



CCTT Meeting November 2022

Dashboards for Period 21st November 2022

Period Lookahead

- Completion of reinstatements between London Rd to Annandale (Stage 1)
- Completion of ITS traffic install between London Rd to Annandale (Stage 1)
- Completion of reinstatement works between Dalmeny St to Springfield
- Continuation of ITS traffic install between Lorne St to Springfield
- Completion of drainage work between Springfield to Jane Street
- Commence reinstatements between Springfield to Jaen St
- Completion of ITS traffic install between Jane St to Crown St
- Completion of reinstatements between Jane St to Crown St
- Continuation of works to the South Leith Parish retaining wall
- Completion of reinstatements between Foot of the Walk to Coatfield Lane
- Continuation of attenuation pipe works at Tower St
- Completion of ITS traffic install between Baltic St to Queen Charlotte St
- Completion of ITS traffic install at Ocean Terminal
- Completion of reinstatements at Ocean Terminal
- Completion of ITS traffic install between Newhaven to Melrose Drive
- Completion of reinstatements between Newhaven to Melrose Drive
- Completion of OLE construction between Ocean Terminal to Melrose Drive
- Continuation of ITS traffic install between Ocean Terminal to Melrose Drive
- Completion of OLE construction between Crown Street to Foot of the Walk
- Continuation of surfacing works between Crown Street to Foot of the Walk
- Completion of ITS traffic install between Crown Street to Foot of the Walk
- Completion OLE construction between Coatfield Lane to Queen Charlotte St
- Completion of ITS traffic install between Coatfield Lane to Queen Charlotte St
- Completion of reinstatements between Coatfield Lane to Queen Charlotte St
- Continuation of reinstatements between Rennie's Isle to Tower Place
- Continuation of OLE installation between Rennie's Isle to Tower Place
- Continuation of ITS traffic install between Tower Place to Constitution Place
- Continuation of ITS traffic install at Picardy Place
- Continuation of reinstatements at Picardy Place
- Continuation of infrastructure works at Picardy Place, Balfour Street, Foot of the Walk, The Shore and Ocean Terminal tram stops
- Completion of 1st Fix at Port of Leith and Newhaven tram stops
- Completion of 2nd Fix at McDonald Rd tram stop



Summary

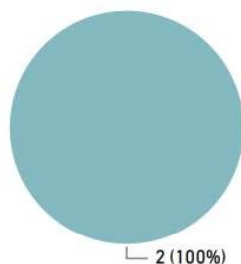
Type	Planned	Actual
Audits	0	0
CoCP	3	3
Health & Safety	3	4
Quality Assurance	2	2
Safety Commitment	2	2
Senior Management	0	0
Total	10	11

Incident and Injury Measures

Measure	Target	Value
Accident Frequency Rate	0.10	0.000
Accident Severity Rate	1.00	0.573
Incident Weighted Index	0.10	0.041
Lost Time Weighted Index	0.05	0.011
Safety Observation Index	30.00	39.000
Service Strike Weighted Index	0.15	0.069

Classifications

Service Strike Incident Injury



Incident and Injury

Classification by Contractor

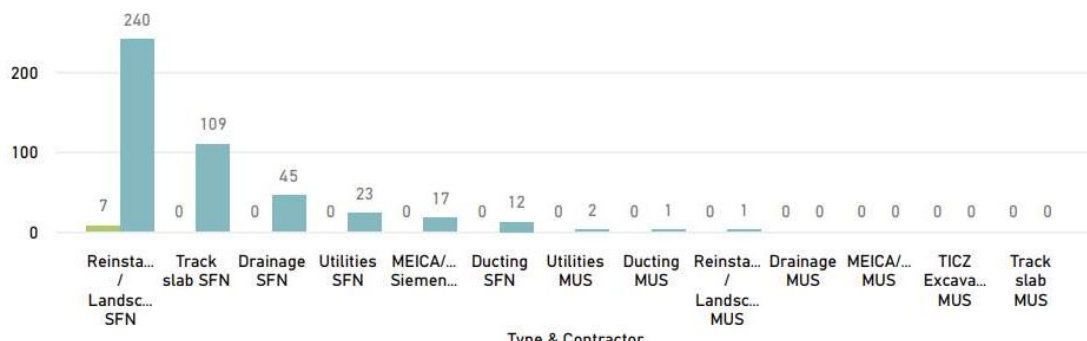
Injury	MUS	SFN	Siemens	Total
Dangerous Occurrence	0	0	0	0
Environmental Incident	0	0	0	0
Injury Over 7 Days	0	0	0	0
Injury Under 7 Days	0	0	0	0
Member of Public	0	0	0	0
Other	0	0	0	0
Road Traffic Accident	0	0	0	0
Service Damage	0	2	0	2
Incident	MUS	SFN	Siemens	Total
Major	0	0	0	0
Minor	0	2	0	2
Near Miss / Unsafe Condition	0	0	0	0
Total	0	2	0	2

