



# Asset Protection & Optimisation Service Levels Q1 - 2019



# Introduction

Network Rail's Route Asset Protection & Optimisation (ASPRO) teams are going through a transformational change to improve consistent delivery to external companies working near the railway.

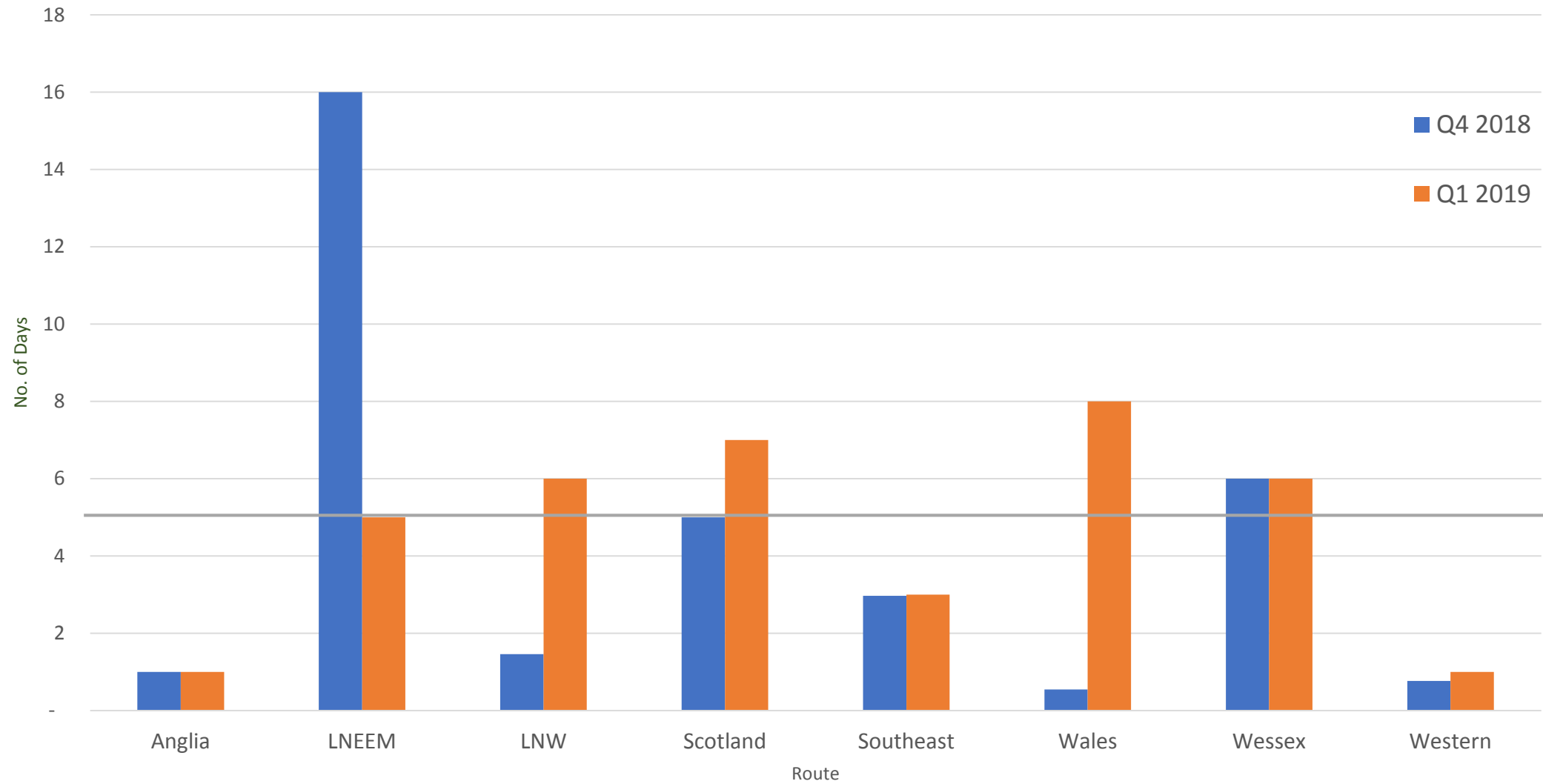
Part of this change has seen the introduction of a number of \*service level commitments. Route ASPRO teams have provided data based on these service levels.

