

Strathclyde Partnership for Transport

Minute of Operations Committee meeting

24 June 2011

held at: Consort House, Glasgow

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Minute of the meeting of the Strathclyde Partnership for Transport's Operations Committee held in Consort House, Glasgow, on 24 June 2011

Present Councillors Denis McKenna (Chair), David Fagan, Jonathan Findlay, Bill Grant, William Hendrie, Bobby McDill, Alan Moir and Eddie Phillips and Appointed Members Ronnie Mellis and Bill Ure.

Attending Valerie Davidson, Secretary; Gordon Maclennan, Chief Executive; Eric Stewart, Assistant Chief Executive (Operations); Bruce Kiloh, Director of Bus Operations; Neil Wylie, Director of Finance & HR; Charlie Hoskins, Director, Projects and Alex Scott, Bus Services Manager.

Also attending: Councillor Gilbert Davidson, Glasgow City Council and John Yellowlees, First ScotRail.

1. Chair's Remarks

The Chair advised members that SPT had won four awards at the Scottish Transport Awards. He congratulated the winners and staff involved, particularly SPT's Ann Murdoch who was recognised as Frontline Employee of the Year. He explained that these awards not only acknowledged real improvements to local transport in Scotland but demonstrated that SPT was continually delivering for all customers across Strathclyde.

2. Apologies

Apologies were submitted from Councillors Harry Curran, Marie McGurk, Chris Thompson and Appointed Member Tom Hart.

3. Declaration of interest

The committee noted that there were no declarations of interest.

4. Minute of previous meeting

The minute of the meeting of 6 May 2011 (issued) was submitted and approved as a correct record.

5. Management structures for delivery of Subway Modernisation and Step Change for Bus

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There was submitted and noted a report (issued) of 5 June 2011 by the Assistant Chief Executive (Operations)

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- (1) reminding members that within the agreed priorities of the Regional Transport Strategy, Subway Modernisation and Step Change for Bus were two key priorities in which SPT had a significant operational responsibility for direct delivery;
- (2) appending
 - (a) the proposed management structure for Subway Modernisation, which highlighted the following five key work streams together with a summary:-
 - Stations and Accessibility;
 - Ticketing;
 - Infrastructure;
 - Rolling Stock, Signalling and associated System Improvements; and;
 - HR/Employee Relations;
 - (b) the proposed management structure for Step Change for Bus, which was consistent with the approach taken for Subway Modernisation and was structured around the following workstreams:-
 - Delivering Shared Services (Social Transport /Fleet Management);
 - Infrastructure Improvements - Bus Stations/Interchanges;
 - Infrastructure Improvements - Bus Stops /Shelters /Information; and
 - Network and Service Enhancements; and
- (3) outlining the arrangements which were being implemented to ensure best practice was adopted and the outcomes delivered for these two key priorities.

6. Public transport services monitoring report

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There was submitted a report (issued) of 15 June 2011 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 five 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 Messrs Stewart and Yellowlees in answer to members' questions, the committee noted the contents of the report.

7. Subsidised local bus service contract recommendations – financial implications

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There was tabled a revised report of 23 June 2011 by the Assistant Chief Executive (Business Support) advising the committee of the financial implications of members' possible decisions relating to further items on the agenda.

After discussion, 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.

8. Homologation of subsidised local bus contracts

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There was tabled a revised report of 23 June 2011 by the Assistant Chief Executive (Operations)

- (1) informing members that First Glasgow, Riverside Transport and Stagecoach Western had notified SPT of service withdrawals which would result in gaps in local bus provision in some areas; and
- (2) advising members that, recognising the impact that the withdrawal of these identified services would have on the travelling public, SPT had invited bids for temporary provision of bus services and had awarded the following short term contracts:-
 - (a) contract 5659T3 City Centre – Barrhead (service 103) to First Glasgow at a cost of £752 per week from 19 June to 19 November 2011;
 - (b) LS84T2 Baljaffray - Glasgow City Centre (service 118) to First Glasgow at a cost of £450 per week from 6 February to 16 July 2011;
 - (c) LS089T Johnstone Station – Kilmacolm via Quarriers Village (service 1) to Arriva at a cost of £466 per week from 19 June to 16 July 2011;
 - (d) LS091T Kilwinning town service via Whitehirst Park (service 320) to Stagecoach Western at a cost of £689 per week from 5 June to 19 November 2011;
 - (e) LS092T Silverburn – Paisley (service 6) to First Glasgow at a cost of £150 per week from 19 June to 19 November 2011;
 - (f) LS094T City Centre - Milton (service 31) to First Glasgow at a cost of £75 per week from 19 June to 19 November 2011;
 - (g) LS095T Queenslie - Cranhill – Carntyne Square – City Centre (service 213A) to First Glasgow at a cost of £990 per week from 19 June to 19 November 2011;
 - (h) LS097T Old Kilpatrick – Antonine Park - Clydebank (service 184) to McColl's Commercial Repairs Ltd at a cost of £900 per week from 19 June to 19 November 2011; and
 - (i) W001T Mansewood – City Centre (service 129) to First Glasgow at a cost of £480 per week from 19 June to 19 November 2011.

