

North East Joint Transport Committee, Tyne and Wear Sub-Committee

Thursday 4th April, 2019 at 2.00 pm

Meeting to be held in a Committee Room, Gateshead Civic Centre, Regent Street, Gateshead, NE8 1HH

AGENDA

	Page No
1. Apologies for Absence	
2. Declarations of Interest	
Please remember to declare any personal interest where appropriate both verbally and by recording it on the relevant form (to be handed to the Democratic Services Officer). Please also remember to leave the meeting where any personal interest requires this.	
3. Minutes of the previous meeting held on 31 January 2019	1 - 8
4. Monitoring Nexus' Performance and Metro Performance Update	9 - 14
5. Metro Asset Renewal Plan Update	15 - 20
6. Investment in the existing Metro Fleet	21 - 26
7. Nexus' Corporate Risks 2019/20	27 - 46
8. Major Summer Events Plan	47 - 52
9. Proposed Changes to Companion Card Eligibility Criteria	53 - 58
10. Tyne Tunnels Update	59 - 80
11. Date and Time of Next Meeting	

To be confirmed at the Annual Meeting.

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To All Members

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North East Joint Transport Committee, Tyne and Wear Sub-Committee

DRAFT MINUTES TO BE APPROVED

31 January 2019

Meeting held Committee Room, Sunderland Civic Centre, Burdon Rd, Sunderland SR2 7DN

Present:

Councillor: G Hobson (Chair)

Councillors: C Johnson, J McElroy, J McCarty and A Wilson

14 APOLOGIES FOR ABSENCE

All members were present at the meeting.

15 DECLARATIONS OF INTEREST

Councillor McElroy declared a personal interest in items 8 and 9 as a holder of a concessionary travel pass.

(a) Minutes of the Inquorate Meeting held on 21 November 2018

The minutes of the inquorate meeting held on 21 November 2018 were agreed as a correct record and would be signed by the Chair at the next meeting.

(b) Minutes of the Meeting held on 30 November 2018

The minutes of the meeting held on 18 December 2018 were agreed as a correct record and would be signed by the Chair at the next meeting.

16 MONITORING NEXUS' PERFORMANCE AND METRO PERFORMANCE UPDATE

Submitted: Report of the Managing Director (Transport Operations) (previously circulated and copy attached to the official minutes).

The Chair advised that items 4 and 5 would be taken together as the content of both reports overlapped.

Tobyn Hughes (Nexus Managing Director – Transport Operations) introduced the reports and advised that the first provided an overview of Nexus' performance in delivering the corporate plan across all of the services it delivered.

At the request of the Sub-Committee a specific paper was provided to pick up on recent Metro performance. This was because during the autumn period of 2018, performance on Metro was undoubtedly disappointing, well below where Nexus would have liked it and clearly frustrating for passengers to whom the organisation apologised to again for ongoing poor performance.

Understandably, passengers aired their views on social media and elsewhere and there was a noticeable dip in the scores of the three monthly satisfaction survey. There were various causes for these delays including a high prevalence of fleet faults, partly related to the aging fleet and partly relating to maintenance issues at the depot; there was a major radio system outage and several interruptions to the power supply. These operational difficulties were compounded by intermittent problems with station information displays and passenger announcement systems at platforms. This led to not only disruption in the rush hour for passengers on a number of different occasions over the autumn but also a marked decline in the quality of information that should be provided during disruptions. In response, a number of changes had been made to processes and new investment had been targeted. Since December, performance on the Metro had recovered reasonably well, to approximately 80% in punctuality terms and it was hoped that this would be maintained going forward.

The most recent outage problem had occurred on the evening of 24 January when a snapped overhead line led to disruption in the rush hour and trains could not run between Monument to Heworth. The fault was caused by the age of the asset which again highlighted the critical need to keep investing in the system to reduce areas of risk and it was noted there is an ongoing overhead lines renewals programme. Nexus again apologised to passengers for a disruptive evening as people had to seek alternative forms of transport which added to the pressure on the bus network.

Sub-Committee members also welcomed the £1.3M investment which would make a difference over time.

Concern was expressed around the secured bus service patronage decline and the Sub-Committee needed to look more carefully into that to see why that had happened.

The decline in the customer satisfaction survey scores was to be expected given the problems with the service. More monitoring of what was going on and reassurance that the staff team were doing everything possible to keep the trains running would enable members to provide reassurances to residents.

The Pop Blue was a really good offer although more needed to be done. Young people had welcomed the offer especially those in apprenticeships and low paid work. This illustrated that the report contained good news as well as being honest and open about problems with the Metro.

A question was asked about how the 14 new posts would be funded given the resource constraints detailed in the report.

Approximately £0.9M of the £1.3M was being used to invest in improvements to the trains to make them more reliable. £400K was in connection with the new posts established in the depot to increase availability of the trains and this was an ongoing commitment and a feature of the base budget set by the Joint Transport Committee last week.

The struggle to retain drivers following recruitment and training was also raised. It was acknowledged that retention was a problem even though new drivers were offered a good package in terms of salary and terms and conditions within the NE region. Increased mainline railway timetables and additional services had impacted on retention in recent years. Northern Rail, TPE and other freight operators were offering more attractive packages which meant Nexus drivers able to do so could move on. Nexus had recently lost seven drivers to First Trans Pennine Express and a further five drivers would be leaving soon. Going forward, Nexus needed to do a number of things to make sure that drivers at Metro were as operational as possible. This would include working via the train crew agreement to make jobs more attractive through rosters, fatigue management etc; looking at changing the current four week notice period to possibly six months (to reflect the training period); and, working out how more drivers could be trained to cope with the high churn rate (at the moment a maximum of 24 drivers per year could be trained). However, it would be highly unlikely that Nexus would be in a position to match the very competitive salaries elsewhere on the national rail network.

A member stated that even though there had been recent improvement the Sub-Committee would continue to scrutinise performance to ensure that passengers got the best service possible.

The age of the rail and Metro infrastructure, and lack of investment, was raised in relation to the national performance of other rail systems. T Hughes advised that each railway system had its own challenges, but it was true that there were some similarities. One feature was that customers in the autumn of last year, on the national network as well as on the Metro, experienced greater delays than ever before. National train performance and customer satisfaction dipped to its lowest since 2007 as illustrated in a recent article in the press. This did not give great comfort to Nexus or its passengers as it had always performed better than the national network.

A question was asked about the safeguards being put in place to alleviate any conflicts of interest around the Proper Officer for Transport and the Director General of Nexus given that the roles were carried out by the same person.

The Monitoring Officer advised that this was also a matter of concern to the Joint Transport Committee and members should expect to receive a report on this matter at the next meeting of the Sub-Committee to provide assurances.

Although communications with passengers had improved greatly over recent years it was acknowledged that during a recent major incident it had not been to the high standard that Nexus set in their managing disruption plan. However, there was now

a team providing 24-hour social media cover being embedded in and assurances were given it would improve in the future.

Members welcomed the 24-hour social media cover as well as plans to increase the number of Customer Service Advisors (CSAs) from 98 to 104 in April 2019 to provide more flexibility to improve general performance issues.

Regarding ASB and violence on the Metro, a member asked what measures were being put in place with partners to alleviate difficult situations caused by disruptive individuals. It was understood that incidents of ASB had gone down but there was a perception that there had been an increase in the seriousness of incidents. To counter this Nexus had procured a further 45 body worn cameras to be worn by CSAs. Nexus worked really well with the police teams and other stakeholders and conducted night time security exercises including one tonight in Sunderland. In the longer term, the organisation would be looking to set up a specialist team with the new CSAs to go around the network preferably later at night. As such a lot of things were being put in place to try to manage the situation and Nexus was working closely with partners and stakeholders. However, it was pointed out that there was nothing about the Metro that generated crime of itself, but it reflected crime in the society it traversed; Nexus had a role in making passengers feel safe and providing reassurance that as much as possible would be done. Cross agency partnership working was the key to success.

There were also instances of people taking ill on the Metro and Nexus worked closely with the North East Ambulance Service as well as copying established procedures from the London Underground system.

In response to any potential benefits to the resilience of the network from the Howden satellite depot, officers advised that the reason for the Howden depot was because the Gosforth depot was being knocked down due to capacity issues. However, it would be useful to have another depot in the wider infrastructure where trains could be stabled. This would be similar to the South Shields Training Centre which could also house two trains.

RESOLVED - that the North East Joint Transport Committee (Tyne and Wear) Sub-Committee noted both the Monitoring Nexus' Performance and Metro Performance Update and Metro Performance Issues reports.

17 **METRO PERFORMANCE ISSUES**

Submitted: Report of the Managing Director (Transport Operations) (previously circulated and copy attached to the official minutes).

See above – with the agreement of the Chair items 4 and 5 were taken together as the content of both reports overlapped.

18 **NEXUS CORPORATE PLAN 2019/20**

Submitted: Report of the Managing Director (Transport Operations) (previously circulated and copy attached to the official minutes).

The Sub-Committee considered how Nexus' proposed Corporate Plan for 2019/20 would continuously adjust to align with the North East Joint Transport Committee's (JTC's) emerging Transport Plan as it developed to replace the three current Local Transport Plans in the area, including that for Tyne and Wear.

The Plan was built around three themes - delivering public transport today, preparing for the future and focussing on organisational effectiveness – and ten key priorities.

Responses to Member questions and points raised

- Funding uncertainty from April 2020 was a huge concern and a strong lobbying plan would need to be developed. Nexus would be making an application through the 2019 Spending Review and were working closely with DfT colleagues.
- Nexus was also critically examining its cost base due to uncertainty around the level of grant coming through in the future.
- Some time would need to be set aside to consider how item 6 of the executive summary - developing plans to expand Metro and local rail services, connecting communities not currently served by either Metro or Northern rail services could be funded.

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

19 **NEXUS' CORPORATE RISKS 2018/19**

Submitted: Report of the Managing Director (Transport Operations) providing an update on Nexus' Corporate Risk Register for 2018/19 and demonstrating that the risks were being properly managed and controlled (previously circulated and copy attached to the official minutes).

All of the 13 risks (with the exception of one that had improved) were recorded as stable. 'Protecting frontline services whilst balancing the budget' was recorded as improved as the year would end with a budget surplus.

RESOLVED – that the North East Joint Transport Committee (Tyne and Wear) Sub-Committee received and noted the update on Nexus' Corporate Risk Register for 2018/19.

20 **CONCESSIONARY TRAVEL REIMBURSEMENT FOR 2019/20 AND 2020/21**

Submitted: Report of the Managing Director (Transport Operations) providing an update on the Concessionary Travel budgets for 2019/20 and 2020/21 following negotiations between Nexus and the three major bus operators (previously circulated and copy attached to the official minutes).

The report provided an overview for the year ahead. Reimbursement of concessionary fares was governed by DfT guidance and was based on the principle that bus operators should be no better, or worse off as a result of carrying passengers with concessionary passes. Nexus had reached a negotiated settlement

with the three major bus operators for 2019/20 and 2020/21 which gave a greater degree of certainty in terms of next years' budget and the year after.

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

21 **GOVERNMENT FUNDING FOR CONCESSIONARY TRAVEL**

Submitted: Report of the Chief Finance Officer providing information about government funding for Concessionary Transport (previously circulated and copy attached to the official minutes).

The report highlighted the scale of cuts in funding for Concessionary Travel since 2011/12 and the significant under-funding across the country. It also reported on the current consultation paper by the Ministry of Housing, Communities and Local Government (HCLG) on future funding for local Government; the proposal could lead to a further underfunding of concessionary travel in Tyne and Wear in future years, which could create an increased risk to the provision of transport services in the future.

This information was included in a report to the Joint Transport Committee at its meeting on 22 January 2019.

The key issue identified in the report was the need to influence government to restore funding for Concessionary Travel at a national level and to ensure that the distribution of available funding adequately reflected the demand and cost of concessionary travel, across the North East and in Tyne and Wear.

Detailed evidence had been provided to the National Fair Funding Technical Working Group on Needs and Redistribution over the last two years and the group supported the retention of a specific formula. This included a very detailed paper giving evidence from the North East Combined Authority in September 2018. It was proposed that the Chair of the Joint Transport Committee be given delegated authority to agree a response to the consultation paper in consultation with senior officers by 21 February.

The Chair, on behalf of the Tyne and Wear Sub-Committee, thanked the Chief Finance Officer for his continued work on this issue.

Responses to Member questions and points raised

- The issues around air quality were limiting for road vehicles but the Sub-Committee needed to ensure that there was long term public transport provision. If the number of secured bus services decreased to cope with ongoing pressures the value of the concessionary passes would diminish. It was hoped that all groups with the potential to lobby on this would do so.
- The Chief Finance Officer had outlined austerity continuing; given that this issue had been discussed at the recent meeting of the Joint Transport Committee, a really strong, robust response should be submitted to the 'Fair Funding Review'.

- This region had relatively low car ownership and this was not reflected accurately in the proposals; this also had to be highlighted and addressed.
- Other factors that needed to be fed back to the Select Committee were that deprivation must be taken into account by government and that usage also had to be factored in. The existing formula did include these factors.

The Chief Finance Officer stated that the evidence heard yesterday by the Select Committee was around the need for a national bus strategy to raise the profile and demonstrate cross cutting links, for example, to health via air quality.

The Chair stated that work was needed to raise the profile of these issues and get the backing of local MPs, the Shadow Transport Minister, the pensioners associations, the transport users groups and anyone else who could put pressure on the government to try and get a fairer funding formula.

RESOLVED – that the Tyne and Wear Sub-Committee agreed to:

- Receive the report for information, consideration and comment in order to help shape the approach and the response to the government, in order to secure a fairer funding outcome.
- Confirm that the Chair of the Joint Transport Committee agree a response to the consultation paper in consultation with senior officers by the 21 February.

22 **TYNE TUNNELS UPDATE**

Submitted: Report of the Managing Director (Transport Operations) (previously circulated and copy attached to the official minutes).

The purpose of this report was to provide Members with an update on activities at the Tyne Tunnels relating to:

1. The operation of the New Tyne Crossing;
2. Proposed increase in Tyne Tunnel Tolls; and
3. The Tyne Pedestrian and Cycle Tunnels (TPCT) - Phase 3 improvement works.

Responses to Member questions and points raised

- The improved communication methods were welcomed as were the new technologies available in response to what customers had been asking for.
- The 10% discount on pre-paid accounts would go some way to mitigating the proposed increase to the toll costs.
- The Chair had personal experience of Advanced Number Plate Recognition (ANPR) and the benefits from using this type of system and hoped the ways of operating worked as well with the Tyne Tunnels.

RESOLVED - that the Tyne and Wear Sub-Committee agreed to:

- Note the contents of the New Tyne Crossing update;

- ii
 - a) Approved the increase in tolls for Class 2 vehicles from £1.70 to £1.80 to take effect from April 2019;
 - b) Approved the increase in tolls for Class 3 vehicles from £3.40 to £3.60 to take effect from April 2019;
 - c) Approved the continuation of the 10% discount for permit holders;
 - d) Authorised the Monitoring Officer to publish the relevant notices and submit the necessary documentation to the Secretary of State, as prescribed in the River Tyne (Tunnels) Order 2011.
- iii Note the contents of the Tyne Pedestrian and Cycle Tunnels update.

23 DATE AND TIME OF NEXT MEETING

Thursday 4 April 2019 at 2.00pm, at Gateshead Civic Centre.

The Chair thanked Peter Judge (Monitoring Officer) and Paul Woods (Chief Finance Officer) for their work on behalf of the Sub Committee and the Joint Transport Board.

24 EXCLUSION OF PRESS AND PUBLIC

By virtue of paragraphs 3 and 5 of Part 1 of Schedule 12A of the Local Government Act 1972, Members present agreed to exclude the press and public from the remainder of the meeting.

25 CONFIDENTIAL MINUTES OF INQUORATE MEETING HELD ON 21 NOVEMBER 2018

The minutes of the meeting held on 21 November 2018 were agreed as a correct record and would be signed by the Chair at the next meeting.

North East Joint Transport Committee, Tyne and Wear Sub-Committee

Date: 4 April 2019

Subject: Monitoring Nexus' Performance

Report of: Managing Director, Transport North East

Executive Summary

The report provides a summary update on Nexus' performance in delivering the key priorities of its Corporate Plan for 2018/19 over the forty-four weeks to 2 February 2018 – the end of the eleventh 4-weekly period (P11).

