

## North East Combined Authority

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

28 April 2016

Meeting held: Civic Centre, Barras Bridge, Newcastle upon Tyne, NE1 8QH

#### Present:

Councillor: J Harrison (Chair)

Councillors: G Hobson, J McCarty and J McElroy

#### 72 **APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor M Mordey.

#### 73 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

#### 74 **MINUTES OF THE PREVIOUS MEETING**

The minutes of the previous meeting held on 26 February 2016 were approved as a correct record and signed by the Chair.

The Chair referred to a question he had recently received from a member of the public and confirmed that the Sub-Committee remained firm with regard to effective monitoring of the performance of Metro.

#### 75 **MONITORING NEXUS' PERFORMANCE: 1 APRIL 2015 TO 27 FEBRUARY 2016**

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' performance against its Corporate Business Plan targets and objectives for 2015/16 for the period 1 April to 27 February 2016, with particular emphasis on the period from 6 December 2015 to 27 February 2016. The report was introduced by the Managing Director (Transport Operations) who drew Members' attention to the key matters arising.

It was noted that the Managing Director of DB Regio Tyne and Wear (DBTW) would soon be leaving DBTW to take another role within the Arriva group. The Chair thanked her for taking part in the work of the Sub-Committee.

During the ensuing discussion Members received clarification in respect of the following matters:

- the contractual target for Customer Satisfaction;
- the issues with Metro services that were experienced earlier in the day;
- the high level of priority that was given to the safety of Metro services and associated infrastructure;
- communication with passengers about disruptions to Metro services;
- the improvement in the performance of Metro services;
- the rolling out of smart ticketing across the region;
- the success of the region in introducing, processing and using smart data on boardings, particularly in respect of concessionary travel;
- the success of the region in being the only example in the country to introduce a smart discretionary concession product, on the England National Concessionary Travel Scheme (ENCTS) smart card;
- the work to make the public aware of the various fare options and smart ticketing;
- the ongoing commitment to continue the work to develop a better way of integrating smart ticketing across the region and across various modes of travel;
- the relatively positive financial position when compared to the start of the year, particularly in respect of the revenue budget; and
- the monitoring of the trial to allow cycles on Metro, the findings of which would be presented at a future meeting.

Arising from the ensuing discussion, Members requested the following actions to be undertaken:

- In the light of the forthcoming departure of the Managing Director of DBTW, Members asked for the continuity of the relationship between the Sub-Committee and DBTW with a dedicated representative(s) of the senior management team of DBTW attending meetings of the Sub-Committee to continue and support the regular reporting on the performance of Metro.
- The Chair asked for further evidence of improvement in performance, particularly in the light of the significant investment in Metro's infrastructure.
- Members asked that the work should continue to develop one integrated smart card that was capable of holding various products for different modes of travel and different areas across the region thereby improving accessibility, connectivity and ease of travel.
- A Member suggested that feedback from customers should be used to measure the success of interventions to improve the performance of services and communication of disruptions to services.
- A Member asked that a report should be submitted to the next meeting on the work to prepare for the Great North Run (GNR) 2016.

**RESOLVED** – That:

- i. The report be noted; and

- ii. The actions requested be followed up.

## 76 **METRO OPERATIONS 2017 TO 2019**

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

Members considered the report which provided information on the work to prepare for the transition of the management of the operation of Metro from DBTW to Nexus from 1 April 2017. The report was introduced by the Managing Director (Transport Operations) and the Metro Transition Director, Nexus.

In welcoming the report, the Chair commented on the Sub-Committee's performance-oriented approach and asked for information on key milestones and associated performance with regard to the work to prepare for the transition.

Members commented on the following matters:

- the significant amount of work involved in preparing for the transition;
- the need for establishing the true financial costs and other implications involved;
- the importance of managing public expectation;
- the importance of assurances and information on key dates and progress;
- the importance of continuing to work jointly with DBTW;
- the importance that the staff understood the position and any relevant changes;
- the good progress achieved in utilising social media; and
- the importance of improving the performance of Metro irrespective of the owner of the management of its operation.

**RESOLVED** – That:

- i. The report and comments made be noted; and
- ii. A report be brought to a future meeting on the programme to prepare for the transition.

## 77 **NEXUS' STRATEGIC RISKS 2016/17**

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

Members considered the report which provided information on Nexus' strategic risk register and invited their comments. The report was introduced by the Director of Finance and Resources, Nexus.

The ensuing discussion included the following matters:

- the composition of Nexus' Audit Committee which included the two independent members of the NECA Governance Committee; and

- the work to ensure the retention of skilled staff.

**RESOLVED** – That:

- i. The report be noted; and
- ii. A copy of the Risk Register that was being worked on by Nexus' Audit Committee be provided to a future meeting for information.

78 **DATE AND TIME OF NEXT MEETING**

July 2016, date and time would be confirmed in due course.

79 **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 press and public be excluded from the remainder of the meeting during the consideration of agenda items 9 and 10 (Confidential Minutes of the Previous Meeting and Tyne Tunnels Update) because exempt information was likely to be disclosed and the public interest test against the disclosure was satisfied.