



Strathclyde Partnership for Transport
Annual Report 2011/2012

About SPT

Who we are

Strathclyde Partnership for Transport (SPT) is the Regional Transport Partnership (RTP) for the west of Scotland. We are part of the transport framework created by the Scottish Government, which is made up of a national transport agency for Scotland and seven Regional Transport Partnerships.

The SPT area comprises of the following council areas: East Dunbartonshire, East Ayrshire, East Renfrewshire, Glasgow City, Inverclyde, North Ayrshire, North Lanarkshire, Renfrewshire, South Ayrshire, South Lanarkshire, West Dunbartonshire and the Helensburgh and Lomond area of Argyll and Bute.

What we do

SPT's role involves planning and delivering transport solutions for all modes of transport across the region, in conjunction with our member councils and industry partners. SPT is at the centre of the region's transport planning; analysing all travel needs and developing the transport system for now and the future. This includes integrating transport across road, rail, freight, ferry, cycling and walking.

To help inform this, SPT prepared *A Catalyst for Change, the Regional Transport Strategy for the west of Scotland*. This document identifies our vision, objectives and priorities as follows:

Our Vision

A world-class sustainable transport system that acts as a catalyst for an improved quality of life for all.

Our Objectives

Safety and Security: To improve security and personal safety on the transport system.

Modal Shift: To increase the proportion of trips undertaken by walking, cycling and public transport.

Excellent Transport System: To enhance the attractiveness, reliability and integration of the transport network.

Effectiveness and Efficiency: To ensure the provision of effective and efficient transport infrastructure and services to improve connectivity for people and freight.

Access for All: To promote and facilitate access that recognises the transport requirements for all.

Environment and Health: To improve health and protect the environment by minimising transport emissions and its consumption of resources and energy.

Economy, Transport and Land-use Planning: To support land-use planning strategies, regeneration and development by integrating transport.

Corporate Management: To provide effective and efficient management of our people and resources.

Pursuit of Excellence: To provide a high level of service based on the needs and expectations of our customers.

Our Priorities

- Plan and provide a “step change” for bus services, standards and infrastructure.
- Revitalising the Subway network.
- Improving cross-city and cross-region links on strategic corridors.
- Improving access to services including health care and education.
- Improving sustainable connectivity for business and freight.

We report annually on our progress against these. The RTS and Annual Monitoring Report are available at www.spt.co.uk/rts

Our History

Strathclyde Partnership for Transport (SPT) was formed by bringing together Strathclyde Passenger Transport Authority and Executive and the WESTRANS voluntary partnership.

The new SPT was established by the Transport (Scotland) Act 2005 which created Scotland's seven Regional Transport Partnerships (RTPs). SPT retains many of the transport powers and functions which were previously exercised by Strathclyde Passenger Transport Authority/Executive.

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Foreword



As this is my last year as Chair of Strathclyde Partnership for Transport, I would like – on behalf of the entire Partnership Board – to express my sincere thanks to all SPT staff for their continued dedication and hard work over the past few years.

I am leaving at an incredibly exciting time for the organisation, particularly with the ongoing modernisation plans for the Subway. The funding announcement from the Scottish Government is very much welcome. SPT has been pushing ahead with work to deliver a fully refurbished Subway system and this pledge will make sure our vision for a network fit for the future is realised. It again shows the great faith that the Scottish Government has in SPT and its ability to deliver key projects.

Having chaired the organisation since February 2010, I announced my intention to step down after this year's local elections. I have really enjoyed my two years as chair of the Partnership Board and, following my re-election as a councillor, I will continue to champion SPT and the crucial role that RTPs play in the civic life of Scotland.

I firmly believe that - due to the leadership shown by senior management and the fact that all staff have clearly demonstrated how invaluable this organisation is to the travelling public – the future for SPT is a very positive one.

I would also like to take this opportunity to wish my successor Councillor George Redmond the very best for the future. SPT is in good hands.

A handwritten signature in black ink, appearing to read 'J. Findlay', with a long, sweeping horizontal line extending to the right.

Jonathan Findlay
Chair

Executive Summary

I am immensely proud of the work we do and, despite a demanding year, I believe we have delivered significant achievements. I am particularly delighted that the Scottish Government is to support a multi-million pound investment which will help deliver our Subway modernisation plans. This is great news for the organisation, and the travelling public, as it not only recognises all of SPT's efforts to date but also confirms that the Government has faith in our ability to deliver key projects and their belief that the Subway is a vital transport provider.

SPT has already committed millions to station upgrades, new escalators and smart card ticket technology, as well as behind the scenes repairs to tunnels and track beds.

Tendering for the new 'driverless' trains and signalling that will improve train frequency has already begun and we've received impressive submissions from world class firms interested in working with us.

Our local authority partners have commended us on the efforts we're making in partnership working and congratulated us on the contribution SPT has made in delivering integrated transport solutions across the region. We are also hugely satisfied with the enormous strides we have taken to improve the standard of bus provision across Strathclyde.

In 2011/12 SPT spent over £10m subsidising commercial bus services which have been withdrawn (or never provided). This was done against a backdrop of diminishing local authority funding and although our budget for next year is already overstretched I am determined that SPT continues to ensure that the current bus market better serves the travelling public.

I look forward to delivering on our commitments in the coming year.



A handwritten signature in black ink that reads "G MacLennan". The signature is fluid and cursive, with a large initial 'G'.

Gordon MacLennan

Chief Executive

Introduction

SPT is the regional transport partnership for the west of Scotland. Our role involves planning and delivering transport solutions for all modes of transport across the region, in conjunction with 12 member councils and industry partners. We are at the heart of the region's transport planning; analysing all travel needs and developing a joined-up network now and for the future. We provide subsidised local bus services in areas not served by the commercial market – an area where communities are increasingly in need of the vital services we fund.

SPT carries out the 'biggest school run in Scotland' – taking 49,000 pupils to and from school every day. We also own Buchanan, East Kilbride, Greenock and Hamilton bus stations – the latter of which is currently being redeveloped at a cost of more than £5million. Departures from all four total approximately 16 million passengers every year.

We own and operate the Glasgow Subway – the world's third oldest underground system and a key mode of transport for Scotland's largest city. We have recently embarked on a major modernisation of the network, which is vital to ensure its continued survival.

