



Asset Protection & Optimisation Service Levels Q3 - 2020



OFFICIAL

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](#)



Our Service Level Commitments



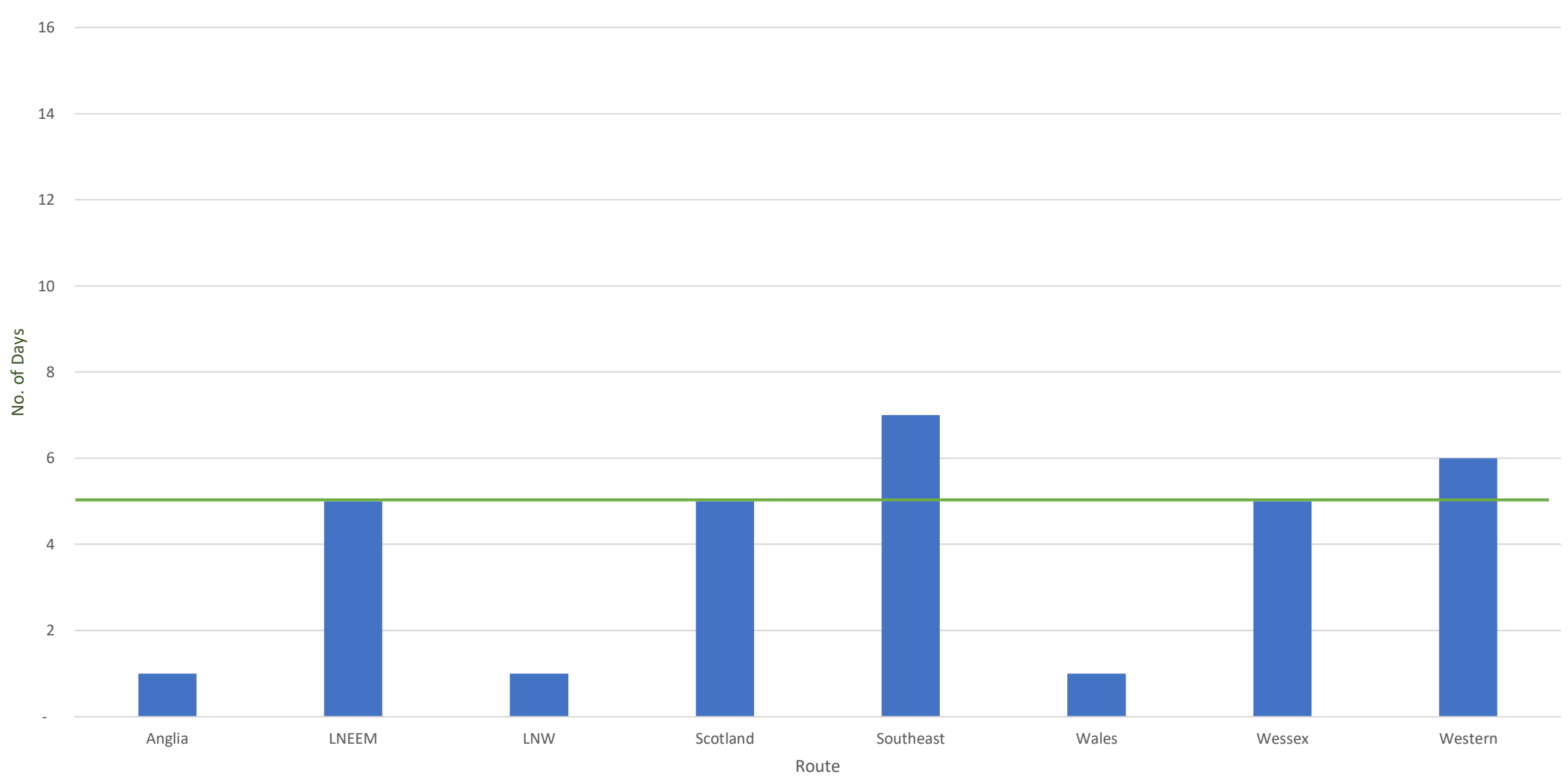
Service Level	Measure of Success	Our Commitment
Date responded to initial contact	Within 5 *working days of initial contact	Respond to initial contact in written form within 5 working days with a relevant contact to support the work. e.g. ASPRO response to basic enquiry.
Secondary contact date	Within 15 *working days from response to initial contact	Within 15 working days from response to initial contact. NR to engage with external party to commence exploration of their requirements at an appropriate level of expertise e.g. NR interface manager contacts customer to discuss further.
Design submission date ASPRO response	Within 25 *working days of receipt	Review and return any design data submissions within 25 working days (including resubmissions)
ASPRO response to programme received	Within 10 *working days of receipt of implementation programme or information	Review implementation programme and provide comments to the Customer e.g. agreement of realistic project timescales.
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 e.g. ASPRO receives confirmation of access from the planning team

