Executive Summary

1. Introduction

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Appendix 1 Measuring success
## Executive Summary

This report provides information on the projects, services and initiatives delivered or supported by SPT in line with the Regional Transport Strategy (RTS) for the west of Scotland 2008-2021. This report covers financial year 2012/13 and also provides a review of progress over the first five years of the RTS.

SPT, as a regional body, adds value to the delivery of a sustainable transport network in the west of Scotland by taking full account of the wider impacts on neighbouring local authorities and working closely with local, regional and national partners to maximise benefits for transport users. This report complements SPT’s Annual Reports and Financial Statements by providing more detailed reporting on our performance in terms of RTS Strategic Priorities and Outcomes. Additional information on our performance on a range of operational responsibilities is available on our website [www.spt.co.uk](http://www.spt.co.uk).

This Monitoring Report will underpin and inform the review of the RTS Delivery Plan for 2014/15 - 2017/18, which is currently being developed.

The key areas of delivery for SPT in 2012/13 are set out below under the RTS Outcomes. Further details and 5-year overviews for each Strategic Priority are set out in section 2.

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1. **Introduction**

In 2012/13, SPT continued to deliver and invest in projects and services to improve the transport network for all; to support and engage our member councils, Scottish Government, bus and rail operators and other partners to seek sustainable, cost effective solutions to shared problems; and to monitor and influence national and local policies on behalf of residents, businesses and visitors in the west of Scotland.

Transport has a vital role to play within the Scottish Government national policy priority areas. SPT, as a statutory Community Planning partner, is committed to delivering projects and services that underpin wider efforts to achieve economic development and environmental targets, help individuals to live full, independent and healthy lives and support communities to grow sustainably and cohesively. The table below summarises the role of transport for each national policy priority area and the key supporting SPT activities.

<table>
<thead>
<tr>
<th>National Policy Priority</th>
<th>Role of Transport</th>
<th>Key SPT activities</th>
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</table>
| **Economic Recovery & Growth** | • infrastructure investment to support regeneration initiatives & economic development strategies  
• efficiently connecting businesses with employees, customers & suppliers | Subway Modernisation  
Fastlink  
Supporting strategic rail improvements  
Traffic management & congestion reduction  
Strategic road improvements |
| **Employment** | • access to jobs, training and education | School transport  
Supported local bus services  
MyBus  
Community Transport |
| **Outcomes for Older People** | • access to services  
• maintaining social networks  
• supporting independent living | Supported local bus services  
Community Transport  
MyBus  
Infrastructure and travel information accessibility improvements |
| **Health Inequalities** | • access to healthcare  
• improving health through increased walking and cycling  
• improving air quality through greener transport and reducing the need to travel | Supported local bus services  
SQPs  
Community Transport  
MyBus  
Cycling infrastructure & active travel initiatives  
SPT JourneyShare |
| **Safer & Stronger Communities** | • reducing isolation  
• improving public spaces and active travel networks  
• safe & secure transport networks, facilities and services | Integrating transport and land-use planning  
Road safety projects  
Community Transport  
Subway modernisation (station neighbourhoods)  
Infrastructure investment |

This report sets out the key achievements and trends against each RTS strategy outcomes in 2012/13 and provides summary achievements over the first 5 years of the RTS.

**Structure of Report:**

**Section 2:** A summary of activities over 2012/13 and the past 5 years and key highlights including investment figures, measures of output and survey results.

**Section 3:** A summary of revenue and capital expenditure against RTS priorities.

**Appendix 1:** Detailed information on RTS transport indicators and trends in the west of Scotland since 2007, including transport directly operated or managed by SPT.
2. Progress towards achieving RTS outcomes

2.1 Delivering “Attractive, Seamless, Reliable travel”

SPT is committed to improved public transport services for travellers in the west of Scotland including more stable timetables and routes; modern infrastructure; comfortable and appealing on-board environments; and simplified journeys featuring efficient interchanges, integrated tickets and more accessible travel information.

Considerable progress has been made towards this outcome since 2008 including progressing the modernisation programme for the Subway, establishing and maintaining Statutory Quality Partnerships, substantially upgrading bus infrastructure and transport interchanges across the region, instituting compliance monitoring of public service vehicles and local bus services, and developing smart and integrated ticketing.

Measuring progress

The key performance measure for this outcome is satisfaction with public transport services. This indicator tracks the percent of adults who are very or fairly satisfied with their local public transport services and does not include those who have no opinion of local public transport. This measure will be influenced by a huge range of factors including the quality of projects and services that are controlled or supported by SPT including the operation of the Subway, investment in real time passenger information and the effect of Statutory Quality Partnerships; and the quality of services and facilities provided by bus, rail and ferry operators.

The most up-to-date figures available show that more than three-quarters (78%) of adults living in Strathclyde are satisfied with public transport – a 7% increase over 5 years. The SPT figures are in line with national trends.

The key Subway reliability measures show that less than 1% of all timetabled trains were cancelled in 2012/13 – down from 2.6% five years earlier – and 99% of all trains continue to arrive within 5 minutes of scheduled time.

Other measures show that rail users continue to have very high levels of satisfaction with around nine out of ten adults (90%) who had used a train in the past month satisfied with a range of issues including ticketing, information, reliability and service stability – a position mostly unchanged over the past five years.