Recommendations

The Tyne and Wear Sub-Committee is recommended to:

- i) Note Nexus' performance in realising the key priorities in its Corporate Plan for 2018/19.
- ii) Note that a separate report and presentation is to be made on the £300m capital investment milestone reached in delivering the current eleven-year Metro Asset Renewal Programme.
- iii) Note Nexus' intention to provide the Sub-Committee with topical updates on matters of interest in order to provide insight to the work of Nexus and how we carry out our functions as the delivery agency for the Joint Transport Committee's public transport functions in Tyne and Wear.

1. Background Information

1.1 The report provides summary information about Nexus' progress against its Corporate Plan (CP) targets and objectives for 2018/19 over the forty-four weeks from 1 April 2018 to 2 February 2019.

1.2 For 2018/19 the CP has three main themes and twelve key priority workstreams (four in each theme).

1.3 Applying a RAG (Red/Amber/Green) status to each of these workstreams the overall performance is summarised below:

Theme 1: Deliver public transport today.		Status
Workstream	Improve the Metro customer journey experience <ul style="list-style-type: none"> The most recent Metro Customer Satisfaction Survey in February saw an improvement in the overall score (paras 1.4 & 1.5 below) Metro ridership is ahead of target, but fare income is forecast to be below target at the year-end (paras 1.6 & 1.7 below) Progress has been made returning long-term stopped Metrocars to service, improving fleet availability A report on investing in the existing Metro fleet forms a separate agenda item 	Amber
	Introduce a more affordable fares offer for the under '19s	Green
	Protect levy funded frontline services	Green
	Deliver technological improvements <ul style="list-style-type: none"> With regard to Host Card Emulation (your phone becomes your smartcard), agreements to satisfy data protection requirements are being finalised prior to a pilot being implemented A new online portal dealing with applications for Metro season tickets and concessionary passes will be available by end of May Software upgrades have improved ticket machine performance over the last year, and this will continue with further developments over the next quarter 	Amber

Theme 2: Prepare for the future		
Workstream	Procure a new fleet of trains and their maintenance	Green
	Develop devolution proposals for Northern Rail franchise	Green
	Develop plans to expand Metro and local rail services	Green
	Develop plans to improve the local bus network	Green

Theme 3: Focus on organisational effectiveness		
Workstream	Implement change and pursue continuous improvement	Green
	Deliver the new Nexus' Learning Centre in South Shields <ul style="list-style-type: none"> • There is a 17 week delay to the programme, however confidence is now greatly improved and plans are in place to minimise any further delay • The new Head of Learning has started work to update and improve the training and development offer across Nexus Group • Current training programmes are being delivered on schedule at existing facilities 	Amber
	Continue the planned Asset Renewal Programme	Green
	Facilitate change in local political governance	Green

- 1.4 The overall score in the latest quarterly Metro Customer Satisfaction Survey (CSS) at 7.3 (February 2019) showed an improvement on the November 2018 score of 7.2. The CSS used to take place every six months (May and November) but, starting with the May 2018 survey, is now every three months (May, August, November and February) to provide a more immediate measure. Being the first February survey in the new quarterly cycle there is no direct year on year comparison. Actions being taken improve punctuality and reliability should further increase the overall satisfaction score. The next survey is in May.
- 1.5 Within the CSS 23 areas of Metro service are split into the six categories. The level of overall customer satisfaction is also included in the survey. Compared with the Nov '18 results, scores increased in overall satisfaction and two of the six categories (Information and Ticketing); and remained static in two categories (Station Equipment and Cleanliness); with decreases in two categories (Security and Staff availability).
- 1.6 In the year to 2 February 2018, cumulative Metro patronage was 30.750m, 3.7% ahead of the 29.641m target. The Moving Annual Total for the last thirteen four-weekly periods was 36.318m.

1.7 In the year to 2 February cumulative Metro farebox revenue amounted to £38.561m. This represents a 1.5% shortfall against the revised budget which was set with reference to an improved position against the original budget as reported in the autumn. However, as the year has progressed, a downturn in expected revenue means that the likely outturn is now expected to be in line with the original budget, £45.5m. Although this is £0.700m or 1.6% in excess of the 2017/18 fare revenue, it does represent a further financial challenge to Nexus given that the 2019/20 budget was developed earlier in the year at a time when the farebox was performing better than it is now.

1.8 In P11 cost savings of £0.645m were forecast, taking the expected Nexus Group forecast to an outturn surplus of £0.751m against the revised base budget of £0.975m.

2. Proposals

2.1 It is proposed that future performance reporting will follow this format, with a concise statement about the status of the workstreams being pursued to achieve the key priorities in Nexus' Corporate Plan followed by an in depth topic based presentation about an aspect of Nexus' activities as the delivery agency for public transport functions in Tyne and Wear.

2.2 The Sub-Committee is invited to suggest possible topics of interest for future coverage, so that an outline programme of intended presentations can be developed. The subject matter could range from immediate matters, such as actions being taken to remedy specific service delivery issues, to taking a longer term forward-look in relation to transport functions within the Sub-Committee's remit (as listed in Part 4.1 of the Joint Transport Committee's Standing Orders).

3. Reasons for the Proposals

3.1 The proposals set out above are intended to increase transparency and understanding about how Nexus carries out its transport functions, thereby enhancing the Sub-Committee's ability to carry out its functions in respect of monitoring the full range of activities relating to Nexus' overall performance.

4. Alternative Options Available

4.1 An alternative option would be to retain the current arrangements for monitoring Nexus' performance.

5. Next Steps and Timetable for Implementation

5.1 A concise report updating on Nexus' performance will be presented to each scheduled meeting of the Tyne and Wear Sub-Committee and a programme of topical presentations will be prepared. An outline programme will be developed and presented for information at the Sub-Committee's meeting in July.

6. Potential Impact on Objectives

6.1 Monitoring of Nexus' performance helps to provide assurance that local transport policies and objectives are being implemented efficiently and effectively.

7. Financial and Other Resources Implications

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

8. Legal Implications

8.1 There are no direct legal considerations arising from this 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 scheduled meeting of the Tyne and Wear Sub-Committee in parallel with this report.

10. Equality and Diversity

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

11. Crime and Disorder

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

12. Consultation/Engagement

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

13. Other Impact of the Proposals

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

14. Appendices

14.1 None

15. Background Papers

15.1 Nexus' Corporate Plan 2018/19 as considered and approved at the former Transport North East (Tyne and Wear) Sub-Committee meeting held in January 2018.

16. Contact Officers

16.1 Toby Hughes,
Managing Director, Transport North East

Email: tobyn.hughes@nexus.org.uk

Tel: 0191 203 3246

17. Sign off ✓

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

18. Glossary

Any acronyms or technical terms used are explained in the body of the report.

North East Joint Transport Committee, Tyne and Wear Sub-Committee

Date: 4 April 2019
Subject: Metro Asset Renewal Plan - Update
Report of: Director of Finance and Resources

Executive Summary

The purpose of this report is to provide the Sub-Committee with an update of the Metro Asset Renewal Plan having passed the £300million investment milestone since 2010.

Recommendations

The Tyne and Wear Sub-Committee is recommended to note the content of this report.

1. Background Information

1.1 At the beginning of April 2019, Nexus will enter the tenth year of its eleven-year renewal programme to upgrade and replace many of the assets across the Tyne and Wear Metro system.

1.2 This has been possible because of the multi-year funding agreement with the Department for Transport (DfT) where 90% of the agreed investment has been provided in the form of capital grant. This is shown in the table below:

	DfT Metro Rail Grant (£m)	Local Contribution (£m)	Total (£m)
2010/11 to 2012/13	104	11	115
2013/14 to 2015/16	93	10	103
2016/17 to 2018/19	79	9	88
2019/20 to 2020/21	41	5	46
Total	317	35	352

1.3 Before the introduction of this multi-year funding agreement, investment in Metro was subject to annual funding settlements. This meant that even medium-scale infrastructure renewals were not possible, and therefore the condition of the Metro steadily declined until it reached a critical state

1.4 In its 2007 business case submission to DfT, Nexus successfully argued that despite owning and operating a railway with similar characteristics to the national rail network, it had no surety of funding for renewals, contrasting sharply with Network Rail whose funding is provided across multi-year control periods.

1.5 This multi-year funding agreement has therefore facilitated effective long term planning and afforded Nexus the opportunity to deliver its renewals programme in a much more efficient manner.

Programme Delivery

1.6 Since April 2010, Nexus has used this funding to undertake the following works:

- 35 Stations have been refurbished;
- 59 km of track has been renewed or refurbished;
- 49 Switches and Crossings have been renewed or refurbished;
- 50 sets of points motors have been replaced;
- 6.5km of track drainage has been installed;
- 31.5km of cable troughing has been refurbished;
- 85km of signalling cable has been replaced;
- 20 bridges have been structurally repaired/replaced and 5 bridges have been removed in their entirety;
- 27 escalators and 12 lifts have been replaced;

- A new Metro car wash and wheel lathe have been installed at the Gosforth depot;
- A new rail tamping machine has been acquired;
- 2km of earthworks have been repaired through ballast retention and stabilisation;
- 17km of overhead line has been replaced;
- A new hardware platform for critical communications systems has been installed together with the replacement of help points, the public address system and CCTV cameras;
- 86 Metrocars have been refurbished;
- A new Radio System has been installed; and
- A new Rail Traffic Management System (RTMS) has been installed.

1.7 During March 2019, Nexus passed the £300 million investment milestone with the replacement of the bridge at Beach Road in North Tyneside. This is shown below:



Programme Management, Capacity and Capability

1.8 The challenge for Nexus in 2010 was to manage an investment programme that represented a tenfold increase in what it had managed prior to the introduction of the multi-year funding agreement with DfT. An assessment of Nexus' Project and Programme Management and Delivery capabilities established that new roles were required within the organisation, as well as the extent to which training and general upskilling was needed. This resulted in a range of new or existing roles being dedicated to the Programme. These range from Project Managers to deliver the Programme, Engineers to develop Asset Management Plans, Planners to co-ordinate the activities on the ground as well as a Programme Management Office to provide controls, governance and reporting together with specialist support in planning and cost management (quantity surveying, estimating, contract administration).

- 1.9 Over the past nine years, Nexus' delivery arrangements have been externally verified on three separate occasions by auditors appointed by the DfT. In addition, the team has been recognised in prestigious awards ceremonies e.g. when it won the UK Rail Business Awards PR Campaign of the Year, for public and passenger engagement around the major line closure through the Central Corridor.

Asset Stewardship

- 1.10 In order to give an overall assessment of the benefits of the Investment Programme an Asset Stewardship Index (ASI) was established at the beginning of 2010 and has been calculated every quarter since. The index is based upon a combination of asset performance and the risk of asset failures, thereby giving an indication of the overall condition of the Metro infrastructure.
- 1.11 The ASI has steadily risen across the past nine years from a base of 100 in April 2010 to an estimated 125 by the end of March 2019 i.e. a 25% increase.

2. Proposals

- 2.1 This report is for information only. There are no specific proposals being put to the Sub- Committee.

3. Reasons for the Proposals

- 3.1 This report is for information only. There are no specific proposals being put to the Sub- Committee.

4. Alternative Options Available

- 4.1 This report is for information only. There are no specific proposals being put to the Sub- Committee.

5. Next Steps and Timetable for Implementation

- 5.1 Whilst Nexus has also been awarded a £337 million capital grant from DfT to replace its ageing fleet of Metrocars (as announced by the Chancellor of the Exchequer in the autumn budget in 2017) it is important that the investment in the wider Metro infrastructure continues. To this end, Nexus is preparing its submission to DfT and HM Treasury as part of Spending Review 2019 in order to attract further government grant through to 2025.

6. Potential Impact on Objectives

- 6.1 Nexus has attracted a considerable amount of funding to deliver the Metro Asset Renewal Plan. A modern Metro system will help increase the amount of public and sustainable transport journeys and help reduce the amount of journeys made by private cars. This will have a positive impact on the economic, social and environmental objectives set out in the Strategic Economic Plan, the North East Transport Manifesto and Local Transport Plans. There will also be a positive impact on air quality.

7. Financial and Other Resources Implications

- 7.1 The delivery of the Metro Asset Renewal Plan is funded by capital grant and a local contribution, part of which is also funded in the form of capital grant. Otherwise, the NECA holds reserve funding on behalf of Nexus, which has been specifically earmarked to form part of the required local contribution.

8. Legal Implications

- 8.1 There are no specific legal implications arising from this report.

9. Key Risks

- 9.1 Each project that Nexus delivers through the Metro Asset Renewal Plan has a costed risk register in order to help inform the cost estimate.

10. Equality and Diversity

- 10.1 Equality and diversity implications are addressed in project designs.

11. Crime and Disorder

- 11.1 There are no specific crime and disorder implications arising from this report.

12. Consultation/Engagement

- 12.1 A number of the projects that Nexus has delivered in the Metro Asset Renewal Plan have been subject to consultation with various user groups, the business community and local residents where applicable.

13. Other Impact of the Proposals

- 13.1 There are no specific impacts.

14. Appendices

- 14.1 None.

15. Background Papers

- 15.1 None.

16. Contact Officers

- 16.1 John Fenwick, Director of Finance and Resources, Nexus
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Tel: 0191 203 3248

17. Sign off

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

18. Glossary

DfT – Department for Transport

RTMS – Rail Traffic Management System



North East Joint Transport Committee, Tyne and Wear Sub-Committee

Date: 4 April 2019

Subject: Investment in the existing Metro fleet

Report of: Managing Director, Transport North East

Executive Summary

The purpose of this report is to provide the Sub-Committee with information on additional investment in the existing Metro fleet.

Recommendations

The Tyne and Wear Sub-Committee is recommended to note the report.

1. Background Information

- 1.1 Previous Metro performance reports to the Sub-Committee have highlighted the impact of the current life-expired Metrocar fleet on the performance of the Metro system. From April 2018 to the end of February 2019, the Metrocar fleet accounted for just over 32% of all delays to the Metro service. These include incidents where a fault renders a train unable to move without the intervention of fleet engineers, leading to disruption whilst engineers attend the scene and repair the train to allow it to move.
- 1.2 Whilst the procurement process for a new fleet is well underway and on programme, Nexus is investing additional funds into the existing Metrocar fleet in order to improve reliability and availability in the interim period before the new fleet arrives. This additional investment totals over £0.9m in modifications to the fleet and around £0.4m per year in extra core fleet staffing costs.
- 1.3 The fleet investment programme is being delivered by an additional 14 employees. This comprises of five employees working on the modifications/overhauls of Metrocar components, one Fleet Performance Technician on fixed term contracts and eight full time permanent employees working in the heavy lifting shop.
- 1.4 Each element of the fleet investment is outlined in more detail in the rest of this report. Implementation of all equipment modifications and replacement are scheduled for completion by early 2020. Across the elements a 10% improvement in fleet reliability is predicted, and as the investment is focussed on items which cause more disruption to service, a larger reduction in fleet delays is expected. An improvement in fleet availability is also expected to enable a full peak service provision.

Power and traction system, and other electronic systems

- 1.5 23% of fleet delays relate to the power and traction systems. The age of the fleet means that whilst originally designed to be maintenance free, some components are becoming life-expired and can fail, these will be modified or renewed.
- 1.6 In addition, certain faults with the power system on Metrocars can result in the substation power to the overhead line tripping. Such overhead line trips account for 16% of fleet delays. In addition to the train which has the fault, other trains in the same electrical section are affected whilst the procedure for reinstating the overhead line power takes place. New fit and forget equipment will be installed.
- 1.7 Other systems on the Metrocar are also electronics-based including parts of the braking system. Part of the braking system on the Metrocars uses rheostatic braking, where the traction motor is used as a generator to slow the Metrocar down. This rheostatic braking is particularly vulnerable to faults and will be modified, and braking system faults overall account for 13% of fleet delays.
- 1.8 A Fleet Performance Technician has been employed for one year. The aged nature of the electronics on Metrocars, dating from the 1970s, means that the skills required to fault find and repair Metrocars are specialised. The Fleet Performance Technician

is a very experienced employee and is mentoring electrical technicians, leading to quicker and better fault diagnosis of electrical faults affecting Metrocars.

