



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

**Committee** Operations Committee

**Date of meeting** 25 January 2019

**Date of report** 3 January 2019

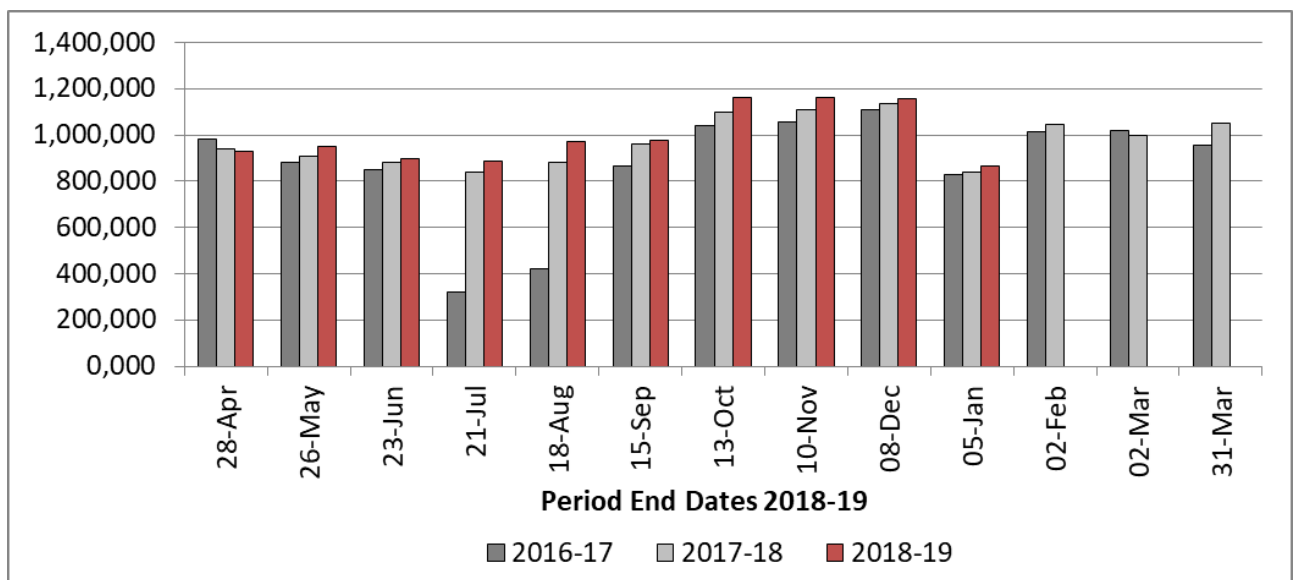
#### Report by Senior Director

#### 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.

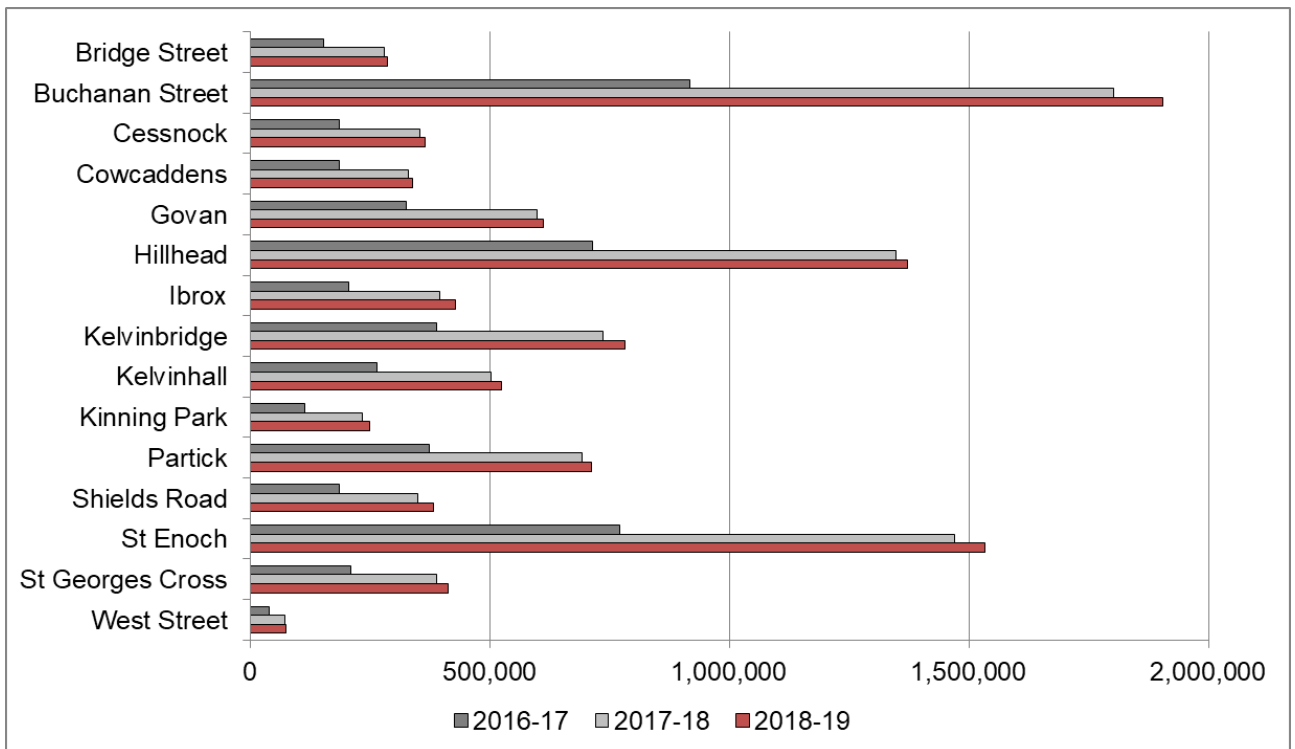
#### 2. Subway

##### 2.1 Subway patronage by period (gate entries)



- Year-to-date Subway patronage at the end of Period 10 (to 5<sup>th</sup> January 2019) was 9.97m, up from 9.60m the previous year, an increase of 3.9%.
- Year-to-date Subway Park-and-Ride car park entries were 253,515, up from 230,862 the previous year, an increase of 9.8%.

