

North East Combined Authority

Transport North East (Tyne and Wear) Sub-Committee

24 November 2015

Meeting held: Durham County Council, County Hall, Durham, DH1 5UQ

Present:

Councillor: Harrison (Chair)

Councillors: G Hobson, J McCarty, McElroy and M Mordey

PERFORMANCE OF THE METRO SERVICES

Prior to the start of the formal meeting, Members were addressed by a representative of a campaign group, who welcomed the Metro Services for the 2015 Great North Run report but suggested that detailed consideration should be given to the specific issue with power and also that expert advice should be sought externally as the group believed that the current arrangements were not resulting in improvements.

The Chair then commented on the importance of the Metro system working correctly. He also referred to a letter that had been received from the campaign group in advance of this meeting and explained that officers would be asked to consider the issues raised in the letter.

35 APOLOGIES FOR ABSENCE

There were no apologies for absence received.

36 DECLARATIONS OF INTEREST

There were no declarations of interest.

37 MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meeting held on 17 September 2015 were approved as a correct record and signed by the Chair.

Matters Arising

(a) Nexus Publicity Marketing and Promotion Policy

(Minute 26 refers)

A Member asked for a copy of the document on the relevant budget and spend.

(b) Monitoring Nexus' Performance: 1st April to 18th July 2015

(Minute 21 refers)

Members noted an update in relation to the forthcoming installation of audio-visual equipment on the Sunderland 700 bus service.

(c) Expiry of the Tyne and Wear Metro Concession and Option to Extend

(Minute 23 refers)

On advice from the Managing Director (Transport Operations), the Chair agreed that the status of this deferred item would not change until further discussions had taken place.

(d) Use of "Gold Card" Travel Pass on Metro – Response to Petition

(Minute 25 refers)

Member noted the timescale in relation to the implementation of the modification of the software to allow the specified flexibility in relation to the time of operation of the Gold Card.

38 METRO SERVICES FOR THE 2015 GREAT NORTH RUN

Submitted: An update report of the Managing Director (Transport Operations) (previously circulated and copy attached to Official Minutes).

Members considered the report which provided an update on Nexus's review into the delivery problems that had been experienced on Metro during the 2015 Great North Run.

Members noted advice from officers that the problems with power on Metro were being addressed and that not all points made by the campaign group earlier in the meeting were strictly accurate.

The Sub-Committee was addressed by the Managing Director of DB Regio Tyne and Wear who offered apologies for the poor performance of the Metro services on the day of the Great North Run and provided explanation.

Members asked questions of officers. It was noted that:

- In accepting the report and apologies, Members emphasised that it was important that the Sub-Committee continued to monitor the performance of Metro and received regular up-to-date information on the progress of the implementation of actions. The work on the nine recommendations for improvements should feature in future reports on the Metro concession performance management.
- Members commented that improvements were needed to the day-to-day services as well as any special events.

- Members also commented on the level of implications that had had been caused by the problems with the Metro services on the day of the Great North Run. Members emphasised the importance of ensuring that no such issues arose in the future.
- Members queried the incorrect communication on the day of the event

In response, it was noted that:

- The incorrect information in the statement that had been issued by DB Regio Tyne and Wear on the day of the Great North Run had been given in good faith.
- DB Regio Tyne and Wear gave assurances that the company undertook contingency planning which was reviewed continuously. Contingency arrangements were agreed and reviewed jointly with Nexus.
- Due to the amount of issues on the day, the lack of full understanding of the issues, the lack of good planning and preparation for the issues, the method of the allocation of drivers, the lack of resources and the way the decisions had been taken, since the issues had escalated on the day of the Great North Run DB Regio Tyne and Wear were not able to recover. The company was now undertaking an internal review as part of the plan to address issues. Members received assurance from officers that arrangements had been put in place to avoid similar issues in future.

RESOLVED – That:

- i. the findings contained within Nexus' review be noted;
- ii. Nexus' opinion that the events around the 2015 Great North Run were considered to be a one-off be noted;
- iii. the apology Nexus extended be noted; and
- iv. the Sub-Committee be provided with regular updates on progress of the implementation of actions.

39 **MONITORING NEXUS'S PERFORMANCE: 1 APRIL TO 12 SEPTEMBER 2015**

Submitted:

- (i) A joint report of the Chief Executive Officer for Transport and Managing Director (Transport Operations) (previously circulated and copy attached to Official Minutes); and
- (ii) A comparison chart (National PPM – 2015/16) (with the Chair's permission, due to the timetables involved circulated at the meeting and copy attached to Official Minutes).

Members considered the report which provided an update on the performance of Nexus against its Corporate Business Plan for 2015/16.

Members noted the key matters arising, including the strong growth of the Metro patronage, the national comparison position of the Tyne and Wear Metro with regard to the Public Performance Measure (PPM) in 2015/16, customer satisfaction, smart ticketing and the work to analyse the Quality Contracts Scheme Board opinion on the proposed Quality Contracts Scheme.