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

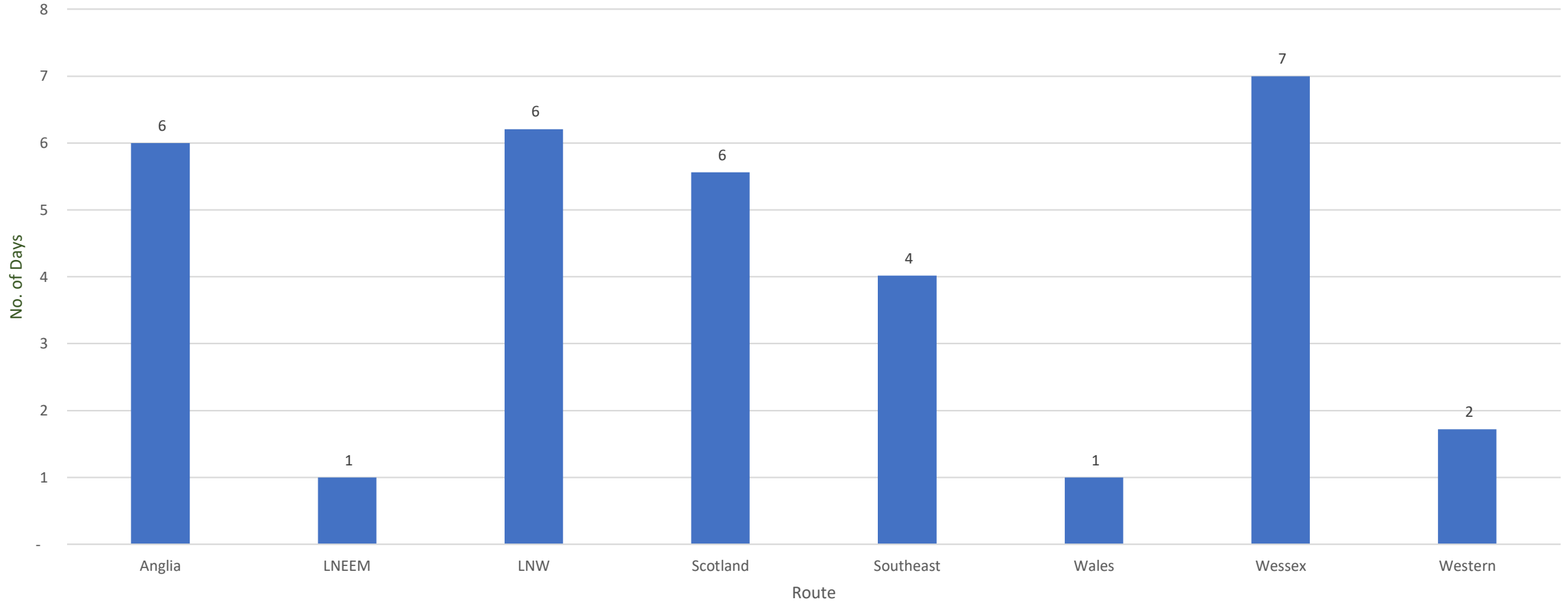