It currently carries about 13 million commuters every year – which would equate to 400 extra double decker buses in Glasgow every day if it were not in operation.

We are also responsible for the administration of the region's ticketing scheme (ZoneCard) and the Strathclyde Concessionary Travel Scheme.

In this report, you can access information on our performance in the last year and find out what we have delivered for the area in which 40% of Scotland's travelling public live, work and play.

If you wish to find out more on our current activities and details of our Regional Transport Strategy Monitoring report, please visit www.spt.co.uk/rts

SPT Area Map



2011/2012 Year at a Glance

SPT announces plans to bring next generation **smart ticketing** to public transport services across the region, in a joint venture with technology firm Ecebs

A **real-time bus information** system is introduced at bus stops throughout Ayrshire with £1million of investment

SPT's **Kids Go Free** offer on the Subway launches during the school summer holidays for the first time

Over **£3million** of contracts are awarded to bus operators for vital services which will be a huge benefit to the communities they serve

Funding is agreed for phase two of the **£5.5million Hamilton Bus Station and Interchange upgrade**

SPT provides a **community transport** bus service for those using the Ravenscraig Regional Sports Facility, near Motherwell

April
2011

May
2011

June
2011

July
2011

August
2011

September
2011

Work starts on a new **Park and Ride** car park in Stewarton

Over £2million is committed to **vital bus routes** serving communities across Strathclyde

Work begins at Hillhead Station, launching the multi-million pound **modernisation of the Subway** network

Capital FM breakfast presenters launch the radio station's first branded Subway train

A near £1million investment in five **Park and Ride** facilities in West Dunbartonshire is completed

The Glasgow Subway hosts its first real-time treasure hunt as part of the city's **Social Media Week**

Scottish Government commits £40million to **Fastlink**, the SPT-sponsored modern transport scheme

Redevelopment work starts at **Dalmarnock Station** in advance of the 2014 Commonwealth Games

Glasgow Subway celebrates **115 years** of service with a special celebration at the Riverside Museum

SPT adds its support to **Fast Track Scotland** - Scotland's business case for high-speed rail connections

Over £300,000 is committed to **refurbishing the Subway fleet**, extending the lifespan of current rolling stock

Work starts on an SPT-supported **bus Park and Ride at Hampden** for commuters in the south-east of Glasgow

October
2011

November
2011

December
2011

January
2012

February
2012

March
2012

Two SPT-owned low-floor buses are provided to **Community Transport Glasgow** to help develop community transport across the region

The redevelopment of **Hillhead Station** takes shape as the first of its new-look white tiles are introduced

Work begins to replace all 28 **escalators** on the Glasgow Subway network as part of a £5.6million programme of improvement

£1.42million package of improvements agreed for Inverclyde including a **Park and Ride** at Port Glasgow and redevelopment of Port Glasgow **Bus Station**

The **Scottish Government** commits £246million of funding to the Subway's modernisation programme

SPT launches a new **online booking service** for MyBus alongside Transport Minister Keith Brown

How SPT represents Strathclyde's Interests

SPT delivers transport solutions across the 12 council areas that make up Strathclyde and has a number of planning and operational responsibilities that deliver significant benefits to residents and businesses alike.

These services include:

- The operation of the Subway
- The management of socially necessary bus services
- The management of demand-responsive bus services (MyBus), including the operation of contact centre
- Capital investment in regional transport projects for all modes
- The operation of regional bus stations/interchanges
- The administration of the regional ticketing scheme (ZoneCard) on behalf of the ZoneCard forum
- The administration of the Strathclyde Concessionary Travel Scheme on behalf of the Concessionary Travel Joint Committee

Our planning and operational expertise is also utilised by our member councils in managing school transport contracts, bus stops and shelter maintenance. All of SPT's operational services and planning for the wider regional network are underpinned by SPT's transport planning expertise, which is an integral part of local planning and development processes across the region. This includes responding to and influencing key transport consultations and policy.

The regional planning and delivery of services not only provides significant value in service delivery across the west of Scotland but also provides significant savings. We have estimated the combined value of all of the services that SPT delivers to be in excess of £70million and the estimated combined saving from delivery of these services on a regional basis is around £10million. This reflects the strength of the 12 councils working collaboratively delivering integrated transport solutions across the region.

Headline benefits for our services by area

The following section provides a summary of services and projects delivered by SPT in the each of our 12 council areas during 2011/12 along with quantified benefits and savings to residents. The cost of the MyBus and supported bus services reflects the cross-boundary nature of these services. All figures are approximate and for 2011/12 unless otherwise stated.

Argyll and Bute

The Gourock/Kilcreggan ferry – The service has been restructured to secure its long-term sustainability by reducing operating costs.

Supported bus services – Four contracts covering routes that operate in the council area (two of which crossed into neighbouring council areas) at a cost of £290,000.

MyBus – Approximately 1,100 trips taken on two services operating in Argyll and Bute (which also operated within West Dunbartonshire) at a cost of £100,000.

Strathclyde Concessionary Travel Scheme – An estimated saving of £1.5million was made on ferry, rail and Subway travel for Argyll and Bute residents.

National Entitlement Card – 910 disability card renewals were processed and 2,800 calls answered.

Travel information – The Mobile Travel Centre visited the area 46 times.

Integrated ticketing (ZoneCard) – Approx 4,000 tickets were sold to Argyll and Bute residents with an estimated saving of £63,000.

Bus infrastructure investment programme – We installed seven bus shelters, two with mains power and three with shelter illumination panels, at a cost of £50,000.

Subway – Around 120,000 Subway trips originated in Argyll and Bute.

Buchanan bus station – 5,100 bus departures by six services served Argyll and Bute, all of which are long distance services.

East Ayrshire

Supported bus services – 16 contracts covering routes operating in the East Ayrshire area (seven of which crossed into neighbouring council areas) at a cost of £750,000.

MyBus – 33,000 trips were taken on four services operating in East Ayrshire (two of which crossed into neighbouring council areas) at a cost £250,000.

School contracts – 215 school transport contracts ran at an annual cost of £3.8million.

Travel Information – The Mobile Travel Centre visited 40 times and four Travel Information Points were maintained.

