



Monitoring report on public transport services & facilities in the SPT area

Committee Operations Committee

Date of meeting 21 August 2020

Date of report 5 August 2020

Report by Assistant Chief Executive

1. Object of report

- To report on the operational performance of public transport services and public transport facilities which are delivered directly by the Partnership or by others on behalf of the Partnership; and
- To report on provision of public transport services and facilities in the Partnership area more generally.

2. Context

The last Monitoring Report was presented to the Operations Committee on 24 January 2020.

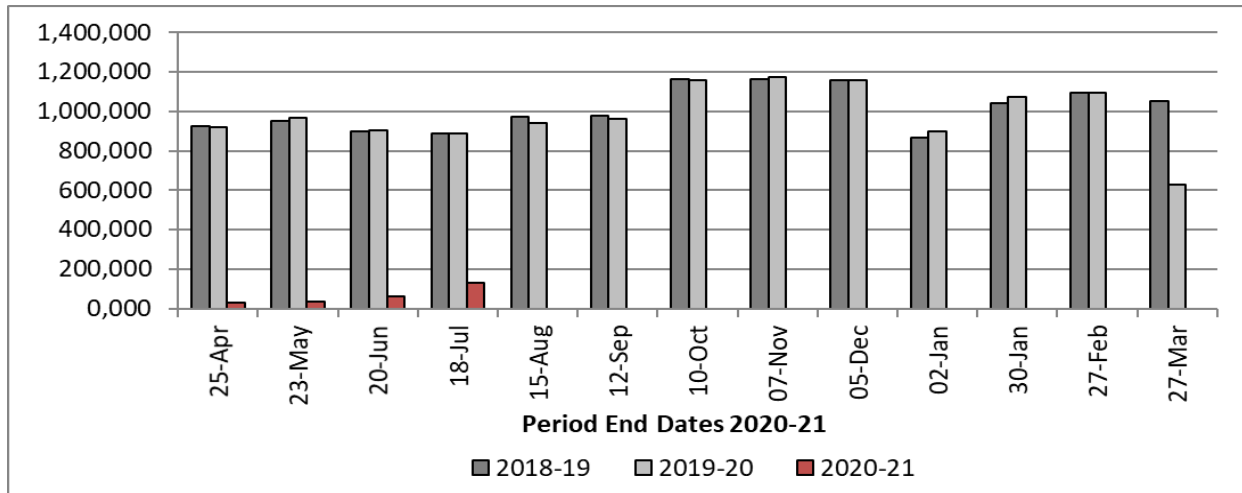
The Operations Committee meeting on 1 May 2020 was cancelled due to the COVID-19 lockdown.

The pandemic and resulting lockdown have significantly impacted the delivery of services during 2020, and details of these impacts are provided within this report. Some of the key dates were:

- Monday 16 March 2020: The public were advised to “stop non-essential contact with others and to stop all unnecessary travel”;
- Friday 20 March 2020: schools across Scotland were closed until further notice;
- Monday 23 March 2020: lockdown restrictions took full effect (enforceable by law from 26 March) with an expectation that people should stay at home unless absolutely necessary;
- Friday 29 May 2020: Start of Phase 1 of Scottish Government’s route map out of lockdown;
- Friday 19 June 2020: Start of Phase 2 of Scottish Government’s route map out of lockdown;
- Friday 10 July 2020: Start of Phase 3 of Scottish Government’s route map out of lockdown.

3. Subway

3.1 Subway patronage by period (gate entries)



The Subway continued to operate throughout the COVID-19 lockdown, initially with reduced operating hours and then returning to normal operating hours on Wednesday 15 July 2020.

Services were suspended on Saturday 4 and Sunday 5 July 2020 for essential engineering work.

Shields Road park-and-ride car park was closed to customers during April, May and June.

The Subway smartcard team continued to handle customer enquiries throughout, while working from home.

Pre-lockdown

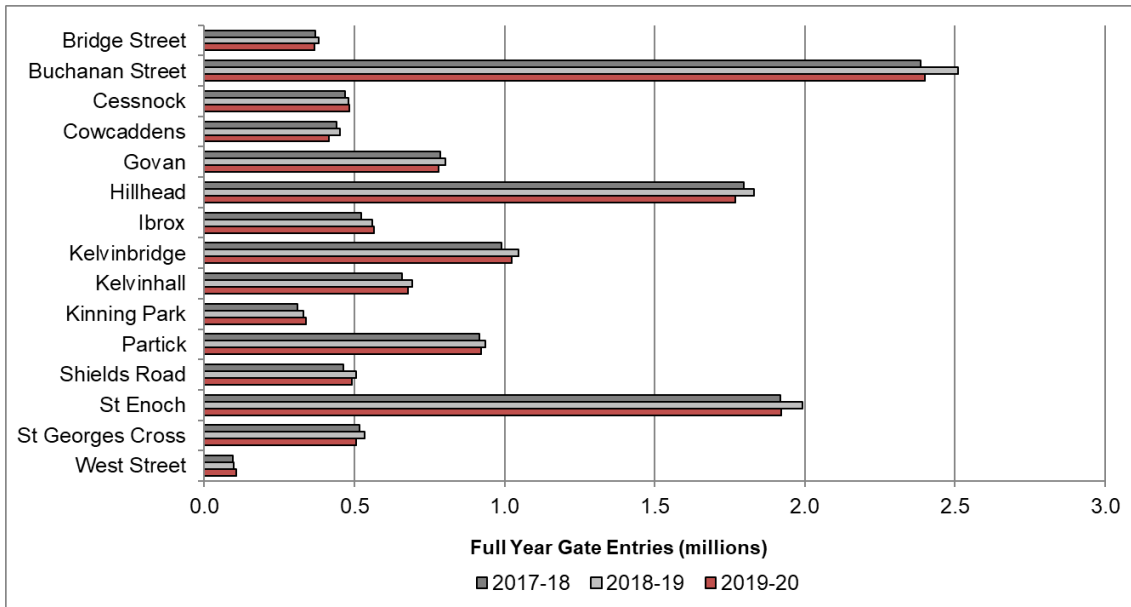
- Patronage for period 11 of 2019-20 (ending 1 February 2020) was up on the previous year. Patronage for Period 12 (ending 29 February 2020) was within 0.01% of the previous year.
- The year-to-date total at the end of Period 12 was up 0.3% on the previous year.

Post lockdown

- Lockdown measures took effect during Period 13 of 2019-20 and led to patronage for that Period being down 40.2% on the previous year.
- As a result, patronage for the full year 2019-20 was down 3.5% on the previous year at 12.76 million.
- Patronage in the first four Periods of 2020-21 was significantly down on the previous year, though gradually increasing each period.
- Period 1 (ending 25 April 2020) was down 96.6%. Period 2 (ending 23 May 2020) was down 96.2%. Period 3 (ending 20 June 2020) was down 93.2%. Period 4 (ending 18 July 2020) was down 85.5%.
- At the time of writing, the most recent week (week ending Saturday 8 August) was down 67.4% on the previous year.

