




# CCTT Meeting April 2023

Dashboards for Period up to 14<sup>th</sup> April 2023

# Period Lookahead

- Balfour Street – Manderston Street, Civils Completion
  - Manderston Street to Crown Street, Civils Completion
  - Tower Street to Constitution Place, SC2 Completion
  - Constitution Place to Tower Place, SC2 Completion
  - Tower Place to Rennies Isle, SC2 Completion
  - Ocean Terminal, SC2 Completion
  - London Road to Crown Street, SC2 Completion (carve out)
  - London Road to Table Top Junction, SC2 Completion (carve out)
  - Casino Enabling Works, SC2 Completion (carve out)
  - Ocean Terminal to Melrose, SC2 Completion (carve out)
  - Hawthornvale Works, SC2 Completion (carve out)
  - OM3 – Part B Testing Works
  - OMC – Part C Testing Works
  - OM5 – Part 2 Integration Tests with OCC
  - OM6 – Integration Tests with OCC, Tram and Updated Tram Software
  - OM7 – Part B, Commissioning of Signalled Junctions
  - Picardy Place Island -Design Reviews, IFC, Procurement of LLTE
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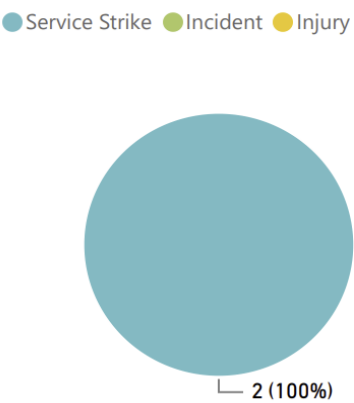
## Summary

Type	Planned	Actual
Audits	0	0
CoCP	2	2
Health & Safety	2	2
Quality Assurance	1	1
Safety Commitment	1	1
Senior Management Tour	0	0
Total	6	6

## Incident and Injury Measures

Measure	Target	Value
Accident Frequency Rate	0.10	0.000
Accident Severity Rate	1.00	0.522
Incident Weighted Index	0.10	0.040
Lost Time Weighted Index	0.05	0.011
Safety Observation Index	20.00	37.000
Service Strike Weighted Index	0.15	0.068

## Classifications



## Incident and Injury

### Classification by Contractor

Injury	MUS	SFN	Siemens	Total
DangerousOccurrence	0	0	0	0
EnvironmentalIncident	0	0	0	0
InjuryOver7Days	0	0	0	0
InjuryUnder7Days	0	0	0	0
MemberofPublic	0	0	0	0
Other	0	0	0	0
RoadTrafficAccident	0	0	0	0
ServiceDamage	0	2	0	2
Total	0	2	0	2