- 1.9 The final element in this section is installation of energy metering devices on some of the fleet. These devices, common on more modern trains, capture a range of information on the status of the power system on the train and can provide an automatic alert when a problem arises. These will provide information which will assist in diagnosis of Metrocar power-related problems, along with any infrastructure or driver-related issues which may be having an adverse effect on the Metrocar's power system.

Cab refurbishment

- 1.10 Faults with the driver's cab make up 11% of fleet delays. Whilst these faults are generally less complex than other fleet faults, often the nature of the fault means the train has to be withdrawn from service and returned to the Depot.
- 1.11 Improvements to the cab include new driver's seats, replacement of cab seals, new fans and a general refresh of the cab environment by repainting the cab. In addition the opportunity is being taken to put a power supply in for driver's advisory system, which are used by drivers to access key information including the 'train running board' which outlines the timetable to keep to for their particular train.

Metrocar doors

- 1.12 Metrocar door faults make up 16% of fleet delays and are the most visible form of faults to passengers. For some door faults, the driver is able to isolate the defective set of doors, which allows the train to continue in service but can cause a delay whilst this is carried out. For other door faults, the train must be removed from service as door safety features have to be overridden in order to move the train.
- 1.13 A team of two technicians are working on overhauling the old but complex Metrocar door systems. The technicians are adopting an approach of carrying out planned overhauls on Metrocars, with 19 overhauled for the year to date, balanced with focussing on problematic Metrocars or sets of doors.

Heavy lifting shop

- 1.14 The heavy lifting shop carries out major overhaul work on Metrocars and components such as traction motors and gearboxes, as well as other heavy maintenance activities such as turning Metrocar wheels on the wheel lathe.
- 1.15 Whilst Metrocar components receive overhauls on a planned basis, in-service failures leads to unplanned work. High levels of unplanned work requiring delivery by staff in the heavy lifting shop can result in a backlog of Metrocars awaiting work, manifesting itself in a high number of Metrocars being stopped. This then results in cancellation of some peak services between Monkseaton, Regent Centre and Pelaw as fewer than 74 Metrocars, the number required to deliver the full peak service, are available.

- 1.16 An additional eight full time permanent posts have been created in the heavy lifting shop. In addition to minimising any backlog of work, the additional posts will allow turning of Metrocar wheels to take place on a proactive rather than reactive basis. This will reduce the number of Metrocars subsequently being stopped due to wheel 'flats'. Recruitment for these posts has been completed and the new roster started in April 2019.

Breakdown equipment

- 1.17 On occasion, a Metrocar fault means the train cannot move without fleet engineers attending. These types of faults are the most disruptive to passengers as the service is suspended in the affected area whilst fleet engineers attend, diagnose the fault and make repairs to allow the train to move into sidings or back to the Depot.
- 1.18 To improve the response to such incidents, an additional breakdown van has been purchased and the specialist breakdown equipment used, which is currently 25 years old, is also being renewed.
- 1.19 Provision of the additional van and new equipment complements the work already carried out to improve the engineering teams breakdown response which includes new breakdown engineer staff rosters, more specialised breakdown training and simulated exercises for various breakdown situations.

2. Proposals

- 2.1 This report is for information only. There are no specific proposals being put to the Sub- Committee.

3. Reasons for the Proposals

- 3.1 This report is for information only. There are no specific proposals being put to the Sub- Committee.

4. Alternative Options Available

- 4.1 This report is for information only. There are no alternative options available.

5. Next Steps and Timetable for Implementation

- 5.1 A plan for each part of the investment is used to monitor implementation.

6. Potential Impact on Objectives

- 6.1 Improving fleet reliability and availability will contribute to increased use of the Metro system.

7. Financial and Other Resources Implications

- 7.1 Nexus' Director of Finance and Resources confirms that Nexus has achieved savings in its revenue budget during the current year in order to provide the

necessary headroom to finance the £0.9m of modifications to the fleet as outlined in this report.

Further, as part of the 2019/20 budget setting process, Nexus managed to divert £0.4m of funding to increase headcount in the depot in order to improve the rate at which stopped Metrocars are returned to operational service. Given that this is a major priority for Nexus, this item has become a permanent feature of its base budget requirement.

8. Legal Implications

8.1 There are no direct legal implications arising from this report.

9. Key Risks

9.1 The key risks relate to issues that would affect the timescales for delivery such as staffing availability, availability of parts, and supplier performance. These risks are being managed by regular review of progress and emerging issues to ensure the timescales are not affected.

10. Equality and Diversity

10.1 There are no direct equality and diversity implications arising from this report.

11. Crime and Disorder

11.1 There are no direct crime and disorder implications arising from this report.

12. Consultation/Engagement

12.1 There are no specific consultation/engagement implications arising from this report.

13. Other Impact of the Proposals

13.1 There are no other direct implications arising from this report.

14. Appendices

14.1 None

15. Background Papers

15.1 Metro Performance Issues report to TWSC, 31 January 2019

16. Contact Officers

16.1 Tobyn Hughes
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17. Sign off

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

18. Glossary



North East Joint Transport Committee, Tyne and Wear Sub-Committee

Date: 4 April 2019

Subject: Nexus' Corporate Risk Register 2019/20

Report of: Managing Director, Transport North East

Executive Summary

The report introduces Nexus' Corporate Risk Register for 2019/20, based on the Corporate Plan, in order to apprise and seek comment from the Sub-Committee in the matter.

Recommendations

The North East Joint Transport Committee's Tyne and Wear Sub-Committee is recommended to receive and note Nexus' Corporate Risk Register for 2019/20.

1. Background Information

- 1.1 Nexus defines its corporate risks as those matters which, if the risk occurred, could have adverse consequences for the achievement of its Corporate Plan (the Plan). The Plan for 2019/20 was reported to and noted by the Sub-Committee at its meeting on 29 January 2019.

2. Proposals

- 2.1 The Register for 2019/20 has twelve Corporate Risks, ten of which effectively 'roll over' from those in the prior year, with two risks added to reflect new and emerging priorities within the Plan (these are highlighted in bold below):
- i. That a catastrophic safety or security related event may occur on the Metro,
 - ii. That Metro performance deteriorates for an extended period,
 - iii. That there is no long term funding arrangement in place to sustain Metro's current operations, replace life expired capital assets and allow future expansion,
 - iv. That, in protecting frontline services and discretionary travel schemes in 2019/20, Nexus commits more than the approved £0.700m use of reserves,
 - v. That costs escalate, delays arise, challenges occur or negotiations become protracted in the award of contracts to design, build and maintain a new fleet of trains and design and build a new depot for the Tyne and Wear Metro.
 - vi. That the planned outcomes from the Asset Renewal Programme, to modernise the Metro, and other key capital projects, are compromised,
 - vii. That the Learning Centre is not constructed to time/cost/quality standards and that, upon opening, optimum use is not made of the facilities,**
 - viii. That a cyber-attack on Nexus' ICT infrastructure is successful,
 - ix. That the public transport services we provide or procure lose market share in a competitive environment,
 - x. That bids to secure improvements to the local public transport network through the DfT's Transforming Cities Fund, and achieving Future Mobility Zone status, are not successful,**
 - xi. That plans to expand Metro and local rail services do not progress,
 - xii. That aspirations for heavy rail initiatives are not sufficiently developed in time to take the opportunity for implementation as and when it arises.
- 2.2 Of the three risks from 2018/19 that are not being carried forward:
- the first related to the introduction and initial take-up of the new Pop Blue ticketing product which was successfully established during the year,
 - the second was about the development of plans to improve the local bus network. The intention is to carry out the necessary public consultation on those plans in parallel with that for the North East Transport Plan which

will replace the three current Local Transport Plans (Durham, Northumberland and Tyne and Wear) that presently cover the seven local authority areas of the two Combined Authorities, and

- the third was focused on Nexus' role in the changes to local transport governance that have now taken place.

2.3 The table at Appendix 1 (attached) identifies each of the twelve risk areas involved in turn, links to the themes in the Plan for 2019/20, the current RAG status and the direction of travel where applicable (comparing where applicable the current RAG status with the previous equivalent from 2018/19). A detailed explanation of the nature of each risk, together with controls and milestones, is set out in Appendix 2 to the report. Appendix 3 shows the risk scoring matrix that has been applied.

2.4 With regard to risk status, there is one risk where the status has changed and is identified as worsening. This is due to the current uncertainties surrounding Britain leaving the European Union potentially impacting on the key priority to award contracts for the new fleet, related maintenance arrangements and provision of a new depot.

3. Reasons for the Proposals

3.1 Nexus' CRR for 2019/20 provides information to the Sub-Committee and forms the basis for update reports to each subsequent scheduled meeting. Risk management is an important aspect of overall performance management, and reporting on Nexus' Corporate Risks complements the high-level summary of Nexus' performance also presented to each scheduled meeting. Together these reports support the Sub-Committee in meeting its delegation under the JTC's Standing Orders (Part 4.1 refers) to monitor and oversee the performance of Nexus.

4. Alternative Options Available

4.1 The report is for noting: no alternative options are presented.

5. Next Steps and Timetable for Implementation

5.1 Nexus will continue to manage its CRR to record and monitor any changes, and provide update reports to each subsequent scheduled meeting of the Sub-Committee and to meetings of Nexus' Audit Committee.

6. Potential Impact on Objectives

6.1 Nexus' CRR will not impact directly on the objectives of the Authority's policies and priorities; however Nexus' approach to risk management will support delivery of aims and ambitions by acknowledging the biggest threats and putting plans in place to manage and mitigate them.

7. Financial and Other Resources Implications

7.1 There are no direct financial implications for the NECA regarding the management of Nexus' CRR.

8. Legal Implications

8.1 There are no specific legal implications for the NECA arising directly from this report, other than ensuring compliance with the Constitution and Standing Orders.

9. Key Risks

9.1 The report identifies what are considered to be the key corporate risks to the achievement of Nexus' Corporate Plan for 2019/20 which was previously reported to and noted by the Sub-Committee at its meeting on 29 January 2019.

10. Equality and Diversity

10.1 There are no equalities and diversity implications directly arising from this report.

11. Crime and Disorder

11.1 There are no crime and disorder implications directly arising from this report.

12. Consultation/Engagement

12.1 All risk owners and the respective actionees have been consulted in the preparation of this report.

13. Other Impact of the Proposals

13.1 There are no other impacts anticipated to arise from the proposal.

14. Appendices

14.1 Appendix 1 provides a summary table listing Nexus' twelve corporate risks.

14.2 Appendix 2 details each of Nexus' twelve corporate risks.

14.3 Appendix 3 shows the risk matrix applied.

15. Background Papers

15.1 Nexus' Corporate Plan 2019/20 as submitted to and noted by the Sub-Committee at its meeting on 29 January 2019.

16. Contact Officers

16.1 Tobyn Hughes,
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17. Sign off ✓

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

18. Glossary

Abbreviations:

CRR – Corporate Risk Register

RAG – Red/Amber/Green (denoting an assigned performance status)

Corporate Risk - relates to those factors that might have a significant effect on the achievement of workstreams in Nexus' Corporate Plan and therefore the successful delivery of the JTC's policies and priorities.

Risk - A probability or threat of damage, injury, liability, loss, or any other negative occurrence that is caused by external or internal vulnerabilities, and that may be avoided through pre-emptive action.

Risk appetite - The level of risk that an organisation is prepared to accept in pursuit of its objectives, and before action is deemed necessary to reduce the risk.

Risk Controls or control processes - are those pre-emptive actions which are specifically identified to be taken to lower the impact of the risk or reduce the likelihood of the risk materialising, or both of these.

Risk Matrix - a graphical representation of the Risk Severity and the extent to which the Controls mitigate it.

Risk Owner - has overall responsibility for the management and reporting of the risk.

Risk Actionee(s) – given delegated responsibility from the Risk Owner to take action and manage the risk through application of the appropriate risk controls and processes.

Risk Impact - indicates the potential seriousness should the risk materialise.

Risk Likelihood - indicates the chance of a risk materialising in the time period under consideration.

Risk Score - the product of the Impact score multiplied by the Likelihood score.

Appendix 1

Risk area Plan Theme	RAG Status	Direction of travel
Catastrophic safety or security event on Metro Deliver public transport today	Amber	↔ (stable)
Metro performance Deliver public transport today	Amber	↔ (stable)
Long term funding for Metro Prepare for the future	Amber	↔ (stable)
Frontline services & discretionary travel schemes Deliver public transport today	Green	↔ (stable)
Contracts for the new fleet, related maintenance and depot requirements Prepare for the future	Amber	↓ (worsening)
Efficiency of delivery Focus on organisational effectiveness	Green	↔ (stable)
Nexus' Learning Centre Focus on organisational effectiveness	Amber	N/A (new risk)
Cybersecurity Focus on organisational effectiveness	Amber	↔ (stable)
Customer facing technology Deliver public transport today	Green	↔ (stable)
Plan to improve the public transport network Prepare for the future	Green	N/A (new risk)
Plan to expand Metro and local rail services Prepare for the future	Amber	↔ (stable)
Aspirations for heavy rail initiatives Prepare for the Future	Green	↔ (stable)

CP Theme: Deliver public transport today		
Risk Area: Catastrophic safety or security related event	RAG Status (Amber)	Direction of Travel
Risk Owners: Acting Director of Rail & Infrastructure and the Metro Services Director Risk Actionees: Head of Health, Safety, Quality & Environment, Metro Security Manager	8(2x4)	↔ (stable)
Risk: In running any operational railway there is an inherent risk that a catastrophic safety or security related event may occur.		
Impact/Consequence(s): The impact/consequences should a catastrophic safety or security related event occur on Metro could potentially be very significant, including the possibility for multiple loss of life, lengthy loss of service, protracted legal issues to resolve, fines to pay, impact on insurance, other cost increases and likely loss of business.		
Control(s): <ul style="list-style-type: none"> • A safety management system which is independently accredited by the Office of Rail and Road - a legal requirement to operate a railway. • Robust arrangements for the selection and management of contractors working on Metro infrastructure. • Maintaining a comprehensive suite of engineering standards in all relevant railway safety disciplines based on industry best practice • Identification of the top 3 potentially catastrophic safety events we aim to avoid and strive to control: collision, derailment, and fire. • Continuously monitoring & controlling the precursors of these events with 4-weekly safety reporting to Nexus' Senior Leadership Team. • Undertaking in-house safety assurance activity as part of everyday safety management practice. • Participating in joint emergency preparedness exercises with the blue-light services and other interested parties. • Application of DfT's best practice guidance for security arrangements on light rail systems. • Receiving regular updates on the current threat from international terrorism. • Continuing to engender an organisational safety and security culture. 		
Next Steps/Key Milestones: <ul style="list-style-type: none"> • Providing individual security plans for each Metro station: Target – by April 2019 • Securing DfT approval to an overall security plan for the Metro: Target – by April 2019 • Developing an organisational security manual. Target: by April 2019. 		

CP Theme: Deliver public transport today		
CP Key Priority: Improve our customers' journey experience on Metro		
Risk Area: Metro performance Risk Owners: Acting Director of Rail and Infrastructure & Metro Services Director	RAG Status (Amber)	Direction of Travel
	8(2x4)	↔ (stable)
Risk: That the ageing fleet, or an unexpected and prolonged reduction in infrastructure asset condition, could result in a decline in performance.		
Impact/Consequence(s): If Metro's operational performance were to decline for an extended period, with a fall in punctuality and reliability, this could have an adverse impact on customer satisfaction and ridership.		
Control(s): <ul style="list-style-type: none"> • Metro Services embedded into Nexus' Group performance reporting arrangements. • Close monitoring of key business results. • Ensuring appropriate levels of communication and support between Nexus Rail and Metro services. • Applying a set of established quality assurance arrangements. • Implementing better performance management processes. • Investment of £1.3m in the current fleet of Metrocars. • Delivery of the Metro Asset Renewals Programme. • Development of a performance awareness and improvement workstream to heighten awareness across the organisation and promote improvement. • Reorganisation of the Metro Control Room. 		
Key Milestones/Next Steps: <ul style="list-style-type: none"> • Quarterly review of Asset Condition Reliability Improvement Plans where Nexus Rail's Principal Engineers and Maintenance Managers jointly review the performance of Metro assets. • 4-weekly meetings of Metro Services' Performance Leadership Group to review aspects critical to improving service delivery. • Periodic review by Metro Services of progress against its Performance Plans. • Implement actions to improve awareness of performance matters with immediate effect. • Reviewing the Critical Assets/Single Point of Failure Register. • Developing an optimised timetable for application in December 2019. 		