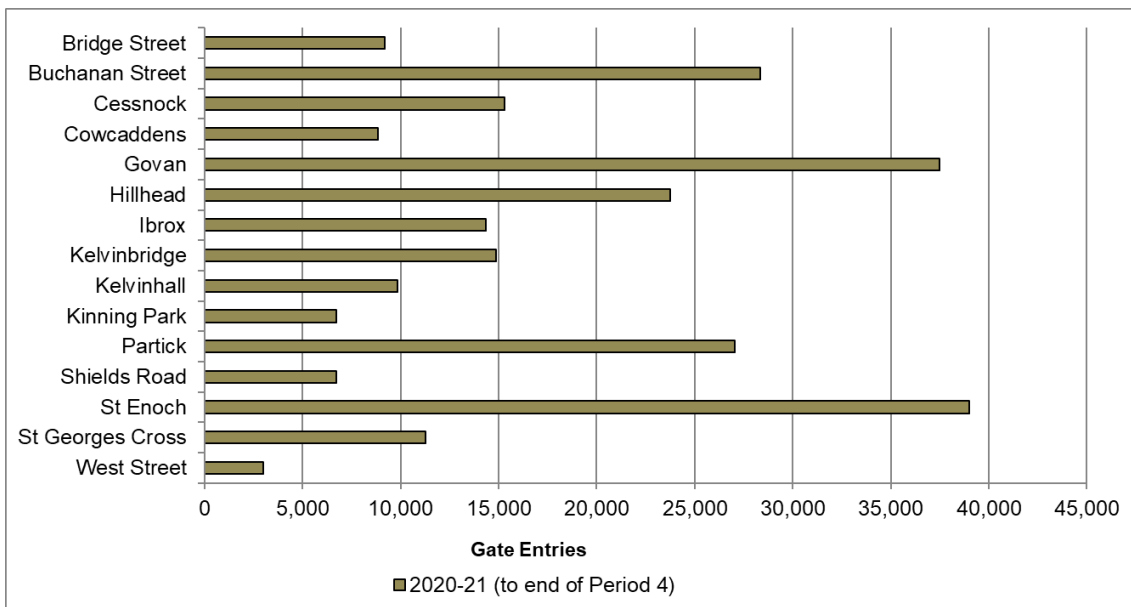
3.2 Subway patronage by station

Pre-lockdown



- The graph shows full year Subway patronage by station for the past three years. Each year the busiest stations have been the city centre station (Buchanan Street and St Enoch) followed by Hillhead in the heart of the west end and then Kelvinbridge.

Post-lockdown



- As well as overall Subway usage being much lower in the first periods of 2020-21, the pattern of station usage also changed.
- During these four Periods (from 1 April 2020 to 18 July 2020) St Enoch remained the busiest station overall but Govan was the second busiest (normally being only the sixth busiest).

- In Periods 1, 2 and 3 (from 1 April to 20 June 2020) Govan was the busiest station overall, with city centre stations only becoming busier than Govan in Period 4.
- Govan Subway station is a key access point for the Queen Elizabeth University Hospital where NHS key workers continued to commute throughout lockdown, with Subway providing an essential transport connection.

3.3 Subway reliability

Subway reliability is measured by actual train miles travelled, as a percentage of scheduled mileage. The target is 99%, measured by four-week period.

Since the last Monitoring Report, reliability has been as detailed below. The scheduled mileage has varied in recent periods due to changes to Subway services during lockdown.

Pre-lockdown

- 2019-20 Period 11 97.0%
- 2019-20 Period 12 98.0%
- 2019-20 Period 13 99.4%

The average for the full year 2019-20 was 97.6%.

The most common cause of lost mileage was rolling stock issues. In Periods 11 and 12, some lost mileage was due to stopped cars requiring wheelset replacement.

Post-lockdown

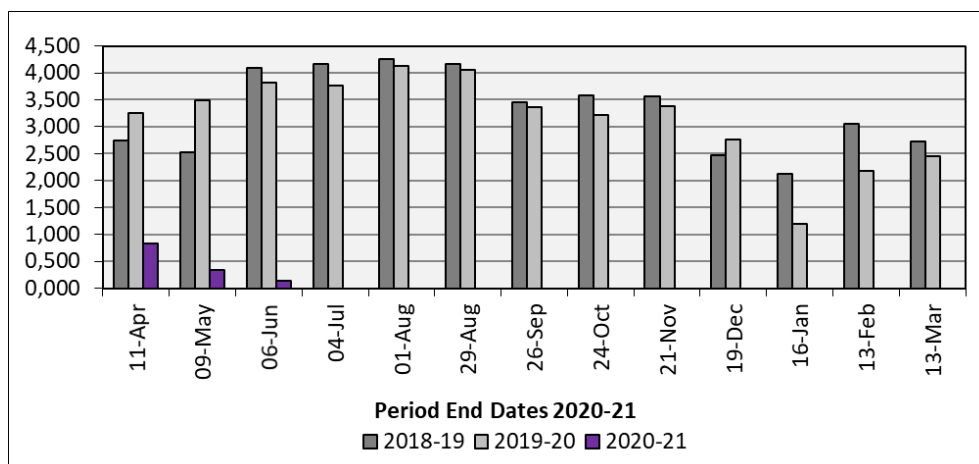
- 2020-21 Period 1 99.99%
- 2020-21 Period 2 99.0%
- 2020-21 Period 3 99.0%
- 2020-21 Period 4 98.8%

The average for these four periods was 99.2%.

The most common cause of lost mileage was rolling stock issues including air system leaks and traction issues.

4. Gourock-Kilcreggan Ferry

4.1 Gourock-Kilcreggan Ferry patronage



- On 1st June 2020, Transport Scotland took over responsibility for the Gourock-Kilcreggan ferry service from SPT. On the same date, Calmac took over operation of the service from Clyde Marine.
- For the last three periods of 2019-20, patronage was down by an overall 26%. As noted in section 4.2 below, services were significantly affected by adverse weather.
- The first two periods of 2020-21 were affected by the COVID-19 lockdown and patronage was down by 83% overall.
- The third period was also affected by the COVID-19 lockdown, and data is only included up to 31st May when SPT's responsibility for the service concluded.