Injury Breakdown

Fatality Major Minor

Quality

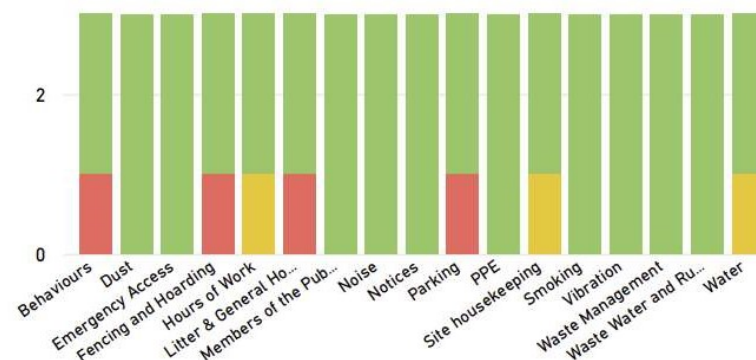
Closed in Month Open

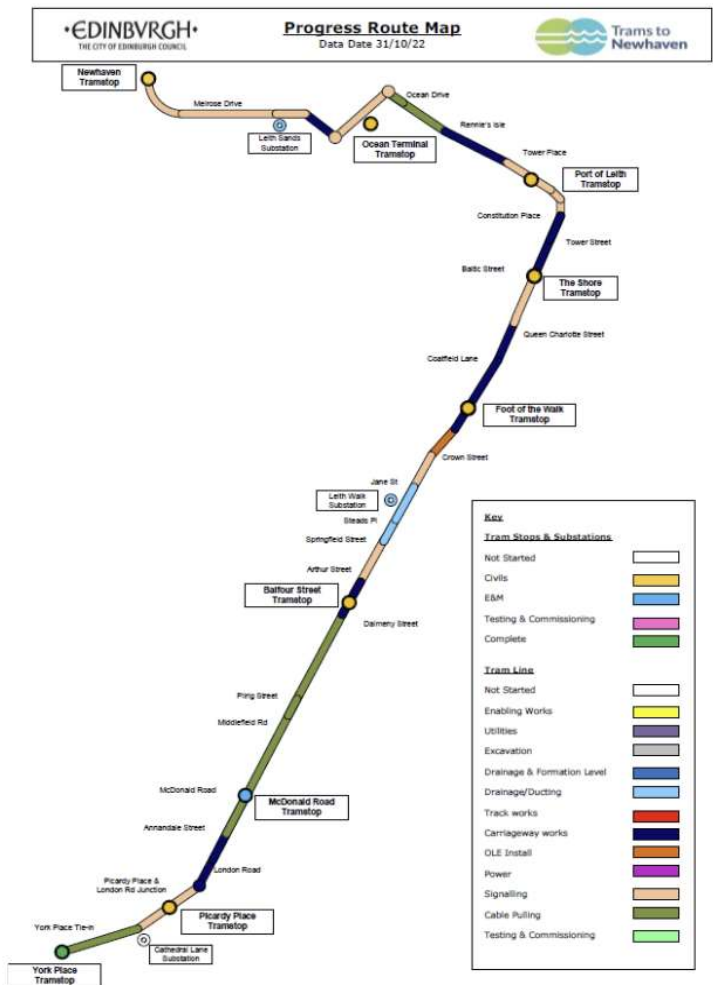


Code of Construction

Value N/A No Yes

Commentary

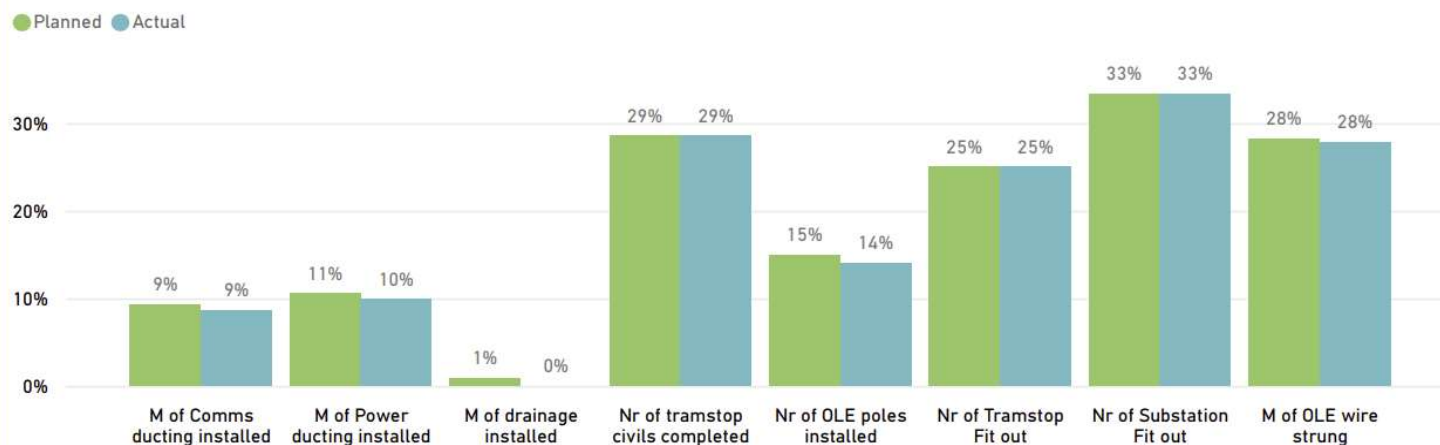




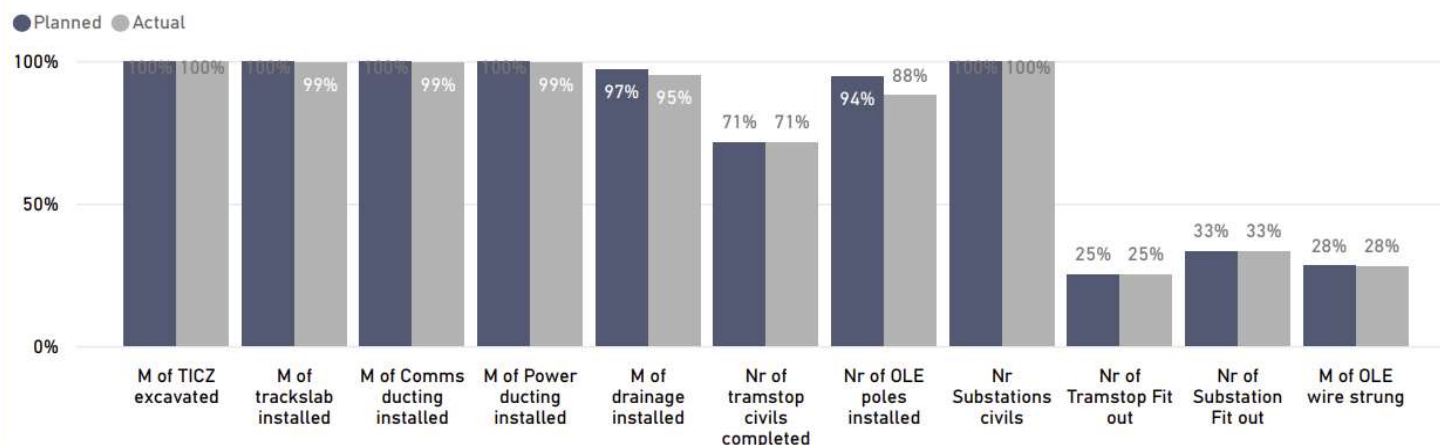
Key Metrics

Metric	Planned In Month	Actual In Month	Planned Overall	Actual Overall
M of TICZ excavated	0 (0%)	0 (0%)	4609 (100%)	4609 (100%)
M of trackslab installed	0 (0%)	0 (0%)	4594 (100%)	4585 (99%)
M of Comms ducting installed	430 (9%)	400 (9%)	4609 (100%)	4579 (99%)
M of Power ducting installed	486 (11%)	456 (10%)	4609 (100%)	4579 (99%)
M of drainage installed	40 (1%)	0 (0%)	4462 (97%)	4369 (95%)
Nr of tramstop civils completed	2 (29%)	2 (29%)	5 (71%)	5 (71%)
Nr of OLE poles installed	32 (15%)	30 (14%)	202 (94%)	188 (88%)
Nr Substations civils	0 (0%)	0 (0%)	2 (100%)	2 (100%)
Nr of Tramstop Fit out	2 (25%)	2 (25%)	2 (25%)	2 (25%)
Nr of Substation Fit out	1 (33%)	1 (33%)	1 (33%)	1 (33%)
M of OLE wire strung	1300 (28%)	1283 (28%)	1300 (28%)	1283 (28%)