## 2.2 Subway patronage by station (Year-To-Date at end of Period 10, 5<sup>th</sup> January 2019)



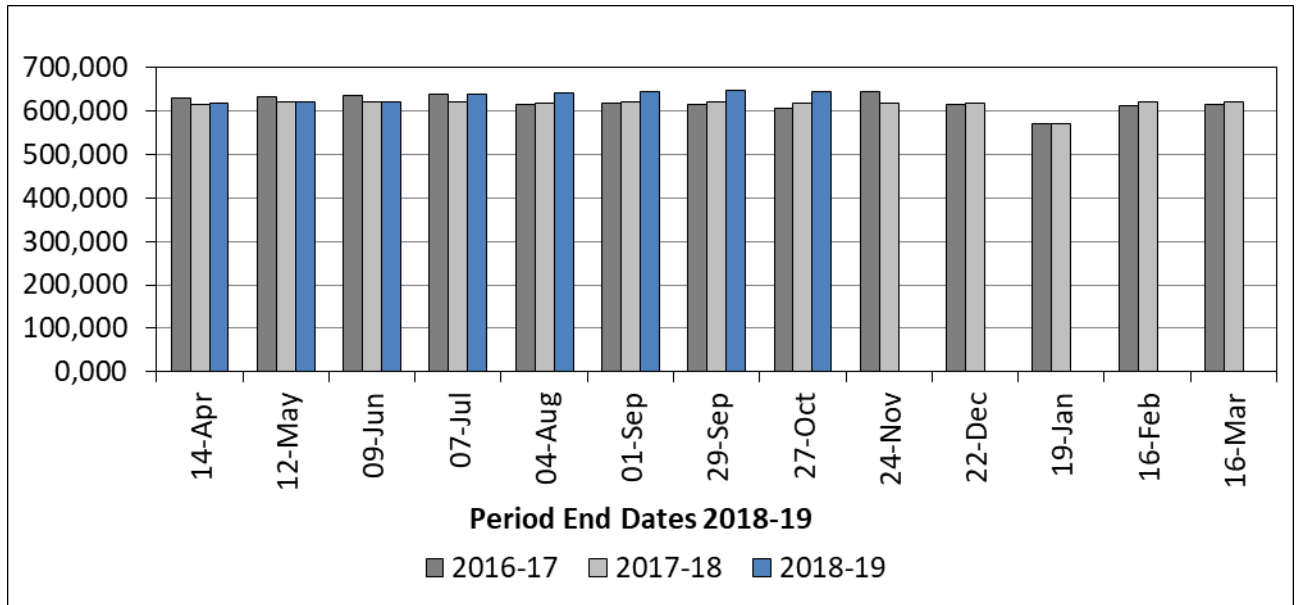
For the year to date, patronage was up at all 15 Subway stations compared to the previous year. The biggest percentage increase was at Shields Road (9.2%) and the lowest increase was at Hillhead (1.8%). Figures for 2016-17 were substantially lower, due to the Subway suspension during summer 2016.

## 2.3 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. The reliability for periods 8, 9 and 10 was 96.2%, 97.7% and 97.3% respectively. The key contributory factors for lost mileage in these two periods were primarily rolling stock issues and also some passenger related issues.