Integrated ticketing (ZoneCard) – Approx 2,200 tickets were sold in the area, representing an estimated saving to residents of £300,000.

Strathclyde Concessionary Travel Scheme – An estimated saving of £240,000 was made on rail and Subway travel for East Ayrshire residents.

Community transport – We invested £67,000 in Coalfield Community Transport.

National Entitlement Card – 1,200 disability card renewals were processed and 2,800 calls answered.

Buchanan bus station – 35,000 bus departures by four services served East Ayrshire.

East Kilbride bus station – 10,000 bus departures by two services served East Ayrshire.

Subway – Around 42,000 trips originated in East Ayrshire.

East Dunbartonshire

Bus infrastructure investment – A total of 22 shelters were upgraded with mains power supplies at a cost of £2,600.

Supported bus services – 11 contracts covering routes operating in the East Dunbartonshire area (eight of which crossed into neighbouring council areas) at a cost of £540,000.

MyBus – 30,000 trips were taken, a 3% increase on 2010/11. Four contracts for four services operated in East Dunbartonshire (all of which crossed into neighbouring council areas) at a cost of £430,000 plus a further direct investment of £155,000 on two new adaptable buses.

School contracts – 128 contracts ran at an annual cost of £1.3million.

Travel information – The Mobile Travel Centre visited seven times and 30 'Travel Points' were maintained in the area.

Buchanan bus station – 87,000 bus departures by 25

services served East Dunbartonshire.

Subway – Around 255,000 trips originated in East Dunbartonshire.

Integrated ticketing (ZoneCard) – Approx 2,800 tickets were sold to East Dunbartonshire residents, saving them £260,000.

Strathclyde Concessionary Travel Scheme – An estimated saving of £210,000 was made on rail and Subway travel by East Dunbartonshire residents.

National Entitlement Card – 670 disability card renewals were processed and 2,300 calls answered.

Hospital Evening Visitor Service – A £30,000 investment was made towards the provision of bus services to access evening visiting at Greater Glasgow and Clyde Health Board hospitals.

East Renfrewshire

Supported bus services – Six contracts covering routes operated in the East Renfrewshire area (five of which crossed into neighbouring council areas) at a cost of £360,000, plus a further direct investment of £75,000 on a new adaptable bus.

MyBus – Approx 6,300 trips were taken on one service operating in East Renfrewshire (and neighbouring council areas) at a cost of £360,000.

School contracts – 75 contracts ran at an annual cost of £970,000.

Bus infrastructure investment – We installed two bus shelters, one with mains power at a cost of £4,600, as part of a rolling programme of £210,000 investment in 28 new shelters, 19 shelters with mains power and 21 shelters with solar illumination systems over the last 3 years.

Strathclyde Concessionary Travel Scheme – An estimated saving of £180,000 on rail and Subway travel was made for East Renfrewshire residents.

Integrated ticketing (ZoneCard) – Approx 4,500 tickets were sold to East Renfrewshire residents with an estimated saving of £220,000.

Subway – 530,000 trips originated in East Renfrewshire.

Buchanan bus station – 12,000 bus departures across five services served the area.

Community transport – We invested £14,000 in Community Transport (RSVP East Renfrewshire).

Hospital Evening Visitor Service – £30,000 was invested in the provision of bus services to hospital locations in the Greater Glasgow and Clyde Health Board area.

Travel information – The Mobile Travel Centre visited 20 times and we maintained four 'Travel Points.'

National Entitlement Card – 550 disability card renewals were processed and 2,900 calls answered.

Hamilton bus station – 59,000 bus departures by three services served East Renfrewshire.

East Kilbride bus station – 37,000 bus departures by 13 services served East Renfrewshire.

Glasgow

Subway – Around 13 million trips undertaken.

Buchanan bus station – 570,000 bus departures of 112 services provided by 14 operators and over 20,000 tour departures for long-distance services.

Non-statutory transport provision for voluntary organisations – Scheduling and management on behalf of Glasgow City Council's Social Work Department bringing a 40% saving to the operating costs.

Statutory Quality Partnership – Providing better quality facilities and improved journey times, operational from April 2012.

Supported bus services – 37 contracts covered routes operating in the Glasgow area (20 of which crossed into neighbouring council areas) at a cost of £1.9million, plus a further direct investment of £1.3million on seven new adaptable buses.

School contracts – 193 contracts ran at a cost of £1.8million representing an approximate reduction of £200,000 on previous year's costs.

MyBus – 127,000 trips taken, a 22% increase on 2010/11. Six contracts for six services operated in Glasgow (all of which also served neighbouring local authority areas) at a cost of £930,000, plus a further direct investment of £155,000 on two new adaptable buses.

Bus infrastructure investment – 273 shelters were installed, six with mains power supplies and 249 solar-lit at a

cost of £1.4million.

Travel information – We operated travel centres in Buchanan Bus Station and St Enoch Subway station which handled 400,000 and 185,000 customers respectively. 11 'Travel Points' were maintained.

Community transport – We invested £22,000 to North Area Transport Association (NATA) and £120,000 plus two adaptable buses (and maintenance costs) to Community Transport Glasgow.

Hospital Evening Visitor Service – We invested £30,000 towards the provision of bus services to hospital locations in the Greater Glasgow and Clyde Health Board area.

Integrated ticketing (ZoneCard) – 120,000 tickets were sold to Glasgow residents with an estimated saving of £1.5million.

Strathclyde Concessionary Travel Scheme – An estimated saving of £1.2million was made on rail, Subway and ferry travel for Glasgow residents.

National Entitlement Card – 10,000 disability card renewals were processed and 30,000 calls answered.

East Kilbride bus station – 60% of departures served the Glasgow area.

Hamilton bus station – 33% of departures served the Glasgow area.

Greenock bus station – 12% of departures served the Glasgow area.

Inverclyde

Greenock bus station – 180,000 bus departures of 23 services.

The Gourock/Kilcreggan ferry – The service has been restructured to secure its long-term sustainability by reducing operating costs.

Supported bus services – Five contracts covering services operating in the Inverclyde area (three of which crossed into neighbouring council areas) at a cost of £200,000 plus a further direct investment of £480,000 on two additional adaptable buses.

Bus infrastructure investment – £150,000 investment has provided 41 shelters and installed 15 shelters with solar illumination system over three years.