CP Theme: Prepare for the future		
Risk Area: Long term funding for Metro Risk Owner: Director of Finance and Resources	RAG Status (Amber)	Direction of Travel
	9 (3x3)	↔ (stable)
Risk: There is no long-term funding agreement in place to sustain Metro's current operations, replace life expired capital assets and allow future expansion.		
Impact/Consequence(s): Any reduction in Metro external funding will lead to a diminution in service and failing infrastructure.		
Control(s): <ul style="list-style-type: none"> • Effective liaison with DfT including 4-weekly progress reporting on the current Asset Renewal Plan and quarterly reviews. • Procurement strategy & contractual arrangements that minimise risk and deliver Value for Money. • Engaging with national government, local councillors & MPs and building public support. • DfT/Nexus Programme Board met in November 2017 to consider future grant funding for both essential renewals and operational subsidy. • Development of a business case for extensions has commenced, following confirmation of funding for the new fleet. • On 15th October the Chair of the Joint Transport Committee's Tyne and Wear Sub Committee (TWSC) wrote to the Secretary of State for Transport seeking an early decision in regards future funding: the response, dated 18th November, indicated that the mechanism for agreeing funding is the forthcoming cross-government Spending Review 2019, and the Secretary of State was confident of being able to present a strong case for ongoing revenue and capital support as part of the Transport Department's submission. 		
Key Milestones/Next Steps: <ul style="list-style-type: none"> • Working with DfT under the guise of the joint DfT/Nexus programme board to develop proposals for DfT submission to HMT for Spending Review 2019. 		

CP Theme: Deliver public transport today		
CP Key Priority: Protect levy funded frontline services		
Risk Area: Frontline services and discretionary travel schemes	RAG Status (Green)	Direction of Travel
Risk Owner: Director of Finance and Resources Risk Actionee: Head of Finance	3 (1x3)	↔ (stable)
Risk: That in protecting front-line services and discretionary travel schemes in 2019/20, Nexus commits more than the £0.700m of reserves as approved by the North East Joint Transport Committee (JTC).		
Impact/Consequence(s): Due to unforeseen budget pressures that could arise, Nexus may need to consider implementing some reductions in frontline services and/or curtailment of discretionary travel schemes during 2019/20 to deliver a balanced budget.		
Control(s): <ul style="list-style-type: none"> • Discussions with Chief Executives and Treasurers in August 2018 in order to obtain strategic financial guidance for 2019/20. • The JTC's approval of the 2019/20 transport levy/budget in January 2019. • The JTC Tyne and Wear Sub-Committee's approval of Nexus' Corporate Plan for 2019/20 in January 2019. • The achievement of a range of efficiency savings in 2018/19 has placed Nexus in a good position for 2019/20. • At the time of setting the 2019/20 budget, Nexus would have been able to set a balanced budget without any call on reserves, save for the £0.700m cut to its grant from the JTC, which will be funded from revenue reserves. • In February 2019, Nexus responded to the MHCLG consultation on needs and resources highlighting the quite serious deficiencies in both the quantum and distribution of funding that government makes available for the ENCTS. 		
Next Steps/Key Milestones: <ul style="list-style-type: none"> • 4-weekly periodic financial monitoring by Nexus' Senior Leadership Team. • Nexus' input to the quarterly monitoring of the Revenue Budget and Capital Programme expenditure reports submitted to the JTC. 		

<p>CP Theme: Prepare for the Future</p> <p>CP Key Priority: Award contracts to design, build and maintain a new fleet of trains for the Tyne and Wear Metro and to design and build a new depot.</p>		
<p>Risk Area: Procurement of the new design, build, maintain and provide contract for the fleet/depot.</p> <p>Risk Owner: Director of Finance and Resources</p> <p>Risk Actionee: Metro Development Director</p>	<p>RAG Status (Amber)</p> <p>9 (3x3)</p>	<p>Direction of Travel</p> <p>↓ (worsening)</p>
<p>Risk: The possibility of costs escalating, the potential for delays, the opportunity for challenge, and the prospect of protracted negotiations to obtain technical approvals could combine to adversely impact on affordability and deliverability of the project. In this respect continuing uncertainty about Brexit outcomes poses a significant threat.</p>		
<p>Impact/Consequence(s):</p> <p>Delays to obtaining the new fleet or having to find additional funding could place reliance on extending operation of the old deteriorating fleet or else funding being diverted from other areas of need. Such affordability issues could result in Nexus having to reconsider the scale of the procurement.</p>		
<p>Control(s):</p> <ul style="list-style-type: none"> • Metro Business Development team established with external support commissioned. • Ministerial decision to provide £337m government funding obtained. • Ongoing dialogue with the Departments for Transport and Business, Energy and Industrial Strategy. • Keeping key stakeholders informed regarding progress of the procurement. • Panning permission requirements have been satisfied for both the main and satellite depots. • Stage 1, Stage 2 and Stage 3 individual meetings have taken place with the bidders as part of the first phase of the agreed procurement process. • Monitoring the progress of the Brexit discussions. 		
<p>Key Milestones/Next Steps:</p> <ul style="list-style-type: none"> • Impact that the UK exiting the European Union will have on this procurement. • Regular meetings of the joint Nexus/DfT Programme Board. • Periodic progress reporting to Nexus' Senior Leadership Team and JTC. • Bids scheduled to be received in March 2019 and evaluated by June 2019, with 3 tenderers then invited to submit 'Best and Final Offers' (BaFOs). • Submission of final business case to DfT in June 2019 with approval decision expected in October 2019. • BaFOs submitted in July 2019 for final evaluation and contract award by the start of 2020. 		

<p>CP Theme: Focus on organisational effectiveness</p> <p>CP Key Priority: Continue the programme to modernise the Metro with track renewal, replacement of overhead power lines and the opening of a new Transport Interchange in South Shields.</p>		
<p>Risk Area: Efficiency of delivery</p> <p>Risk Owner: Director of Finance and Resources</p> <p>Risk Actionee: Head of Programme Assurance</p>	<p>RAG Status (Green)</p> <p>6 (2x3)</p>	<p>Direction of Travel</p> <p>↔ (stable)</p>
<p>Risk: That the outcomes being sought from capital investment are compromised.</p>		
<p>Impact/Consequence(s):</p> <p>Increased pressure on the funding for and affordability of the final years of this phase of the Metro Asset Renewal Programme (ARP), and other significant capital projects, could mean a further scaling back of the work programme through to 2020/21 and potentially compromise delivery of key elements.</p>		
<p>Control(s):</p> <ul style="list-style-type: none"> • Bidding for additional funding in relation to the current investment programme. • Effective programme management, project prioritisation, delivery and budget control processes. • Value engineering, technology choice, option analysis, specification and scope. • Active stakeholder engagement to obtain involvement and co-operation of third/interested parties e.g. Metro Services, Network Rail, highway authorities, utility companies etc. • Providing sufficient programme/project management resource. • Close and proficient management of all contracts relating to ARP and other works in the capital programme. • Re-phasing of capital grant funding to 2020/21 agreed by DfT. 		
<p>Next Steps/Key Milestones:</p> <ul style="list-style-type: none"> • Periodic project reviews, analysis and reporting – presentation to Nexus' Capital Steering Group, Senior Leadership Team, the JTC and the joint Nexus/DfT Programme Board • Continued engagement with DfT and HMT regarding future Metro funding arrangements, both capital and revenue, in preparation for the Spending Review 2019. • ARP 2019/20-2020/21 Capital Programme approval by JTC in January 2019, as part of the budget formulation process. <p>Periodic Affordability Review meetings:</p> <ul style="list-style-type: none"> • July 2019 • October 2019 • January 2020 		

<p>CP Theme: Focus on organisational effectiveness</p> <p>CP Key Priority: Open our new Learning Centre in South Shields, to provide a step change in how we develop our people and make Nexus an employer of choice.</p>		
<p>Risk Area: New Learning Centre</p> <p>Risk Owner: Director of Finance and Resources</p> <p>Risk Actionees: Head of Renewals (construction works) and the Head of Learning (operations)</p>	<p>RAG Status (Amber)</p> <p>9 (3x3)</p>	<p>Direction of Travel</p> <p>NA (new risk)</p>
<p>Risk: Initially that the Learning Centre is not delivered to time/budget/quality requirements, potentially compromising grant funding arrangements. Thereafter, once opened, there is a potential for failure to make best use of the facility.</p>		
<p>Impact/Consequence(s):</p> <p>That completion of the Learning Centre is unduly delayed, costs escalate or delivery is compromised, with a resulting increase in cost pressures due to loss of grant funding. Once opened, failure to make optimal use of the facility will result in the investment failing to provide optimum value.</p>		
<p>Control(s)</p> <ul style="list-style-type: none"> • Contract awarded for the design and construction of a new Learning Centre in South Shields. • Ensuring provision of the appropriate level of project management and supporting disciplines. • Having appropriate project controls, governance structures and assurance arrangements in place. • Financial controls and close monitoring in place to ensure compliance with Local Growth Fund eligibility arrangements • Appointment made to the new Head of Learning post to develop proposals for making optimal use of the facility. 		
<p>Next Steps/Key Milestones:</p> <p>Construction:</p> <ul style="list-style-type: none"> • Periodic project management and control meetings <p>Operations:</p> <ul style="list-style-type: none"> • Development of an implementation plan for Learning Centre operations including fit out, logistical requirements concerning personnel working from/attending the new facility as well as managing IR related matters • Equipping the Learning Centre with appropriate training facilities and materials for courses • Development of proposals for Nexus new approach to education, training and development across the organisation 		

CP Theme: Focus on organisational effectiveness		
Risk Area: Cybersecurity Risk Owner: Director of Finance and Resources Risk Actionee: Head of Business Change & Technology	RAG Status (Amber)	Direction of Travel
	8(2x4)	↔ (stable)
Risk: A successful cyber-attack on Nexus ICT infrastructure.		
<p>Impact/Consequence(s): Nexus' ICT infrastructure is key to all the functions and activities we carry out. Failure to adequately secure and protect this from a cyber-attack could have a severe adverse impact on the delivery of services and potentially preventing critical actions and day-to-day work from being carried out.</p>		
<p>Control(s):</p> <ul style="list-style-type: none"> • Nexus utilise a modern supportable resilient firewall, with a subscription to identify and protect against existing and emerging threats. • We subscribe to governmental cyber-threat awareness bulletins and are active members of local security working groups. • We participated in a local multi-party cyber-resilience event with local authorities and the emergency services to test the systems in place. • Should a system fail or be rendered unusable by a cyber-attack, we regularly back-up of all essential systems and data so service can be returned safely and efficiently. • Nexus employs security specialists to implement governance and controls. • A cyber-security training standard has been implemented to train all Nexus staff in the basic requirements. • Nexus raises awareness of security threats through the use of internal communications such as Nexus Times & global emails. • Nexus measure awareness through different mediums such as fake Phishing attacks. • All changes to Nexus security assets are subject to tight control. • We have a suite of policies on security controls and an acceptable use. • A security incident response policy is in place. • We utilise segregation to protect critical systems particularly rail based systems. • We manage security risks within Business Change and Technology using a specific risk management process. • Provision of second internet connection to help withstand a cyber-attack. 		
<p>Next Steps/Key Milestones:</p> <ul style="list-style-type: none"> • A staff training module for delivery via Nexus know-how has been developed and will be rolled-out to staff through 2019. • Annual phishing exercises will continue, with additional exercises as deemed appropriate to the level of threat being experienced. 		

<p>CP Theme: Deliver public transport today</p> <p>CP Key Priority: Deliver technological improvements, which will benefit our customers and encourage wider use of public transport.</p>		
<p>Risk Area: Customer facing technology</p> <p>Risk Owner: Customer Services Director</p> <p>Risk Actionees: Head of Business Change and Technology, Fares and Revenue Manager</p>	<p>RAG Status (Green)</p>	<p>Direction of Travel</p>
	<p>6(3x2)</p>	<p>↔ (stable)</p>
<p>Risk: That the public transport services we provide or procure lose market share in a competitive environment.</p>		
<p>Impact/Consequence(s):</p> <p>Customer facing technologies being implemented by Nexus could be overtaken by technological developments and customer experience elsewhere leading to the offer being perceived as inadequate or outdated and unable to deliver the intended benefits for customers and stakeholders, leading to a decline in market share.</p>		
<p>Control(s):</p> <ul style="list-style-type: none"> • Approval given by DfT to Transport for the North's (TfN) Outline Business Case for the delivery of multi-modal price capping across its area. • Providing input to the development of TfN's procurement process. • Heads of Terms agreed between TfN and the operators – including Nexus for Metro. • 5 year Contract awarded to local developer (Nebula) to provide a customer facing mobile app. • Continuous review of retail trends with market research carried out to establish product development proposals. • Annual review of fares and sales channels. • Provision made in the Fares and Ticketing budget in order to support research into the development of new products. • Seeking opportunities to work with partners and explore the potential for attracting external funding. 		
<p>Next Steps/Key Milestones:</p> <ul style="list-style-type: none"> • Having made minor amendments to the app, Nebula is moving from Staging to Production. • The initial pilot trial will commence once remaining legal and commercial issues are resolved. • Subject to funding being sanctioned, carrying out local enabling works (replacing readers on ticket gates to accept contactless smart transactions) that facilitate delivery of the wider TfN project. Confirmation of TfN funding is expected in March. • Development of a Product and Payment Strategy: target – publication by end-June 2019. 		

CP Theme: Prepare for the future		
CP Theme: Develop plans to improve the local public transport network and the use of new mobility services.		
Risk Area: Public transport network improvements	RAG Status (Green)	Direction of Travel
Risk Owner: Transport Strategy Director Risk Actionee: Head of Corporate Planning	6(2x3)	NA (New Risk)
Risk: That the bids being developed for the Department for Transport's Transforming Cities Fund (TCF), and to obtain Future Mobility Zone (FMZ) status, are not successful.		
Impact/Consequence(s): Nexus will rely on TCF funding for a number of schemes. An unsuccessful bid will prevent us from accessing this funding.		
Control(s): <ul style="list-style-type: none"> • Provide detailed information to the Regional Team to ensure that Nexus' schemes are sufficiently developed to pass the sifting process. • Resources, both people and financial, are allocated to the development of Nexus' schemes to Stagegate 3 / OBC by early May 2019 to ensure the best possible chance of their inclusion in the regional bid. • Schemes will be developed through the Nexus' Stage-gate control processes. • Internal stakeholders are identified and weekly stakeholder meetings are held. • Regular liaison with the Regional Team to provide project updates and ensure that schemes are developed in line with wider regional objectives. • Regular liaison with other external stakeholders to ensure alignment with other projects and local objectives. • Establishment of a zero value framework for economic support to allow quick responses to queries. • Work commenced on establishing frameworks to support the development of schemes beyond Stage-gate 3 should the regional bid be successful. • Scoping work commenced on FMZ options, early market engagement completed and outline specification for Hubs drafted. 		
Next Steps/Key Milestones: <ul style="list-style-type: none"> • Stagegate 2 – end March 2019 • Stagegate 3 – early May 2019 • Submission to the Region team in May 2019 for inclusion in the draft bid prepared for mid-2019 • Final bid ready for submission in November 2019 • DfT decision of funding expected early 2020 		

CP Theme: **Prepare for the future**

CP Key Priority: **Develop plans to expand Metro and local rail services, connecting communities not currently served by either Metro or Northern Rail services**

Risk Area: Metro and local rail strategy	RAG Status (Amber)	Direction of Travel
Risk Owner: Transport Strategy Director	9 (3x3)	↔ (stable)
Risk Actionee: Head of Network Extensions		

Risk: Expansion of the Metro and local rail services does not progress.