In contrast to rail, bus users have lower satisfaction levels with seven or eight out of every ten adults (70% - 80%) who had used a bus in the past month stating that they were satisfied with ticketing, information, reliability and service stability, although satisfaction with access to travel information for bus routes and timetables has increased by 7% over 5 years.

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1 See Appendix 1 for full details of the figures highlighted in this section.
2 This follows the methodology used by the Scottish Government for this national indicator.
3 Scottish Household Survey – Local Area Analysis, various years, Scottish Government. See Indicator 3 in Appendix 1.
4 Figures for Scotland are 71% satisfied in 2007/08 and 76% satisfied in 20011/12.
5 See indicators 1 and 2 in Appendix 1.
6 See indicators 5, 7, 9 and 11 in Appendix 1.
7 See indicators 4, 6, 8 and 10 in Appendix 1.
Strategic priorities

There are five strategic priorities that provide focus for SPT activities under the Attractive, Seamless, Reliable Travel outcome - revitalising the Subway network; plan and provide a ‘step-change’ for bus services, standards and infrastructure; improving interchange between modes; improving travel information; and developing integrated ticketing.

Details of the services, projects and supporting activities that were delivered against each strategic priority over the past year and over the past 5 years are set out below.

Revitalising the Subway Network

Past Year

- Refurbishing Partick and Hillhead stations
- Completing refresh of branding, signage and way-finding at all stations to ensure consistent standards across the system
- Securing European Regional Developments Funds for station improvement works at stations on the south side of the Subway network
- Installing new escalators at Buchanan Street, St Enoch and Hillhead
- Progressing the rolling stock procurement process through initial phase
- Progressing tunnel improvement works programme

Past Five Years

- Securing Scottish Government support for the full Subway Modernisation programme
- On-going maintenance to ensure continued operation of the network
- Providing new communications technology to provide wifi and mobile phone reception
- Installing new lighting at all station
- Introducing passenger safety screens at Hillhead, Ibrox and Buchanan St stations
- Installing tactile tiling and stair nosing strips in all stations
- Establishing Art on the Subway programme

Subway reliability continues to improve for third year in a row

£1.6 million invested in escalator improvements at the 3 busiest stations

£288 million Subway modernisation programme begins in 2011

Subway punctuality remains high over the 5-year period
Plan and provide a ‘step-change’ for bus services, standards and infrastructure

Past Year

- Formally approving and promoting SPT’s ’10 Point Plan for Bus’ for the purpose of improving the co-ordination and delivery of bus services
- Investing in bus infrastructure improvements across the region
- Improving bus infrastructure on strategic bus corridors in Glasgow, Inverclyde, East, North and South Ayrshire, East Dunbartonshire and East Renfrewshire
- Monitoring existing sQPs and investigating potential for new sQPs in Inverclyde and North and South Lanarkshire
- Providing assistance with city centre and town centre traffic management proposals in Glasgow, Paisley, Helensburgh, Dumbarton Motherwell, Airdrie, Coatbridge and Cumbernauld

£1.8 million investment in bus stop and shelter upgrades in 2012/13

6,300 non-compliance issues were identified within SQP areas in 2012/13

Past Five Years

- Establishing the first statutory Quality Partnerships in Scotland - Paisley Town Centre (2010), Glasgow (2011) and Ayr – Prestwick (2013).
- Introducing Bus Service Compliance Officer to monitor standards and regulations
- Increasing availability of Real Time Passenger Information on main bus corridors

One in five bus users in Glasgow are dissatisfied with service reliability (SPT survey March 2013)

More than 40% of bus shelters in the SPT area have been installed in the past 5 years

85% decrease in the no. of identified non-compliance issues (since 09/10 – non-SQP)
Improving interchange between modes

Past Year

- Completing redevelopment of Hamilton Interchange
- Completing redevelopment of Port Glasgow bus station
- Upgrading Balloch bus stances
- Completing initial design works for the redevelopment of Govan and Partick bus stations
- Managing Buchanan, East Kilbride, Greenock and Hamilton bus stations

£600K invested in Port Glasgow bus station – complementing earlier investment in QBCs

£5.5 m re-development of Hamilton Bus Station completed in early 2013

Past Five Years

- Completing the redevelopment of Partick interchange
- Developing proposals for transport integration at Central Road / Gilmour St, Paisley, in partnership with Renfrewshire Council
- Developing proposals for Motherwell rail station / bus interchange improvements
- Constructing formal bus termini at Drumchapel, Easterhouse and Milton
- Redeveloping Greenock bus station
- Supporting South Ayrshire Council and Clydeport with the Ardrossan Harbour Interchange enhancements
- Upgrading Buchanan Bus Station
- Investigating options for improvements to bus interchanges at Clydebank and Irvine

1.3 million bus departures across SPT bus stations

£10 million invested by SPT in interchange projects over the past five years

76% of bus users in the SPT area agree that it is easy to change to other forms of transport
**Improving travel information**

### Past Year

- Providing travel information points and mobile travel centre across the region
- Providing 5 staffed travel centres
- Improving the availability and quality of travel information on Traveline Scotland website

### Past Five Years

- Introducing travel information points
- Installing bus information screens at key interchange points including at Partick
- Providing an all-operator bus network map
- Launching @GlasgowSubway twitter account providing accurate services updates and customer engagement
- Purchasing a new mobile travel centre