4.2 Gourock-Kilcreggan Ferry reliability

Pre-lockdown

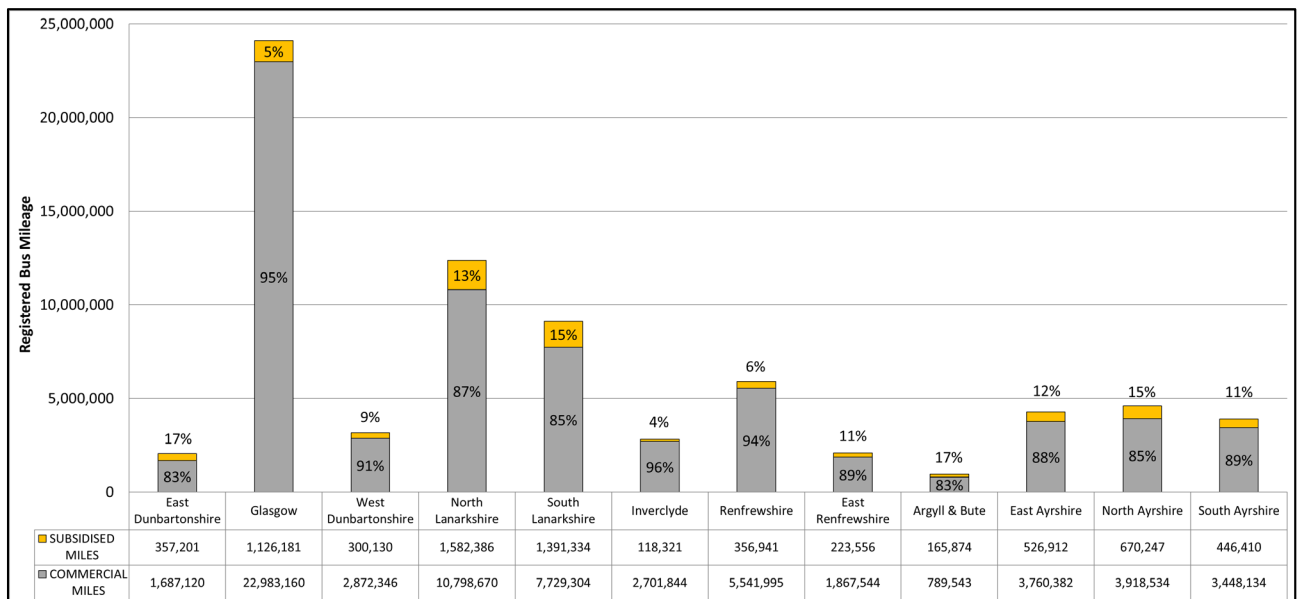
- For the last three periods of 2019-20, reliability was 81%, 74% and 90%.
- For the period ending 18 January 2020, all 97 lost sailings were due to adverse weather.
- For the period ending 15 February 2020, 155 sailings were lost due to adverse weather and 8 due to tidal conditions.
- For the period ending 14 March 2020 all 62 lost sailings were due to adverse weather.

Post-lockdown

- For the first three periods of 2020-21, reliability was 99%, 97% and 100%.
- SPT's direct responsibility for the service, and Clyde Marine's operation of the service, stopped part of the way through the third period of 2020-21.
- For the period ending 11 April 2020 all five lost journeys were due to adverse weather.
- For the period ending 9 May 2020, two journeys were lost due to adverse weather and 18 due to a mechanical fault.

5. Supported Bus Services

5.1 Strathclyde Region Registered Mileage for Subsidised and Commercial, 01 January 2019 to 11 December 2019



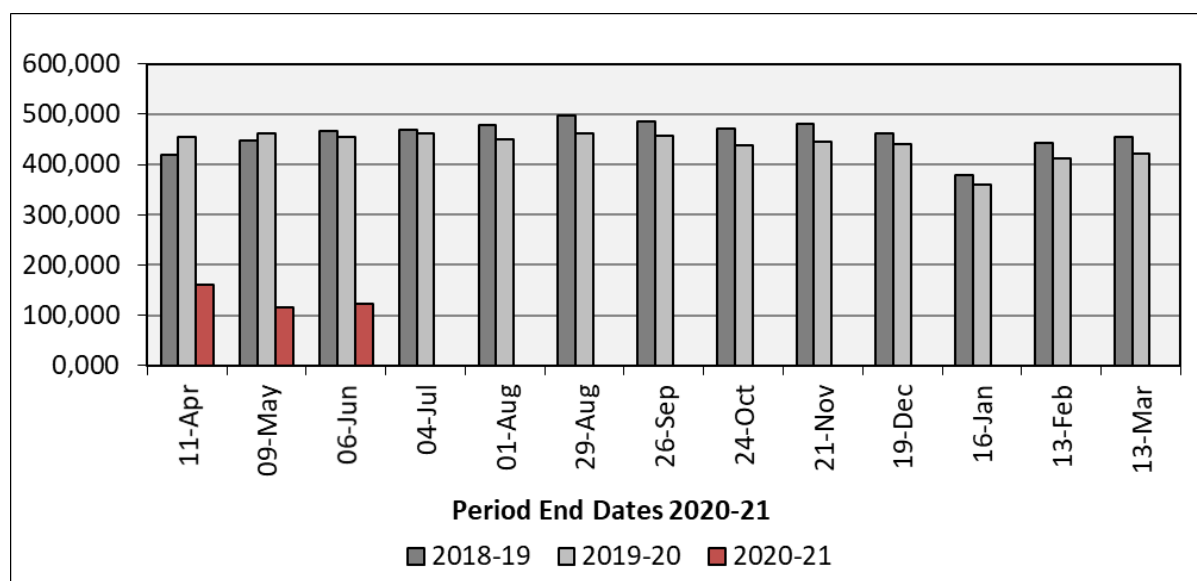
5.2 Supported Bus reliability

Supported Bus reliability is measured by actual bus miles travelled, as a percentage of scheduled mileage.

The target is 99%, measured by four-week period.

Supported Bus reliability exceeded this target for every period in 2019-20, and for each of the first three periods in 2020-21.

5.3 Supported Bus patronage by period

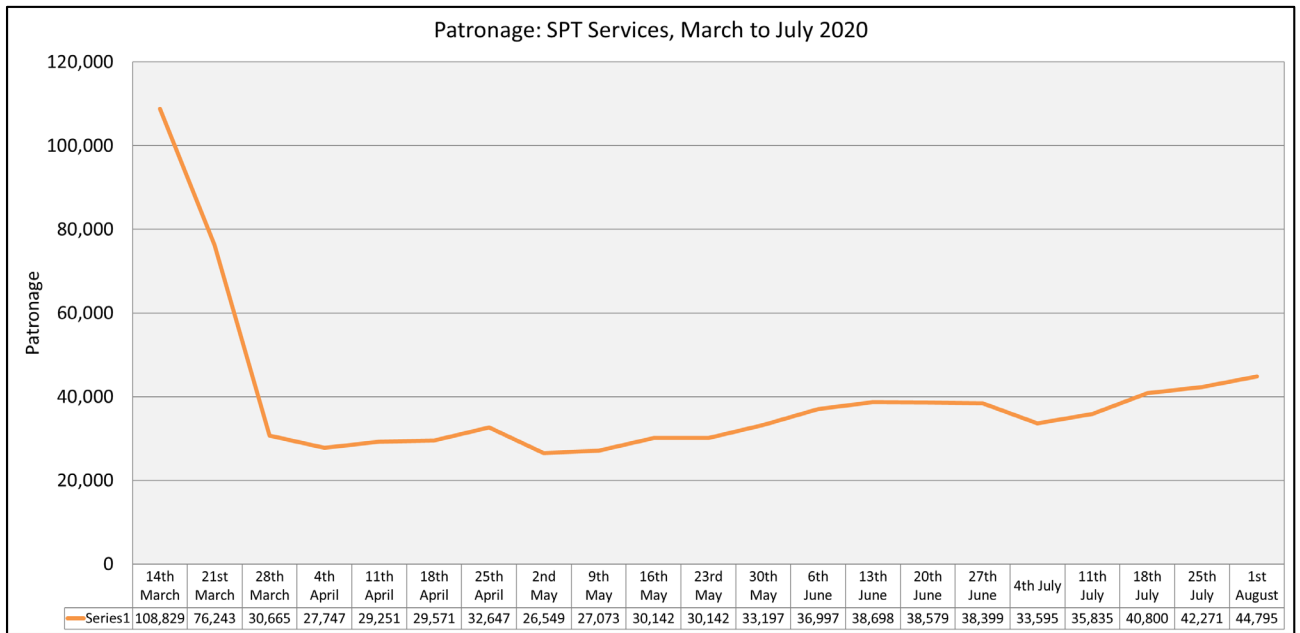


Pre-lockdown

- For the last four periods of 2019-20, patronage was down in each period and by 6.0% overall.
- For the full year 2019-20, patronage was down by 4.0% overall.