Impact/Consequence(s):

Should the project be unable to identify suitable options for expansion of the Metro and local rail systems this will have adverse implications for the local economy and the environment. Studies have established that each additional passenger journey generates £8.50 benefits to the local economy. Failure to obtain this benefit may limit the potential for economic growth and prosperity across the NECA area.

Control(s):

- Delivery of a new Metro fleet.
- Embed expansion of the Metro and local rail network within the SEP and the NECA's Transport Plan for the North East.
- Establish strong contacts and working relationships with relevant stakeholders.
- Develop an appropriate communications strategy to ensure key decision makers are kept informed.
- Extensive market consultation has established an understanding of the market appetite for schemes.
- Establish effective programme management disciplines to identify and manage cost and risk.
- Utilise the frameworks that have been established to develop and progress the project including Nexus Stage Gate project control process and the development of an Outline Business Case.
- Identifying and adopting best practice in the delivery of extensions, including the establishment of a peer review advisory framework.
- Established an understanding of the legal and regulatory framework governing light and heavy rail.

Key Milestones/Next Steps:

- Production of an OBC for the Network Capacity and Resilience project by spring 2019.
- Production of an SOBC/OBC for Follingsby by summer 2019.
- A programme of development produced in outline during 2019.

<p>CP Theme: Prepare for the future</p> <p>CP Key Priority: Ensure the North East's priorities for transport are properly reflected in Transport for the North's (TfN's) investment plans.</p>		
<p>Risk Area: Aspirations for heavy rail initiatives</p> <p>Risk Owner: Transport Strategy Director</p> <p>Risk Actionee: Head of Heavy Rail</p>	<p>RAG Status (Green)</p> <p>6(2x3)</p>	<p>Direction of Travel</p> <p>↔ (stable)</p>
<p>Risk: That the North East's aspirations for heavy rail initiatives are not sufficiently developed in time to take the opportunity for implementation as and when it arises.</p>		
<p>Impact/Consequence(s):</p> <p>Transformational improvements in transport provision for the area are being sought working through TfN. Failure to secure these improvements in respect of heavy rail could reduce transport connectivity and economic prosperity.</p>		
<p>Control(s):</p> <ul style="list-style-type: none"> • Active participation in Transport for the North, in particular the following workstreams: <ul style="list-style-type: none"> ○ the Strategic Transport Plan and accompanying Long Term Investment Programme, ○ the Northern Powerhouse Rail (NPR) project, ○ Strategic Development Corridor studies, and ○ the Long Term Rail Strategy. • Ensuring the Joint Transport Committee's (JTC) Lead Member for Transport is fully briefed. • Retaining and developing the North East Rail Management Unit (NERMU). • Approval to the Strategic Outline Business Case for NPR from both the TfN Board and DfT. 		
<p>Next Steps/Key Milestones:</p> <ul style="list-style-type: none"> • Take an active role in the development of the Outline Business Case for Northern Powerhouse Rail • Take an active role in the development of the strategic corridors business cases as they affect rail in the North East. • To support the TfN Long Term Rail Strategy develop local delivery plans for the North East, through the development of a North East Rail Strategy 		

Appendix 3: Risk Score Matrix

Assess the impact if the risk occurred:

Impact:

		Insignificant	Minor	Significant	Critical
Likelihood	High	4	8	12	16
	Medium	3	6	9	12
	Low	2	4	6	8
	Negligible	1	2	3	4

Assess the likelihood of the risk occurring:

Likelihood:

High	Risk will almost certainly occur or is occurring at present
Medium	Risk is likely to occur in most circumstances
Low	Risk may occur
Negligible	Risk is unlikely to occur

Assess the impact should the risk occur e.g.

	On objectives:	On service delivery:	On finances:	On reputation:
Critical	<ul style="list-style-type: none"> Over half of programmes or objectives affected More than one critical objective impacted Stakeholders do not commit to a shared vision 	<ul style="list-style-type: none"> Significant change in services Relationship breakdown between major stakeholders Serious impact on strategic plans Unplanned major re-prioritisation of resources and/or services Failure of a delivery programme or major project 	<ul style="list-style-type: none"> Unable to secure or loss of significant funding opportunity (£5m) Significant financial loss (£2m) Significant adverse impact on budgets 	<ul style="list-style-type: none"> Adverse national media attention External criticism (in press) Significant loss of confidence or satisfaction from stakeholders Significant loss of community confidence
Significant	<ul style="list-style-type: none"> One or more objectives or programmes affected One or more stakeholders do not commit to shared vision Significant environmental impact 	<ul style="list-style-type: none"> Partner unable to commit to joint arrangements Recoverable impact on service delivery Major project failure 	<ul style="list-style-type: none"> Prosecution Major change in or loss of funding opportunity (£2m) Notable change in an external contribution Notable adverse impact on budget 	<ul style="list-style-type: none"> Notable external criticism Notable reduction in confidence or satisfaction Internal dispute between partners Adverse regional media attention Significant loss of community confidence
Minor	<ul style="list-style-type: none"> Up to 2 priority outcomes affected Isolated serious injury/ill health Minor environmental impact 	<ul style="list-style-type: none"> Threatened loss of partner commitment 	<ul style="list-style-type: none"> Minor financial loss Some loss of funding Funding opportunity threatened 	<ul style="list-style-type: none"> Failure to reach agreement with individual stakeholder organisation Some loss in confidence or satisfaction
Insignificant	<ul style="list-style-type: none"> Minor effect on priorities/service objectives Isolated minor injury/ill health Insignificant environmental impact 		<ul style="list-style-type: none"> Isolated containable financial impact 	

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North East Joint Transport Committee, Tyne and Wear Sub-Committee

Date: 4 April 2019

Subject: Major Summer Events Plan

Report of: Customer Services Director, Nexus

Executive Summary

This report provides the Sub-Committee with an overview of Nexus plans to support major events taking place in the region during the summer of 2019.

Recommendations

The Tyne and Wear Sub-Committee is recommended to note the content of this report.

1. Background Information

- 1.1 Metro and the wider public transport Nexus delivers plays an important role in supporting major events, helping to ensure that both residents and visitors to the region enjoy a positive experience throughout their day. In some cases events could not take place safely without a robust and effective public transport system.
- 1.2 Nexus strives to deliver the best possible service through providing additional and when necessary later Metro trains, increased customer service staff presence at key locations and a suite of information through digital and traditional channels.
- 1.3 Our work in this area has been recognised as among the best in the country – the 2018 summer events programme recently won a prestigious UK Rail Business Award for *Accessibility and Integrated Transport Excellence*, as a result of widespread positive feedback from Metro passengers. Nexus staff were fundamental to this success, working almost 6,000 additional hours in frontline roles throughout the summer, for events which generated around 500,000 additional journeys.
- 1.4 Nexus is now planning for the delivery of a further busy summer in 2019 including plans for the following major events detailed below, as well as others at a more local and community level.
- 1.5 Tyne and Wear Metro has also entered into a partnership with St Oswald's Hospice, the regional care centre for seriously ill children, to stage *Elmer the Patchwork Elephant's Great North Parade*. This major visitor event from August to October 2019 is aimed at raising hundreds of thousands of pounds for an important regional charity, while encouraging people to visit town and city centres and visitor attractions across Tyne and Wear. Research from the successful Great North Snowdogs trail in 2016 showed 70% of trail-goers went to new places within the region as a result, boosting the economy by an estimated £16m; Metro will again provide promotional support to encourage interest and participation from families.

Major events in summer 2019

- 1.6 **European Rugby Championships**, 10-11 May: Nexus supported the successful bid for this international sporting event. Matches taken place at St James' Park and Kingston Park over Friday and Saturday. Metro will provide additional train services around each game and customer service staff will be present at Metro and bus stations to manage crowds and provide a welcome. Promotional activity is planned around key stations.
- 1.7 **Spice Girls at Stadium of Light**, 6 June: Additional Metro trains and customer service staff will provide travel and crowd control before and after the concert, including onward connections within the Metro network.
- 1.8 **South Tyneside Summer Concerts**, July-August: South Shields station will be closed to allow completion of the new town centre interchange, through agreement with South Tyneside Council. Visitors will be signposted from Chichester station towards the foreshore, or via a frequent replacement bus service operating between

Chichester and South Shields town centre. Additional customer service and promotional staff supporting the Sunday concerts.

- 1.9 **Mouth of the Tyne Festival**, 11-14 July: The Shields Ferry will run beyond normal timetable if required to; Metro lines and station will be kept clear of modernisation or maintenance work.
- 1.10 **Sunderland Air Show**, 26-28 July: Additional Metro trains and customer service staff will provide travel and crowd control across all three days of the event.
- 1.11 **World Transplant Games**, 17-24 August: Nexus supported the successful bid for this international sporting event, as part of which it has entered a commercial agreement to provide athletes and games officials with Metro travel based on event accreditation. The whole event is based on the Metro network with key accommodation and venues spread through Newcastle, Gateshead and Sunderland.
- 1.12 **England-Italy Rugby International**, 6 September: A large crowd is expected at At James' Park and the Metro service will be planned to reflect this.
- 1.13 **Great North Run Weekend**, 7-8 September: Nexus is completing detailed plans alongside South Tyneside Council, Northumbria Police and race organisers to manage Metro, bus and ferry travel. This will be the first Run to use the new South Shields Transport Interchange; there will be a modified queue structure to manage thousands of runners and spectators travelling home from the event.
- 1.14 In addition to the above, Nexus plans for a large number of further events including music festivals, road races, North East Pride, Newcastle Mela, the Hoppings funfair and the arrival of larger cruise ships to the Tyne, where crowd control and additional Metro services may be required. Maintenance and modernisation work on Metro is, as far as possible, scheduled to avoid impact on events though this is not always possible within the intensive programme Nexus is delivering.

2. Proposals

- 2.1 This report is for information only. There are no specific proposals being put to the Sub-Committee.

3. Reasons for the Proposals

- 3.1 This report is for information only. There are no specific proposals being put to the Sub-Committee.

4. Alternative Options Available

- 4.1 This report is for information only. There are no specific proposals being put to the Sub-Committee.

5. Next Steps and Timetable for Implementation

- 5.1 The programme of activities described will be delivered through the next six months, and co-ordinated with external stakeholders through safety advisory group (SAG) meetings relevant to each event. This will allow Nexus to decide

final service and staffing patterns in each case. The TWSC Chair attends a senior stakeholder assurance group for the Great North Run which Nexus convenes to scrutinise detailed plans for this event.

6. Potential Impact on Objectives

- 6.1 Providing good public transport for events meets Nexus objectives to support the economy, environment and communities it serves, and to showcase North East England in a positive light.

7. Financial and Other Resources Implications

- 7.1 Nexus operates Metro and the Shields Ferry without profit and with the help of public. It is important, where extra services or staff are required, that the cost is considered alongside the wider benefits to be realised. It is anticipated that, in each case above, the cost will be balanced by additional fares revenue generated. Nexus will negotiate with event organisers where additional services are required but the financial return is unclear.

8. Legal Implications

- 8.1 There are no specific legal implications arising from this report.

9. Key Risks

- 9.1 Nexus uses voluntary overtime from staff to fulfil some additional duties around special events. This is managed in the countdown to each event and we are grateful for the commitment and dedication our staff show.

10. Equality and Diversity

- 10.1 Equality and diversity implications are addressed in the planning processes for each event.

11. Crime and Disorder

- 11.1 There are no specific crime and disorder implications arising from this report.

12. Consultation/Engagement

- 12.1 Nexus works closely with organisers, first responders, local authorities, and other transport operators through SAG and multi-agency planning processes for each major event. A senior stakeholder assurance group for the Great North Run which Nexus convenes will scrutinise detailed plans for this event. Nexus uses feedback from passengers to learn and plan for future events.

13. Other Impact of the Proposals

- 13.1 There are no specific impacts.

14. Appendices

14.1 None.

15. Background Papers

15.1 None.

16. Contact Officers

16.1 Huw Lewis, Customer Services Director, Nexus

Email: huw.lewis@nexus.org.uk

Tel: 0191 203 3112

17. Sign off

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

18. Glossary

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North East Joint Transport Committee, Tyne and Wear Sub-Committee

Date: 4 April 2019

Subject: Proposed Changes to Companion Card Eligibility Criteria

Report of: Managing Director, Transport North East

Executive Summary

The purpose of this report is to explain proposed changes to the eligibility criteria for new applications for the Companion Card concession, and the reasons for the changes. Subject to the agreement of TWSC it is proposed that the new criteria will operate alongside the existing criteria until March 2021, and that the impacts of the changes will be closely monitored during the transition period.

Recommendations

The Tyne and Wear Sub-Committee is recommended to agree the implementation of revised eligibility criteria, as outlined in paragraph 1.6 of the report, for new working-age applicants for the Companion Card concession, alongside retention of the existing criteria until March 2021, to enable the impacts of the proposed changes to be monitored and understood.

1. Background Information

1.1 The Companion Card is a locally-funded concession which allows the person to whom the concession is granted to take with them a companion who travels with them free of charge, for the purposes of providing help and support to the card-holder. Card-holders can also travel independently if they wish. The concession is available during the same off-peak periods as the English National Concessionary Travel Scheme (ENCTS). Approximately 3,800 Companion Cards are in issue and around 280,000 journeys are made using the concession each year, at an annual cost to Nexus of around £350,000.

1.2 The existing criteria are as set out below. For working-age applicants, they are based around the criteria which apply to eligibility for the government's Personal Independence Payment (PIP) benefit.

Existing Criteria

- higher rate care component of the Disability Living Allowance (DLA)
- higher rate Attendance Allowance
- in receipt of PIP – the decision letter awarding PIP must show a minimum score of 8 points in either the Communicating Verbally activity of the Daily Living component, or the Planning and Following a Journey activity of the Mobility component of PIP)

1.3 These criteria date from 2013 and were introduced to replicate as closely as possible the change in benefit eligibility during the transition from DLA to PIP for working-age applicants introduced by government.

1.4 These criteria have recently been challenged by an individual who applied for a Companion Card and was refused on the basis of the current criteria. The basis of the challenge is that the individual was able to demonstrate that they could communicate verbally, and plan and follow a journey, but was unable to use public transport without the aid of a companion, due to restricted mobility. Under the current criteria, mobility is not a qualifying criterion. The applicant states that the existing criteria amount to discrimination under the Equality Act 2010, as they were not treated equally to other applicants with different qualifying criteria.

1.5 The challenge prompted a review of the scheme eligibility criteria, to ensure that the Companion Card concession is effectively targeted at those who will derive most benefit from it. The review was undertaken using the following principles:

- The proposed changes would not affect existing Companion Card holders, who would retain 'grandfather rights'.
- Companion Card holders aged 65 or above would not be affected by the proposed changes – DLA remains the relevant benefit for this age cohort; PIP is payable to working-age claimants between 16 and 64 years.
- The review would aim to ensure that, in future, applicants are awarded a Companion Card on the basis of their entitlement to the Mobility component

of PIP, as the concession is, first and foremost, an aid to better personal mobility.

- The changes to qualifying criteria should aim to be broadly cost-neutral.

1.6 Using these principles, a revised set of qualifying criteria are proposed to determine eligibility for Companion Card for working-age applicants.

Proposed Criteria

Eligibility for any of the following benefits:

- Higher-rate care component of the Disability Living Allowance
- Higher rate Attendance Allowance
- Enhanced rate of Mobility component of War Disablement Pension
- A total score of 12 points or more across the following activities within the Mobility component of PIP:
 - ✓ Planning and Following a Journey
 - ✓ Moving Around

1.7 When applying for PIP, if an applicant scores 12 points or more in the Mobility component of their assessment for PIP, they are awarded the enhanced rate of PIP. The revised eligibility criteria for Companion Card would therefore ensure that the Companion Card concession is awarded on an equal basis to those in receipt of PIP Mobility benefits. The proposed inclusion within the criteria of the enhanced rate of Mobility component of War Disablement Pension is in response to an issue identified during public consultation, as described in paragraph 1.9 below.

1.8 The impacts of the proposed changes will vary according to personal circumstances. Applicants who may qualify in future but not at present include those who score highly in the Moving Around activity of the PIP Mobility component, which does not form part of the existing Companion Card criteria. This would include those who don't have difficulties in communicating or in planning and following a journey, but who do have restricted mobility.