### Developing integrated ticketing

### Past Year

- Progressing Subway Smartcard ticketing to final design stage
- Administering the regional integrated ticketing scheme (Zonecard)

### Past Five Years

- Introducing on-line ticket sales for ZoneCard and Daytripper tickets
- Setting up a joint venture ticketing company for a Subway Smartcard and multi-operator integrated ticketing system

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450,000 enquiries handled by SPT travel centre staff in 2012/13

350 mobile travel centre visits across the SPT region in 2012/13

Four out of 5 bus users in the SPT area agree that it is easy to find out about timetables & routes

75 travel information points established across the SPT region

11 million journeys undertaken using Zonecard tickets

Four out of 5 bus users in the SPT area agree that it is easy to find out about timetables & routes
2.2 Delivering “Access for All”

SPT is committed to a more accessible transport network that supports all members of society by improving infrastructure to reduce barriers to travel, delivering socially necessary transport services to connect people with their everyday needs, and investing in safety measures and addressing affordability issues so that more people are able to use the transport that they need.

Considerable progress has been made towards this outcome since 2008 including establishing the West of Scotland Community Transport Forum, increasing MyBus patronage, investing in and supporting the major re-development of Dalmarnock rail station, continuing to respond to changes in the commercial bus market; improving safety across the Subway system, investing in road safety measures and safeguarding the Strathclyde Concessionary Travel Scheme.

Measuring progress

The key performance measure for this outcome is the inconvenience of public transport. This indicator tracks the percent of adults who rate their local public transport as fairly or very inconvenient. This measure will be influenced by a range of factors, but the availability, frequency and coverage of public transport services will have a strong impact on the results.

One in every fifteen adults (6.7%) in the SPT area thought that their local public transport services were inconvenient – a small change from 5 years ago when 8.2% of adults (or one in every twelve) rated local public transport as inconvenient.9

Over half a million passengers used MyBus services in 2012/13 – highest level ever for this service

Patronage on supported local bus services increased on the previous year’s totals as did the total scheduled mileage for these services.10 MyBus patronage increased by 11% on the previous year and has increased by one-quarter (25%) since 2008.11

The number of people killed or seriously injured on roads in the SPT area continues to decline with 2012 figures down by 17% on the 5-year average.12 The number of reported road accidents in the SPT area is down by 10% on the 5-year average.13 Serious accidents on the Subway rose by 1 from 20 in 2011/12 to 21 in 2012/13.14

Reported crime incidents on-board buses in the SPT area has decreased by one-fifth (20%) on the previous year and by more than half (52%) since 2008.15 More than nine out of ten people who used a train or bus recently felt safe and secure on-board.16

In 2013, approximately two-fifths (43%) of the SPT population live within 400m of a bus stop served by at least 6 buses an hour between 7am and 7pm – a small improvement on the previous 4-year average.17 SPT has developed two new indicators to better understand accessibility issues for commuters and for people needing to make bus journeys in the

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8 See Appendix 1 for full details of the figures highlighted in this section.
9 See indicator 12 in Appendix 1.
10 See indicators 14 and 15 in Appendix 1.
11 See indicator 13 in Appendix 1.
13 See indicator 19 in Appendix 1.
14 See indicator 18 in Appendix 1.
15 See indicator 22 in Appendix 1.
16 See indicators 23 and 24 in Appendix 1.
17 A new baseline has been established for these measures using 2011 Scotland Census population data, 2011 Scotland Census population-weighted output area centroids and an updated methodology. Caution should be exercised if making comparisons with previously published data.
evening. In 2013, nearly two-thirds (62%) of the SPT population live within 400m of a bus stop that is served by at least 6 buses between 8 and 9am on a weekday and, similarly, 64% of the population live within 400m of a bus stop that is served by at least 2 buses between 7pm and 10pm. Any emerging trends from these new indicators will be noted in the next monitoring report.

**Strategic priorities**

There are five strategic priorities that provide focus for SPT activities under the Access for All outcome - improving access to services, including healthcare and education; planning and providing transport for regeneration areas; improving socially necessary public transport; promoting equality, including making journeys safer and addressing transport affordability; and improving connections for rural areas.

Details of the services, projects and supporting activities that were delivered against each strategic priority over the past year and over the past 5 years are set out below.

**Improving access to services, including healthcare and education**

### Past Year

- Supporting local bus services providing direct access to the Vale of Leven, Royal Alexandra, Stobhill, Victoria Infirmary, Glasgow Royal, Gartnavel, Monklands, Wishaw, Hairmyres, Crosshouse and Ayr Hospitals
- Managing school bus transport on behalf of member councils

### Past Five Years

- Launching a scheme to provide patients at North Glasgow Hospitals (Gartnavel, Stobhill, Royal Infirmary, Dental Hospital and Western Infirmary) with personalised journey plans, in partnership with NHS Greater Glasgow and Clyde and Traveline Scotland
- Supporting the continuing operation of the hospital evening visitor service in the NHS Greater Glasgow and Clyde area by providing funding and the bookings service
- Introducing ‘H’ branding on bus timetables, services and stops to facilitate the development of a co-ordinated transport network to healthcare facilities
- Working with Glasgow City and NHS Greater Glasgow and Clyde to ensure that sustainable travel options are at the heart of the new South Glasgow Hospital development (e.g. Fastlink)
- Producing guidance to assess the safety aspects of school transport loading points