Post-lockdown

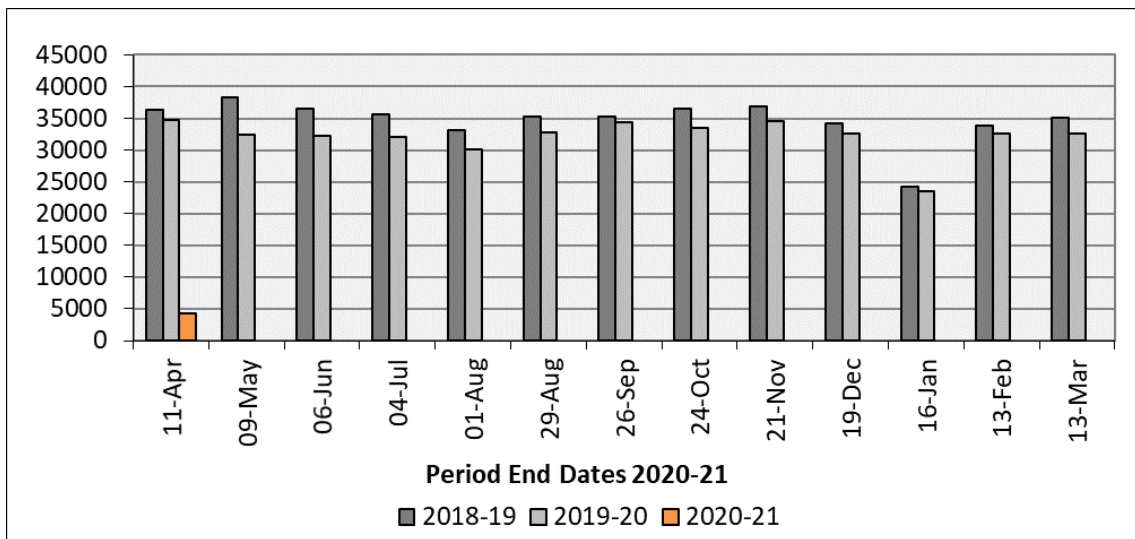
- For the first three periods of 2020-21, patronage was down in each period and by 70.8% overall.
- Week end 02 May 2020 major mileage reduction (circa 27%) to SPT Services.
- Week end 04 July 2020 first major mileage increase of commercial services.



*Weeks 11th-25th July include estimates for McGill's/FG, figures preceding that are actuals

6. Demand Responsive Transport (MyBus)

6.1 MyBus Patronage



Pre-lockdown

- For the last four periods of 2019-20, MyBus patronage was down in each period and by 4.7% overall.
- For the full year 2019-20, MyBus patronage was down by 7.4% overall.

Post-lockdown

- MyBus services were suspended from 24th March 2020 onwards – part of the way through the first period of 2020-21 (period ending 11 April 2020). Patronage was therefore minimal in the first period and zero in the subsequent periods.
- The initial restoration phase of MyBus/Rural Demand Responsive Travel from August/September 2020 with restricted booking measures; in the initial phase we have a reduced number of vehicles and operating times.

6.2 MyBus Requests Met

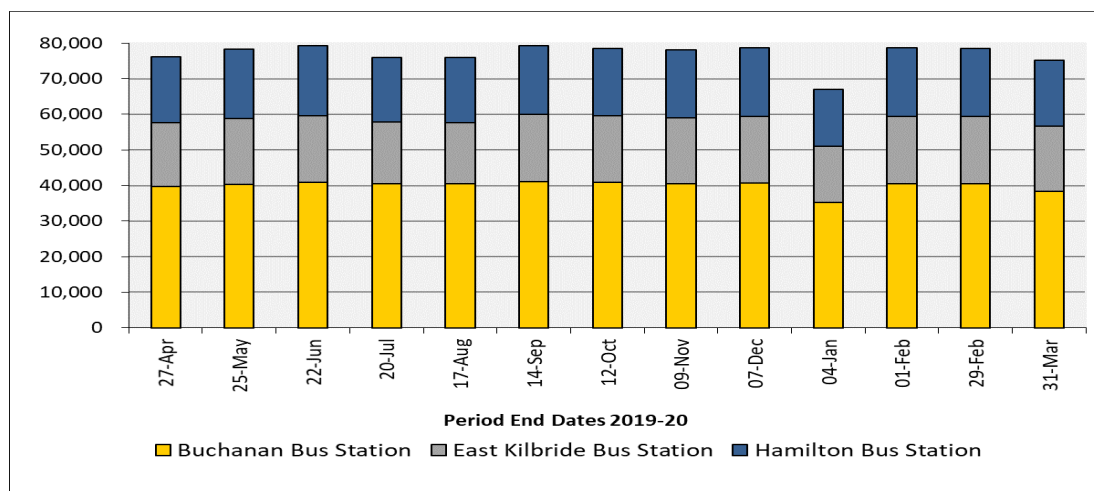
In the last four periods of 2019-20, between 95% and 97% of MyBus requests were met. The average for the full year 2019-20 was 95%.

MyBus services operated for a short part of the first period of 2020-21 (period ending 11 April 2020). During this time, 99% of requests were met.

7. Bus Stations

7.1 Bus Station Bus Departures

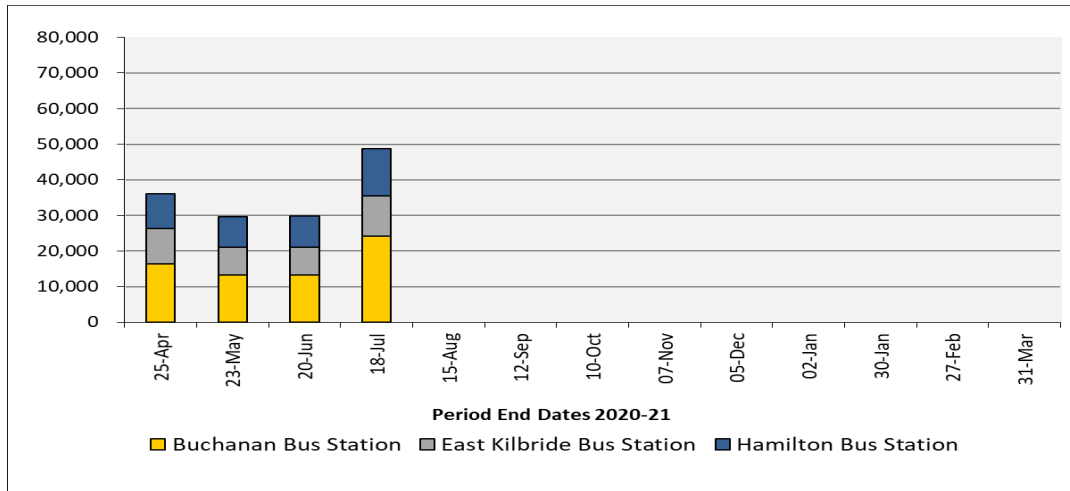
Pre-lockdown



- For the last three periods of 2019-20:
 - Departures at Buchanan Bus Station were down in each period compared to the previous year, and down by 3.8% overall
 - Departures at East Kilbride Bus Station were down in each period compared to the previous year, and down by 1.3% overall
 - Departures at Hamilton Bus Station were down in each period compared to the previous year, and down by 4.1% overall

- Across all three bus stations, departures for the full year 2019-20 were down by 1.0%.