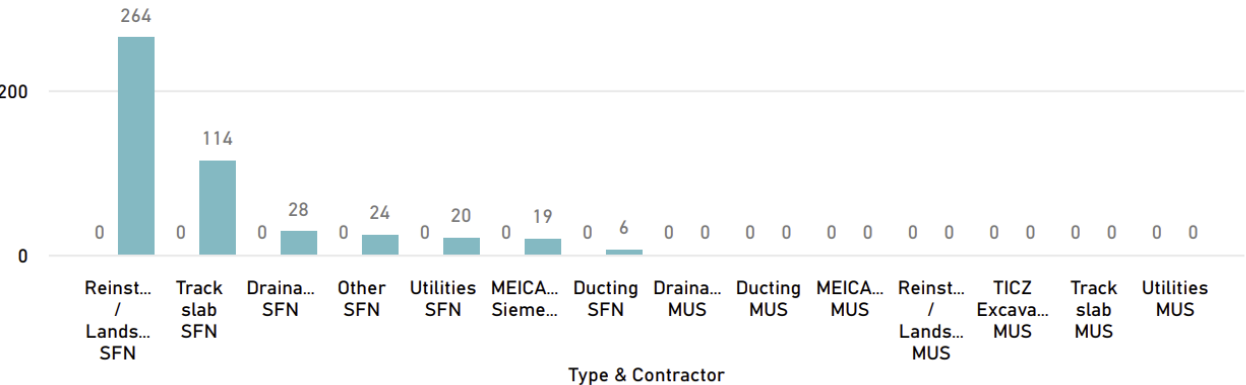
### Injury Breakdown

● Fatality ● Major ● Minor

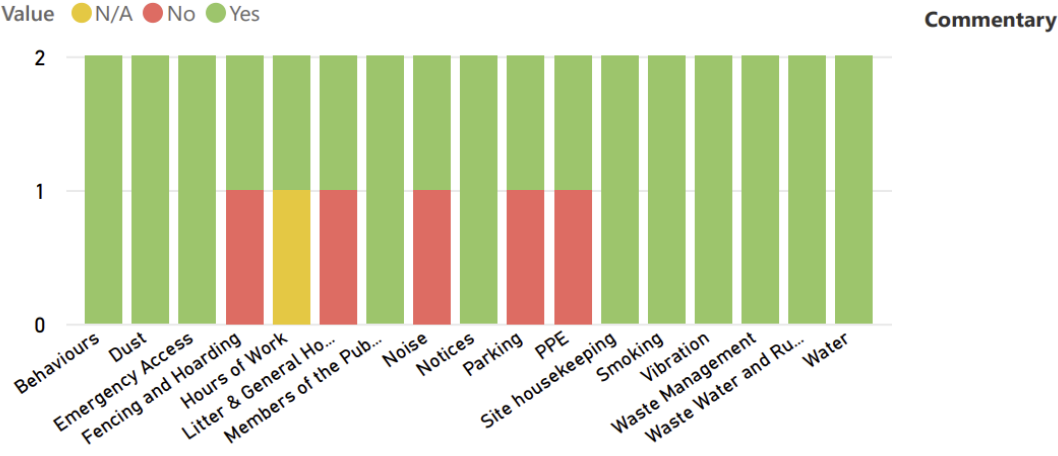
Incident	MUS	SFN	Siemens	Total
Major	0	0	0	0
Minor	0	2	0	2
Near Miss / Unsafe Condition	0	0	0	0
Serious / Significant	0	0	0	0
Total	0	2	0	2