People who currently qualify, but who may not do so under the revised eligibility criteria, include those who score highly in the Communicating Verbally activity of the PIP Daily Living component - which it is proposed will be removed from future eligibility criteria. This could affect people who have difficulties in communicating verbally, but who do not necessarily have restricted mobility. However, people who have high levels of difficulty in planning and following a journey – and who receive the enhanced rate of PIP Mobility – would still qualify for Companion Card under the proposed criteria.

1.9 Nexus undertook a 12-week public consultation to seek feedback on the impacts of the proposed changes. The consultation was available on the Nexus website between 10 September and 2 December 2018; third-sector disability and accessibility groups with whom Nexus has contacts were also invited to respond. Five responses were received, three from groups and two from individuals. In terms of feedback, there was some support for the principles underlying the proposed changes, and also those suggesting that the eligibility criteria should be widened

rather than modified as proposed. A specific comment was received in respect of the impact of the changes upon those in receipt of the Mobility component of War Disablement Pension – this benefit was not specifically included within existing eligibility criteria, but it is proposed that it is included in future.

- 1.10 The scale of impacts of the proposed changes to Companion Card eligibility criteria cannot be accurately quantified at this stage. Historically, Nexus has not recorded the reasons for applications being disallowed on the basis of the criteria in place. These would be likely to be relatively few, due to the criteria being published online which could dissuade those currently ineligible from applying.
- 1.11 In order to gain an increased understanding of the impacts of the proposed changes upon new applicants potentially affected by them, it is recommended that the revised criteria are introduced with immediate effect as the standard conditions of eligibility, alongside the existing criteria remaining valid for a two-year period. This would allow Nexus to accurately monitor the circumstances of new applicants during this period, and to assess whether the new criteria are meeting the aims of the Companion Card as set out above. At the end of this period, it is proposed that the outcomes of the monitoring of new applications are referred back to the sub-committee for a final determination on this matter.

2. Proposals

- 2.1 The proposals are that the TWSC agrees to the implementation of the revised eligibility criteria for Companion Card as described in the report.

3. Reasons for the Proposals

- 3.1 The reasons for the proposals are that the current scheme criteria are at risk of challenge under Equalities Act 2010 legislation, and that the revised criteria will make the Companion Card concession more accessible to applicants with mobility difficulties. The continuation of existing criteria alongside for a two-year period will allow the impacts of the proposed changes upon individual applicants to be monitored and assessed.

4. Alternative Options Available

- 4.1 Option 1 – TWSC may accept the recommendations set out in paragraph 2.1 above.
Option 2 – TWSC may not accept the recommendations set out in paragraph 2.1 above and decide to make no changes to Companion Card eligibility criteria.
Option 3 – TWSC may not accept the recommendations set out in paragraph 2.1 above and decide to implement the revised Companion Card eligibility criteria, and not to continue to also assess new applications on the basis of the existing criteria for a two-year period.
- 4.2 Option 1 is the recommended option.

5. Next Steps and Timetable for Implementation

- 5.1 Subject to the approval of the TWSC, it is proposed to implement the revised eligibility criteria with immediate effect, alongside the existing criteria which will continue to be valid for a two-year period.

6. Potential Impact on Objectives

- 6.1 The Companion Card concession will continue to provide benefits for people who need extra support when using public transport.

7. Financial and Other Resources Implications

- 7.1 No material impacts on the Nexus budget are anticipated, as the number of new applicants affected is expected to be small. The two-year period during which both existing and revised criteria in place will enable an assessment of financial impacts to be undertaken.

- 7.2 There are no Human Resources or ICT implications.

8. Legal Implications

- 8.1 There are no specific legal implications arising from this report.

9. Key Risks

- 9.1 The key risk is that if the recommended option is not implemented, a challenge to the fairness of the existing eligibility criteria will be upheld under Equalities Act legislation.

10. Equality and Diversity

- 10.1 The proposals will have positive implications for equality and diversity as they will improve mobility for individuals who may need extra support to use public transport.

11. Crime and Disorder

- 11.1 There are no specific crime and disorder implications arising from this report.

12. Consultation/Engagement

- 12.1 A 12-week public consultation process has been undertaken by Nexus between September and December 2018, as referred to above.

13. Other Impact of the Proposals

- 13.1 No other impacts have been identified.

14. Appendices

- 14.1 None.

15. Background Papers

15.1 Not applicable.

16. Contact Officers

16.1 Tobyn Hughes, Managing Director, Transport North East
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Gordon Harrison, Business Development Manager, Nexus
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17. Sign off

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

18. Glossary

English National Concessionary Travel Scheme (ENCTS) - the national concessionary travel scheme for free off-peak bus travel.

Personal Independence Payment (PIP) - a benefit that helps with the extra costs of a long-term health condition or disability for people aged 16 to 64. PIP is a non-means tested benefit and is not affected by earnings, other income or savings.

Disability Living Allowance (DLA) - a benefit that helps with the extra costs that disabled people face as a result of their disabilities. It has been replaced by PIP for people aged 16-64.

War Disablement Pension (WDP) - a payment made to people who have been injured or disabled as a result of any service in Her Majesty's Armed Forces.

North East Joint Transport Committee, Tyne and Wear Sub-Committee

Date: 4 April 2019
Subject: Tyne Tunnels Update
Report of: Chief Executive Officer for Transport

Executive Summary

The purpose of this report is to provide Members with an update on activities at the Tyne Tunnels relating to:

1. The operation of the New Tyne Crossing and to agree the commencement of discussion with TT2 Ltd concerning the 'Tyne Pass project';
2. The Tyne Pedestrian and Cycle Tunnels (TPCT) - Phase 3 improvement works;

Recommendations

The Transport North East (Tyne and Wear) Sub-Committee is recommended to:

- i Note the contents of the New Tyne Crossing update
- ii Authorise officers to commence discussion to develop Heads of Terms for a potential change to the concession Project Agreement with TT2 and associated legislative changes (the "Tyne Pass Project");
- iii Note the contents of the Tyne Pedestrian and Cycle Tunnels update

1. Background Information

New Tyne Crossing

- 1.1 The Project Agreement (PA) for the New Tyne Crossing (NTC) was signed on 23 November 2007. Full operational commissioning was achieved on 21 November 2011. TT2 Ltd are responsible for the day to day management and operation of the New Tyne Crossing. This is monitored by the North East Combined Authority (CA) (as Accountable Body for the NE Joint Transport Committee, which operates across the LA7 Area) in accordance with the terms of the Project Agreement.
- 1.2 NECA has been approached by the concessionaire, TT2 Limited, who wish to explore the possibility of moving to a Number Plate Recognition (NPR) toll (or other charging) arrangements and the eventual removal of the barriers and toll plaza at the north end of the tunnels. This project – which is being given the working title “the Tyne Pass Project” - is anticipated to lead to smoother traffic flow, reduced congestion and reduced air pollution (through the reduction of queuing traffic) in the area. The project may touch upon questions such as:
- The mechanisms for collection of tolls/ charges
 - Legal and compliance issues
 - The nature, timetable and funding of the works on the Tunnels to in implement the scheme
 - The classification of vehicles as we move to an automated system
 - The legislation and the enforcement regime
 - Toll exemptions and anomalies in the current legislative framework and, potentially the simplification the administrative arrangements for the adjustment of tolls.

Tyne Pedestrian and Cyclist Tunnels

- 1.3 The major maintenance liability for the Tyne Pedestrian and Cyclist Tunnels (TPCT) was retained by the CA (formerly the Tyne and Wear Integrated Transport Authority) in the Project Agreement entered into with TT2. The TPCT is currently undergoing refurbishment works.
- 1.4 In April 2015, following the original contractor entering Administration, the CA’s took over the role of Main Contractor on the refurbishment of the Tyne Pedestrian and Cyclist Tunnels. The refurbishment works were suspended until February 2017 to allow asbestos in the tunnels to be removed or encapsulated.

2. Proposals/ Review

New Tyne Crossing – Operational Summary

Traffic Flows

- 2.1 TT2 are responsible for the day to day management and operation of the tunnels. As part of their duties they are required to provide a Quarterly Service Report to the CA on operational issues, including inspections and details of any Health and

Safety incidents which have occurred during the report period. In addition, TT2 submit a claim as part of the payment mechanism for the tunnels which identifies the number and type of vehicles using the tunnels.

2.2 TT2 and the CA constantly review the traffic flows through the Tyne Tunnels. A review of the traffic flow levels through the tunnels during 2017-18 identified the previously reported reduction in traffic using the tunnels compared to previous years had remained constant. This was considered to be a direct consequence of the construction works to the Silverlink Junction being carried out by Highways England and other highway related works being carried out in North Tyneside.

A review of the traffic flows, so far, this financial year showed that they have started to recover although the traffic flow levels remain less than the levels experienced in 2016-17. This continues to be monitored by both the CA and TT2 Ltd. See Appendix A.

2.3 This change in traffic levels using the tunnels has an impact on the revenue generated for TT2 and the CA and the budgets for 2018-19 have been amended to reflect this.

2.4 **Tyne Pass Project Mandate**

The Committee is invited to give a mandate to commence discussion with TT2 Limited about the introduction of the Tyne Pass Project, described at 1.2 above. At is stage the committee is being asked to agree to the first step detailed below.

Step One – Develop Heads of Terms

The project team will develop Heads of Terms with TT2 Limited. The draft Heads of Terms will be brought back to the committee for approval to proceed. It is recognised that in order to develop Heads of Terms it will be necessary for NECA to obtain specialist legal, financial and specialist legislative advice, as the financial model, Concession Agreement and the relevant legislation in relation to the Tunnels may need to change to allow the project to be implemented. It is important that advice on these issues is available as the Heads of Terms are developed, to ensure that what is agreed is deliverable. TT2 Limited has agreed in principle to underwrite the costs of the work. At this stage we would estimate that a maximum budget of £40,000 will be required, with a budget of £80,000 -100,000 currently anticipated for external advice during the life of the project

Step Two – Amendments to Agreement and Legislation

Following the approval and execution of the Heads of Terms detailed contractual amendments and new draft legislation will be developed with Government to make the necessary changes to each. The Committee will receive regular reports throughout this stage leading ultimately to a request for Authority to execute the formal agreement(s). At this stage we would expect to have a fully developed implementation plan and timetable, which can be considered as part of the approval process.

Step Three - Implementation

The much longer stage during which the project is implemented in accordance with the underpinning agreements. The Committee will receive regular reports throughout this stage including NECA monitoring reports on the implementation.

Health and Safety

- 2.4 No significant Health and Safety issues have been identified during the last reporting period.

Tyne Pedestrian and Cyclist Tunnels

- 2.5 The refurbishment works on the TPCT are nearing completion on site.
- 2.6 The installation of the glass enclosures to the inclined lift and the glass screens around the inclined lift, including the full length of inclined shafts have been completed and the finishes to the floors and walls are substantially complete. There is around three to four weeks work needed to complete the inclined lift.
- 2.7 The testing, commissioning and certification processes are ongoing and should be completed in a few weeks following the completion of the inclined lift work.
- 2.8 Plans are being finalised for a phased reopening of the tunnels once the testing, commissioning and certification has been completed. This will allow a controlled re-introduction of the facility to be monitored under real working conditions and any changes to functionality to be carried out.
- 2.9 It is proposed that the tunnels will initially be manned during this trial period and opened to the public between 06:00 to 20:00. The night shuttle will continue to run between 20:00 to 06:00.
- 2.10 A progress booklet showing recent photographs of the tunnels is included in Appendix B.

3. Reasons for the Proposals

Tyne Pedestrian and Cyclist Tunnels

- 3.1 The completion of the works to refurbish and reopen the TPCT is in line with the CA objectives of providing specifically for pedestrians and cyclists, contributing positively to addressing climate change by encouraging non-motorised modes of travel.
- 3.2 The completion of the refurbishment works will meet the CA obligations under the under the Planning (Listed Buildings and Conservation Areas) Act 1990.

4. Alternative Options Available

New Tyne Crossing

- 4.1 The option to retain existing tolling arrangements remains, however changes in technology will allow improvement to the tolling arrangement to be introduced

which will reduce delays at the toll booths and help address air quality and congestion issues. A decision on the option to proceed with the Tyne Pass project will be taken later in the year once the legal and professional advice about the options has been obtained and the heads of terms can be considered in more detail by members.

Tyne Pedestrian and Cyclist Tunnels

- 4.2 The option not to complete and reopen the TPCT was previously considered however, due to the Listed status of the structure, works to address its condition, deal with the asbestos and to maintain it in a safe state would still have been required. This would realise little reduction in cost compared with the completion of the works for reopening.

5. Next Steps and Timetable for Implementation

New Tyne Crossing

- 5.1 The project team will develop Heads of Terms with TT2 Limited. The draft Heads of Terms will be brought back to the committee for approval to proceed.

Tyne Pedestrian and Cyclist Tunnels

- 5.2 The refurbishment works continue to be overseen by the NTC team based in TT2 Ltd.'s offices. The contract management of the refurbishment works are being undertaken by the CA. Specialist contractors are being engaged to complete the project.

The Lead Chief Executive for Transport reports regularly on progress to the Transport North East (Tyne and Wear) Sub-Committee.

- 5.3 Officers continue to monitor the programme for the project with a view to reopening the tunnels to the public at the earliest opportunity.

- 5.4 The NTC Communications Team continue to action and maintain the Communication Plan, including continuing a dialogue with the adjacent communities, their representatives, pedestrian and cyclist groups and adjacent local authorities. The website www.tynepedestrianandcyclisttunnels.co.uk has been updated to better inform stakeholders of progress on the refurbishment works and to promote the tunnels for the future.

- 5.5 Seven Stories, The National Centre for Children's Books, have been engaged to work with two local primary schools on either side of the Tyne to promote the planned reopening of the tunnels. Their work will be interactive, and the schools will be invited to the tunnels for a formal opening event.

- 5.6 A series of site visits have been arranged with interested groups to support and to publicise the completion of the works and the reopening of the tunnels.

- 5.7 Proposals are being developed for the official re-opening of the TPCT which will promote the works carried out by the CA and inform the public of the availability of this asset.

6. Potential Impact on Objectives

- 6.1 The refurbishment of the TPCT will secure the future operation of this important transport link under the River Tyne. It provides specifically for pedestrians and cyclists and as such contributes positively to addressing climate change by encouraging non-motorised modes of travel. It also has the benefit of helping to reduce the number of motor vehicles on the roads – particularly on residential roads – to the benefit of local communities. The TPCT is also positive in terms of economic development and regeneration because it aids access to jobs in the A19 corridor for those who do not own a car. The works also protect this Grade II Listed structure for future generations.

7. Financial and Other Resources Implications

Tyne Pedestrian and Cyclist Tunnels

- 7.1 The cost of the refurbishment works is currently funded from the Tyne Tunnel Reserves. NECA officers are examining all sources of potential funding, including grants. However, in the absence of any allocations from other funding sources at this point in time, the costs are to be met from the Tyne Tunnels Reserve. It is important to note that this reserve is ring-fenced for use on the tunnels, but it would have an opportunity cost, because once the Tunnel Financing costs are met the reserve can be used for other transport projects. If a source of grant funding for the works can be identified, this will be used and reduce the call on reserves.
- 7.2 The latest cost will be monitored by the Chief Finance Officer and its impact will be reflected in the budget update report for 2019/20.
- 7.3 The adopted approach of the NECA carrying out the project management is expected to minimise the delay in the completion of the project.

8. Legal Implications

Tyne Pedestrian and Cyclist Tunnels

- 8.1 The legal comments have been incorporated into the report.

9. Key Risks

- 9.1 The key risks associated with the completion of the project relate to:

Public safety – by addressing the reliability issues associated with the historic apparatus in the tunnels and dealing with the asbestos and other identified safety issues relating to the condition of the structure in the tunnel the CA are ensuring public safety

Time delays – by direct management of the completion of the works the CA are minimising the risk of further project delays which could be anticipated if a further tender process had been undertaken to engage a private Management Contractor.

Cost - by direct management of the completion of the works the CA are minimising the risk of further project cost and claims which could be anticipated from a Management Contractor. This is being borne out by the ongoing identification of additional work as the project progresses which could not have been envisaged at tender stage.