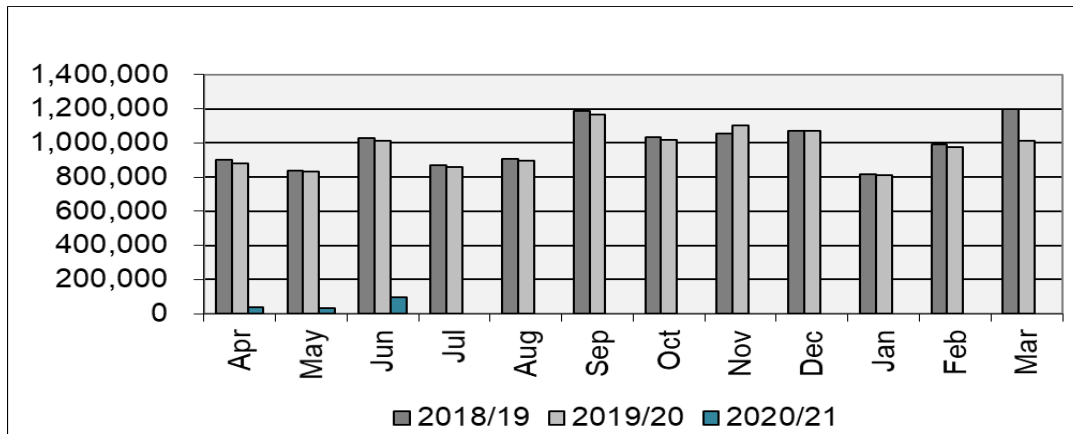
Post lockdown



- For the first four periods of 2020-21, bus station departures were significantly reduced compared to the previous year; down by 70.2% overall.
- For the most recent period reported (ending 18 July 2020), departures were 35.8% down on the previous year.

7.2 Bus Station Footfall (by month)

Footfall data is currently only available for Buchanan Bus Station.



- Footfall was down 0.6% on the previous year in January and down 1.8% in February.
- In March footfall was down by 15.5% as lockdown restrictions took effect.
- In April, May and June footfall was down by an average of 94.0% on the previous year.

8. Compliance Inspections

The Compliance Department within SPT is responsible for the undertaking of Quality Assurance Inspections covering a variety of subsidised contracts and contracts managed and maintained within the agency agreement for eleven Unitary Authorities. Monitoring of the

contracts is to ensure the required standard of service is being provided by operators. There are two summary tables below relating to service provision for School Contracts and Subsidised Local Services.

**SCHOOL CONTRACTS (Approximately 1,200 contracts per annum)
Statistics from August 2019 – July 2020**

Council	Contracts	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total number of Warnings
East Ayrshire	123	119 (96%)	27	26 (96%)	232	48
South Ayrshire	103	103 (100%)	20	20 (100%)	195	38
North Ayrshire	86	68 (79%)	18	18 (100%)	105	13
North Lanarkshire	241	200 (82%)	62	61 (98%)	355	193
South Lanarkshire	293	245 (83%)	50	50 (100%)	365	85
West Dunbartonshire	20	20 (100%)	4	4 (100%)	45	11
East Dunbartonshire	64	64 (100%)	15	15 (100%)	125	34
Inverclyde	54	51 (94%)	11	11 (100%)	90	59
Glasgow	44	44 (100%)	22	22 (100%)	98	32
East Renfrewshire	37	37 (100%)	13	13 (100%)	96	24
Renfrewshire	78	78 (100%)	23	23 (100%)	201	112
Totals	1143	1029 (90%)	265	263 (99%)	1907	649

**Excludes Vocational and Bus/ Rail Contracts which are inspected on request.*

The quality criteria of vehicle(s) are stipulated by each Unitary Authority and incorporated as part of the contract specification.

The 649 warnings noted above for school contracts can be broken down as follows:

- Inspection generated warnings – contract related 46%;
- Customer contact (e.g. Education Dept.) generated warnings 40%;
- Disclosure (PVG) warnings 12%;
- Inspection generated warnings – vehicle related 2%.

LOCAL SUBSIDISED SERVICES
Statistics from August 2019 – July 2020

Council	Number of Contracts	Number of Operators	Inspections	Total number of Warnings
Argyll & Bute	5	2	4	0
East Ayrshire	18	3	40	0
South Ayrshire	13	2	27	3
North Ayrshire	27	4	30	0
North Lanarkshire	36	9	100	19
South Lanarkshire	39	9	92	17
West Dunbartonshire	17	5	17	9
East Dunbartonshire	19	8	32	9
Inverclyde	10	5	17	3
Glasgow	49	11	119	27
East Renfrewshire	11	5	24	9
Renfrewshire	16	5	44	3
Totals	260		546	99

9. School Transport

SPT acts as an Agent for eleven Unitary Authorities in the provision of school transport. The remit of this section is to manage and maintain school transport on a day to day basis. The table below relates to statistics for home-to-school transport of mainstream pupils.

Council	Contracts	Total number of HS Schools	Total number of HS pupils	Total number of PS Schools	Total number of PS pupils
East Ayrshire	123	8	2740	30	887
South Ayrshire	103	8	1630	28	379
North Ayrshire	86	9	1792	24	290
North Lanarkshire	241	21	6033	71	2308
South Lanarkshire	293	18	5172	78	1937
West Dunbartonshire	20	5	1172	7	119
East Dunbartonshire	64	7	709	17	1254
Inverclyde	54	6	1368	11	372
Glasgow	44	32	1869	21	793
East Renfrewshire	37	4	1035	15	666
Renfrewshire	78	10	2279	28	1089
Totals	1143	128	25799	330	10094

Council	Walking Distance Requirement (High School)	Walking Distance Requirement (Primary School)
East Ayrshire	3 miles	1.5 miles
South Ayrshire	3 miles	2 miles
North Ayrshire	3 miles	2 miles
North Lanarkshire	2 miles	1 mile
South Lanarkshire	2 miles	1 mile
West Dunbartonshire	2 miles	1 mile
East Dunbartonshire	3 miles	1 mile
Inverclyde	2 miles	1 mile
Glasgow	2.2 miles	1.2 miles
East Renfrewshire	3 miles	2 miles
Renfrewshire	2 miles	1 mile