## Quality

● Closed in Month ● Open

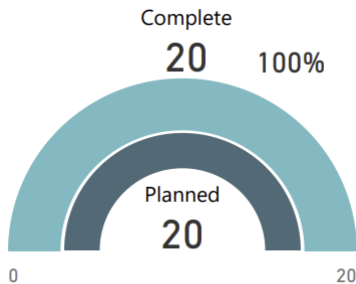


## Code of Construction

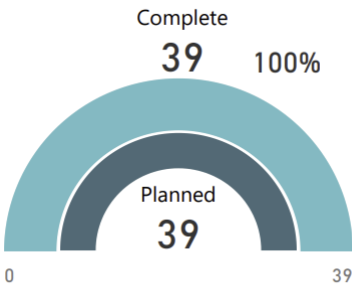


## Design

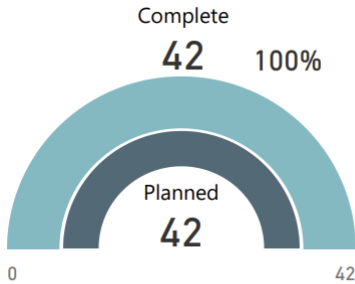
### Design Basis Statements



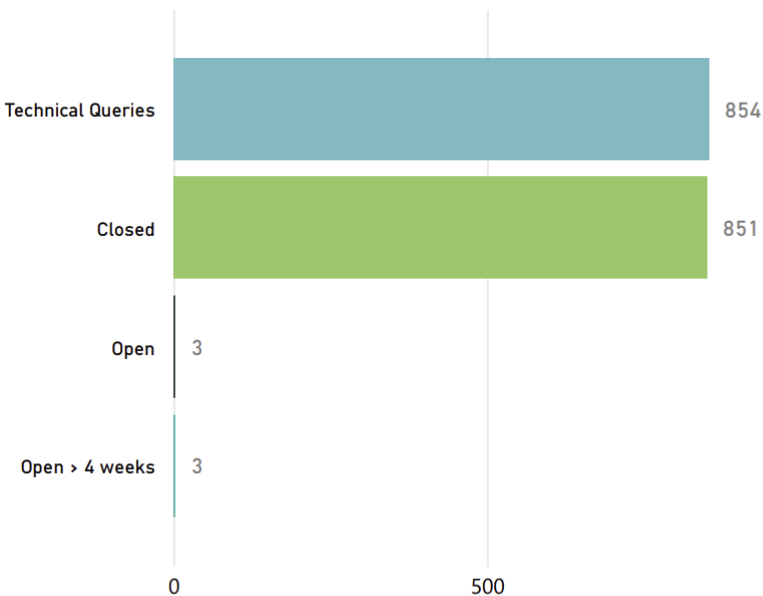
### Developed Designs



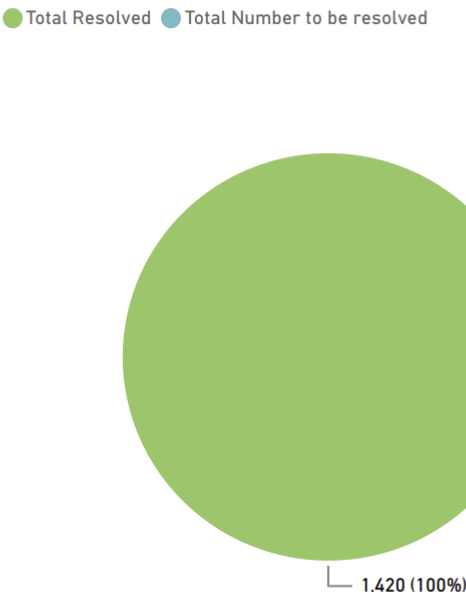
### Detailed Designs



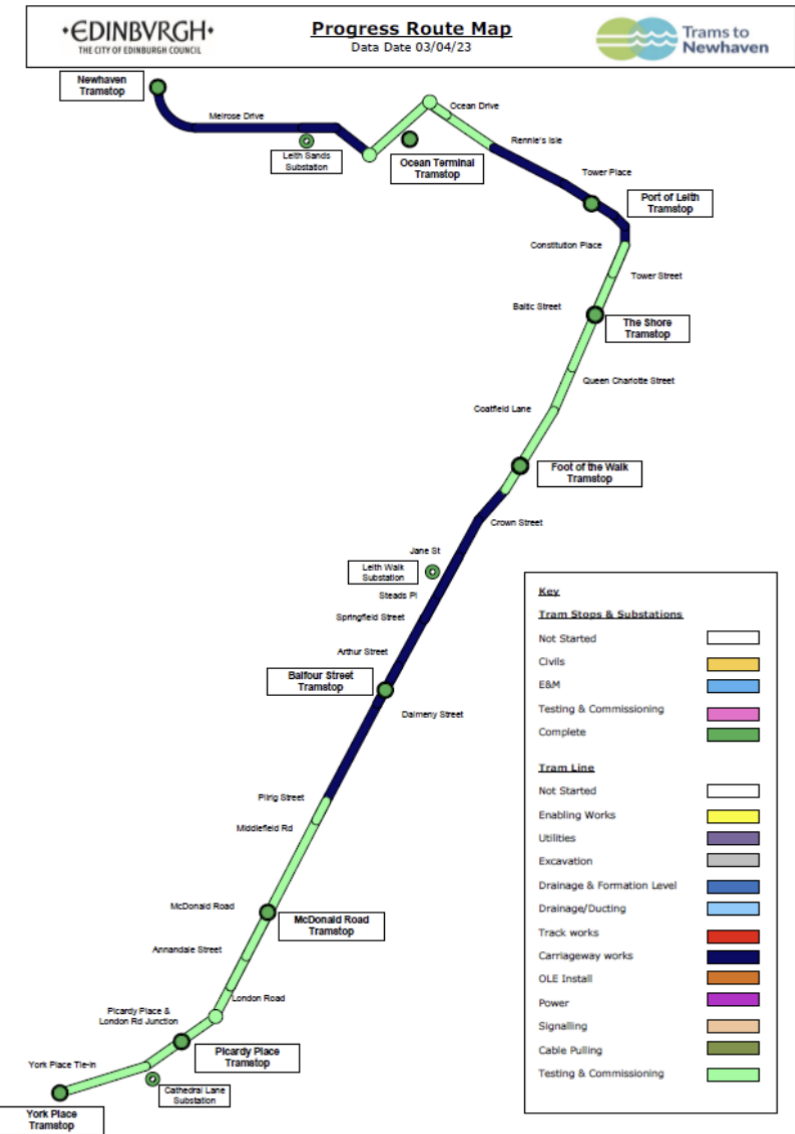
