

Strathclyde Partnership for Transport

Minute of Operations Committee meeting

1 May 2009

held at: Consort House, Glasgow

contact officers:

Valerie A Bowen	phone: 0141 333 3130
Kirsten Clubb	phone: 0141 333 3576
Sharon MacKinnon	phone: 0141 333 3172

Minute of the meeting of the Strathclyde Partnership for Transport's Operations Committee held in Consort House, Glasgow, on 1 May 2009

- Present** Councillors Davie McLachlan (Chair), Tom Barr (deputy), Bill Grant, Kaye Harmon, Matthew Kerr (deputy), Bobby McDill, Eddie Phillips, Chris Thompson, David Wilson and appointed member Tom Hart.
- Apologies** Councillors David Fagan, Archie Graham, William Hendrie, Marie McGurk, Tommy Morrison and Alistair Watson and appointed member Ronnie Mellis.
- Attending** Valerie A Bowen, Senior Clerk; Gordon Maclennan, Assistant Chief Executive (Operations); Eric Stewart, Director, Bus Operations and Neil Wylie, Director of Finance.
- Also Attending** John Yellowlees, First ScotRail.

1. Minute of previous meeting

The minute of the meeting of 13 March 2009 (issued) was submitted and approved subject to minor amendments to figures at page 2, paragraph 4.

Arising from the minute with regard to page 2, paragraph 4, Mr Stewart advised members

- (1) that following an engineering report it was decided not to award the contract to Nordi Travel; and
- (2) that a temporary contract had been put in place until tenders could be invited for a longer term contract for consideration at a future Operations Committee.

2. Public transport services monitoring report

[Click here to view report](#)

There was submitted a report (issued) of 14 April 2009 by the Assistant Chief Executive (Operations)

- (1) informing the committee of the latest trends in the number of passengers carried and the reliability of services directly operated and supported by the Partnership and on ScotRail services in the SPT area; and
- (2) providing information on the current status of SPT's six point bus action plan for the continuing improvement of bus service delivery within the region, together with regulating and fleet profile statistics.

After discussion and having heard Messers Maclennan and Stewart in further explanation of the report and Mr Yellowlees in answer to members' questions, the committee noted the contents of the report.

1 May 2009

3. Subsidised local bus recommendations – financial implications

[Click here to view report](#)

There was submitted a report (issued) of 17 April 2009 by the Assistant Chief Executive (Business Support) advising the committee of the financial implications of members' possible decisions relating to the remaining items on the agenda.

After discussion and having heard Mr Wylie inform members of the current funding position for the subsidised local bus budget for 2009/10, the committee noted the report in relation to the financial implications of awarding any contracts and agreed to give due consideration to these implications when making decisions on these contracts.

4. Award of contracts

After consideration of various reports (issued) by the Assistant Chief Executive (Operations), outlining tenders received for the award and renewal of subsidised local bus services, the committee dealt with the contracts as undernoted:-

Agenda item No	Contract	Operator	Contract amount	Equivalent annual cost	Remarks
4.	Click here to view report				
Proposed award of new local bus service contracts	LS007A Bishopbriggs local	John Morrow Coaches	£18,200	£18,200	Award -12 month contract.
	LS027 Salsburgh – Chaplehall – Monklands Hospital (service 200)	Henderson Travel	£9,653	£8,274	Award -14 month contract.
5.	Click here to view report				
Award of temporary subsidised local bus service contracts and changes to contract LS022 previously awarded	LS20T1/LS021T Alexandria – Luss/Helensburgh and Alexandria – Balmaha	Loch Lomond Bus Services Ltd	£3,988 per week	-	Noted award of 12 week contract under delegated powers.
	LS022 Helensburgh – Vale of Leven – Royal Alexandra Hospital	Wilson's of Rhu Ltd	£89,950	£89,950	Contract period reduced from 39 to 12 months. Tenders to be invited to

1 May 2009

extend
contract
beyond April
2010

Agenda item No	Contract	Operator	Contract amount	Equivalent annual cost	Remarks
	LS29T1 Kirkintilloch – Kilsyth	First Scotland East	£660 per week	-	Note award of 16 week contract under delegated powers.
6.	Click here to view report				
Proposed award of temporary subsidised local bus service contracts	LS030T Glasgow Fort – Baillieston (service 311) and LS032T Old Cathcart – Newton Mearns (service 375)	First Glasgow (No1) Ltd	£1,599 per week (package)	-	Award - 10 week contract. Long term tenders to be invited.