10. Equality and Diversity

10.1 There are no implications for equalities and diversity arising directly from this report.

11. Crime and Disorder

11.1 There are no implications for Crime and Disorder arising directly from this report.

12. Consultation/Engagement

12.1 The Head of Paid Service, Monitoring Officer and Chief Finance Officer have been consulted. Regular updates are provided to the Transport North East (Tyne and Wear) Sub-Committee. Member visits have been arranged to the site to view the works. Updates are provided to the Howdon MAG and the Jarrow and Boldon CAF. A dedicated website is maintained and provides updates on progress.

13. Other Impact of the Proposals

13.1 The refurbishment of the TPCT will secure the future operation of this important transport link across the River Tyne. It provides specifically for pedestrians and cyclists and as such contributes positively to addressing climate change by encouraging non-motorised modes of travel. It also has the benefit of helping to reduce the number of motor vehicles on the roads – particularly on residential roads – to the benefit of local communities. The TPCT is also positive in terms of economic development and regeneration because it aids access to jobs in the A19 corridor for those who do not own a car.

14. Appendices

14.1 Appendix A: Traffic Figures for the New Tyne Crossing
Appendix B: Tyne Pedestrian and Cyclist Tunnel Progress Booklet

15. Background Papers

15.1 River Tyne (Tunnels) Order 2005
Report dated 22 July 2010 - TPCT - Investment Proposals
River Tyne (Tunnels) (Modification) Order 2011
Tyne Tunnel Update reports to the scheduled meetings of the Tyne and Wear Sub-committee as listed in the report to the Tyne and Wear Sub-Committee of the 31 January 2019.

16. Contact Officers

16.1 Paul Woods, Chief Finance Officer, paul.woods@northtyneside.gov.uk, Tel: 07446936840

John Softly, Assistant Director Legal Services, john.softly@newcastle.gov.uk, Tel: 0191 277 7047

Alastair Swan, Principal Engineer, alastair.swan@newcastle.gov.uk , Tel: 0191 211 5931

17. Sign off

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

18. Glossary

TPCT – Tyne Pedestrian and Cyclist Tunnel

NTC – New Tyne Crossing

TWITA – Tyne and Wear Integrated Transport Authority

PA – Project Agreement (relating to the contract for the provision of the New Tyne Crossing)

RPI – Retail Price Index

NELB – North East Leadership Board

TNE – Transport North East

TWSC – Transport North East (Tyne and Wear) Sub-Committee

BCE - Building and Commercial Enterprise Division

JTC – Joint Transport Committee

Appendix A: Traffic Figures for the New Tyne Crossing

1 Background Information

The Tyne Tunnels operation transferred to the Concessionaire, TT2 Ltd, on 1 February 2008. Their operational performance is monitored by the Engineer to the Tunnels.

2 Operational Performance

2.1 The following graphs give a breakdown of the traffic flows through the Tyne Vehicle tunnels for this financial year.

2.1.1 Table 1: TT2 Monthly Traffic Statistics. Contains the data used to create the Graphs A to C inclusive.

2.1.2 Graph A: TT2 Monthly Traffic Figures by Vehicle Type. Illustrates the monthly traffic flows by Vehicle Type, for the period April 2018 to Feb 2019.

Class 1 – motorbikes, Class 2 Cars and Light Goods Vehicles under 3500kgs, Class 3 Heavy Goods Vehicles and Exempts

2.1.3 Graph B: TT2 Monthly Traffic Figures by Payment Type. Shows how customers met the toll requirements. Cash or Permit.

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TT2 MonthlyTraffic Statistics

Monthly	2018/2019												Total Vehicles	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
2018/2019	1,367,609	1,444,185	1,386,578	1,430,684	1,404,416	1,363,760	1,456,535	1,407,025	1,230,254	1,320,239	1,257,168	746,590	Forecast	16,404,180
2017/2018	1,339,682	1,419,309	1,403,299	1,419,925	1,420,316	1,398,352	1,446,673	1,404,383	1,228,034	1,316,739	1,252,175	1,358,944		
Capacity	2,340,000	2,418,000	2,340,000	2,418,000	2,418,000	2,340,000	2,418,000	2,340,000	2,418,000	2,418,000	2,184,000	2,418,000		28,470,000

Traffic by Class	2018/2019												% ETC 2017/18	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
2018/2019	1,367,609	1,444,185	1,386,578	1,430,684	1,404,416	1,363,760	1,456,535	1,407,025	1,230,254	1,320,239	1,257,168	746,590		
2017/2018	1,339,682	1,419,309	1,403,299	1,419,925	1,420,316	1,398,352	1,446,673	1,404,383	1,228,034	1,316,739	1,252,175	1,358,944		
Capacity	2,340,000	2,418,000	2,340,000	2,418,000	2,418,000	2,340,000	2,418,000	2,340,000	2,418,000	2,418,000	2,184,000	2,418,000		
Class 1	15,304	21,156	21,297	20,970	17,673	15,914	14,135	9,737	6,029	7,478	9,685	5,058	C1 % ETC	0.00
Class 2	1,231,393	1,296,794	1,241,573	1,279,188	1,259,266	1,226,204	1,313,527	1,274,841	1,121,625	1,197,151	1,135,634	675,568	C2 % ETC	50.90
Class 3	70,605	72,407	71,145	74,149	71,645	67,966	73,579	69,901	53,892	65,346	64,153	36,679	C3 % ETC	83.80
Exempts	50,307	53,828	52,563	56,377	55,832	53,676	55,294	52,546	48,708	50,264	47,696	29,285	Ex % ETC	75.64
													Total %	52.96

Class,Cash,Permit	2018/2019												Tolls to Date £	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
2018/2019	1,367,609	1,444,185	1,386,578	1,430,684	1,404,416	1,363,760	1,456,535	1,407,025	1,230,254	1,320,239	1,257,168	746,590		
2017/2018	1,339,682	1,419,309	1,403,299	1,419,925	1,420,316	1,398,352	1,446,673	1,404,383	1,228,034	1,316,739	1,252,175	1,358,944		
Capacity	2,340,000	2,418,000	2,340,000	2,418,000	2,418,000	2,340,000	2,418,000	2,340,000	2,418,000	2,418,000	2,184,000	2,418,000		
Class 1 Cash	15304	21156	21297	20970	17673	15914	14135	9737	6029	7478	9685	5058	C1	
Class 1 Permit	0	0	0	0	0	0	0	0	0	0	0	0	P1	
Class 2 Cash	626808	654675	620615	656538	680853	625891	637513	603025	563513	523279	503145	302458	C2	
Class 2 Permit	604585	642119	620958	622650	578413	600313	676014	671816	558112	673872	632489	373110	P2	
Class 3 Cash	11488	12279	11895	12654	12194	11107	12178	11781	8591	9533	9168	5360	C3	
Class 3 Permit	59117	60128	59250	61495	59451	56859	61401	58120	45301	55813	54985	31319	P3	
Exempts	12136	13813	13161	14214	15027	13312	13507	11953	11629	10636	11346	6965	Ex	
Exempts Permit	38171	40015	39402	42163	40805	40364	41787	40593	37079	39628	36350	22320	P Ex	

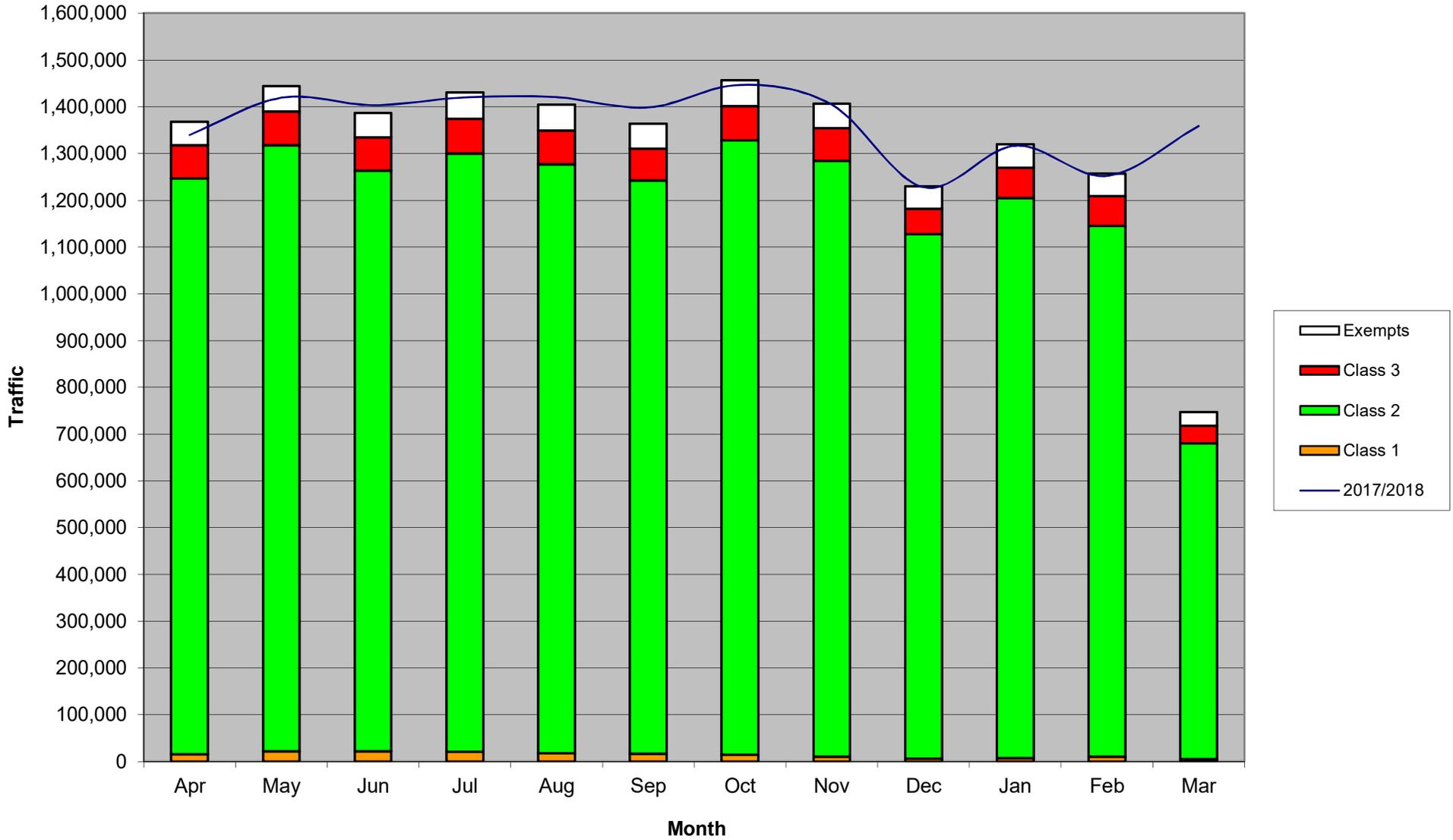
2017/2018 Traffic by Class	2017/2018 Traffic by Class												% ETC	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Class 1 total	17,675	21,327	19,424	19,107	18,981	17,040	15,244	11,516	6,285	8,075	7,994	9,987	C1 % ETC	0.00
Class 2 total	1,203,550	1,272,084	1,261,526	1,277,628	1,272,611	1,258,202	1,308,554	1,271,395	1,118,700	1,197,512	1,134,845	1,228,807	C2 % ETC	48.83
Class 3 total	69,811	75,135	72,823	72,658	77,236	73,904	72,081	72,326	57,294	64,296	65,040	72,052	C3 % ETC	81.86
Exempts total	48,646	50,763	49,526	50,532	51,488	49,206	50,794	49,146	45,755	46,856	44,296	48,098	Ex % ETC	78.21

2017/2018 Class,Cash,Permit	2017/2018 Class,Cash,Permit												TOTAL % ETC	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Class 1 Cash	17675	21327	19424	19107	18981	17040	15244	11516	6285	8075	7994	9987		51.06
Class 1 Permit	0	0	0	0	0	0	0	0	0	0	0	0		
Class 2 Cash	655995	653081	642326	682930	707874	656086	671900	614838	585193	563420	548927	593454		
Class 2 Permit	547555	619003	619200	594698	564737	602116	636654	656557	533507	634092	585918	635353		
Class 3 Cash	12740	14076	13997	14209	14086	13349	13231	13489	10049	11152	11024	11852		
Class 3 Permit	57071	61059	58826	58449	63150	60555	58850	58837	47245	53144	54016	60200		
Exempts	10689	10840	10290	11260	12157	11045	11496	10532	9709	9349	9661	10482		
Exempts Permit	37957	39923	39236	39272	39331	38161	39298	38614	36046	37507	34635	37616		

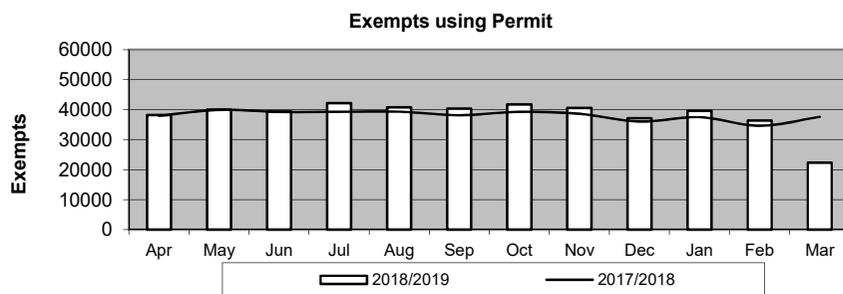
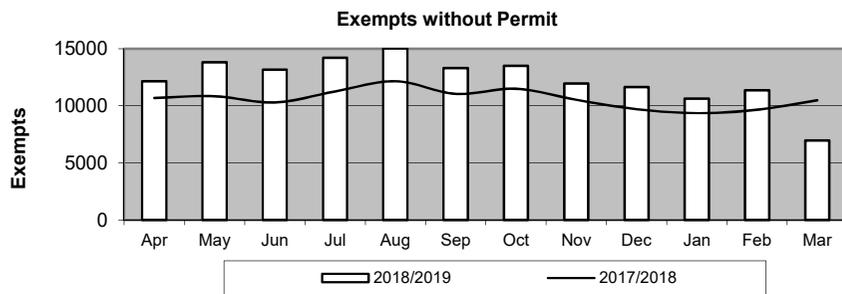
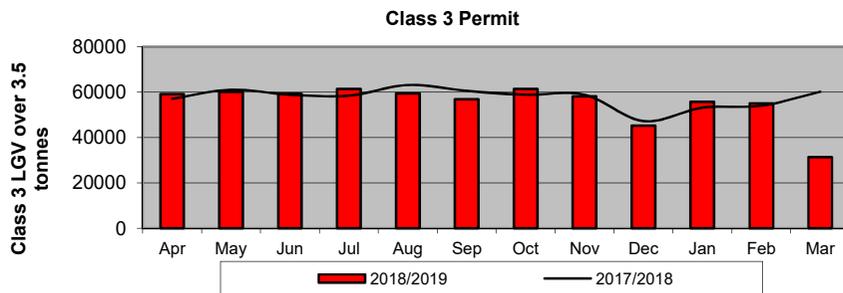
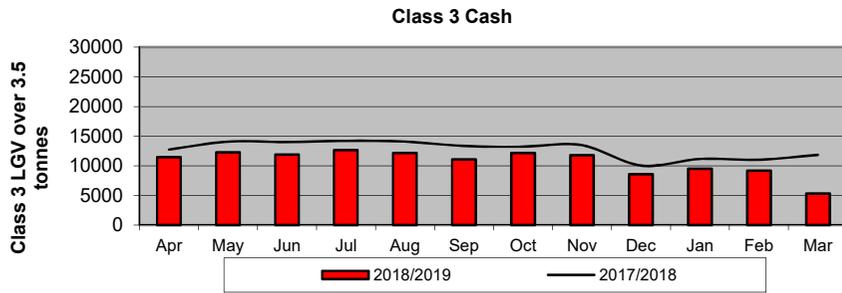
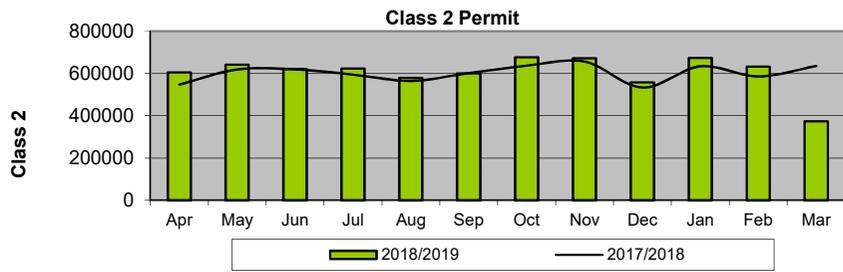
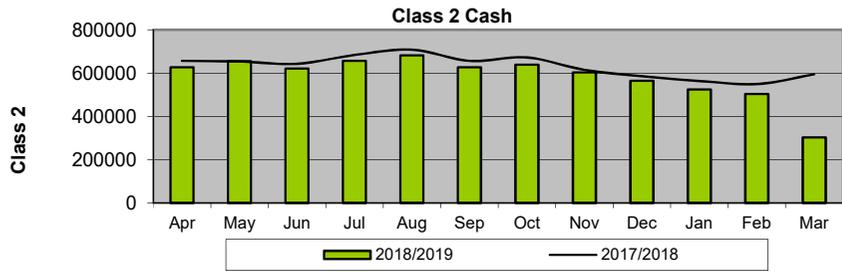
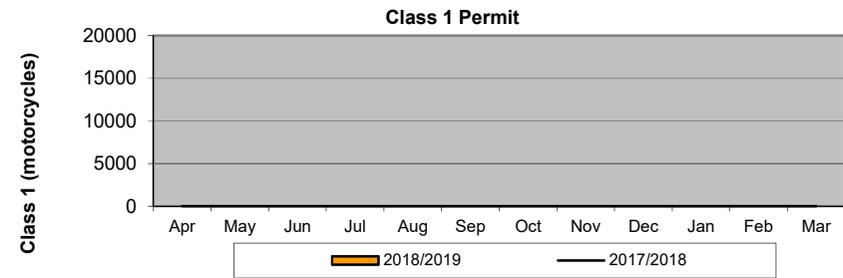
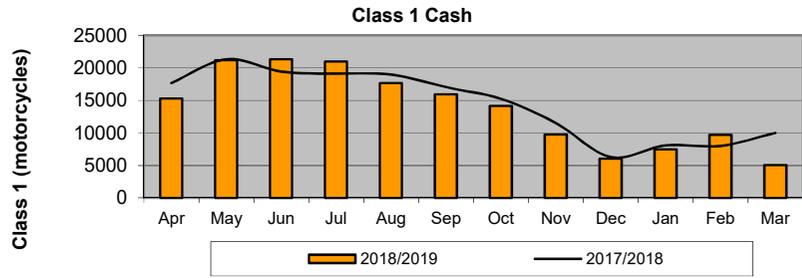
Table 1: TT2 Monthly Traffic Statistics