- 6% decrease in total commercial bus mileage in the SPT area in 2012/13
- 49,000 children use SPT-managed school bus services every school day
- £90K provided to support Glasgow hospital evening visitor transport services
- £370K invested in access to healthcare signage and information improvements
Planning and providing transport for regeneration areas

**Past Year**

- Continuing to support the redevelopment of Dalmarnock rail station
- Supporting transport improvement proposals in support of member Councils’ regeneration initiatives including Ravenscraig and CHORD proposals in Helensburgh
- Supporting improvements to transport connections to Clyde Gateway urban regeneration area and along the Clyde Corridor including supporting the planning of bus routes through Dalmarnock and supporting the Shawfield Infrastructure and Development Framework
- Completing the redevelopment of Port Glasgow bus station covering improvements to way-finding, accessibility and safety to enhance the regeneration of Port Glasgow town centre in conjunction with Inverclyde Council

**Past Five Years**

- Supporting enhancements at Bridgeton rail station within Clyde Gateway urban regeneration area
- Supporting member Councils’ bids to the Scottish Government’s Town Centre Regeneration Fund including in the Irvine Bay urban regeneration area
- Supporting transport improvement proposals in support of regeneration initiatives including Ravenscraig
- Supporting bus corridor enhancements on the A770 to support travel connections within Riverside Inverclyde

£175K provided to support CHORD regeneration projects in Helensburgh

£1.4 million provided by SPT in 2012/13 to support the re-development of Dalmarnock station

£1.3 million invested in transport improvements for Ravenscraig in North Lanarkshire

£150K invested in new bus stops and shelters to support Riverside Inverclyde
## Improving socially necessary public transport, including Demand Responsive Transport and Community Transport

### Past Year

- Supporting socially necessary local bus services to plug gaps in the commercial market
- Providing demand responsive MyBus services across the region
- Investing in new buses for use on supported local services and MyBus to improve accessibility on these services
- Supporting Community Transport services in partnership with member councils and Community Transport providers
- Scheduling and managing Glasgow City Council Social Work department’s non-statutory transport provision for voluntary organisations providing savings of around 40% of the operating cost of these services

### Past Five Years

- Launching an online booking service for MyBus to improve customer service for users outside normal working hours
- Forming a steering group for the West of Scotland Community Transport Network, developing a framework for quality standards, resource sharing, training and information to enable the sector to contribute to meeting transport needs

### Key Figures

- **530,000** MyBus passengers carried on 36 services in 2012/13
- **£2 million** investment in new accessible buses
- **25% increase** in MyBus patronage over the past five years
- **£2 million** in support of Community Transport services and for improved CT vehicles
- **17% increase** in supported local bus service mileage
Promoting equality, including making journeys safer and addressing transport affordability

### Past Year
- Administering the Strathclyde Concessionary Travel Scheme
- Managing and processing applications and renewals of national and Strathclyde concessionary travel cards

### Past Five Years
- Employing British Transport Police to patrol the SPT Subway network
- Improving CCTV coverage and monitoring on the Subway
- Providing platform screens at Buchanan Street, Hillhead and Ibrox Subway stations
- Providing security bollards at Subway stations and bus stations
- Improving lighting at Subway stations
- Completing a “Safe Routes to Public Transport Study” and taking forward recommendations
- Installing tactile paving and stair nosing strips in the Subway
- Working with North Ayrshire Council to complete bus route improvements on Arran to allow the introduction of a DDA compliant fleet

- **34,000 concessionary travel cards processed by SPT travel card unit**
- **£6.4m in savings on rail and ferry travel for SPT residents (Strathclyde Concessionary Travel Scheme)**
- **SPT area has highest levels of concessionary card possession and daily usage**
- **17% decrease in the percent of bus users in the SPT area who think fares offer good value**
## Improving connections for rural areas

### Past Year

- Providing funding to bridge the gaps in bus service provision across rural parts of the region.
- Providing MyBus Rural services and improving the cost effectiveness of services through improved booking and route planning.
- Supporting seven community transport projects in rural areas including the island of Arran, the Coalfields area in East Ayrshire, Glencaple and Lowther areas in South Lanarkshire and the Kyle and Carrick areas of South Ayrshire.

### Past Five Years

- On-going support for bus service provision in rural areas.

- **£570K invested in rural bus contracts**
- **Over half of people living in accessible rural areas have access to at least one bus per hour on an average weekday**
2.3 Delivering “Reduced Emissions”

SPT is committed to a greener transport network that supports sustainable travel behaviour and cleaner technologies to reduce transport’s impact on the environment.

Considerable progress has been made towards this outcome since 2008 including increasing park and ride capacity across the region, investing in cycling infrastructure and cycle path extensions, investing in lower emission buses and trialling hybrid buses, establishing SPT JourneyShare, developing travel planning and supporting local authorities to plan and control parking in their areas.

Measuring progress

The key performance measure for this outcome is the share of all journeys originating in the SPT area that are undertaken by car. This measure will be influenced by a range of factors including changing travel behaviours so fewer short journeys are made by car and increasing public transport usage among commuters as people undertake more journeys to work than for any other purpose.