School contracts – 80 contracts arranged at a cost of £1.4million.

MyBus – 18,000 trips taken. One contract for services operated in Inverclyde at a cost of £100,000.

Integrated ticketing (ZoneCard) - 14,000 tickets were sold to Inverclyde residents with an estimated saving of £200,000.

Strathclyde Concessionary Travel Scheme – an estimated saving of £160,000 was made on rail and Subway travel for Inverclyde residents.

Community transport - £10,000 was invested in the Ardgowan Hospice Voluntary Car Scheme.

Travel Information – We operated Greenock Travel Centre, which handled 30,000 customers. The mobile travel centre visited 30 times and four ‘Travel Points’ were maintained.

National Entitlement Card – 1,100 disability card renewals were processed and 2,800 calls answered.

Subway – Around 125,000 trips originated in Inverclyde.

Buchanan bus station – 26,000 annual bus departures by six services served Inverclyde.

North Ayrshire

Supported bus services – 21 contracts for services covering routes operating in the North Ayrshire area (three of which crossed into neighbouring council areas) at a cost of £940,000.

MyBus Arran – Now operating on Arran in partnership with the British Red Cross (supported by SPT through £43,000 of Community Transport funding and leasing of a SPT vehicle to the Red Cross to operate this service).

MyBus – 22,000 trips were taken, a 10% increase on 2010/11. One contract for four services operating in North Ayrshire at a cost of £120,000 plus a further direct investment of £75,000 on an additional adaptable bus, bringing the total number of SPT vehicles on these contracts to four.

Bus infrastructure investment – Two shelters installed at a cost of £7,000 as part of a rolling programme of £380,000 investment in 54 new shelters and 34 shelters with mains power supplies over the last three years.

School contracts – Managed over 150 school transport contracts with a budget of £ 2.6million.

Travel information – The Mobile Travel Centre visited 51 times and one ‘Travel Point’ was maintained.

Integrated ticketing (ZoneCard) – 9,700 tickets sold to North Ayrshire residents – estimated saving to residents of £340,000.

Strathclyde Concessionary Travel Scheme – Provided an estimated saving on ferry, rail, and Subway travel of over £630,000 to North Ayrshire residents.

Community transport – £76,000 investment in Community Transport – British Red Cross.

National Entitlement Card – 1,800 disability card renewals were processed and 5,400 calls answered.

Subway – Around 96,000 trips originated in North Ayrshire.

Buchanan bus station – 24,000 bus departures by 10 services served North Ayrshire.

Greenock bus station – 12,000 departures by three services served North Ayrshire.

East Kilbride bus station – 10,000 departures by one service served North Ayrshire.

North Lanarkshire

Supported bus services – 30 contracts covering routes operating in the North Lanarkshire area (13 of which crossed into neighbouring council areas) at a cost of £2million, plus a further direct investment of £950,000 on six new adaptable buses.

MyBus – 78,000 trips, a 3% increase on 2010/11. Five contracts for seven services operated in North Lanarkshire (three services serve neighbouring council areas) at a cost £650,000, plus a further direct investment of £155,000 on two new adaptable buses.

School contracts – Managed 409 school transport contracts with a budget of £4.2million.

Community transport – £59,000 was invested in “Getting Better Together” (three Community transport services).

Bus infrastructure investment – £350,000 investment has provided 98 shelters and 11 shelter solar illumination systems over the last three years.

Travel information – Bus information display screens were provided at Central Way North and South in Cumbernauld.

The Mobile Travel Centre visited the area 30 times. 13 'Travel Points' were maintained.

Integrated ticketing (ZoneCard) – 15,000 tickets were sold to North Lanarkshire residents with an estimated saving of £810,000.

Strathclyde Concessionary Travel Scheme – An estimated saving of £650,000 was made on rail and Subway travel for North Lanarkshire residents.

National Entitlement Card – 3,200 disability card renewals and 8,800 calls answered.

East Kilbride bus station – 63,000 bus departures by four services served North Lanarkshire.

Hamilton bus station – 125,000 bus departures by 10 services across North Lanarkshire.

Subway – Around 700,000 trips originated in North Lanarkshire.

Buchanan bus station – 230,000 bus departures by 32 services across North Lanarkshire.

Renfrewshire

Statutory Quality Partnership – A five year agreement providing better quality facilities and improved journey times, operational from Monday 7 March 2011.

Supported bus services – 10 contracts covering routes operated in the Renfrewshire area (eight of which crossed into neighbouring council areas) at a cost of £410,000.

MyBus – 27,000 trips, an increase of 2% on 2010/11. One contract for four services operated in Renfrewshire at a cost of £205,000 plus a further direct investment of £150,000 on two new adaptable buses.

School contracts – 114 contracts managed with a budget of £1.7million, representing a reduction of approximately £250,000 on previous year costs.

Strathclyde Concessionary Travel Scheme – Provided an estimated saving of £340,000 to residents on rail, Subway and ferry travel.

Integrated ticketing (ZoneCard) – 31,000 tickets were sold to Renfrewshire residents with an estimated saving of £420,000.

Subway – 800,000 journeys originated in Renfrewshire.

Buchanan bus station – 140,000 bus departures across 18 services in Renfrewshire.

Greenock bus station – 25,000 bus departures across eight services in Renfrewshire.

National Entitlement Card – 2,000 disability card renewals processed and 5,700 calls answered.

Hospital Evening Visitor Service – £30,000 investment towards the provision of bus services for Renfrewshire residents to access evening visiting at Greater Glasgow and Clyde Health Board hospitals.

Travel information – The Mobile Travel Centre visited 20 times. Information was supplied to eight Travel Points.

South Ayrshire

Supported bus services – 10 contracts covering routes operated in the South Ayrshire area (eight of which crossed into neighbouring council areas) at a cost of £730,000.

MyBus – 22,000 trips, a 3% increase on 2010/11. Two contracts for MyBus services operated in South Ayrshire at a cost of £220,000.

School contracts – 212 contracts were managed with a budget of £2.1million representing an approximate reduction of £50,000 on previous year costs.

Travel information – The Mobile Travel Centre visited 50 times. 4 'Travel Points' were maintained.