TT2 TRAFFIC FIGURES

Page 70



Graph A: TT2 Monthly Traffic Figures by Vehicle Type

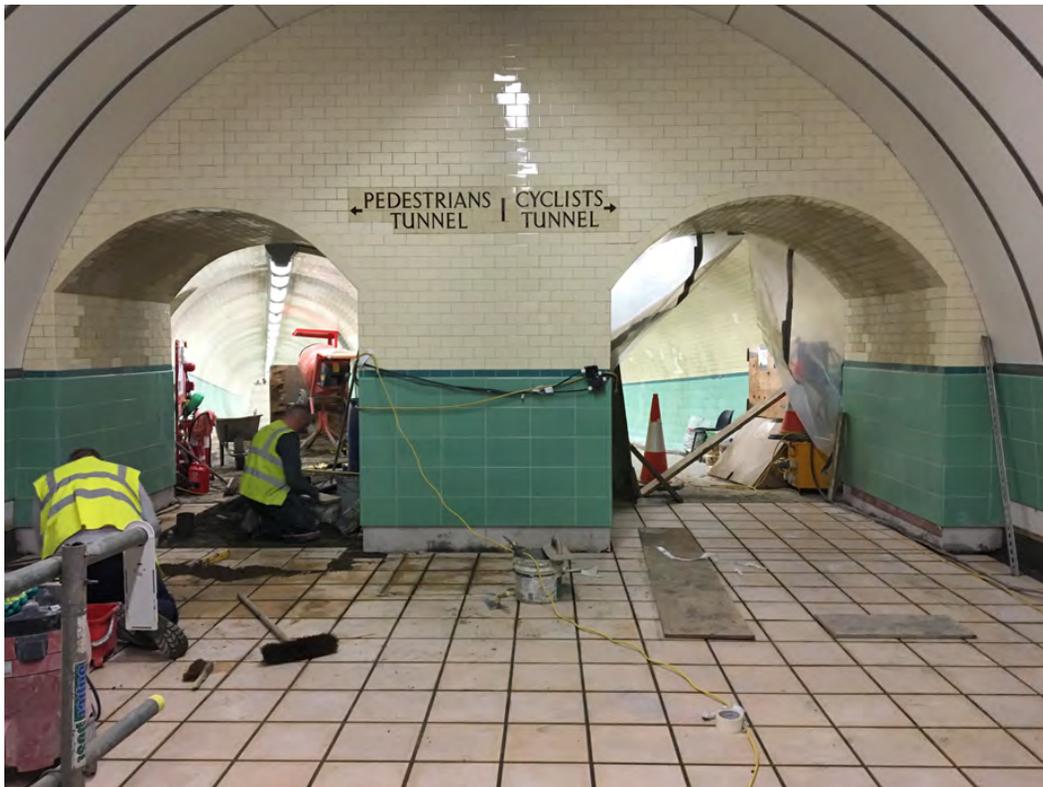


Graph B: TT2 Monthly Traffic Figures by Payment Type

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Tyne Pedestrian & Cyclist Tunnels



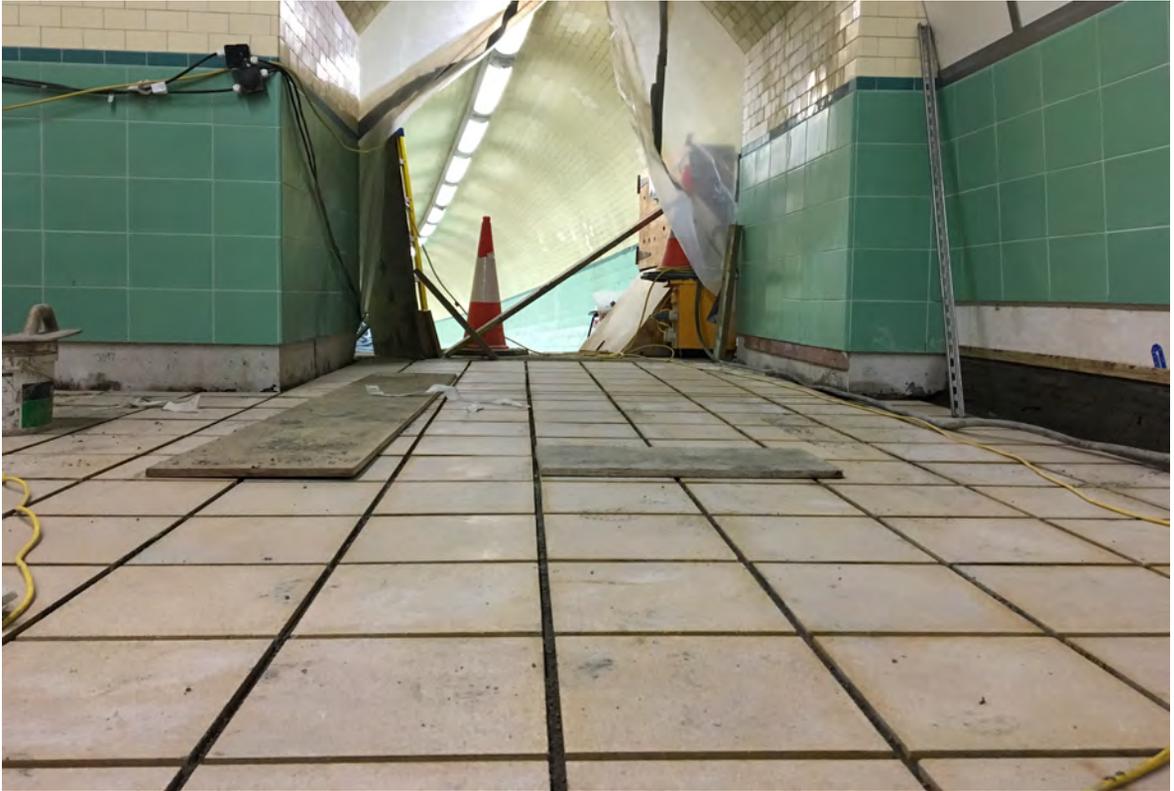
Refurbishment Progress March 2019



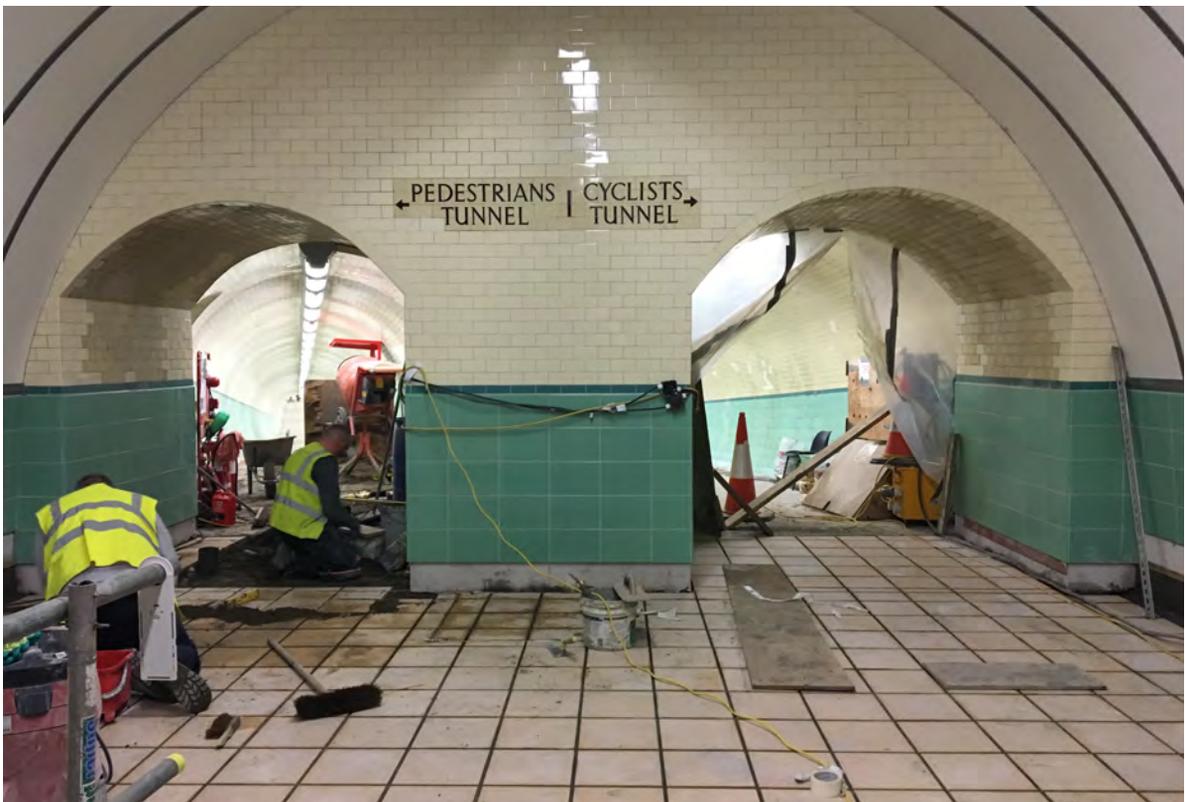
As the works are nearing completion new windows have been installed and are ready to be painted.



The new roller shutter doors have been installed and commissioned. The emergency access doorways have been widened to allow easier wheelchair egress and the doors have been fitted and will be glazed shortly.



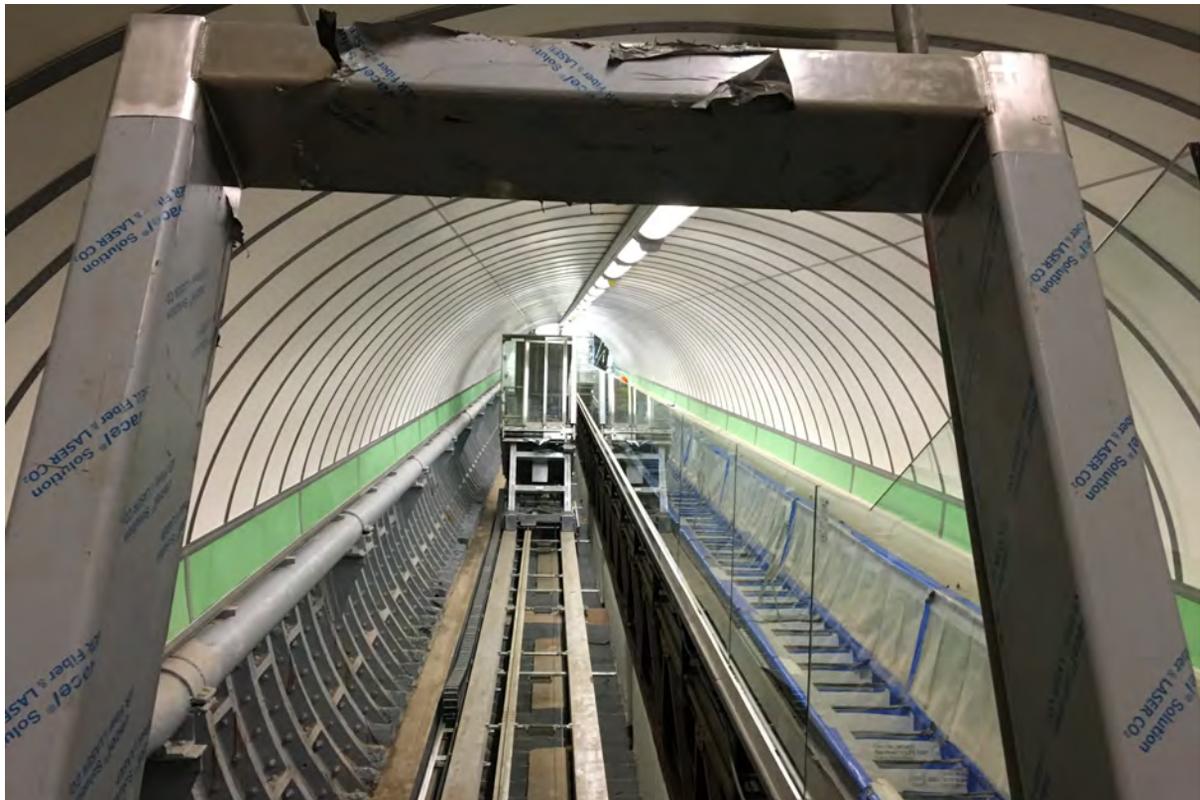
The terrazzo flooring to the lower halls is nearing completion. The grouting, edge 'skirt' and final wall tile are yet to be installed.



The lower hall floors have been completely reconstructed. New steel beams and concrete slabs have been constructed. The terrazzo tile finish is being completed.



The glazed screens down the incline of the existing escalator have been installed. To allow the safe passage of the inclined lift.



The view from the lower hall up the inclined shaft shows the new lift and the glazed screen adjacent to the retained escalator.



The works in the main tunnels is complete and the cleaners are in preparing them for reopening.



The link tunnels to the vertical lifts are complete and just need to be cleaned down prior to reopening to the public. Page 77



Externally the paving has been relaid providing pedestrian access to the vertical lift.



New bollards and drop kerbs have been install to control vehicle access and assist easy access for pedestrians.



The new rotunda windows have been installed and the walls painted. The access scaffolding can now be stripped out .



The walls to the control rooms have been painted. Prior to a final clean down when the floor will also be painted.



Produced by
North East Combined Authority
c/o TT2 Limited, Tyne View Terrace
Wallsend NE28 0PD

FOR MORE INFORMATION VISIT
www.tynepedestrianandcyclisttunnels.co.uk/