### 3. Supported Bus Services

#### 3.1 Supported Bus scheduled mileage by period

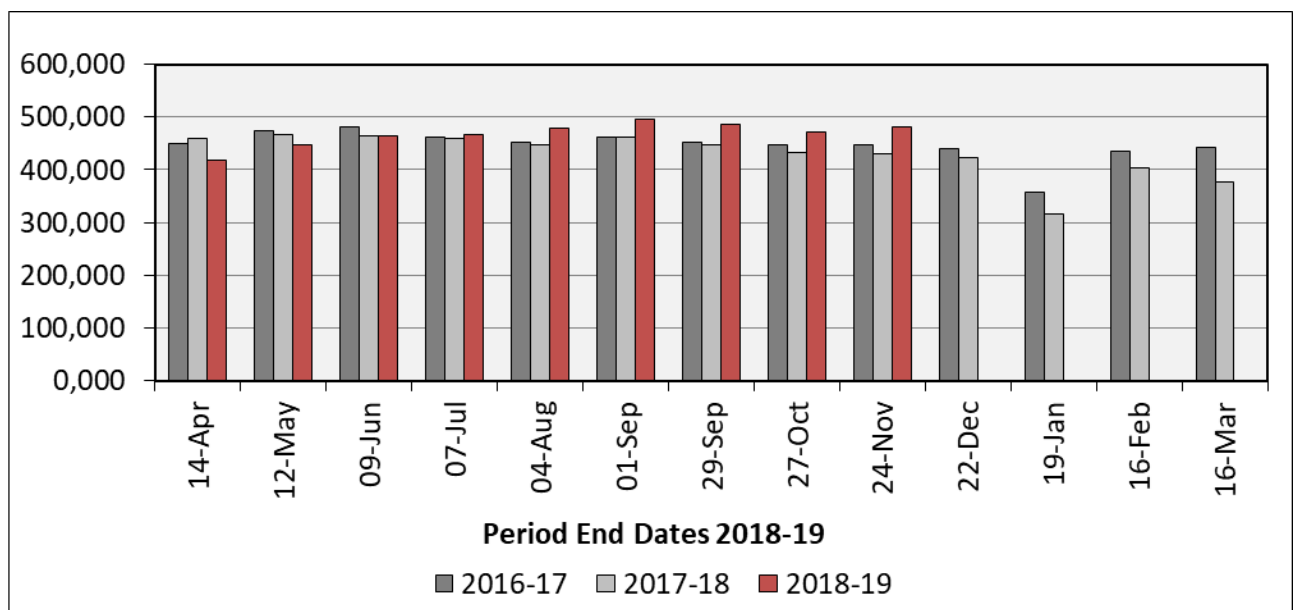


Supported bus mileage has increased in the last two periods, compared with the previous year. For the year-to-date (to 27<sup>th</sup> October 2018), the total mileage was 5.1m miles, up from 5.0m miles the previous year (an increase of 2.4%).

#### 3.2 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. Reliability has exceeded 99.5% for every period in 2018-19 to date (to period ending 24<sup>th</sup> November 2018).

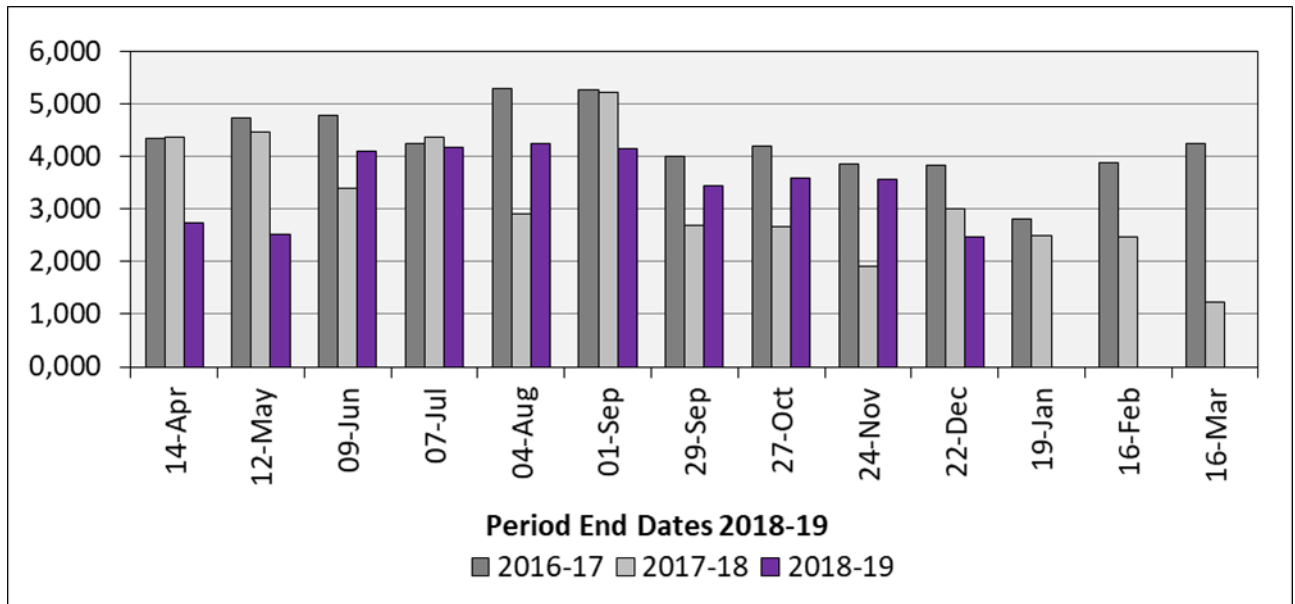
#### 3.3 Supported Bus patronage by period



Patronage was up for the three most recently reported periods, during which scheduled mileage also increased. For the year-to-date (to 24<sup>th</sup> November 2018), total patronage was 4.2m, up from 4.1m the previous year (an increase of 3.3%).