Integrated ticketing (ZoneCard) – 3,000 tickets were sold to residents providing an estimated saving of £280,000.

Strathclyde Concessionary Travel Scheme – Provided an estimated saving of £220,000 on rail and Subway to South Ayrshire residents.

National Entitlement Card – 1,500 disability card renewals were processed and 4,200 calls answered.

Subway – Around 46,000 trips originated in South Ayrshire.

Buchanan bus station – 15,000 bus departures by 3 services across South Ayrshire.

South Lanarkshire

Hamilton bus station – 265,000 bus departures, over 40 services provided by 11 operators. 150,000 departures travel outwith the council boundary. Also 3,000 tour departures

provided by 18 operators.

East Kilbride bus station – 300,000 bus departures across 31 services provided by eight operators.

Supported bus services – 32 contracts covering routes operated in the South Lanarkshire area (11 of which crossed into neighbouring council areas) at a cost of £1.8million, plus direct investment of £860,000 on seven new adaptable buses.

MyBus – 95,000 trips, a 6% increase on 2010/11. Five contracts for six services operated in South Lanarkshire (three of which served neighbouring council areas) at a cost of £820,000.

School contracts – Managed 415 school transport contracts with a budget of £5.4million.

Bus infrastructure investment – Three shelters installed and two shelter power supplies at a cost of £23,000 as part of a rolling programme of £970,000 of investment in 174 new shelters or upgrades, 53 power supplies and 63 shelter solar illumination systems over the last three years.

Travel information – Operated East Kilbride and Hamilton Travel Centres, which handled around 140,000 customers and maintained eight 'Travel Points' in South Lanarkshire. The mobile Travel Centre visited 20 times.

Integrated ticketing (ZoneCard) – 23,000 tickets sold to residents with an estimated saving of £775,000.

Strathclyde Concessionary Travel Scheme – Provided an estimated saving of £620,000 on rail and Subway travel to South Lanarkshire residents.

National Entitlement Card – Processed 3,100 disability card renewals annually and over 8,200 calls answered.

Subway – Around 480,000 Subway trips originated in South Lanarkshire.

Buchanan bus station – 105,000 bus departures by 25 services served South Lanarkshire.

Community transport – £65,500 investment in three Community Transport initiatives.

Hospital Evening Visitor Service – £30,000 investment towards the provision of bus services for accessing evening visiting at Greater Glasgow and Clyde Health Board hospitals (available in the Cambuslang and Rutherglen areas).

West Dunbartonshire

Supported bus services – 10 contracts covering routes operated in the West Dunbartonshire area (five of which crossed into neighbouring council areas) at a cost of £550,000, plus two SPT adaptable buses provided.

MyBus – 22,000 trips, an increase of 3% on 2010/11. Four services operated in West Dunbartonshire (all of which also served neighbouring local authority areas) at a cost of £450,000.

School contracts – Managed 84 school transport contracts with a budget of £700,000.

Bus infrastructure investment – Three bus stops upgraded at a cost of £5,000 as part of a rolling programme of £315,000 investment in 50 new shelters, three upgrades, 32 shelter mains power supplies and 11 shelter solar illumination systems, over the last three years.

Travel information – The Mobile Travel Centre visited 20 times. Four 'Travel Points' in West Dunbartonshire were maintained.

Integrated ticketing (ZoneCard) – 13,000 tickets sold to West Dunbartonshire residents with an estimated saving to residents of £225,000.

Strathclyde Concessionary Travel Scheme – Provided an estimated saving of £180,000 on rail and Subway travel to West Dunbartonshire residents.

National Entitlement Card – 1,100 disability card renewals processed and 3,200 calls answered.

Subway – Around 180,000 trips originated in West Dunbartonshire.

Buchanan bus station – 5,000 long-distance bus departures by five services served West Dunbartonshire.

East Kilbride bus station – 54,000 bus departures by one service served West Dunbartonshire.

Our Performance

Subway patronage by station

Govan	948,463
Partick	1,031,727
Kelvinhall	643,888
Hillhead	1,830,544
Kelvinbridge	911,469
St George's Cross	543,490
Cowcaddens	457,810
Buchanan St	2,468,606
St Enoch	1,865,192
Bridge St	395,386
West St	97,126
Shields Rd	458,987
Kinning Park	237,102
Cessnock	476,129
Ibrox	521,599
TOTAL	12,887,518

Other annual totals

Subway reliability (% of trains arriving within 5 minutes of scheduled time)	99.03%
Subway Park and Ride usage	189,043
Supported socially necessary bus services patronage	4,961,584
MyBus (Demand Responsive Transport) patronage	480,907
Gourock - Kilcreggan - Helensburgh ferry patronage	57,725

Buchanan Bus Station saw a footfall of 12,927,690 passengers with 564,553 services departing. The departure figures for SPT's other bus stations are as follows;

Hamilton	273,497
East Kilbride	297,337
Greenock	177,341

Our mobile travel centre – which provides people in rural areas with information on local rail and bus services, express and long-distance coach services, short stay breaks and local ferry services - made more than 350 visits around Strathclyde in the past year, clocking up 20,665 miles and attracting over 5,500 visitors.

Highlights

MyBus online booking service

SPT's Chairman Jonathan Findlay and Transport Minister Keith Brown formally launched a new MyBus online booking service in March. The MyBus service caters for people who live in remote areas or who live with a disability or find accessing public transport difficult. The online facility was introduced to make booking a journey a lot easier for the thousands of MyBus customers.

Customers can now book trips at a time which is most convenient via SPT's website. This is running alongside the MyBus phone booking service, with the additional benefit of allowing scheduled trips to be made, reviewed or cancelled outside normal operating hours.

Buchanan bus station upgrades

Work to upgrade and improve Scotland's largest bus station has been ongoing throughout the year and a number of energy-saving measures were introduced. Solar panels now feature on the roof and produce an average energy saving of £80 per week. A new double glazed glass skylight has also been installed to retain heat within the main concourse area and reduce lighting costs. Energy-saving lightbulbs have also been introduced as standard.

Other improvements aimed at creating a better customer environment include the refurbishment of the public toilets, 32 new lockers installed for passenger use and the refurbishment of all waiting area seats.