In-Month

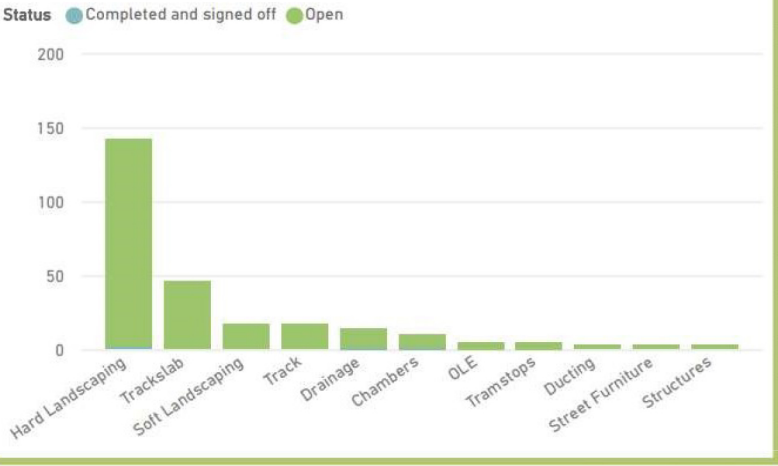


Overall

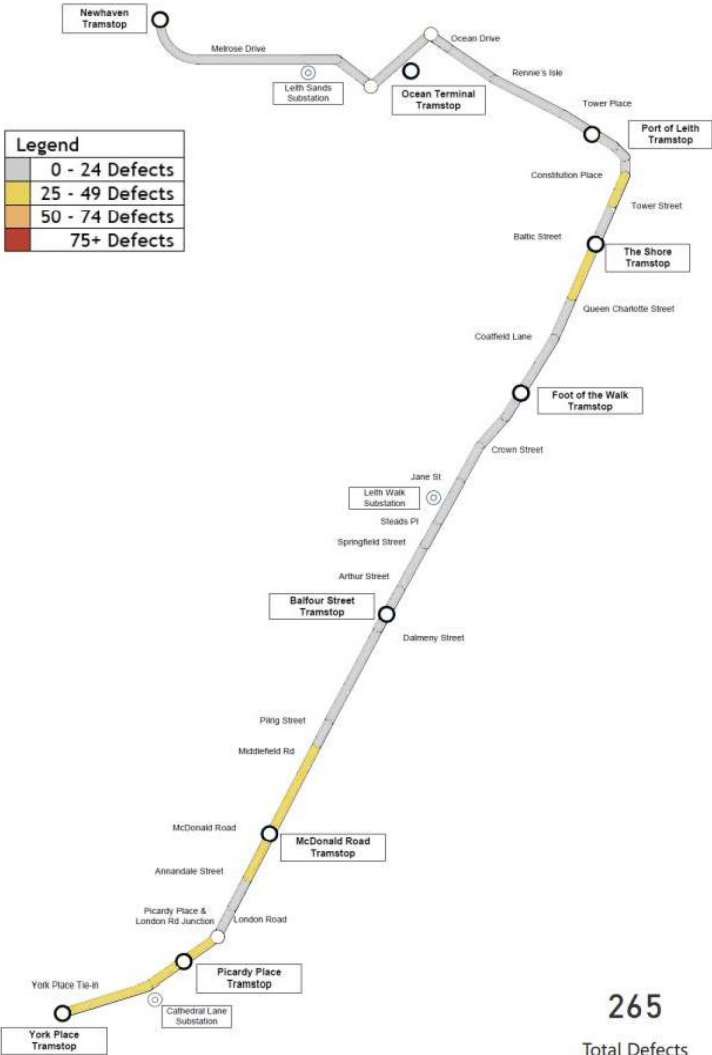


Construction Closeout

Defects by Discipline



Defects Heatmap



Summary

Average Time to Resolve (in hours)

72.2

Number of Tickets Received (last 30 days)

377

Number of Tickets Received (Overall)

14.00K

Number of Tickets Resolved (last 30 days)

269

Number of Tickets Resolved (Overall)