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9. Award of subsidised local bus service contracts

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There was tabled a revised report of 23 June 2011 by the Assistant Chief Executive (Operations)

- (1) outlining the temporary arrangements which had been put in place, following the withdrawal of commercial service 1 Johnstone Station – Kilmacolm via Quarriers Village by Riverside Transport, in order to allow SPT time to assess changes to the bus network and prepare tenders for longer term contracts;
- (2) providing information on the tenders received for a new subsidised local bus service contract to operate from 17 July 2011 to 12 July 2014;
- (3) recommending that contract LS089 Johnstone Rail Station – Quarriers Village – Kilmacolm (service 1) be awarded to Riverside Transport at a cost of £198,315 for the contract period; and
- (4) highlighting the fact, that formal award of the contract was subject to satisfaction of the requirements of the mandatory standstill period for public sector contracts.

10. Proposed renewal of subsidised local bus service contracts

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There was submitted a report (issued) of 16 June 2011 by the Assistant Chief Executive (Operations),

- (1) providing information on tenders received for the renewal of a number of subsidised local bus services due to expire in 2011; and
- (2) recommending the award of appropriate contracts.

After discussion, the committee

- (a) agreed to the award of the following contracts:-
 - (ii) contract 6487E Stewarton local (services 219, 319) to Stagecoach Western at a cost of £67,719 for the contract period 17 July 2011 to 12 July 2014;
 - (iii) contract LS060A Kilbirnie (Milton Quadrant) – Glengarnock Rail Station – Beith (Meadowside) (service 32) to Stagecoach Western at a cost of £97,616 for the contract period 17 July 2011 to 12 July 2014;
 - (iii) contract LS076T Townhead – Coatbridge – Caldercruix (service 117, 312) to Henderson Travel at a cost of £888 per week for the contract period 17 July to 19 November 2011;
 - (iv) contract LS56T2 Townhead – Monklands Hospital – Carnbroe (service 317) to Henderson Travel at a cost of £680 for the contract period 17 July 2011 to 19 November 2011;

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- (v) a temporary package to Stagecoach Western at a cost of £5,449 per week for the contract period 17 July to 19 November 2011 which contained the undernoted contracts:-
- contract LS69T1: Croy Station – Twechar – Kilsyth (Services 344, 344A, 349 Monday – Saturday) ;
 - contract LS70T2: Croy Rail/Bus Interlink (Services 348, 403 Monday – Friday and all day Saturday);
 - contract LS75T1: Croy Rail/Bus Interlink (Services 403 Sundays); and
 - contract LS77T1; Croy Station – Kilsyth (Services 345 Sundays); and
- (b) noted that formal award of the contracts was subject to satisfaction of the requirements of the mandatory standstill period for public sector contracts.

11. Proposed renewal of Demand Responsive Transport (DRT) contract 6965B

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There was submitted a report (issued) of 8 June 2011 by the Assistant Chief Executive (Operations)

- (1) outlining the temporary arrangements which had been put in place to ensure continuity of service for contract 6965A Carrick DRT (service 700) following the contract's termination due to a breach of contract conditions by the operator;
- (2) detailing tenders received for a replacement contract to operate from 18 July 2011 to 18 July 2015; and
- (3) recommending that contract 6965B Carrick DRT (service 600) be awarded to Shuttle Buses Ltd at a cost of £347,750 for the contract period.