**Mitigating factors for free school transport may include clothing allowance, free school meals as per council policy.*

**Please note, due to the onset of Covid 19, all inspections on school contracts ceased by 20th March 2020.*

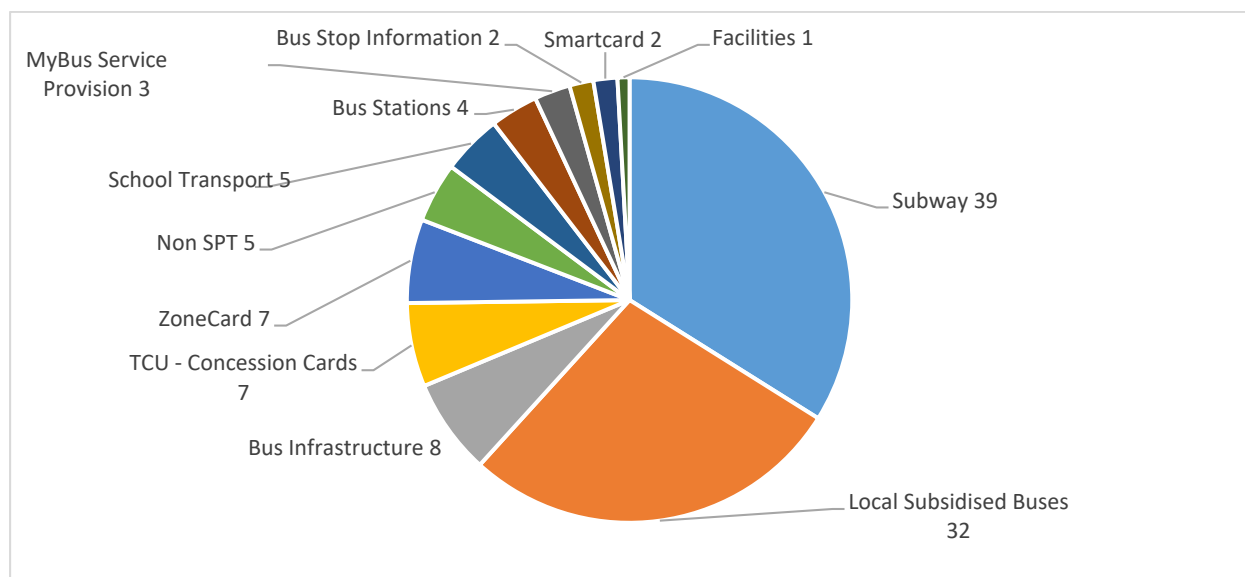
***SPT acts as an agent on behalf of 11 Councils in respect of Home to School Transport. All decisions on emergency payments to operators due to the Covid 19 crisis have been instructed by each Council, as have the respective terms and information requirements. In this role, SPT have sought to share the information provided, and also any subsequent updates with operators at the earliest opportunity, i.e. on receipt of each instruction from the council.*

10. Complaints

10.1 Complaints received by SPT by four-week period

Pre-lockdown

There were 115 complaints received during Periods 11,12 and 13 of 2019-20. These were categorised as shown below:



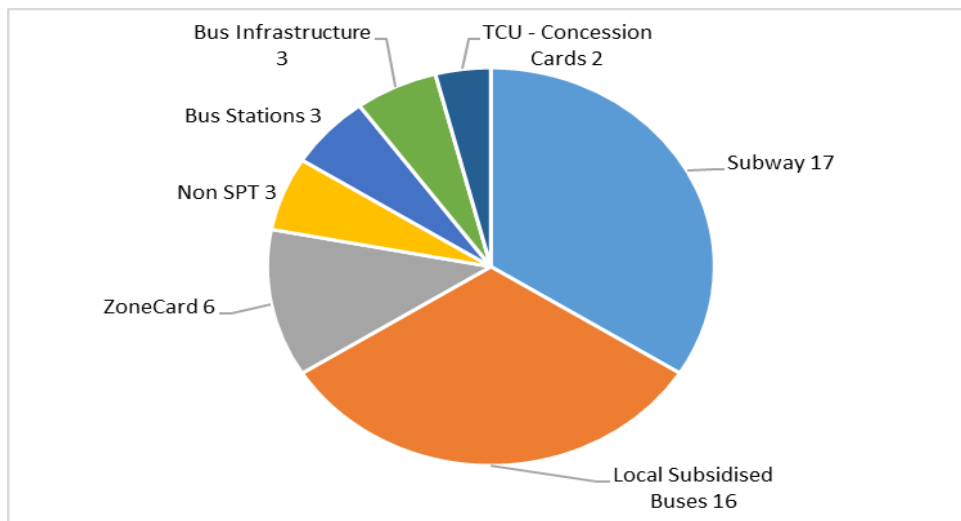
The most common categories for complaints were Subway and Local Subsidised Buses.

There were 39 Subway complaints for 2.79million journeys (complaints for 0.001% of journeys).

There were 32 Subsidised Bus complaints for 1.19 million journeys (complaints for 0.003% of journeys).

Post-lockdown

There were 50 complaints received during Periods 1 to 4 of 2020-21. These were categorised as shown below:



The categories with the most complaints are Local Subsidised Bus and Subway.

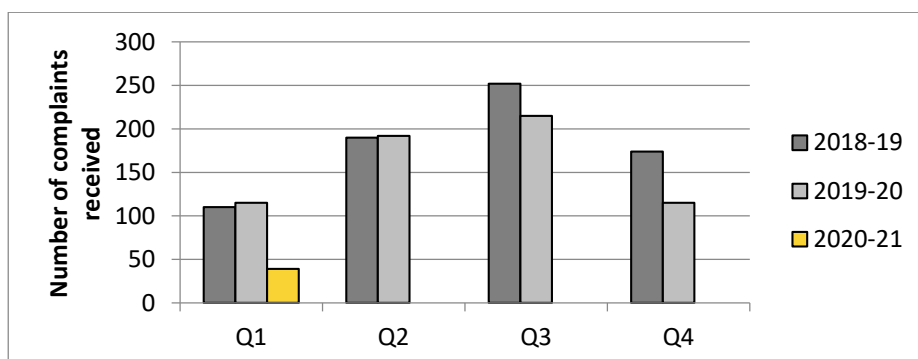
There were 17 Subway complaints for 0.26 million journeys (complaints for 0.007% of journeys).

During Periods 1 to 3, there were 13 Subsidised bus complaints for 0.40million journeys (complaints for 0.003% of journeys). Journey count for Period 4 is not available yet.

Some new types of complaints arose during the post-lockdown period – for example four complaints in Period 4 related in some way to face coverings on bus or Subway.

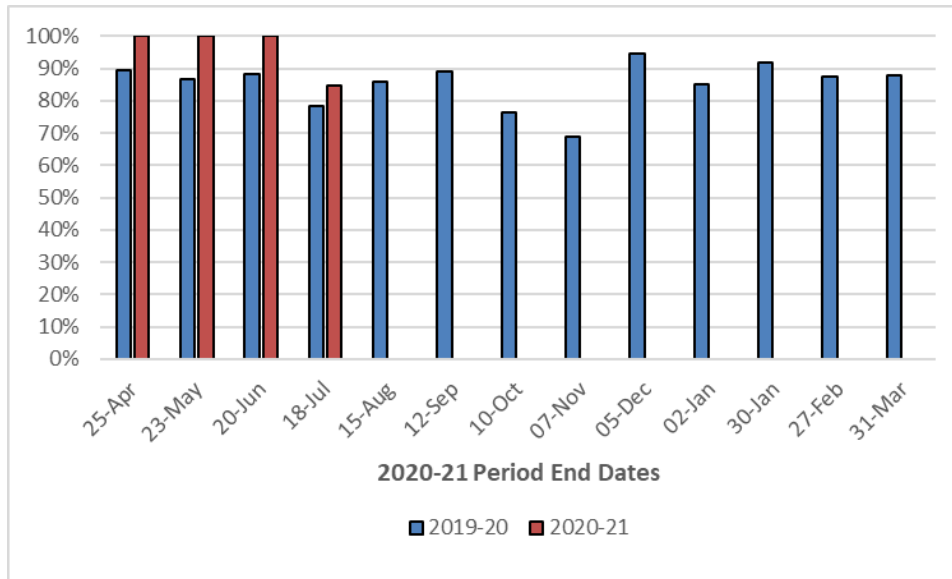
10.2 Complaints received by SPT by quarter

Historic complaints data is available on a quarterly basis.