## Design Queries



## Utility Conflict Resolution

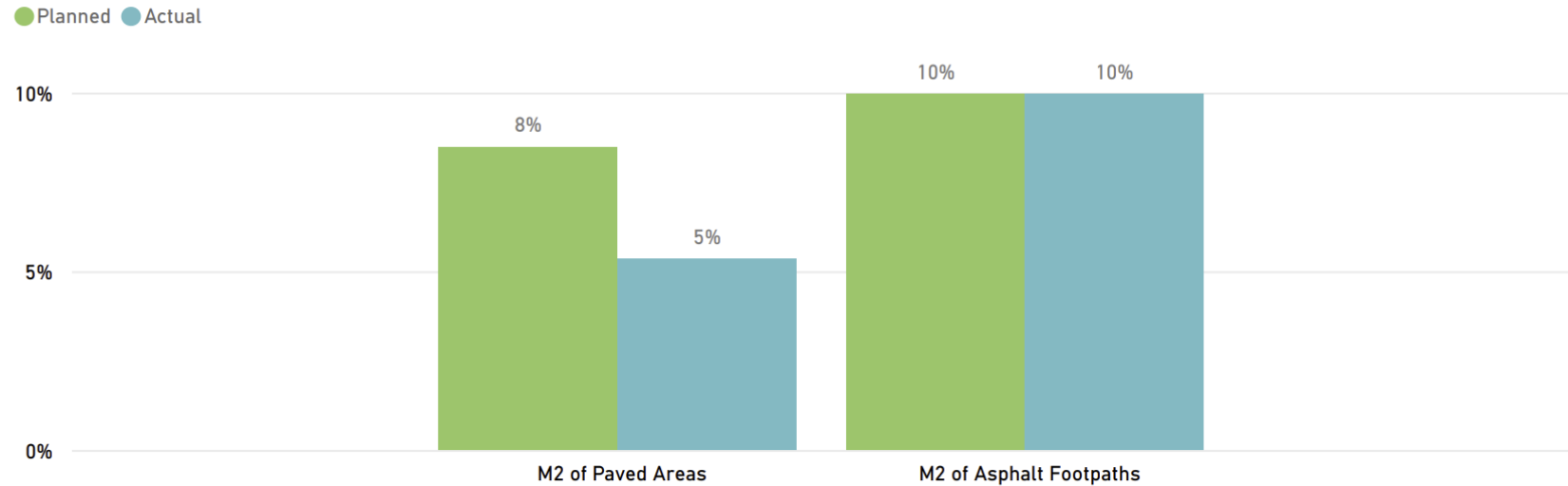


## Progress Route Map

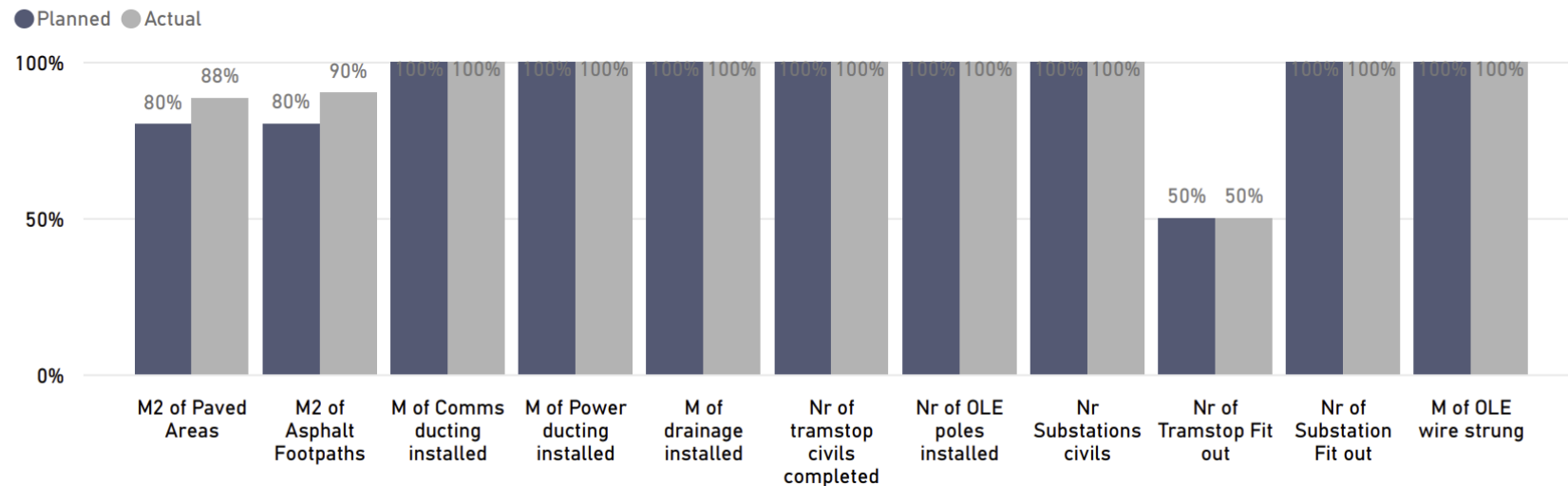


Metric	Planned In Month	Actual In Month	Planned Overall	Actual Overall
M2 of Paved Areas	1903 (8%)	1200 (5%)	17937 (80%)	19840 (88%)
M2 of Asphalt Footpaths	2257 (10%)	2257 (10%)	18143 (80%)	20400 (90%)
M of Comms ducting installed	0 (0%)	0 (0%)	4609 (100%)	4609 (100%)
M of Power ducting installed	0 (0%)	0 (0%)	4609 (100%)	4609 (100%)
M of drainage installed	0 (0%)	0 (0%)	4662 (100%)	4662 (100%)
Nr of tramstop civils completed	0 (0%)	0 (0%)	8 (100%)	8 (100%)
Nr of OLE poles installed	0 (0%)	0 (0%)	228 (100%)	228 (100%)
Nr Substations civils	0 (0%)	0 (0%)	2 (100%)	2 (100%)
Nr of Tramstop Fit out	0 (0%)	0 (0%)	4 (50%)	4 (50%)
Nr of Substation Fit out	0 (0%)	0 (0%)	2 (100%)	2 (100%)
M of OLE wire strung	0 (0%)	0 (0%)	4609 (100%)	4609 (100%)