The number of journeys originating in the SPT area that were made by car has decreased by 3% over the past 5 years with increases in walking and cycling making up most of the difference.

The types of transport used for journeys to work and journeys to school has changed little over the past 5 years with just under one-third (30%) of journeys to work made by public transport or active travel and just over half (51%) of journeys to school made by active travel.

Subway patronage has decreased by 2% on the previous year, although subway park and ride figures have increased by 7% over the same period.

The bus fleet in the SPT area continues to become more environmentally-friendly with nearly three-fifths (59%) of all buses at Euro-3 standard or newer – more than double the rate in 2008 (27%). CO2 emissions attributed to transport continue to decline with the latest available figures showing a 6% decrease on 2008 figures.

Strategic priorities

There are two strategic priorities that provide focus for SPT activities under the Reduced Emissions outcome – encouraging modal shift to sustainable modes and promoting ‘Smarter Choices’, travel planning and active travel.

Details of the services, projects and supporting activities that were delivered against each strategic priority over the past year and over the past 5 years are set out below.
Encouraging modal shift to more sustainable modes

**Past Year**

- Delivering Kilwinning, Port Glasgow, Shotts, Motherwell and Dalmuir park and ride projects
- Completing project development works for park and ride sites at Neilston, Uddingston and Kilmaurs
- Investing in decriminalised parking enforcement projects in 4 local authorities
- Investing in electric car charging infrastructure

**Past Five Years**

- Delivering over 20 park and ride projects across the SPT area
- Supporting local authorities to implement decriminalised parking enforcement (DPE) by sharing best practice through a SPT-led DPE liaison group
- Establishing SPT JourneyShare to support and promote car sharing
- Supporting South Lanarkshire in developing an electric car charging network

- 630 new park and ride spaces delivered across five sites in 2012/13
- 60% of park and ride users choose to park and ride 5 days / week (SPT survey March 2013)
- 3000 new park and ride spaces delivered across the SPT area
- 4,000 JourneyShare members since 2009
- £500K invested to support local authorities to plan and control parking in their areas
## Promoting ‘Smarter Choices’, travel planning and active travel

### Past Year

- Developing a cycling strategy in support of the National Cycling Action Plan
- Investing in cycling infrastructure and paths
- Providing research assistance to the Glasgow Urban Lab cycling safety project

### Past Five Years

- Establishing and delivering the annual regional Travel Planning Seminar to share best practice for developing and promoting travel plans
- Supporting businesses and organisations with the development of travel plans including Braehead Shopping Centre and Hillington Business Park
- Providing Sustainable Travel Grants to support local authorities, universities and colleges in promoting travel planning initiatives
- Participating in sustainable travel initiatives such as the Glasgow Iconnect cycling research programme, Walk to Work Week, Bike Week and European Mobility week
- Supporting Scottish Government’s ‘Smarter Choices, Smarter Places’ initiatives in Barrhead, Lenzie/Kirkintilloch and Glasgow’s east end

**Nearly one-quarter of all journeys in the SPT area were made using active travel methods in 2012**

**£3 million invested in cycling infrastructure and paths over 5 years**

Nearly one-quarter of all journeys in the SPT area were made using active travel methods in 2012.

£3 million invested in cycling infrastructure and paths over 5 years.
2.4 Delivering “Improved Connectivity”

SPT is committed to a more efficient transport network that underpins the regional economy through faster and more reliable journey times and connecting businesses, residents and visitors with economic and employment opportunities.

Considerable progress has been made towards this outcome since 2008 including the development of Fastlink, re-development of Dalmarnock station, transport planning support and public transport infrastructure improvements in advance of the Commonwealth Games, and influencing local and strategic development plans.

Measuring progress

The key performance measure for this outcome is the proportion of driver journeys delayed due to traffic congestion. Longer and unreliable journey times have negative economic impacts including an increase in the cost of transport for businesses, residents and visitors and loss of competitiveness. In 2012, 11.6% of car journeys in the SPT area were delayed due to traffic congestion – a change from 16% in 2007/2008. This follows the national trend.

Strategic priorities

There are five strategic priorities that provide focus for SPT activities under the Improved Connectivity outcome – improving access to key gateways, developing the mass transit network, providing transport for the Commonwealth Games 2014, tourism and major events, improving cross-city and cross-region links on strategic corridors; and improving sustainable connectivity for business and freight.

Details of the services, projects and supporting activities that were delivered against each strategic priority over the past year and over the past 5 years are set out below.

Improving access to key gateways

<table>
<thead>
<tr>
<th>Past Year</th>
<th>Past Five Years</th>
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<tr>
<td>• Continuing to work with Renfrewshire Council and BAA to develop sustainable transport solutions for Glasgow Airport</td>
<td>• Investing in public transport infrastructure and travel information at Prestwick and Glasgow airports</td>
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<td></td>
<td>• Supporting improvements to Ardrossan Harbour Interchange</td>
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24 See Appendix 1 for full details of the figures highlighted in this section.
25 See indicator 32 in Appendix 1.
### Developing the mass transit network

#### Past Year

- Progressing detailed design works for the Fastlink core route, linking the city centre to the SECC and the New South Glasgow Hospital in partnership with Glasgow City Council.