For 2019-20 Q4 and 2020-21 Q1, the numbers of complaints received were lower than for previous years. It is likely that this is related to reduced transport activity due to lockdown.

10.3 Complaints processed within prescribed time period, by four-week period

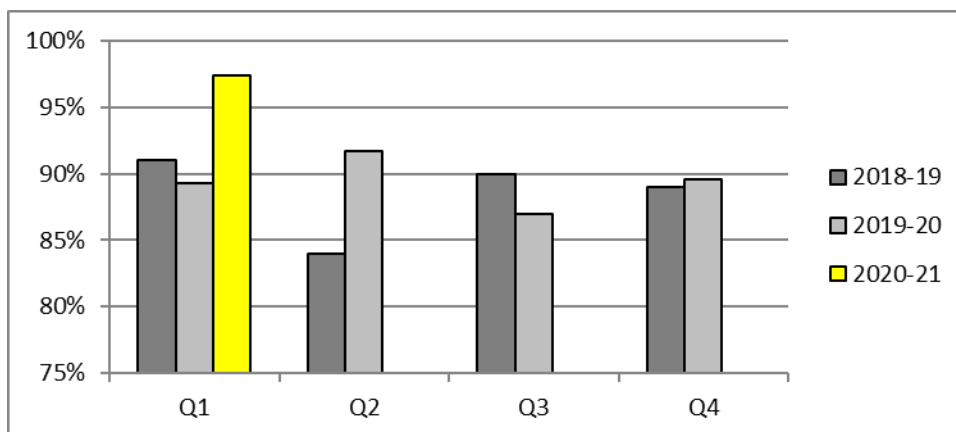


For Periods 11-13 of 2019-20, an average of 89% of complaints were responded to in the prescribed timescale.

For Periods 1-4 of 2020-21, an average of 96% of complaints were responded to in the prescribed timescale, with 100% in Periods 1-3. This was delivered in the context of many staff adapting to working from home from the end of Period 13.

The time required to respond to complaints can vary based on complexity and some complaints by their nature require more work and more time for a response to be provided.

10.4 Complaints processed within prescribed time period, by quarter



In the fourth quarter of 2019-20, the percentage of complaints (90%) responded to in the prescribed time period was higher than in the same quarter of the previous year (89%).

In the first quarter of 2020-21, 97% of complaints were responded to in the prescribed timescale, higher than in the previous two years.

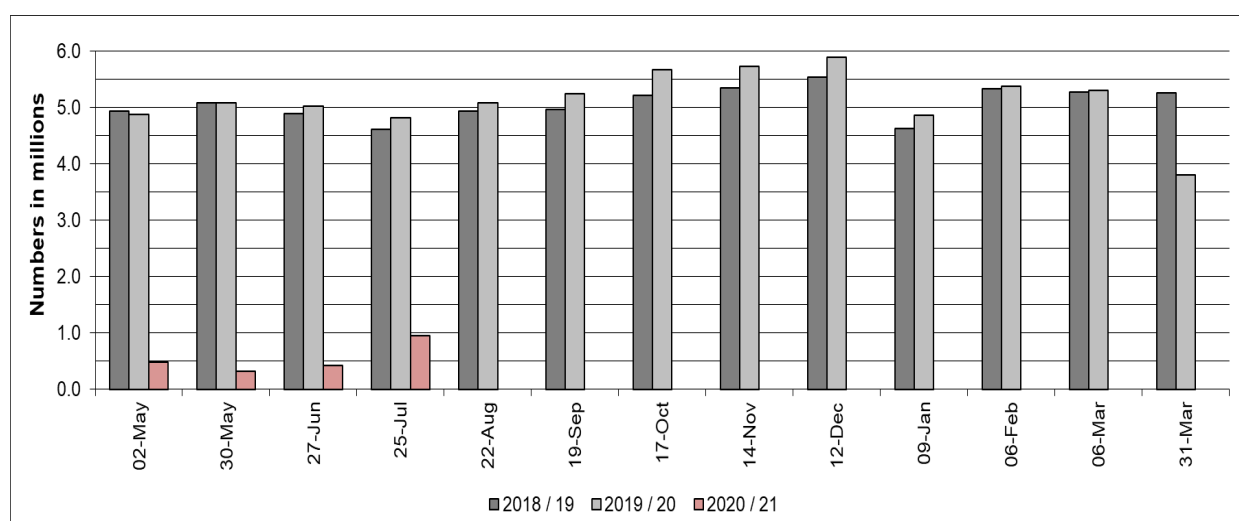
11. Wider Public Transport Context

This section provides information relating to public transport services and facilities not delivered directly by the Partnership, or by others on behalf of the Partnership.

11.1 Update on rail services within the Partnership area

Information within section 11.1 has been provided by Abellio ScotRail

ScotRail patronage in the SPT area (in millions)



During periods 10 (ending 4 January 2020), 11 (ending 1 February 2020) and 12 (ending 29 February 2020) of 2019/20, rail patronage increased by 5.2%, 0.9% and 0.4%; in period 13 (ending 31 March 2020) patronage decreased by 27.7% largely as a result of the implementation of lockdown restrictions and government issued advice for essential travel only.

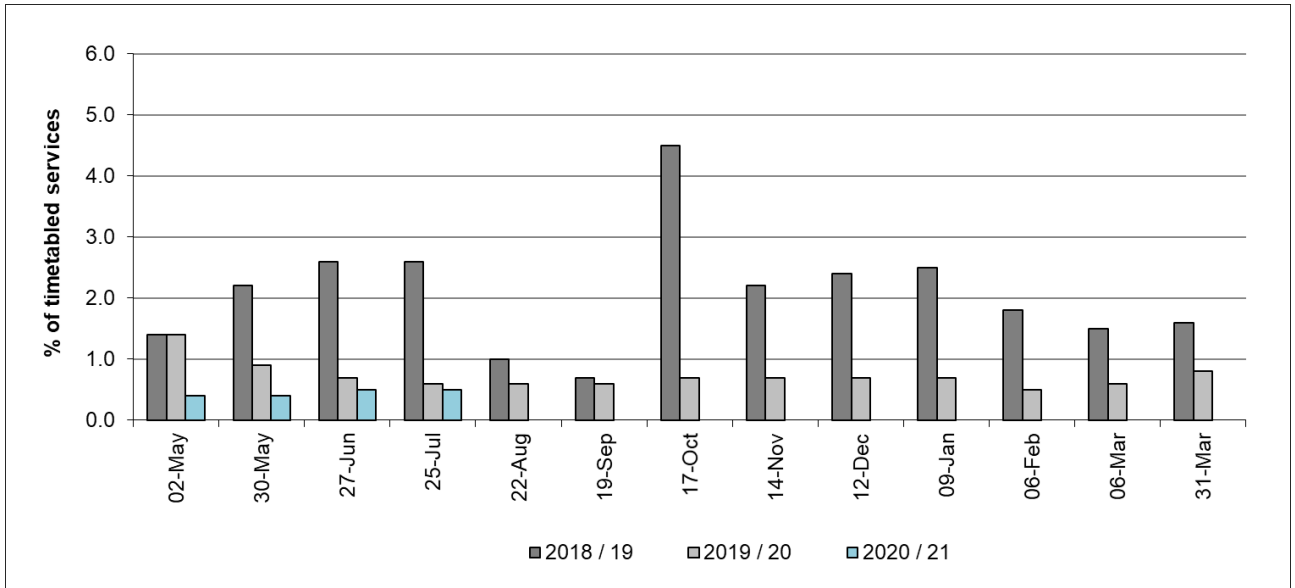
Despite the decrease in period 13, rail patronage for 2019/20 increased by 1.1% when compared to 2018/19.