5. Demand Responsive Transport services update

[Click here to view report](#)

There was submitted a report (issued) of 16 April 2009 by the Assistant Chief Executive (Operations)

- (1) outlining the background to the provision of SPT's Demand Responsive Transport (DRT) services, which comprised Dial-a-Bus and Ring 'n' Ride;
- (2) informing members
 - (a) of a number of initiatives either planned or already introduced as part of the ongoing effort to enhance the services and improve access to customers;
 - (b) that, thanks to the efforts of the contact centre supervisors, great importance is placed upon the service being provided to the customers, many of whom lived on their own and depended on Dial-a-Bus for lifeline services; and
 - (c) that following investigation into concerns raised at the last committee meeting about alleged Dial-a-Bus service failures, DRT staff had spoken directly with the complainant and had stressed that SPT should be alerted to any future problems so that they could be recorded accurately and followed up immediately; and

1 May 2009

- (3) recommending that, in order to provide as high a level of service as possible, members convey to their respective council colleagues the importance of communicating any service failures to SPT's call centres as soon as possible.

After discussion the committee noted

- (i) the success in delivering Dial-a-Bus and Ring-n-Ride services, which provided residents in the SPT area with accessible door-to door bus transport; and
- (ii) the ongoing programme for improvement.

6. Requests for subsidised local bus services

[Click here to view report](#)

There was submitted a report (issued) of 23 April 2009 by the Assistant Chief Executive (Operations), advising members of various requests for the provision of subsidised local bus services.

After discussion, the committee

- (1) agreed not to take any further action in respect of the local subsidised bus service requests at paragraphs (a) (b) (d) (e) and (g) of the report; and
- (2) approved the recommendations in respect of the undernoted requests: -

Request

Decision

Provision of a Saturday bus service from Bowfield Road, Howwood to Johnstone.
(Item c)

The committee agreed that invitations to tender be issued.

Provision of an additional journey on service 323 South Arran to connect with the Fridays only ferry which arrives in Brodick at 2125hrs.
(Item f)

The committee agreed that prices be sought from the operator of the contract to introduce this additional journey.

7. Carriage of dogs on local services

[Click here to view report](#)

With reference to the minute of 13 March 2009 (page 6, paragraph 5(C)) when the committee had requested a report on the carriage of dogs on buses, there was submitted a report (issued) of 17 April 2009 by the Assistant Chief Executive (Operations)

- (1) providing members with details of the policy on the carriage of dogs on both SPT subsidised bus services and on commercially provided bus services; and
- (2) advising members

1 May 2009

- (a) that while SPT had no defined policy on the matter in relation to its subsidised services, it did not consider it desirable that passengers should be prohibited from being accompanied by a pet dog, provided that the dog was under control and posed no nuisance or threat to other passengers;
- (b) that most bus operators of unsubsidised bus services had intimated that the current position where the driver was permitted to exercise his/her judgment was both pragmatic and satisfactory; and
- (c) that there were no restrictions on the carriage of guide/assistance dogs.

Following discussion and having heard Messers Stewart and Scott in answer to members' questions, the committee

- (i) agreed that SPT maintain the current position where it permitted the carriage of pet dogs at the discretion of the driver with no restrictions on the carriage of guide/assistance dogs; and
- (ii) noted the position in relation to unsubsidised bus services.

8. Conferences

The committee agreed that Councillor McLachlan be authorised to attend the following conferences:-

- (1) Transport Planning for Major Events 2009 - The Barbican, London - 2 July 2009; and
- (2) Boosting Rail Freight to meet your Environmental Objectives - Widnes, Cheshire – 6 May 2009.