#### 4. Gourock-Kilcreggan Ferry

##### 4.1 Gourock-Kilcreggan Ferry patronage



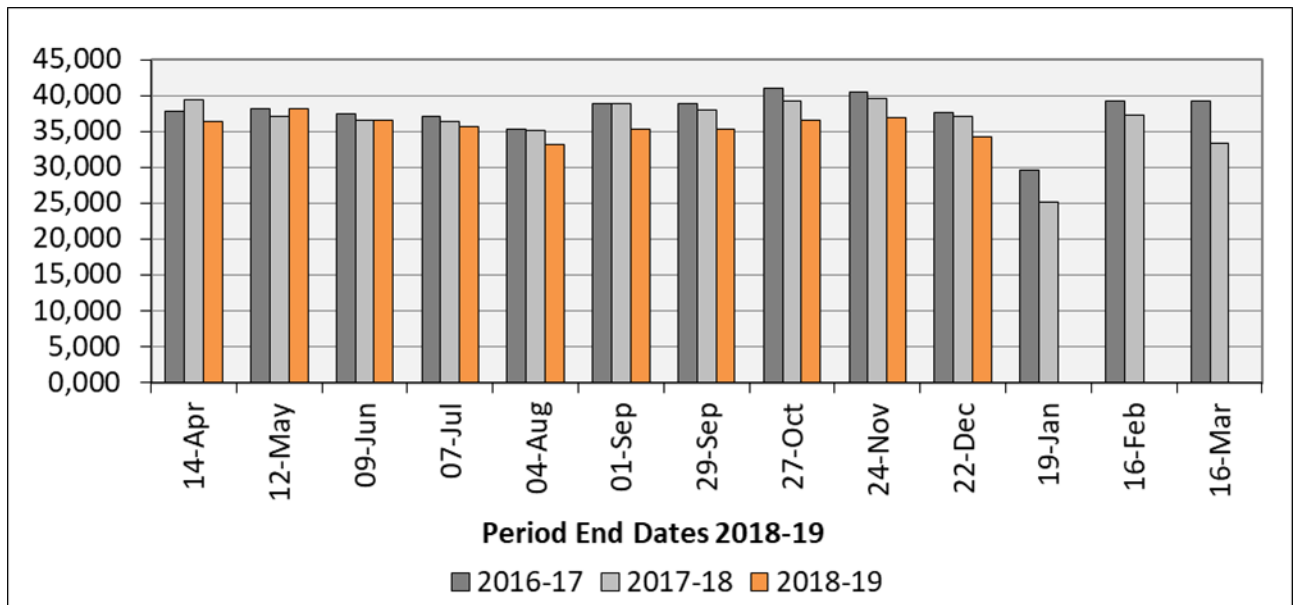
- Patronage in two of the past three periods was significantly higher than in 2017-18, patronage in the most recent period reported was lower than in 2017-18. The reduction in patronage in the most recent period is likely to be a result of missed sailings due to adverse weather, detailed in section 4.2.

##### 4.2 Gourock-Kilcreggan Ferry reliability

- The reliability of the Gourock to Kilcreggan ferry is measured by the number of sailings completed, as a percentage of the number of journeys scheduled.
- In the period ending 27<sup>th</sup> October reliability was 91%. There were 55 missed sailings of which 50 were due to adverse weather. Five (0.8% of all sailings) were missed due to technical issues.
- In the period ending 24<sup>th</sup> November reliability was 93%. There were 44 missed sailings of which 38 were due to adverse weather. Six (1.0% of all sailings) were missed due to technical issues.
- In the period ending 22<sup>nd</sup> December reliability was 83%. There were 102 missed sailings all of which were due to adverse weather.