- Developing the principles of the Fastlink concept covering vehicle and infrastructure design, ticketing and the Statutory Quality Partnership.

- Developing the preliminary design for the extension of Fastlink to Braehead and Renfrew and developing proposals for key corridors in the conurbation, based on the West of Scotland Conurbation Public Transport Study in conjunction with Glasgow City Council and Renfrewshire Council.

- Influencing Local Development Plans to safeguard and promote sustainable transport.

#### Past Five Years

- Developing the Fastlink concept and securing significant funding from the Scottish Government to deliver the core scheme from the city centre to the New South Glasgow Hospital.

- Ensuring the concept for a step change for sustainable transport along key corridors is an integral component of the Glasgow and Clyde Valley Strategic Development Plan.

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**One in four bus users in Glasgow City Centre want more frequent bus services (SPT survey)**

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**Up to £40 million funding secured for the Fastlink core route**
Planning and providing transport for the Commonwealth Games 2014, tourism and major events

**Past Year**

- Providing transport planning support to plan diversions for existing bus services and planning Games services to transport athletes, officials and spectators between venues and key facilities
- Investing in bus shelters and other infrastructure at Games transport hubs
- Arranging transport to provide access to key events such as the Rugby Sevens

**Past Five Years**

- Supporting the redevelopment of Dalmarnock station, a key gateway for the Games
- Investing in public transport infrastructure and park and ride facilities at and enroute to Hampden Stadium
- Supporting transport planning for the Lanarkshire International Children’s Games 2011
- Supporting bus services to improve access to the Loch Lomond and Trossachs National Park

**Improving sustainable access for business and freight**

**Past Year**

- Improving A71 Horsely Brae junction, Overtown

**Past Five Years**

- Developing a freight consolidation centre study, in partnership with the Strathclyde Freight Quality Partnership
- Developing and progressing the SPT Freight Action Plan in partnership with the Strathclyde Freight Quality Partnership
- Supporting the Girvan Railhead study

Transport planning for 6,000 athletes from 71 countries and hundreds of thousands of spectators for the 2014 Commonwealth Games

£2.859 million of European funding secured for Dalmarnock Station project

c. £4 million investment strategic road enhancements
Improving cross-city and cross-region links on strategic corridors

**Past Year**

- Working in partnership with member Councils to provide improvements to the strategic road network in the west of Scotland including route safety improvements and bus infrastructure improvements on the A70, A71, A81, A813

- Working in partnership with East Ayrshire Council, Dumfries and Galloway Council, SWestrans and Police Scotland to investigate road and public transport improvements on the A76 corridor.

- Establishing the west of Scotland Rail Forum

- Supporting the provision of additional services to Dunlop and Stewarton as part of the December 2012 First Scotrail timetable changes

**Past Five Years**

- Engaging with Transport Scotland and Glasgow City Council to take forward ‘west of Scotland Strategic Rail Enhancements’ (Project 24) from the Strategic Transport Projects Review

- Facilitating the transfer of the Renfrew Ferry to private operation in April 2010

- Supporting Transport Scotland’s review of hard shoulder running on the M77 to improve long distance bus journey times

**Over £1 million invested in road safety improvements**

**Over 100 additional trains per day serving rail stations within the SPT area in 2012/13**

**25% reduction in driver journeys delayed due to congestion**

3. **Investing in the Regional Transport Strategy Strategic Priorities**

SPT’s Delivery Plan Framework Guidance (2008/09 – 2012/13) sets out the “top six” strategic priorities to which 70% of resources were targeted with the other 30% allocated to the remaining strategic priorities over a five-year period (excluding on-going services).

SPT’s revenue spend was £38.4 million in 2012/13 and around 74% of revenue spend addresses the top 6 priorities.\(^{26}\) SPT’s capital spend was £30.2 million in 2012/13 and 64% of SPT capital expenditure was identified as going towards projects delivered under the ‘top six’ strategic priorities.

![Chart 1: Revenue expenditure - Percentage allocation contributing towards RTS strategic priorities](chart1)

![Chart 2: Capital expenditure - percentage allocation by RTS strategic priority](chart2)

\(^{26}\) This figure excludes corporate, bus company residuals and loan charges. See SPT annual financial statements for more information.
Appendix 1 Measuring success

The table below shows the indicators currently used to monitor progress towards achieving RTS outcomes. The indicators for SPT's own operations are highlighted in orange throughout the table.

The table shows the general trends for most indicators with a baseline year of 2007. Please see the trend arrow key on the right for guidance on interpreting the trend symbols.

More statistics and trend information is provided in quarterly reports to the Operations Committee and is available at [http://www.spt.co.uk/partnership/minutes/operations.aspx](http://www.spt.co.uk/partnership/minutes/operations.aspx)