West of Scotland Community Transport Network

In October 2011, this steering group was formed and is chaired by SPT. It is made up of community transport operators with a remit to support the development of a Community Transport Network across the west of Scotland. The group has developed a Quality Framework that will support the development of a professional and accountable community transport sector and increase the quality of transport provision.

The network will officially launch later in 2012 and aims to work in partnership with community transport providers at a local and regional level, build capacity in the SPT area, provide training and information to community transport operators, implement best practice and quality standards and support members of the network by sharing resources and information.



MyBus user Jacqueline Thomson and Transport Minister Keith Brown



Solar panels on Buchanan Bus Station roof

Key Projects

Subway Modernisation

The Subway system is a key part of Strathclyde's transport network on which 13 million journeys are undertaken every year, linking people to education and employment opportunities as well as social networks.

The 115-year-old system is the only one of its type in the world and, as such, requires innovative modernisation solutions to ensure it continues to support the vitality of Glasgow for years to come.

SPT will provide substantial funding over the coming years from our capital budget for Subway Modernisation. In March 2012 the Scottish Government agreed to provide up to £246million in capital funding for the modernisation of the Subway to support regeneration and economic competitiveness of the Glasgow city region. Subway Modernisation will ensure the long-term reliability and sustainability of the system while redefining stations at the heart of the communities which they serve. It supports economic competitiveness by providing fast and reliable links between the city centre, the west end and the south side of the city.

This year, a significant proportion of SPT's capital budget was allocated to Subway Modernisation to progress the initial phase of the work. This was taken forward through a co-ordinated approach made up from five principal work streams which are:

- Rolling Stock, Signalling and Control Systems
- Stations and Accessibility
- Infrastructure
- Smartcard ticketing
- Employee Relations/Human Resources

As well as providing enhanced service quality and reliability, improvements will also be delivered to safety and security, passenger information, accessibility, information provision, signage and the legibility of stations, integration with other modes of transport, new ticketing system as well as general improvements to the ambience and environment of the system.

Hillhead Subway Station

Work at Hillhead Station, one of the busiest on the network, began on 9th July 2011, marking the beginning of a dramatic multi-million pound overhaul of the world's third oldest Subway system.

It followed the award of a contract to refurbish the station as the first part of an overall upgrade of the Subway. The refurbishment works include new flooring, tiling, lighting, signage and way-finding, escalators, and a new ticket office as well as local information panels. These works will enhance the customer experience of using the stations. This will become the flagship for upgrades at all other stations.

It will also feature an iconic piece of public art by Alasdair Gray. One of the best writers and artists of his generation, he has been commissioned to design a



Subway carriage painted in new brand livery



Visualisation of modernised Hillhead Subway Station

huge mural for the station, which will be instantly recognisable to passengers as they enter.

Work at Hillhead will be complete by Autumn 2012 and upgrades at Partick, Ibrox and Kelvinhall are planned prior to Glasgow hosting the Commonwealth Games in 2014.

Subway station refresh

In advance of the full refurbishment of stations, a station refresh programme is underway to provide improvements in all stations that will enhance the customer experience by ensuring consistency of standards, cleanliness, signage and branding. This is being co-ordinated alongside and is complementary to the larger scale refurbishment of each station. The first phase involving installation of tactile paving along all platforms began in March 2012 and is due for completion by summer 2012 with the remainder of the work to be completed by the end of 2013.

Rolling stock, signalling, control and associated systems

This aspect of Subway modernisation represents the most significant investment and will see the introduction of new trains signalling and associated systems. SPT will be purchasing a fleet of trains, signalling system, a control system, control room, platform and track protection (screen doors) and enhancements to the existing power supply, depot stabling and maintenance facilities. The overarching operational requirements are for a fully automated driverless system that provides more frequent, reliable and flexible service to our customers, whilst also reducing ongoing operation and maintenance costs.

The procurement process is making good progress and a positive response has been received. The procurement process is likely to take around 18 months.

The current rolling stock will also be refurbished to extend its lifespan until new trains are secured. All 38 carriages will be repainted in SPT's new branding, resulting in the carmine and cream exterior becoming a more recognisable orange, white and grey. Damaged carriage sections will be removed and replaced, and the carriages are being treated to protect the train body from rust.

Subway escalator renewals

As part of the modernisation programme on the Subway, SPT has awarded a £5.6million contract to Otis to remove and replace all of the escalators throughout the Subway system over the next five years. This will improve efficiency, reliability and safety and help SPT meet a 20% targeted reduction of CO2.

The current escalators have been in use since the late 1970s and are now nearing the end of their operational life. The modern replacements will form a vital part of efficient movement of customers on the system.

Work to replace all 28 escalators on the network began in January at Hillhead Station in the city's west end.



Alasdair Gray

The Scottish Government confirmed funding of up to **£40million** for Fastlink

Fastlink

Fastlink is a bus based transport system that will deliver high-quality bus priority infrastructure and facilitate fast, frequent and reliable bus services using enhanced vehicles. In October 2011 the Scottish Government confirmed funding of up to £40million for the core Fastlink route between Glasgow City Centre and the new South Glasgow Hospital (NSGH) campus, which opens in 2015. Fastlink will improve the general quality of public transport links in the area, improve access to healthcare at the NSGH, and provide real economic development opportunities for the many communities along the route.

The bus priority infrastructure required for the core route will be delivered by 2015, with Fastlink services commencing to coincide with the opening of the NSGH in that year. Initial sections of the core route will be available for Commonwealth Games 2014 traffic between the City Centre and the SECC. Further works to complete the core route will resume following the games, including delivery of an improved bus interchange at Govan Subway station.

Partnership working is at the heart of this project. SPT, Glasgow City Council, Renfrewshire Council, NHS Greater Glasgow and Clyde, Transport Scotland and the Confederation of Public Transport are key partners in the delivery of the scheme.

Work has begun on the core route which will link the city centre - Glasgow Central Station, Glasgow Queen Street Station and Buchanan Bus station - to the International Financial Services District, SECC, Digital Media Quarter, Greater Govan and NSGH. SPT is also progressing an extension to Braehead and Renfrew in partnership with Renfrewshire Council and other key stakeholders.

Fastlink will provide a 'step change' for both bus passengers and operators, providing a high-quality frequent and reliable public transport option with reduced and dependable journey times. Subject to funding being made available, modern, easy access, low emission vehicles will operate on the route and stops will be safe and secure with CCTV and real-time bus information systems in place.