12.70K

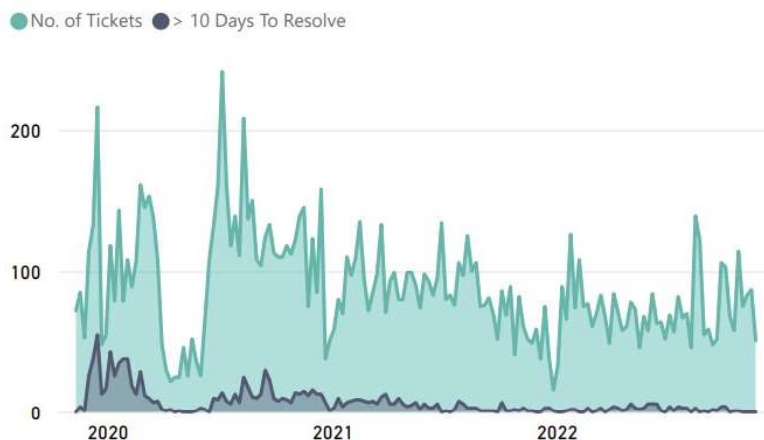
First Contact Resolution

80.8%

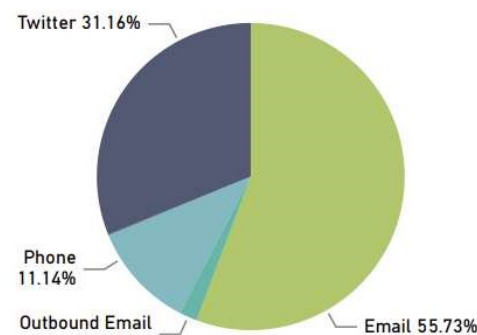
Number of Interactions

21K

Number of Tickets by Week



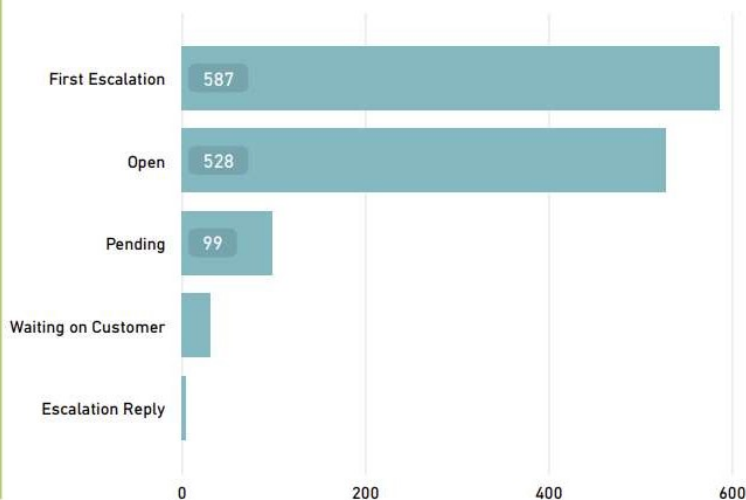
Source of Enquiries*



Top 5 Enquiry Types*



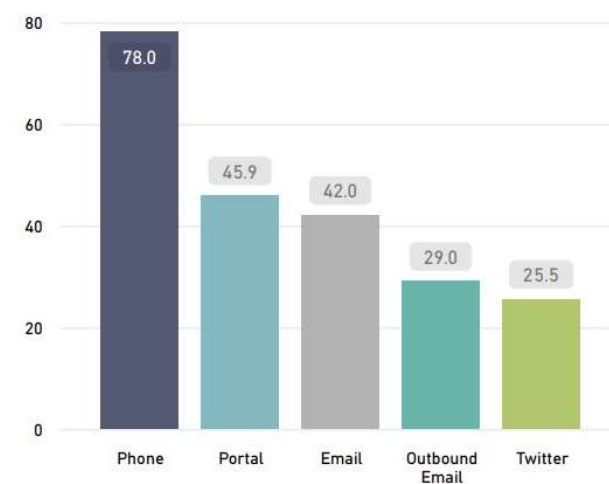
Number of Unresolved Tickets by Status*



Longest Enquiries*

Type	Ave. Hours to Resolve
Considerate Constructors Scheme	614.2
Potential Claims	165.7
Community Benefits	121.0
Business Continuity Fund	115.8
General Construction Works	93.6
Support for Business	88.0
Post Construction	76.7
Cycling	67.5

Average Time to Resolve (in hours) by Source*



Thank You