### Table 1: Transport indicators and trends

**RTS Outcome: Attractive, Seamless, Reliable Travel**

<table>
<thead>
<tr>
<th>No.</th>
<th>Indicator</th>
<th>Mode</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Subway reliability: Percent of all timetabled trains that are cancelled</td>
<td>Subway</td>
<td>3.9%</td>
<td>2.6%</td>
<td>2.8%</td>
<td>3.4%</td>
<td>1.4%</td>
<td>1.1%</td>
<td>0.7%</td>
<td>↓ Annual (April - March) / SPT</td>
</tr>
<tr>
<td>2</td>
<td>Percent of all operated subway trains arriving within 5 minutes of scheduled time</td>
<td>Subway</td>
<td>98%</td>
<td>98.5%</td>
<td>98%</td>
<td>98%</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
<td>↑ Annual (April - March) / SPT</td>
</tr>
<tr>
<td>3</td>
<td>Overall satisfaction with public transport services: Percent of adults who were very satisfied or fairly satisfied with public transport services</td>
<td>All Public Transport</td>
<td>73%</td>
<td>78%</td>
<td>78%</td>
<td>--</td>
<td></td>
<td></td>
<td></td>
<td>↑ Annual/Biennial / SHS / SG</td>
</tr>
</tbody>
</table>

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1 Figures are for the whole of the SPT area with the exception of data from Reported Road Casualties Scotland and DEFRA emissions estimates, which do not include Argyll and Bute as data disaggregated below local authority level was not available. Argyll and Bute figures can be obtained from SPT.

---

**trend arrow key**

- ↑ indicator is increasing and is in step with desired RTS direction of travel
- ↓ indicator is decreasing and is in step with desired RTS direction of travel
- ↔ indicators is maintaining or change is not statistically significant
- ↑ indicator is increasing and is not in step with desired RTS direction of travel
- ↓ indicator is decreasing and is not in step with desired RTS direction of travel
<table>
<thead>
<tr>
<th>No.</th>
<th>Indicator</th>
<th>Mode</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>Trend</th>
<th>Freq / type / source</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>&quot;It is simple deciding the type of ticket I need&quot;</td>
<td>Bus</td>
<td>87%</td>
<td>87%</td>
<td>87%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Rail</td>
<td>90%</td>
<td>92%</td>
<td>92%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Satisfaction with public transport information provision (Percent of</td>
<td>Bus</td>
<td>74%</td>
<td>79%</td>
<td>79%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Annual/Biennial / SHS</td>
</tr>
<tr>
<td></td>
<td>adults who agreed with each statement)</td>
<td>Rail</td>
<td>88%</td>
<td>91%</td>
<td>92%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>/ SG</td>
</tr>
<tr>
<td>6</td>
<td>&quot;Finding out about routes and times is easy&quot;</td>
<td>Bus</td>
<td>72%</td>
<td>73%</td>
<td>72%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td>Rail</td>
<td>91%</td>
<td>93%</td>
<td>93%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>&quot;The buses/trains are on time&quot;</td>
<td>Bus</td>
<td>79%</td>
<td>80%</td>
<td>78%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Satisfaction with public transport reliability (Percent of adults who</td>
<td>Rail</td>
<td>89%</td>
<td>90%</td>
<td>92%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>agreed with each statement)</td>
<td>11</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>&quot;The service is stable and isn't regularly changing&quot;</td>
<td>Bus</td>
<td>87%</td>
<td>87%</td>
<td>87%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td></td>
<td>Rail</td>
<td>87%</td>
<td>87%</td>
<td>87%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**RTS Outcome: Access for All**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Mode</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>Trend</th>
<th>Freq / type / source</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td>Percent of adults who rated local public transport as inconvenient.</td>
<td>All public transport</td>
<td>8.2%</td>
<td>6.1%</td>
<td>6.7%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