After discussion, the committee

- (a) approved the recommendation at (3) above;
- (b) noted that formal award of the contract was subject to satisfaction of the requirements of the mandatory standstill period for public sector contracts; and
- (c) agreed that a protocol on the use of SPT vehicles be adopted within SPT's standard contract conditions relating to bus contracts and submitted to a future Audit and Standards Committee.

12. Amendments to subsidised local bus services

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There was submitted a report (issued) of 15 June 2011 by the Assistant Chief Executive (Operations) detailing recent and proposed changes to subsidised local bus service contracts.

After discussion, the committee

- (1) noted

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- (a) that the timetable for contract 9571D Silverton – Dumbarton – Brucehill (service 208) had been revised to include additional early morning journeys at an additional cost of £230 per week, following recent commercial service changes by First Glasgow from 19 June 2011;
 - (b) that the timetable for contract 9574D Linnvale – Duntocher (service 81) had been revised to include additional early evening journeys at an additional cost of £290 per week, following recent commercial service changes by First Glasgow from 20 June 2011;
 - (c) that the timetable for contract LS66T1 Lanark – Hamilton (service 317) had been revised at no additional cost to include an additional evening journey from Lanark to Crossford at 1800 hours from 23 March 2011;
 - (d) that the timetable for Contract LS005B Mosspark – Glasgow City Centre (service 59) had been revised to include an additional early morning journey and two evening journeys, at an additional cost of £300 per week, following recent commercial service changes by First Glasgow from 20 June 2011;
 - (e) that the timetable for contract LS083T Rutherglen – Cambuslang Cairns (service 165) had been revised to include additional evening journeys at an additional cost of £100 per week, following recent commercial service changes by First Glasgow from 20 June 2011;
 - (f) that the current non standard contract LS053A Sinclairston – Cumnock (service 347A) provided by Coalfield Community Transport had been extended at a cost of £70 per week until July 2012; and
 - (g) that contract N075 Kilmarnock – Southcraig – Fenwick – Waterside – Galston had been extended to the new Tesco in Kilmarnock at no additional cost to SPT from 21 March 2011; and
- (2) agreed
- (a) that the route and timetable for contract 6790D1 Dunure – Ayr – Straiton (service 361) be revised following the withdrawal of £22,848 from South Ayrshire Council for the school element of the contract from 17 August 2011;
 - (b) that the £22,848 shortfall be accommodated within the subsidised bus budget; and
 - (c) agreed that the Chair should write to the Traffic Commissioner regarding the procedures for dealing with section 22 operating permits as was relevant to paragraph (1)(f) above.

13. Community Transport Projects: grant funding update

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There was submitted and noted a report (issued) of 8 June 2011 by the Assistant Chief Executive (Operations)

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- (1) reminding members that since April 2008, SPT had been managing funding for community transport projects on behalf of constituent authorities;
- (2) providing a brief summary of the following community transport projects which had been awarded grant funding during the period 1 October 2010 to 30 April 2011:-
 - Ardgowan Hospice Patient Transport Service;
 - Coalfield Community Transport;
 - Create Ltd – CamGlen NHS car sharing project;
 - Getting Better Together - Community centred health initiative in the Greater Shotts and surrounding areas;
 - Glasgow City Hospital evening visitor service;
 - North Area Transport Association – community transport services in North Glasgow;
 - Retired and senior volunteer programme – voluntary car scheme for patients within the East Renfrewshire Council area; and
 - Women's Royal Voluntary Service Rural Clydesdale Community Transport service; and
- (3) appending a table detailing the amount of grant funding awarded to each of the projects.

14. MyBus service: passenger usage

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With reference to the minute of 19 March 2011 (page 2, paragraph 4) when the committee had agreed that Dial-a-Bus and Ring'n'Ride services be re-branded with the single identity 'MyBus', in order to heighten awareness of the service especially amongst the younger disabled community who had historically been under represented in their uptake of MyBus services, there was submitted and approved a report (issued) of 16 June 2011 by the Assistant Chief Executive (Operations)

- (1) informing members
 - (a) that since the re-branding exercise had been carried out, uptake by those under 55 years of age had increased by 12%; and
 - (b) that although SPT aimed to meet at least 96% of all passengers, which had been achieved in most cases, it was becoming apparent that, in some areas, it was increasingly difficult to meet this target, due to the increased number of passengers for MyBus services;
- (2) detailing proposals to address the non-fulfilment of trip requests resulting from increased levels of passenger usage in the Glasgow and North Lanarkshire areas; and
- (3) recommending
 - (a) that arrangements be put in place for the North Area Transport Association to provide additional capacity for MyBus services in the Glasgow area within current funding levels; and

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- (b) that tenders be invited for two additional buses to operate in the Lanarkshire area.