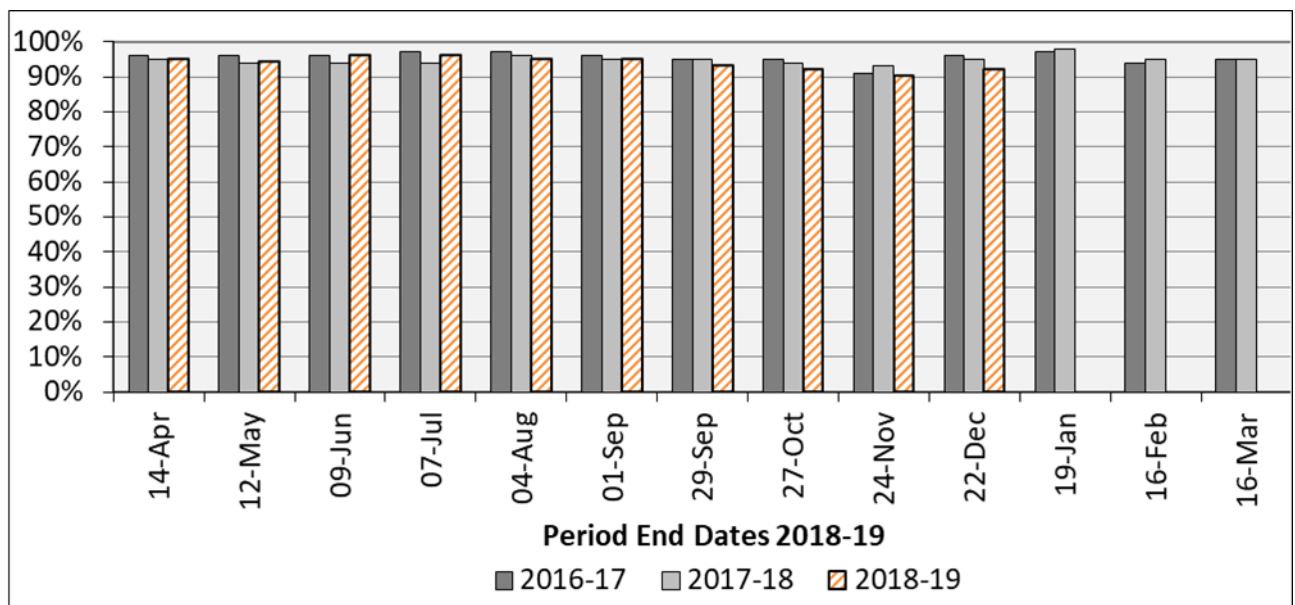
## 5. Demand Responsive Transport (MyBus)

### 5.1 MyBus Patronage



- MyBus patronage for the year-to-date (to 22<sup>nd</sup> December 2018) was 358,106. This was down from 376,956 the previous year, a decrease of 5.0%. The variance is currently being examined to determine the key factors driving this change and the areas for focus moving forward. Initial indications suggest this may be due to improved accessibility of mainstream vehicles, changing demand and trip patterns and the use of other similar services (e.g. community transport).