The data provided in this reporting pack has been submitted by the Route ASPRO teams and includes all external customer ASPRO interactions over the last 24 months. As this data continues to build over the coming months the graphs and tables will become fully populated (as projects move through their various stages to wards completion).

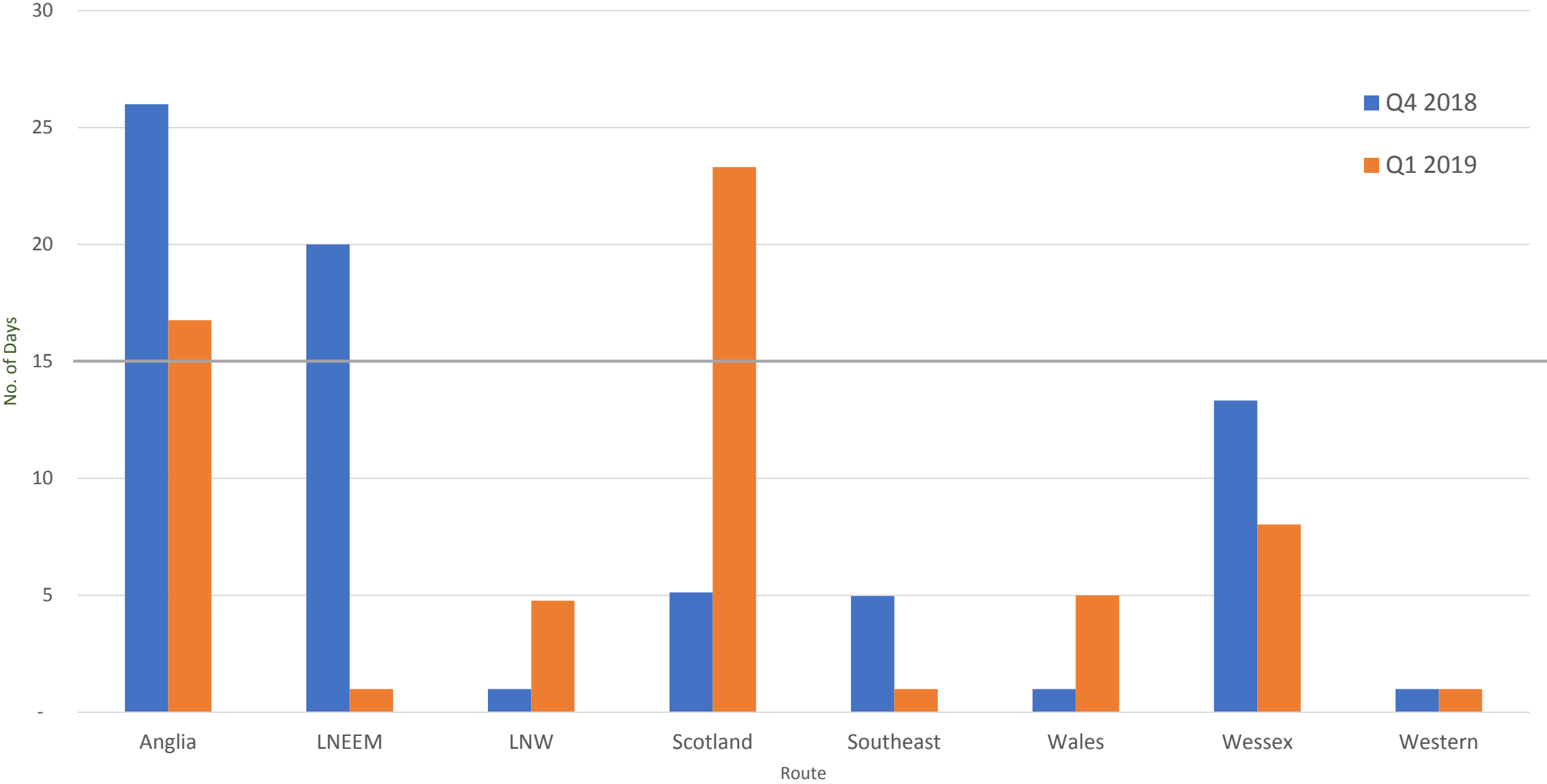
[\\*see our service level commitments slide for details](#)