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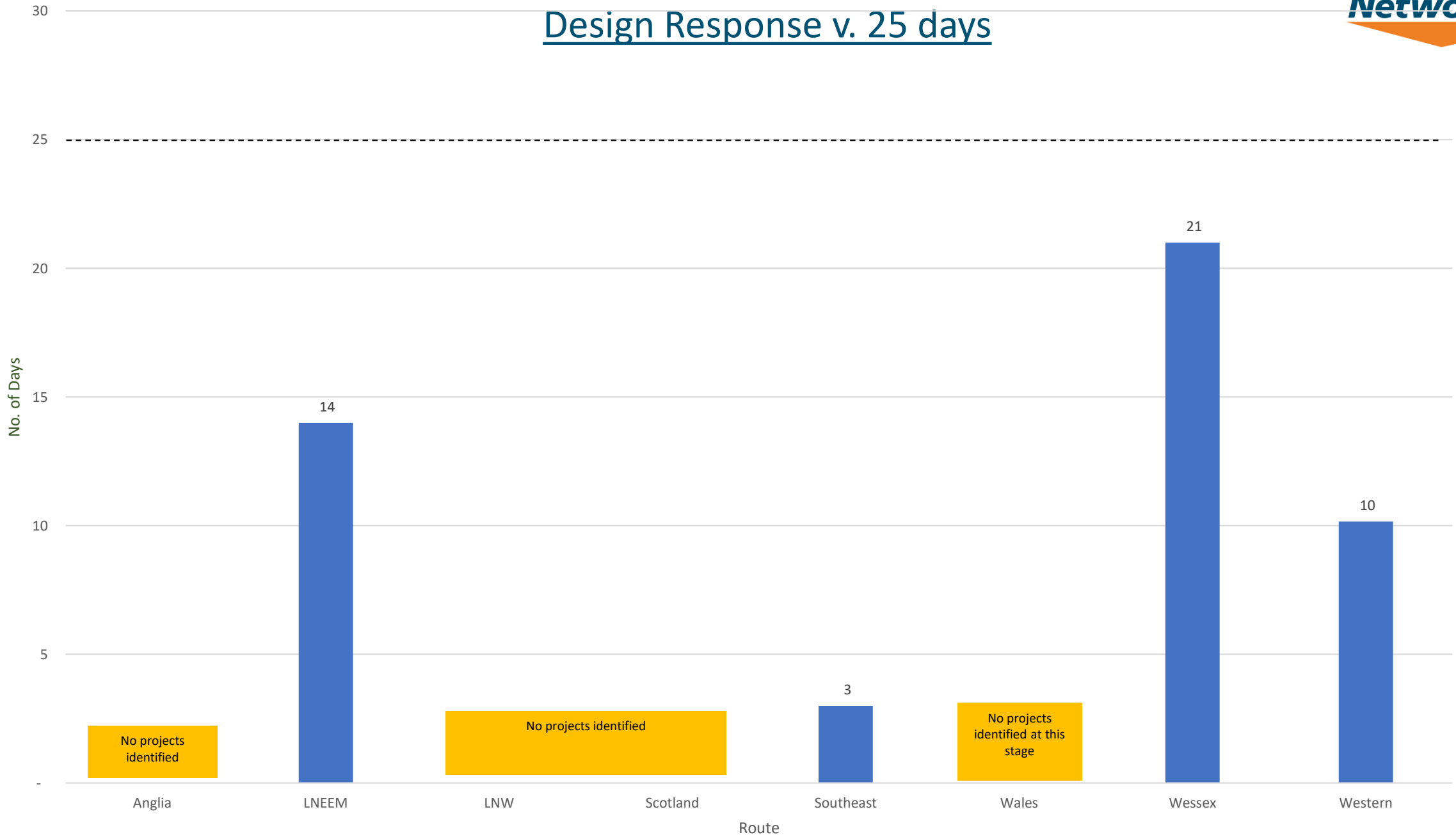
Initial Contact v. 5 days