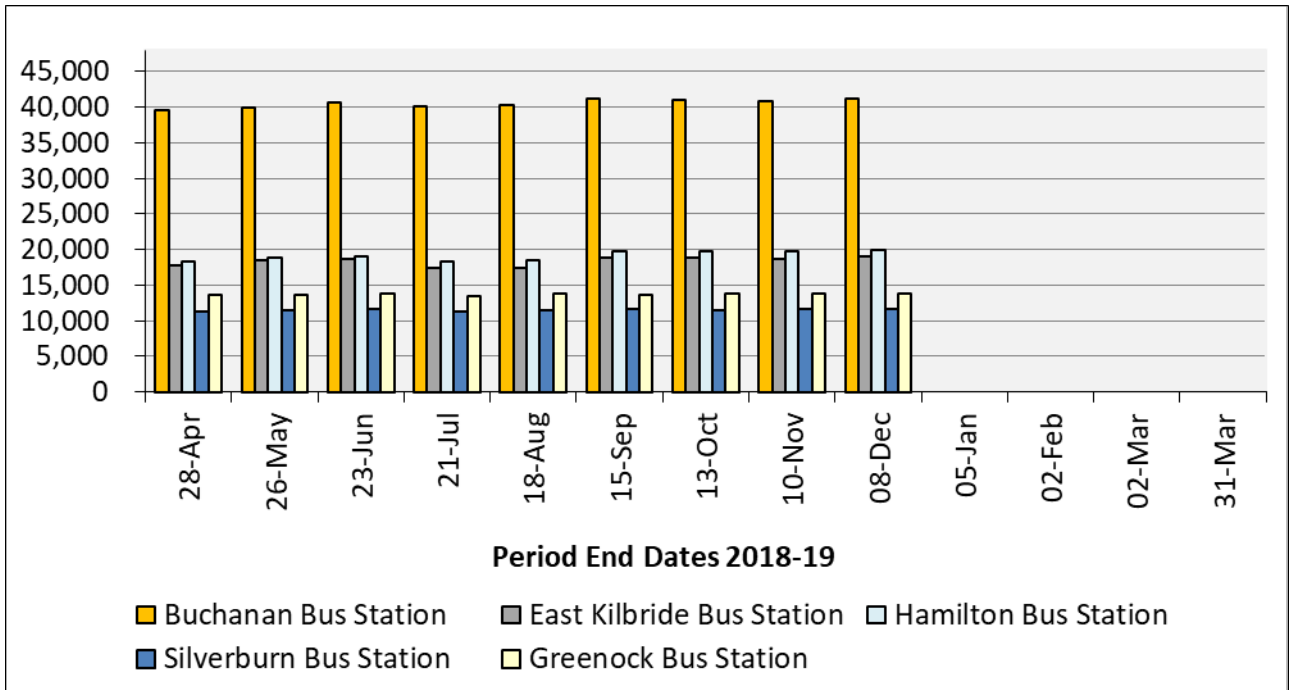
### 5.2 MyBus Requests Met



- For the past three periods the percentage of MyBus requests met has been 92%, 90% and 92%. This is lower than for the previous years.
- The customer contact and scheduling processes for MyBus are currently under review with the aim of improving and streamlining the customer contact experience and maximising scheduling efficiency.

## 6. Bus Stations

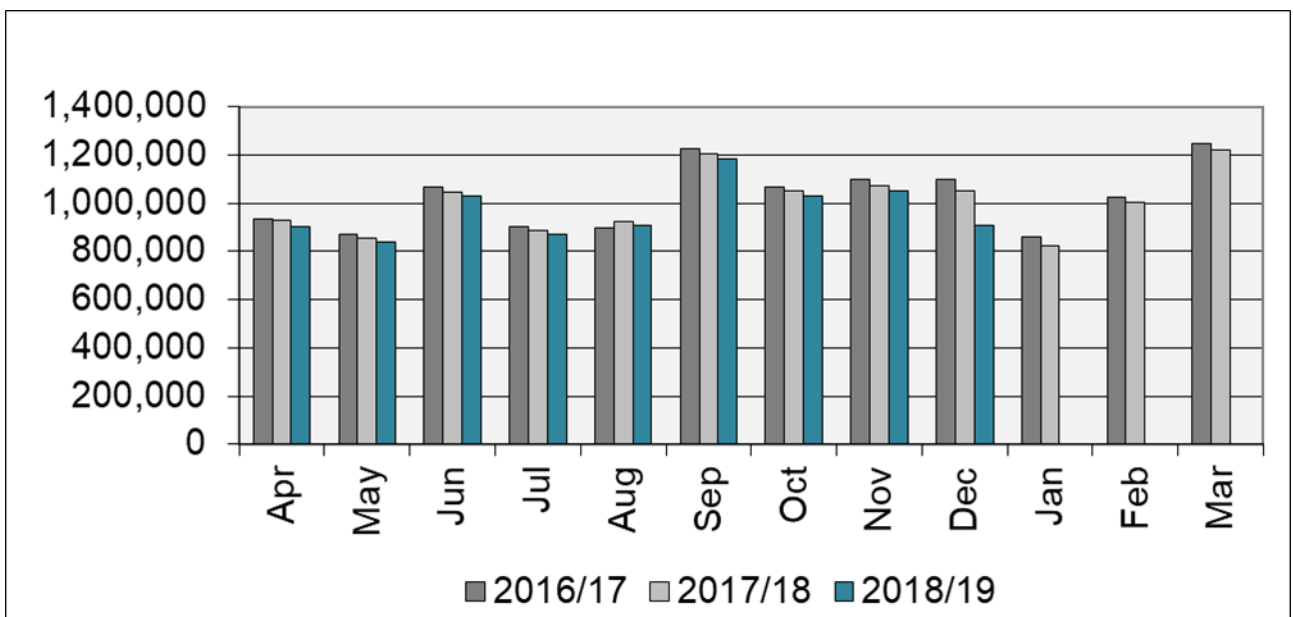
### 6.1 Bus Station Bus Departures, 2018-19



There have been a total of 928,513 bus departures across all bus stations for the year-to-date (to 8<sup>th</sup> December 2018).

### 6.2 Bus Station Footfall (by month)

Footfall data is currently only available for Buchanan Bus Station.



Footfall in recent periods has been down on the previous year. Footfall for the year-to-date (to end of December) is 8.7m, down from 9.0m the previous year (a decrease of 3.2%).

## 7. Ticketing

The new Transport Bill proposes that local transport authorities will be required to report to Transport Scotland on an annual basis concerning ticketing arrangements (voluntary participation by operators) and schemes (mandatory participation).

The ZoneCard Ticketing Arrangement has been in place for several years, providing flexible season tickets for travel by ScotRail, Subway, most buses, and some ferries in the ZoneCard area. The ZoneCard Ticketing Arrangement is administered by SPT and operators participate on a voluntary basis.

*Since the last Operations Committee meeting, SPT has not determined any newly required ticketing arrangements or schemes.*

## 8. SPT 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 11 Unitary Authorities. Monitoring of the contracts is to ensure the required standard of service is being provided by operators. There are 2 summary tables below relating to service provision for School Contracts and Subsidised Local Services.