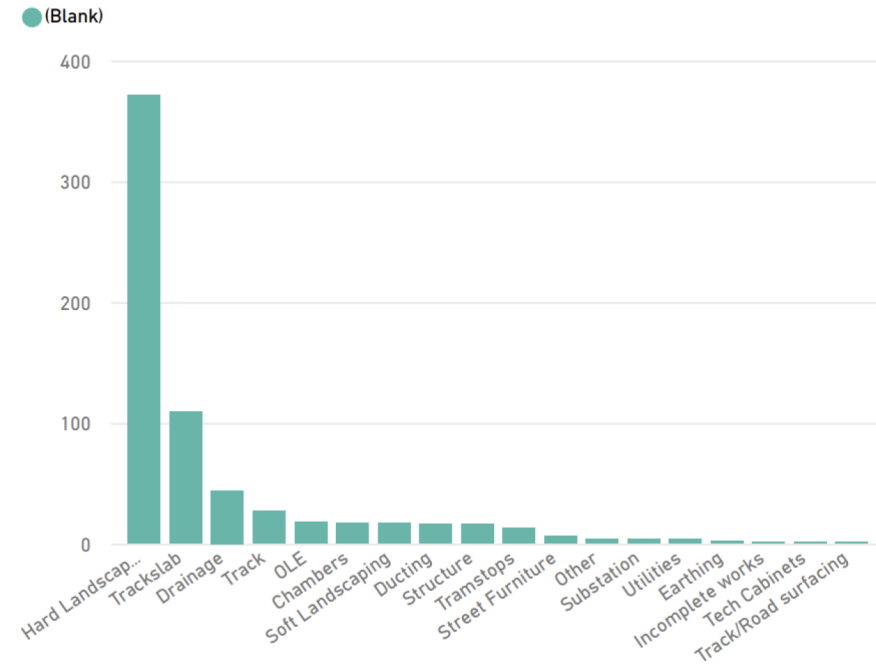
## In-Month



## Overall



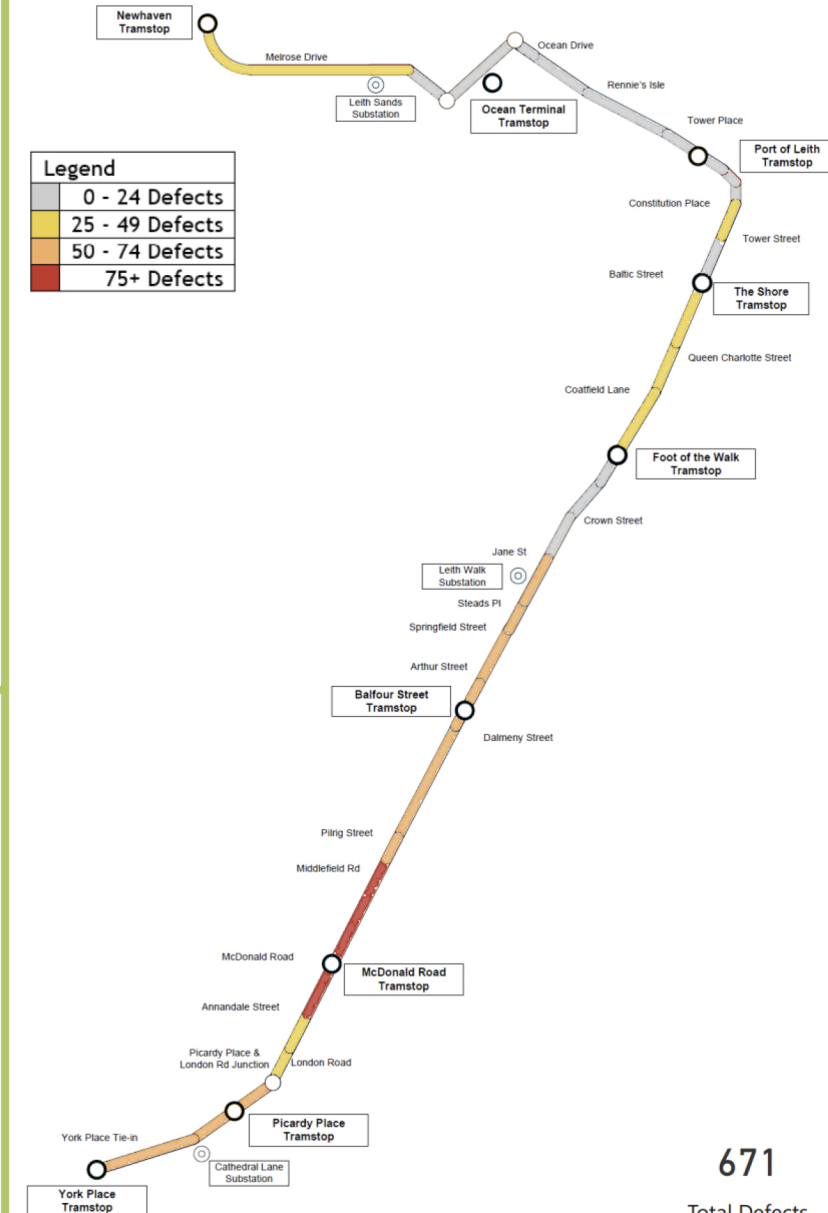
## Defects by Discipline



## Sectional completion dates

Section	Target SC2 Date	Status
York Place Tie-In		Complete
York Place to London Road		Complete
Blenheim Place		Works O...
Elm Row and Montgomery Street		Works O...
London Road to Annandale Street		Complete
Annandale Street to Pilrig Street		Complete
Pilrig Street to Jamieson Place		Complete
Iona Street Public Realm (Pilrig Wheels)		Works O...
Jamieson Place to Crown Street		Complete
Crown Street to FotW Junction (2-way traffic on LW)		Complete
FotW Junction to SLP Graveyard Gate		Complete
SLP Graveyard Gate to Queen Charlotte Street		Complete
Queen Charlotte Street to Baltic Street		Complete
Baltic Junction public realm		Works O...
Baltic Street to Tower Street		Complete
Tower Street to Constitution Place		Complete
Constitution Place to Tower Place		Complete
Casino Accommodation Works		Works O...
Tower Place to Rennie's Isle		Complete
Rennie's Isle to Ocean Terminal North Roundabout		Complete
Ocean Terminal		Works O...
Ocean Terminal South Roundabout to Melrose Drive		Works O...
Ocean Terminal Inbound Reinstatement Works		Works O...
Melrose Drive to Newhaven Terminus		Works O...
Hawthornevale Works		
Newhaven Welfare Unit and surrounding Reinstatem...		Works O...
Open for Revenue Service		

## Defects Heatmap





## Summary

Average Time to Resolve (in hours)

68.7

Number of Tickets Received (last 30 days)

450

Number of Tickets Received (Overall)

16.33K

Number of Tickets Resolved (last 30 days)

337

Number of Tickets Resolved (Overall)