Please note that period 13 of 2019/20 contained 2 more reporting days than Period 13 in 2018/19.

Periods 1 (ending 2 May 2020), 2 (ending 30 May 2020), 3 (ending 27 June 2020) and 4 (ending 25 July 2020) of 2020/21 have all shown decreases of 90.0%, 93.8%, 91.6% and 80.2% with an aggregate decrease in patronage of 89.0% for all 4 periods; by comparison patronage for the same four periods in 2018/19 generated an aggregate increase of 1.4%.

Please note that period 1 of 2020/21 contains 5 more reporting days than period 1 in 2019/20.

ScotRail cancellations for Suburban West Sector (as a % of timetabled services)

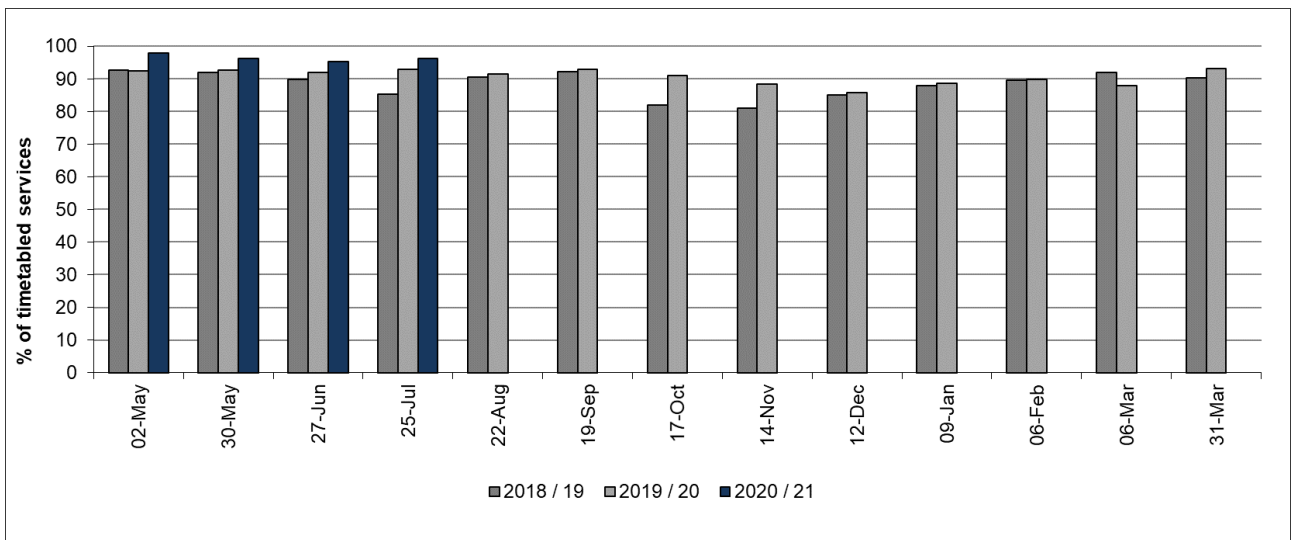


For periods 10, 11, 12 and 13 of 2019/20, cancellation figures at 0.7%, 0.5%, 0.6% and 0.8% were all lower when compared with the figures for the same periods in 2018/2019. The average cancellation figure for 2019/20 was 0.7% compared to 2.1% in 2018/19.

Cancellation figures for periods 1, 2, 3 and 4 of 2020/21 at 0.4%, 0.4%, 0.5% and 0.5% are all lower when compared with the figures from the same periods in 2019/20.

Public Performance Measure (PPM) for Suburban West Sector

The standard measure throughout Great Britain for measuring train service performance is the PPM and it is made up from both punctuality and reliability data. The PPM is the percentage of booked services which arrive within 5 minutes of their booked arrival time, having called at all booked stations on the route.



The PPM figures for periods 10, 11 and 13 of 2019/20 at 88.6%, 89.7% and 93.1% were all higher when compared with the figures for the same periods in 2018/19, while the figure for period 12 at 87.9% was lower. The average PPM figure for 2019/20 was 90.7% compared to 88.5% in 2018/19.

Figures for PPM in periods 1, 2, 3, and 4 of 2020/21 at 97.9%, 96.2%, 95.3% and 96.3% are all higher when compared with the figures for the same periods in 2019/20.

Of the eight latest periods to be reported on, the main incidents were as follows:

Period ending 4 January 2020

- 10/12/2019 – Flooding at Blairhill Station.
- 10/12/2019 – Overhead line trip between Finnieston and Rutherglen.
- 11/12/2019 – Flooding between Eglington Street Junction and Muirhouse North Junction.
- 20/12/2019 – Signalling failure Muirhouse North to Busby Junctions.

Period ending 1 February 2020

- 16/01/2020 – Overhead line trip Ayr Station.
- 23/01/2020 – Points failure at Cowlairs West Junction.

Period ending 29 February 2020

- 09/02/2020 – Flooding at Blairhill.
- 15/02/2020 – Flooding at Bishopton.

Period ending 31 March 2020

- 06/03/2020 – Person struck by train at Priesthill.
- 16/03/2020 – Trespass at Coatdyke.
- 21/03/2020 – Signal failure at Scotstounhill.
- 21/03/2020 – Points failure at Westerton.

Period ending 2 May 2020

- 14/04/2020 – Points failure at Finnieston.
- 22/04/2020 – Track circuit failure at Bellgrove.
- 22/04/2020 – Track circuit failure at Hyndland.
- 27/04/2020 – Overhead line fault at Stevenston.

Period ending 30 May 2020

- 05/05/2020 – Lineside fire near Yoker.
- 11/05/2020 – Track circuit failure at Bellgrove.
- 23/05/2020 – Rockfall at Langbank.

Period ending 27 June 2020

- 03/06/2020 – Person struck by train at Finnieston Junction.
- 18/06/2020 – External fire at Bellgrove.
- 19/06/2020 – Overhead line fault at Bishopton.
- 26/06/2020 – Person struck by train at Bowling.

Period ending 25 July 2020

- 10/07/2020 – Person struck by train at Hillington West.
- 21/07/2020 – Track circuit failure at Cowlairs West Junction.

12. Committee action

The committee is asked to note the details in this report.

13. Consequences

Policy consequences	<i>None</i>
Legal consequences	<i>None</i>
Financial consequences	<i>As a measure of the quality of performance of services supported by SPT, it directs attention to possible financial implications.</i>
Personnel consequences	<i>None</i>
Equalities consequences	<i>The concepts of supported services and social inclusion are directly related.</i>
Risk consequences	<i>None</i>

Name Valerie Davidson
Title Assistant Chief Executive

Name Gordon MacLennan
Title Chief Executive

For further information, please contact *Neil Wylie, Director of Finance on 0141 333 3380, Gordon Dickson, Head of Bus Strategy & Delivery on 0141 333 3407 or David Christie, Subway Ops and Security Manager on 0141 333 3626.*