"The service is stable and isn't regularly changing"
<table>
<thead>
<tr>
<th>Indicator</th>
<th>Mode</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>Trend</th>
<th>Freq / type / source</th>
</tr>
</thead>
<tbody>
<tr>
<td>13 DRT patronage</td>
<td>Bus (DRT)</td>
<td>417,472</td>
<td>428,018</td>
<td>442,677</td>
<td>435,396</td>
<td>446,439</td>
<td>480,907</td>
<td>535,044</td>
<td>↑</td>
<td>Annual (April - March) / SPT</td>
</tr>
<tr>
<td>14 Supported local bus services patronage (millions)</td>
<td>Bus (local)</td>
<td>4.8</td>
<td>4.8</td>
<td>5</td>
<td>5.2</td>
<td></td>
<td></td>
<td></td>
<td>↑</td>
<td>Annual (April - March) / SPT</td>
</tr>
<tr>
<td>15 Scheduled mileage of supported local bus services (millions)</td>
<td>Bus (local)</td>
<td>6.5</td>
<td>6.4</td>
<td>6.4</td>
<td>7.3</td>
<td>7.4</td>
<td>7.1</td>
<td>7.5</td>
<td>↑</td>
<td>Annual (April - March) / SPT</td>
</tr>
<tr>
<td>16 Proportion of buses that are DDA-compliant</td>
<td>Bus</td>
<td>27%</td>
<td>35%</td>
<td>39%</td>
<td>43%</td>
<td>46%</td>
<td>52%</td>
<td></td>
<td>↑</td>
<td>Biannual survey (April data) / SPT</td>
</tr>
<tr>
<td>17 Proportion of rail stations that are fully accessible</td>
<td>Rail</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>29%</td>
<td>No trend</td>
<td>First Scotrail / Making Rail Accessible / Oct 2010</td>
</tr>
<tr>
<td>18 Number of reported accidents (RIDDOR only)</td>
<td>Subway</td>
<td>18</td>
<td>24</td>
<td>31</td>
<td>34</td>
<td>20</td>
<td>20</td>
<td>21</td>
<td>↑</td>
<td>Annual (April - March) / SPT</td>
</tr>
<tr>
<td>19 Number of reported accidents (all severities)</td>
<td>On road</td>
<td>4125</td>
<td>4617</td>
<td>4357</td>
<td>3897</td>
<td>3926</td>
<td>3672</td>
<td>--</td>
<td>↓</td>
<td>Annual / Reported Road Casualties Scotland / SG</td>
</tr>
<tr>
<td>20 Number of reported accidents involving a bus (all severities)</td>
<td>On road</td>
<td>373</td>
<td>336</td>
<td>279</td>
<td>234</td>
<td>255</td>
<td>198</td>
<td>--</td>
<td>↓</td>
<td>Annual / Reported Road Casualties Scotland / SG</td>
</tr>
<tr>
<td>21 Number of adults and children killed or seriously injured in road accidents</td>
<td>All &quot;on road&quot; modes and pedestrians</td>
<td>872</td>
<td>960</td>
<td>810</td>
<td>703</td>
<td>622</td>
<td>614</td>
<td>--</td>
<td>↓</td>
<td>Annual / Reported Road Casualties Scotland / SG</td>
</tr>
<tr>
<td>22 Crime incidents on public transport</td>
<td>Bus</td>
<td>1766</td>
<td>1520</td>
<td>1321</td>
<td>1115</td>
<td>909</td>
<td>729</td>
<td>--</td>
<td>↓</td>
<td>Force Crime Management System / Strathclyde Police</td>
</tr>
<tr>
<td>23 Satisfaction with safety and personal security on public transport (Percent of adults in agreement with the statement)</td>
<td>Bus</td>
<td>73% (anytime)</td>
<td>89% (day)</td>
<td>92% (day)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>↑</td>
<td>Annual/Biennial / SHS / SG</td>
</tr>
<tr>
<td>24 &quot;I feel personally safe and secure on the train&quot;</td>
<td>Rail</td>
<td>84% (anytime)</td>
<td>97% (day)</td>
<td>98% (day)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>↑</td>
<td>Annual/Biennial / SHS / SG</td>
</tr>
</tbody>
</table>
### RTS Outcome: Reduced Emissions

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Mode</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>Trend</th>
<th>Freq / type / source</th>
</tr>
</thead>
<tbody>
<tr>
<td>25 Subway patronage (millions)</td>
<td>Subway</td>
<td>13.5</td>
<td>14.5</td>
<td>14.1</td>
<td>13.1</td>
<td>13</td>
<td>12.9</td>
<td>12.6</td>
<td>↓</td>
<td>Annual (April - March) / SPT</td>
</tr>
<tr>
<td>26 Subway park and ride usage</td>
<td>Car / Subway</td>
<td>213,048</td>
<td>191,524</td>
<td>189,043</td>
<td>202,202</td>
<td></td>
<td></td>
<td></td>
<td>↑</td>
<td>Annual (April - March) / SPT</td>
</tr>
<tr>
<td>27 Percentage of vehicles Euro-3 standard or newer</td>
<td>Bus</td>
<td>27%</td>
<td>37%</td>
<td>40%</td>
<td>45%</td>
<td>54%</td>
<td>59%</td>
<td></td>
<td>↑</td>
<td>Biannual survey (April data) / SPT</td>
</tr>
<tr>
<td>28 CO2 emission estimates</td>
<td>Diesel rail and all on road transport</td>
<td>4092 Kt CO2</td>
<td>3984 Kt CO2</td>
<td>3875 Kt CO2</td>
<td>3833 Kt CO2</td>
<td>3761 Kt CO2</td>
<td></td>
<td></td>
<td>↓</td>
<td>Annual / Local CO2 emissions estimates - all revised / DEFRA</td>
</tr>
<tr>
<td>29 Modal share of adults travelling to work by public transport or active travel</td>
<td>All Public Transport &amp; Active Travel</td>
<td>31%</td>
<td>30%</td>
<td>30%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Annual/Biennial / SHS / SG</td>
</tr>
<tr>
<td>30 Modal share of children undertaking active travel to school</td>
<td>Active Travel</td>
<td>49%</td>
<td>51%</td>
<td>50%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Annual/Biennial / SHS / SG</td>
</tr>
<tr>
<td>31 Mode share of all trips originating within SPT area</td>
<td>Car (drvr/pass)</td>
<td>62%</td>
<td>64%</td>
<td>60%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Annual/Biennial / SHS / SG</td>
</tr>
<tr>
<td></td>
<td>Taxi/Mni cab</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bus</td>
<td>10%</td>
<td>10%</td>
<td>9%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Rail</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Walking</td>
<td>21%</td>
<td>20%</td>
<td>23%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cycling</td>
<td>1%</td>
<td>&gt; 1%</td>
<td>1%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other inc ferry</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td></td>
<td></td>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

### RTS Outcome: Improved Connectivity

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Mode</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>Trend</th>
<th>Freq / type / source</th>
</tr>
</thead>
<tbody>
<tr>
<td>32 Percent of driver journeys delayed by congestion</td>
<td>Car / van</td>
<td>16%</td>
<td>11.4%</td>
<td>11.6%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>↓</td>
<td>Annual/Biennial / SHS / SG</td>
</tr>
</tbody>
</table>