptance of Metro tickets on commercial bus routes, in response to concern from TWSC that some passengers had complained about this process. It describes actions being taken to improve journey experience for passengers when this is required.

Members heard that in 2016-17 there were 20 complaints to Metro of bus drivers refusing to accept Metro tickets, spread between nine incidents. In the current year to date there have been 18 complaints spread between four incidents; twelve of these were related to a single incident during the morning peak travel on 6 April; vandalism had halted trains in the Pelaw area for up to one hour.

The report detailed the process used at times of unplanned disruption; this would begin with Metro agreeing to pay a service fee to the bus companies for replacement bus services on the network followed by a period of time to allow operators to inform

drivers of the unplanned disruption and the agreement to accept Metro tickets; instructions are relayed to drivers using the bus cab radio system.

Members agreed that it was important to communicate the challenges involved to the public, enabling them to better understand the processes required to transfer Metro tickets to the bus network.

**RESOLVED** – that the Transport North East Sub-Committee noted the report.

9 **UPDATE ON NEXUS' CORPORATE RISK REGISTER 2017/18**

Submitted: Report of the Managing Director (Transport Operations) (previously circulated and a copy attached to the Official Minutes).

Members considered the report the purpose of which was to provide an update on Nexus' Corporate Risk Register for 2017/18.

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

10 **EXCLUSION OF PRESS AND PUBLIC**

**RESOLVED** – that by virtue of paragraphs 3 and 5 of Part 1 of Schedule 12A of the Local Government Act 1972 the press and public be excluded from the remainder of the meeting during the consideration of agenda items 11, 12 and 13 (Confidential Minutes of the Previous Meeting, Concessionary Travel Reimbursement 2017/18 and 2018/19 and Tyne Tunnels Update) because exempt information was likely to be disclosed and the public interest test against disclosure was satisfied.

14 **DATE AND TIME OF NEXT MEETING**

14 September 2017 at 2.00pm