15. Requests for subsidised local bus services

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There was submitted a report (issued) of 15 June 2011 by the Assistant Chief Executive (Operations) advising members of various requests for the provision of subsidised local bus services.

After consideration, the committee

- (1) agreed not to take any further action in respect of the local subsidised bus service requests at paragraphs (a), (c) – (g) and (h)(ii) – (j); and
- (2) noted the position in respect of the undernoted requests: -

Request

Decision

Provision of a link between the New Edinburgh Road at Spindlehowe Road East to New Edinburgh Road at Fallside Road, Viewpark.

Agree that the provision of a service might be examined, following additional vehicle allocation on MyBus Rural; and

(Report item b)

Alteration to the Monday to Saturday timetable between lower Braidwood and Lanark.

Noted that the existing daytime subsidised service operated by Irvine's' Coaches was in the process of being altered.

(Report item h (i))

Thereon, Mr Stewart updated members regarding the ongoing request for the provision of a bus service in the Peel Glen Road area of Drumchapel. He advised members that a new commercial service had been introduced by McColl's Coaches in the Drumchapel area and that SPT was in the process of discussions with that operator regarding the possible provision of a service in Peel Glen Road.

16. Shared Transport Services: pilot project with Renfrewshire Council

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There was submitted a report (issued) of 14 June 2011 by the Assistant Chief Executive (Operations)

- (1) reminding members that SPT was continuing to engage actively in the development of the shared services agenda which had included participation in the transport work stream of the Clyde Valley Review and a pilot project which would shortly commence with Glasgow City Council for the scheduling

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and management of their Additional Support for Learning and Social Work day care transport;

- (2) detailing a proposal from Renfrewshire Council, for SPT to provide a centralised scheduling resource to assist in the management of its Social Work and Additional Support for Learning transport,
- (3) explaining
 - (a) that it was proposed that each vehicle should be fitted with Mobile Data Terminals (MDTs), as used on MyBus services, in order that there was effective two-way communication between SPT's contact centre and the vehicles; and
 - (b) that the cost for 36 MDT units was £46,425 which could be funded from existing provision in SPT's capital budget, with Renfrewshire Council responsible for the telephony and ongoing costs associated with the units; and
- (4) concluding
 - (a) that for the long term, effective shared transport required standardisation of fleet specification to ensure that all partners in any multi-authority or multi-agency project were in a position to deliver whatever type of transport was required by a specific client group; and
 - (b) that SPT wished to play its part in assisting local authorities in taking forward shared transport services and proposed to provide Renfrewshire Council with an adaptable bus on a full repairing lease basis to help take forward this initiative.

After discussion and having heard Mr Stewart in further explanation and in answer to members' questions, the committee agreed

- (i) that SPT should participate in this pilot project with Renfrewshire Council;
- (ii) that a contract be awarded to Trapeze Group for the purchase of 36 MDT units at a cost of £46,425; and
- (iii) to the leasing of one adaptable bus to Renfrewshire Council.

17. Subway Modernisation – CBTC World Congress 2011

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There was submitted a report (issued) of 14 June 2011 by the Assistant Chief Executive (Operations)

- (1) informing members that SPT had been invited to take part in the Communication-based Train Control (CBTC) World Congress 2011 in Stockholm from 8 – 10 November 2011, which allowed metro operators and suppliers to share experiences, learn from those who were implementing/planning new systems and ensure they kept updated of new technologies;

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- (2) explaining
 - (a) that members would be aware that the most critical aspect of Subway modernisation related to the investment in trains, signalling and automatic control systems; and
 - (b) that the world congress provided a unique opportunity for SPT to gain essential and valuable experience whilst raising the profile of subway modernisation with other metro operators and the supply chain; and
- (3) recommending that the committee agree
 - (a) that two senior officers attend the CBTC World Congress in Stockholm from 8 to 10 November 2011; and
 - (b) that a report on the conference would be submitted to a future committee.

After discussion, the committee approved the recommendation at (3) above.