Secondary Contact v. 15 days

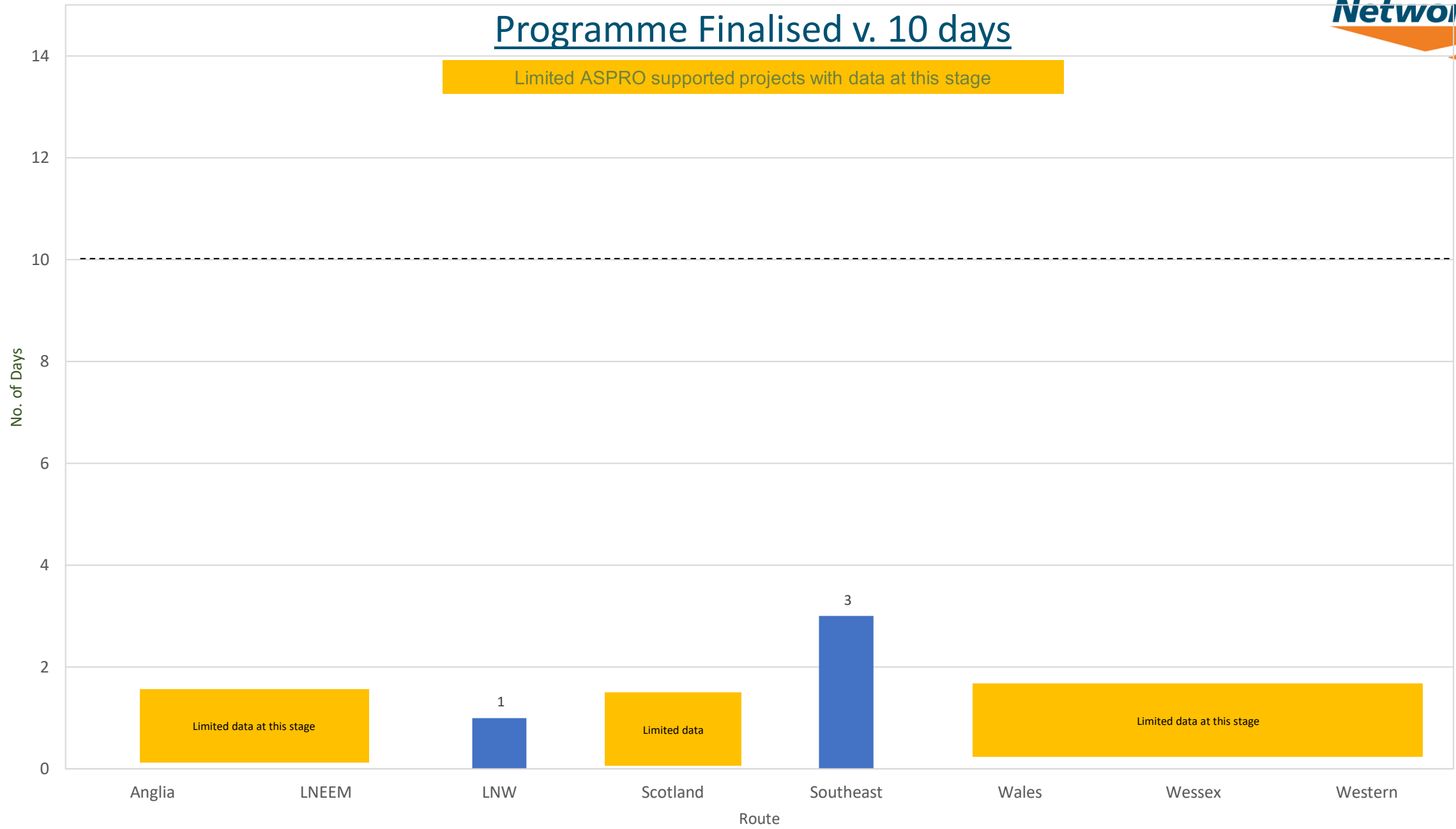


Design Response v. 25 days



Programme Finalised v. 10 days

Limited ASPRO supported projects with data at this stage



Access to Network v. 20 days