Integrated Ticketing

Work to introduce smart cards on the Glasgow Subway is underway.

Smart tickets, such as London's Oyster card, allow passengers to use one plastic card to make journeys on different types of public transport. The card is loaded in advance and can also be automatically topped up from a bank or credit card account.

SPT's smart ticketing system will rely on technology provided by the East Kilbride company, Ecebs. Both organisations have formed a joint venture firm known as Nevis Technologies Ltd to deliver smartcards for the Subway well in advance of the Commonwealth Games. SPT's ambition is to see the system extended beyond that to include seamless travel on bus, rail and ferry services.

Figures show that about 80% of all journeys on public transport in the London area are made by passengers using Oyster cards and, with 40% of Scotland's

travelling public within the SPT area, we are convinced that they will be instrumental in improving and attracting people to public transport.

Dalmarnock Station

The main construction work has begun on the creation of a new SPT-supported £11million train station for Dalmarnock in Glasgow's East End.

The new station on Dalmarnock Road will replace the existing facility on Swanston Street.

The project is being funded by SPT, Clyde Gateway and Glasgow City Council, with an additional contribution secured through the European Regional Development Fund.

Once complete, by the end of 2013, the station will have:

- A new, fully accessible station building
- Lift access to both platforms
- A new pedestrian footbridge
- New platform surfaces
- New wall cladding on both platforms
- New customer information and communication systems

The station is being redeveloped in time for the Glasgow 2014 Commonwealth Games, when it will be a key transport hub for those travelling to and from many of the Games' events. It is also a key element of the long-term regeneration of the East End of Glasgow.

Hamilton Bus Station and Interchange

Work on the second phase of the multi-million pound project to redevelop Hamilton Bus Station began before Christmas 2011 and remains on schedule to be fully operational early in 2013. The work is well underway, with foundations and steel frame for the new operational building completed.

The redevelopment of the bus station is a joint initiative between SPT, which provided £5million, and South Lanarkshire Council, which committed a further £500,000 of funding.

Phase 1 of the project saw the completion of works to separate bus movements from the general traffic and provide temporary bus stances for use whilst the main bus station and operational construction works are carried out.

Phase 2 of the work began in November 2011 with the development of a temporary coach park and bus station facility. Work then commenced on the main phase of the development with foundations for the station building being laid and construction of the steel framework.

When fully completed, the bus station will provide an enhanced customer experience with a new operational building providing a ticket office, waiting room



Visualisation of new Dalmarnock station



Stances at Hamilton Bus Station

and toilets. Covered walkways will link the state-of-the-art station building to the 17 local bus and coach stance areas. All waiting areas will be enclosed and fitted with automatic doors to provide greater comfort for passengers and information screens showing bus departure and arrival times.

The proximity to Hamilton Central railway station provides the opportunity for interchange between bus and rail service and linkages between the two facilities will be strengthened through improved signage and information provision.

Park and Ride around the region

SPT has continued to lead on the development and delivery of Park and Ride facilities in partnership with our member councils with the aim of encouraging people to give up their cars and adopt public transport for all or part of their journey.

Projects at various stages of development during this year include:

Location	Number of spaces	Development stage
Bellshill	150 new spaces	Completed
Coatbridge Sunnyside	70 new spaces	Completed
Stewarton	70 new spaces	Completed
Dalry	25 new spaces	Construction underway
Motherwell (2 locations)	192 new spaces	Construction underway
Shotts	160 new spaces	Construction underway
Port Glasgow	150 new spaces	Design and development
Dalmuir	39 new spaces	Design and development
Hampden	200 new spaces	Construction underway
Kilwinning	138 new spaces	Design and development
Helensburgh	To be identified	Initial investigation
Neilston	To be identified	Initial investigation
Stepps	To be identified	Initial investigation

Port Glasgow Bus Station

Work has started on a new bus station in Port Glasgow to support Inverclyde Council's efforts to transform Port Glasgow town centre. SPT, in partnership with Inverclyde Council, examined options and developed detailed designs for improvements culminating in a £640,000 grant to Inverclyde Council. This funding will deliver a DDA-compliant, modern, attractive, secure facility.

The works include the upgrading of shelters with seating, lighting, way finding and potentially electronic customer information, similar to the works recently completed at Greenock bus station.

It is anticipated the facility will be completed by early 2013, providing users with an attractive facility encouraging modal shift to public transport.

Cycling and walking improvements

The health and wellbeing benefits and environmental benefits of walking and cycling are well known and SPT is committed to delivering improvements across the region in partnership with our Councils.

SPT has invested £575,000 in supporting our Councils to deliver improvements to the walking and cycling network across Strathclyde to achieve an integrated network of routes that will encourage people to undertake more active travel. Of key significance is the support that we have provided to Glasgow City and South Lanarkshire Councils to provide links to the National Cycle Routes.

Bus shelter upgrade programme

In 2009, SPT commenced a programme to upgrade bus shelters across Strathclyde to improve accessibility and enhance the journey experience for bus users.

The renewal programme provides modern shelters that comply with disability access guidance, glazed roofs and mains or solar power illumination to enable the provision of real time passenger information. Bus stop infrastructure such as bus stop poles, flags and information cases are also being provided or upgraded, enhancing the accessibility of service information at stops.

This year, £1.6million was invested on 280 shelters, 30 mains power supplies and the installation of 250 solar panels. This brings the total investment to £5.4million which includes the installation of 880 new shelters, 220 mains power supplies and 430 solar illumination systems.

Road safety improvements

Residents within the Strathclyde area undertake approximately 2.5 million car journeys every day. Connections between our towns and cities are vital to the economic vitality of the area. There are a number of strategic routes within the area that are key to the connectivity between our town and cities. SPT has invested £2.1million on road safety improvements on our strategic roads to improve connectivity by reducing journey time and enhancing reliability, and to improve safety by reducing accidents. For example, SPT has been working closely with North and South Lanarkshire, and East and South Ayrshire Councils to support works on the A70 and A71 to ensure a coordinated approach to tackling the combined aims of road safety and journey time reliability for the routes as a whole.