### SCHOOL CONTRACTS (Approximately 1,300 contracts per annum) Statistics from August 2018 – December 2018

Council	Contracts	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total number of Warnings
East Ayrshire	130	82 (63%)	27	27 (100%)	104	21
South Ayrshire	106	68 (64%)	20	19 (95%)	149	17
North Ayrshire	93	61 (65%)	28	21 (75%)	106	15
North Lanarkshire	261	169 (75%)	66	61 (92%)	321	76
South Lanarkshire	292	169 (57%)	49	47 (95%)	278	62
West Dunbartonshire	20	17 (85%)	4	4 (100%)	47	0
East Dunbartonshire	68	43 (63%)	14	14 (100%)	67	12
Inverclyde	54	31 (57%)	13	13 (100%)	83	19
Glasgow	48	36 (75%)	23	20 (86%)	70	8
East Renfrewshire	41	27 (65%)	15	15 (100%)	55	12
Renfrewshire	96	50 (52%)	24	21 (87%)	95	32
<b>Totals</b>	<b>1209*</b>	<b>753 (62%)</b>	<b>283</b>	<b>262 (92%)</b>	<b>1375</b>	<b>274</b>

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

**LOCAL SUBSIDISED SERVICES**  
**Statistics from August 2018 – December 2018**

Council	Number of Contracts	Number of Operators	Inspections	Total number of Warnings
Argyle & Bute	4	2	0	0
East Ayrshire	14	3	26	10
South Ayrshire	11	2	29	1
North Ayrshire	17	4	23	0
North Lanarkshire	25	8	60	5
South Lanarkshire	29	9	50	4
West Dunbartonshire	7	4	13	0
East Dunbartonshire	10	6	18	3
Inverclyde	5	2	1	0
Glasgow	33	5	37	5
East Renfrewshire	5	3	14	1
Renfrewshire	13	4	20	2
<b>Totals</b>	<b>173</b>	<b>52</b>	<b>291</b>	<b>31</b>

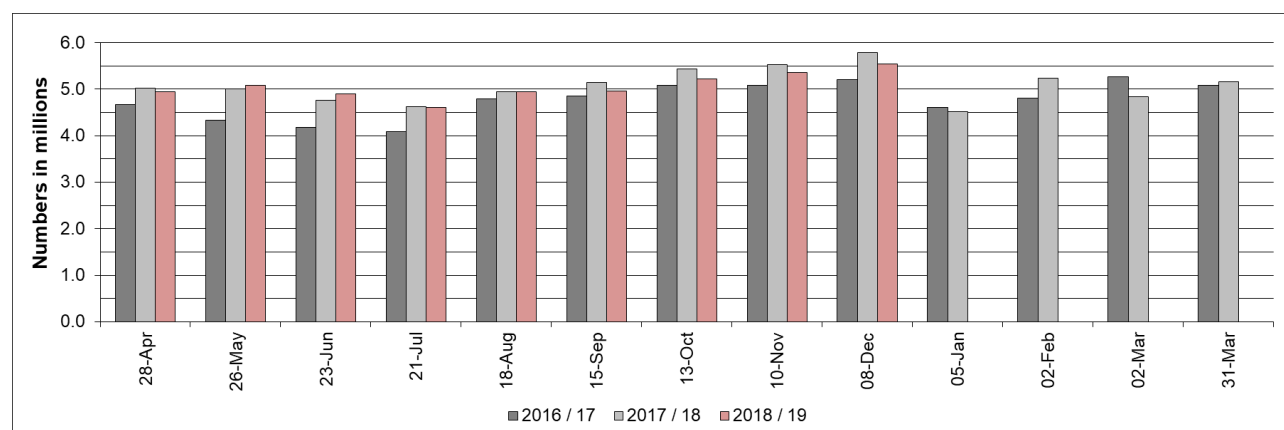
## 9. Wider Public Transport Context

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.