During the ensuing discussion, it was also noted that:

- The information in the report covered the period from 1 April to 12 September 2015 and therefore pre-dated the Great North Run. With regard to the current position, whilst the ridership continued to grow, it was likely that customer satisfaction with the system could show a different position. This information would be collected and analysed in due course and reflected in a future report.
- Members commented that due to the age of the Metro system it was only reasonable to expect that problems with the system would continue; the region needed the new rolling stock.
- Members noted the position in relation the Tyne Ferry ridership, which had a natural tendency to fluctuate.
- The ridership position in relation to secured bus services was not necessarily an accurate indicator of the bus ridership position.
- Members commented on the importance of achieving consistently good public transport services.
- Members welcomed the increase in the Metro patronage, the rolling out of smart ticketing and the improvements to customer experience through announcements.

RESOLVED – That the report be noted.

40 **TYNE AND WEAR METRO PERFORMANCE UPDATE**

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

Members considered the report which provided an update on the current performance issues with regards to DB Regio Tyne and Wear.

During the ensuing discussion, it was noted that:

- The Chair asked that consideration should be given to looking into the feasibility of consolidating future reports on the Tyne and Wear Metro Performance and Monitoring Nexus' Performance into one report.

- Members commented on the importance of improvements to the Metro services. Members commented on the role of the Sub-Committee in working to ensure good services and driving improvements, and requested that an action plan for improvements should be devised. It was important that the Sub-Committee was kept up-to-date on any issues arising, including contingency planning. A Member suggested that additional meetings might be required to discuss issues with Metro.
- The Chair emphasised the importance of a consistent level of good performance and asked for future reports to include a detailed plan on how improvements would be achieved. The Chair asked for regular, detailed reports.
- It was noted that the differences in the performance between Periods 6 and 7 were due to Period 7 being inclusive of the data for the Great North Run.
- Members also commented on the importance of holding Network Rail to account on the issues related to the management of rail. Representatives of Network Rail would be invited to a future meeting.

RESOLVED – That:

- i. the report be noted;
- ii. the Sub-Committee be provided with regular, detailed update reports, inclusive of a detailed action plan for improvements and information on the progress of its implementation; and
- iii. the future report should include responses to the issues raised by the campaign group in relation to the performance of Metro.

41 REVISION TO THE METRO AND FERRY FARES 2016

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

Members considered the report which sought their approval for the proposed changes to the Metro fares and the Tyne Ferry fares for 2016. The report also referred to the future direction of the Metro fares strategy, the price of the Gold Card and Child Concessionary Fares.

RESOLVED – That:

- i. the proposed Metro fares for 2016, as set out in section 5 of the report, and the proposed Ferry fares for 2016, as set out in section 2 of the report at paragraphs 2.3, 2.4 and 2.5, be agreed;
- ii. the fares changes be effective from the 2nd January 2016; and
- iii. the report and Appendices A, B, C and D be noted.

42 **NEXUS' ANNUAL ACTIVITY AND EXPENDITURE REPORT 2014/15**

Submitted:

- (i) A report of the Managing Director (Transport Operations) (previously circulated and copy attached to Official Minutes); and
- (ii) A replacement appendix with revised figures for the Concessionary Travel on Bus and the Tyne Ferry patronage (with the Chair's permission, due to the timetables involved circulated at the meeting and copy attached to Official Minutes).

Members considered the report, including the revised appendix as circulated at the meeting, which provided financial and statistical information relating to Nexus's services as part of its annual reporting processes.

RESOLVED – That report be noted.

43 **NEXUS'S CORPORATE BUSINESS PLAN 2016/17 TO 2018/19**

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

Members considered the report, which provided an update on the development of Nexus's Corporate Business Plan for 2016/17 to 2018/19.

RESOLVED – That:

- i. the report be noted; and
- ii. the Sub-Committee noted that the final version of the plan would be submitted to the relevant committee in January 2016 as required under the constitution.

44 **CONCESSIONARY TRAVEL POLICY FOR TYNE AND WEAR**

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

Members considered the report which set out the policy for Concessionary Travel in the Tyne and Wear area, which was operated by Nexus on behalf of the Combined Authority.

RESOLVED – That the Concessionary Travel Policy be approved.

45 **DRAFT TRANSPORT BUDGET AND LEVIES 2016/17**

Submitted: A report of the Chief Finance Officer and a replacement table for Table 1 at paragraph 2.2 (previously circulated and copy attached to Official Minutes).

Members considered the report, including the revised table at paragraph 2.2, which provided a summary of the latest information about the draft transport budgets and transport levies for 2016/17 and invited Members' comments in order to inform recommendations for the 19th January 2016 meeting of Leadership Board.

RESOLVED – That:

- i. the contents of the report be noted;
- ii. the Transport net Revenue Budget and Levy of £65.120m proposed for 2016/17 as set out in section 2 be noted;
- iii. the need to set a balanced budget for Nexus over the medium term, which would involve reducing the annual net cost of services by an estimated £7m or more from 2017/18 be noted; and
- iv. the proposal to carry out a strategic review of the Transport Budget in Tyne and Wear, taking into account the outcome and impact of the Spending Review, with a view to identify options for reducing service budgets for consultation in 2016 for implementation from 2017 onwards, be endorsed.

46 **DATE AND TIME OF NEXT MEETING**

Thursday, 28 January 2016 at 2pm at Sunderland Civic Centre.

47 **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 during the consideration of agenda items 14, 15 and 16 (Confidential Minutes of the Previous Meeting, Tyne Tunnels Update and Update on Nexus' Strategic Risk) because exempt information was likely to be disclosed and the public interest test against the disclosure was satisfied.