£1.6million has been invested in the bus shelter upgrade programme

Our Organisation

Making sure our projects and services provide value for money for the public purse remains our key priority. We've continued the ongoing restructuring at SPT and this will follow on into 2012/13. A large amount of our resource is being dedicated to modernising the Subway and improving bus services, which are long term objectives.

Our People

Year	2010/2011	2011/2012
Headcount	634	580
Salaries	£18,889,000	£17,597,000

SPT's efficiency drive, which began in 2010/11, has continued with efforts ongoing to streamline the organisation and reduce our costs.

As at March 2012, SPT employed 580 people – a reduction of 8.5% on the year before and 15% down on 09/10 figures. This includes 526 full-time employees and 54 part-time. Of this 61% are male and 39% are female.

Corporate Expenses

SPT's director expenses totalled £3,034 in 2011/12.

Members' allowances

SPT is made up of 20 councillor members representing 12 constituency authorities in the west of Scotland, plus seven appointed members. Allowances and expenses were £48,000 in 2010/11 and £47,489 in 2011/12.

Other

SPT received 54 Freedom of Information requests during 2011/12, 50 of which were responded to within the statutory timescale – ie a 96% compliance rate.

Executive and Management Team



Gordon MacLennan
Chief Executive



Eric Stewart
ACE Operations



Valerie Davidson
ACE Business Support



Brian Bell
Director Subway Operations



Neil Wylie
Director Finance & HR



Charles Hoskins
Director Projects

Financial Statement

SPT's net revenue budget was set at £38.532million, of which £37.381million was financed by requisition from the 12 unitary authority partners in the SPT area, and £933,000 financed by Scottish Government Grant. A budgeted draw on reserves of £218,000 was planned but not required in the year.

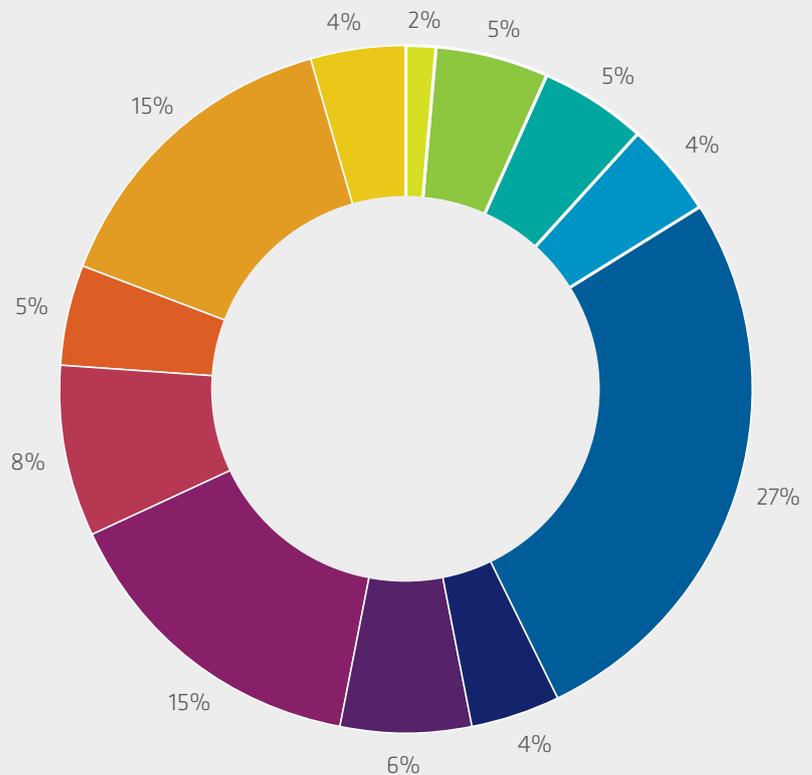
SPT also receives a specific grant from the Scottish Government to fund capital investment.

Total expenditure in support of the capital programme amounted to £25.778million. The programme was funded by Scottish Government capital grants of £25.511 million, European capital grants of £0.096million and capital funded from revenue of £0.171million.

Funding from local authorities

2011/12 contributions from Unitary Authorities

Argyll & Bute	606,000
East Ayrshire	1,950,000
East Dunbartonshire	1,893,000
East Renfrewshire	1,595,000
Glasgow	10,049,000
Inverclyde	1,478,000
North Ayrshire	2,345,000
North Lanarkshire	5,596,000
Renfrewshire	2,994,000
South Ayrshire	1,803,000
South Lanarkshire	5,430,000
West Dunbartonshire	1,642,000
Total Revenue	£37,381,000



Capital

Highlighted spends from our Capital programme in the last year include:

Bus operations

Bus shelter upgrade programme	£1,600,000
Purchase additional DRT/Subsidised buses	£720,000

Subway Modernisation

Subway station refurbishment	£2,110,000
Installation of new rail blocks	£1,600,000
Replacement of ticketing system	£910,000
Escalator upgrade and refurbishment	£820,000

Projects

Hamilton Bus Station redevelopment	£4,100,000
Port Glasgow park and ride	£740,000
Dalmarnock Station design and advanced works	£600,000
Hampden park and ride	£500,000
Shotts park and ride	£480,000
Motherwell Station park and ride	£480,000

Local authority

Port Glasgow bus station improvements	£610,000
Glasgow north east bus routes improvement	£500,000
South Ayrshire quality bus corridors development	£500,000
Routes to Hampden bus infrastructure	£400,000

Agency services

Agency services are also carried out by SPT on behalf of our local authorities and the cost of these services are fully reimbursed. The total budget for these services in 2011/12, fully funded by the relevant authorities, was around £28million – a reduction of 5.8% on the year before.

These services can be broken down as follows:

• School Transport	£27,375,000
• Bus Shelters & Stops Maintenance	£672,000

Contact Us

Your Suggestions

If you would like to pass on your suggestions or comments, please email us at: suggestions@spt.co.uk

General enquiries

If you have an enquiry relating to any of our services please send it to: enquiry@spt.co.uk

Contact us by post

Write to us at:

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Consort House
12 West George Street
Glasgow
G2 1HN.

Online

Follow us on twitter at [@GlasgowSubway](https://twitter.com/GlasgowSubway) and facebook.com/glasgowsubway or visit our website spt.co.uk