### 9.1 Update on rail services within the Partnership area

**Information within section 9.1 has been provided by Abellio ScotRail**

*ScotRail patronage in the SPT area (in millions)*

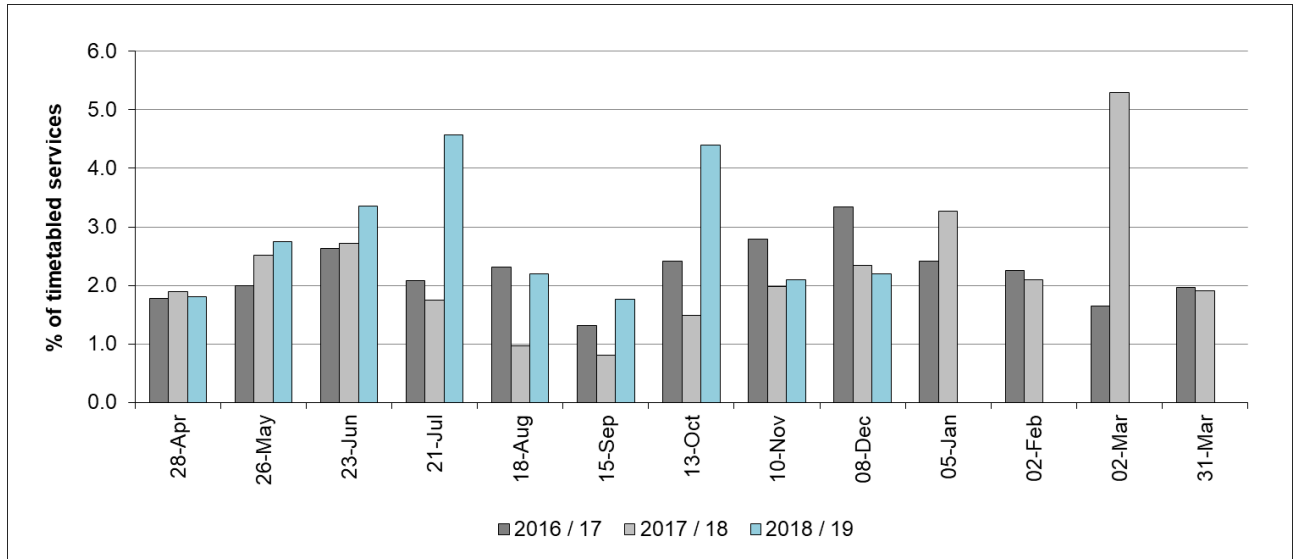


The last three periods show an aggregate decrease of 3.8% against 2017/18, but a 4.8% increase compared to 2016/17.



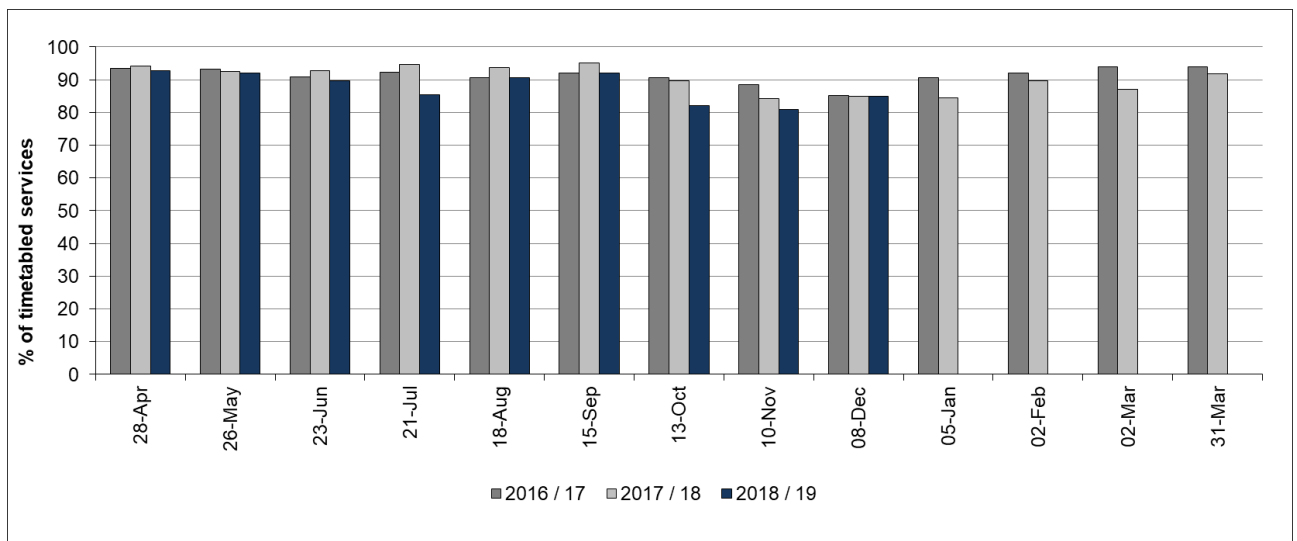
Please note that the passenger journey figures are based on sales data where the origin station (but not necessarily the destination station) is in Strathclyde and also include ZoneCard sales in the region.

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



*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.



Of the three latest periods to be reported on for 2018/19, the main incidents are as follows:

Period 7 ending 13 October 2018

- 19/09/2018 – High winds affecting the West of Scotland.
- 19/09/2018 – High winds affecting services from Dumbarton Central.
- 19/09/2018 – High winds affecting services from Motherwell.
- 20/09/2018 – Severe weather across Scotland.

#### Period 8 ending 10 November 2018

- 16/10/2018 – Emergency speed restriction at Corkerhill.
- 23/10/2018 – Track circuit failure at Dalmuir.
- 23/10/2018 – Maintenance vehicle failure at Cowlairs West.

#### Period 9 ending 8 December 2018

- 14/11/2018 – Traction current problem at Parkhead feeder station.
- 05/12/2018 – Pantograph failure at Croy.

### **10. Committee action**

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

### **11. 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>

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**Title** Senior Director

**Name** Gordon MacIennan  
**Title** Chief Executive

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