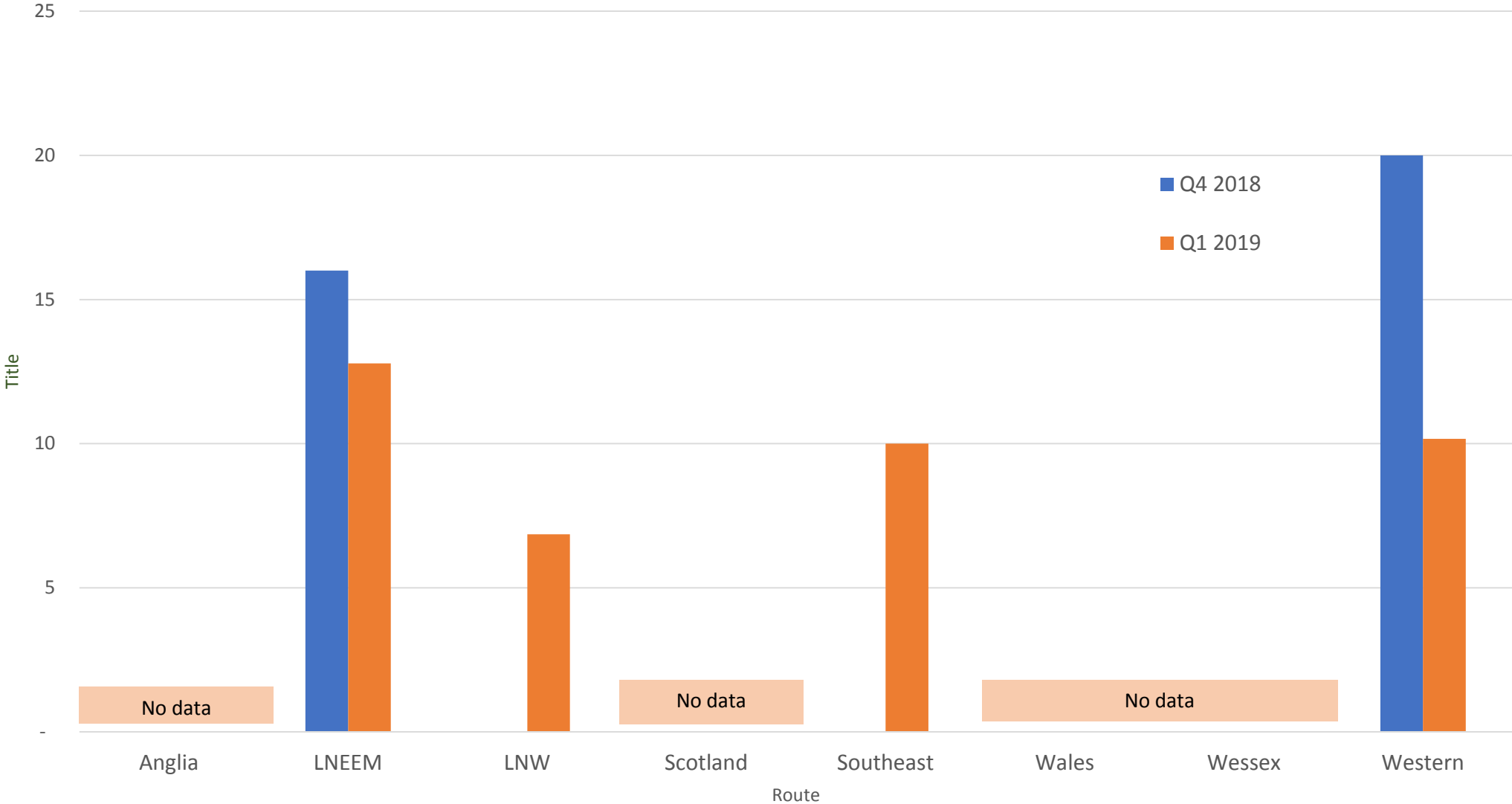
# Initial Contact v. 5 days



# Secondary Contact v. 15 days

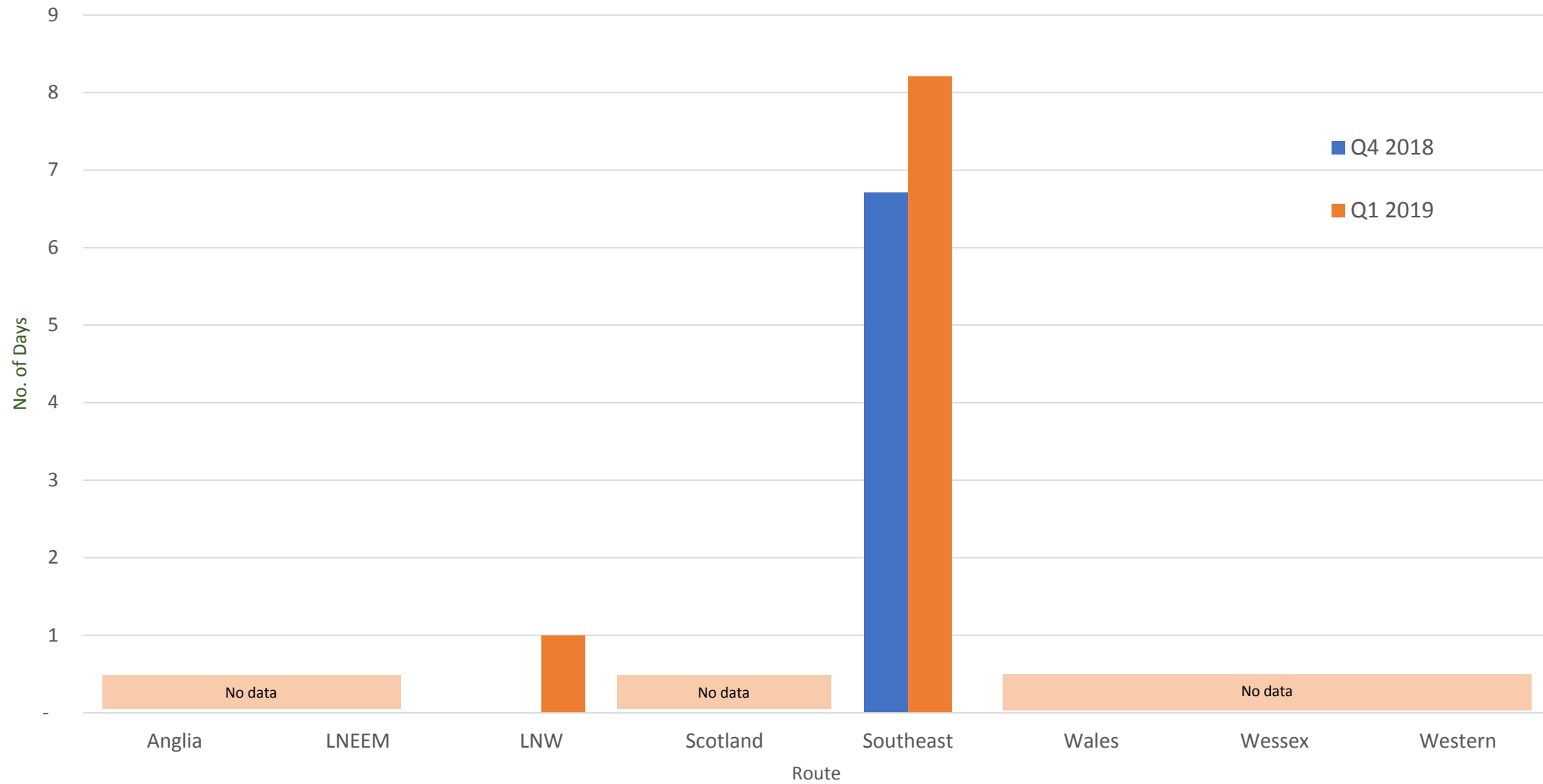


# Design Response v. 25 days

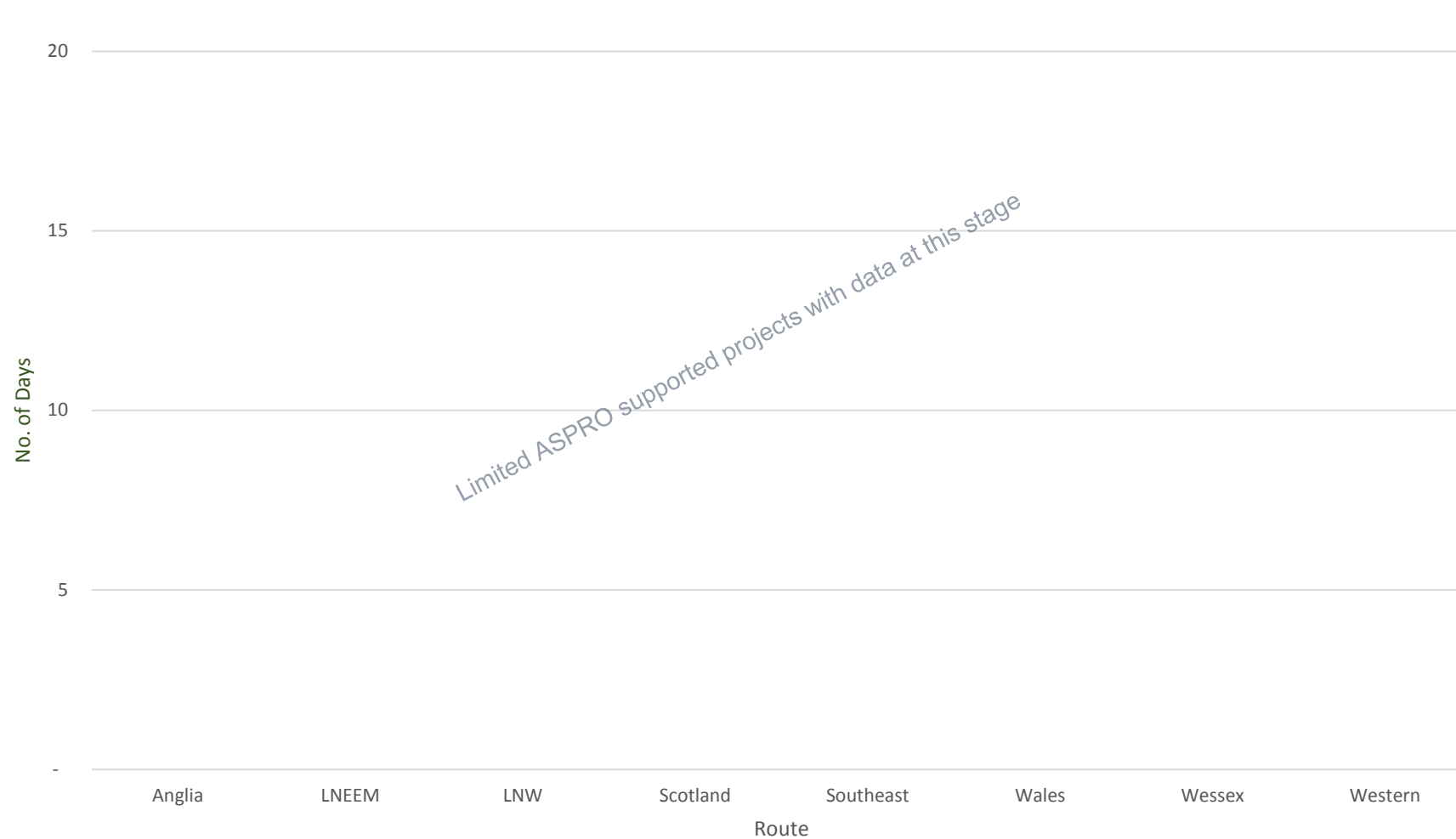


# Programme Finalised v. 10 days

Limited ASPRO supported projects with data at this stage



# Access to Network v. 20 days



# Our Service Level Commitments

Service Level	Measure of Success	Our Commitment
Date responded to initial contact	Within 5 days of initial contact	Respond to initial contact in written form within 5 working days with a relevant contact to support the work
Secondary contact date	Within 15 *working days from initial contact	Within 15 working days from initial contact. NR to engage with external party to commence exploration of their requirements at an appropriate level of expertise
Design submission date ASPRO response	Within 25 *working days of receipt	Return any Design Data identified as being on the critical path within 25 working days of receipt
ASPRO final response to Programme received	Within 10 *working days of receipt of implementation programme or information	Review implementation programme and provide comments to the Customer
Date ASPRO informed customer of possession(s)	Within 20 *working days of completion of consultation on proposed Possession Plan	Confirm in writing that the relevant Possessions have been obtained or not – together with details within 20 working days of completion of consultation on proposed Possession Plan

\*Working days: any day other than a Saturday, Sunday, Christmas Day, Good Friday or a Bank Holiday

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