14.63K

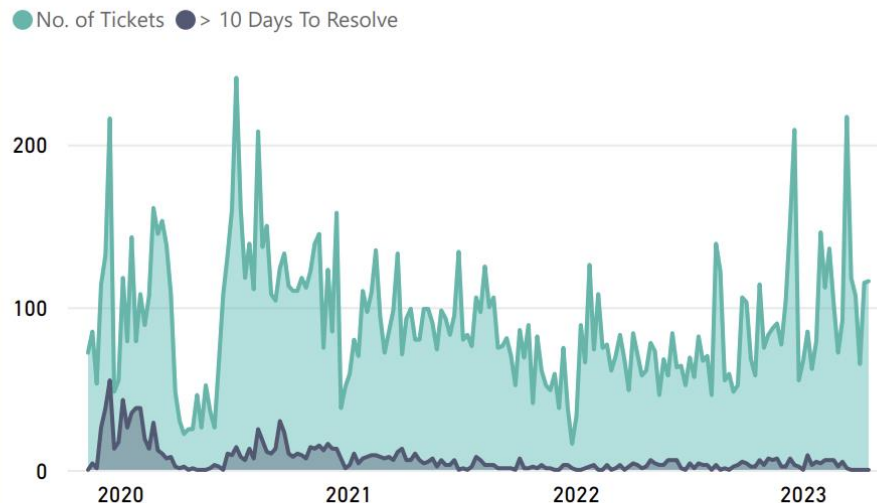
First Contact Resolution

80.3%

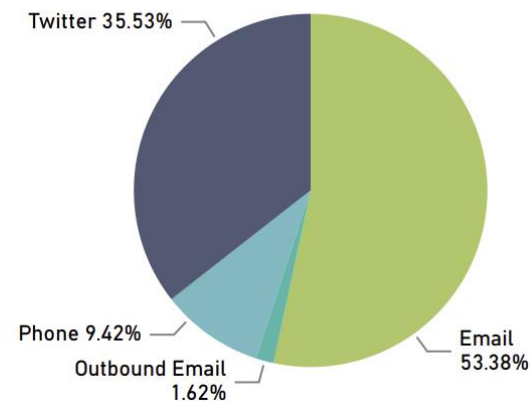
Number of Interactions

26K

Number of Tickets by Week



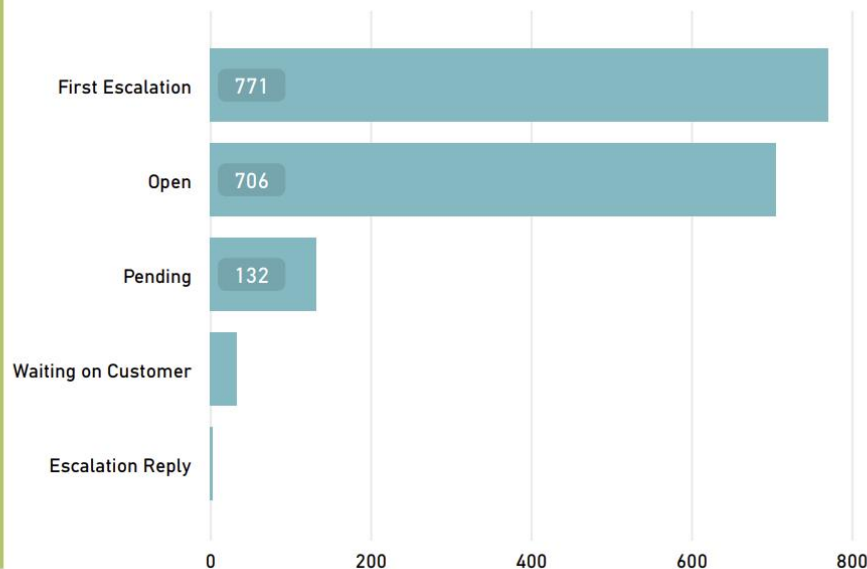
Source of Enquiries\*



Top 5 Enquiry Types\*



Number of Unresolved Tickets by Status\*



Longest Enquiries\*

Type	Ave. Hours to Resolve
Considerate Constructors Scheme	614.2
Potential Claims	177.4
Community Benefits	128.7
Post Construction	126.8
Business Continuity Fund	103.9
General Construction Works	94.6
Public Realm Works	82.1
Support for Business	81.6

Average Time to Resolve (in hours) by Source\*

