

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

**Date of meeting** 25 April 2025

**Date of report** 2 April 2025

**Report by Director of Transport Operations**

### 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. Background to report

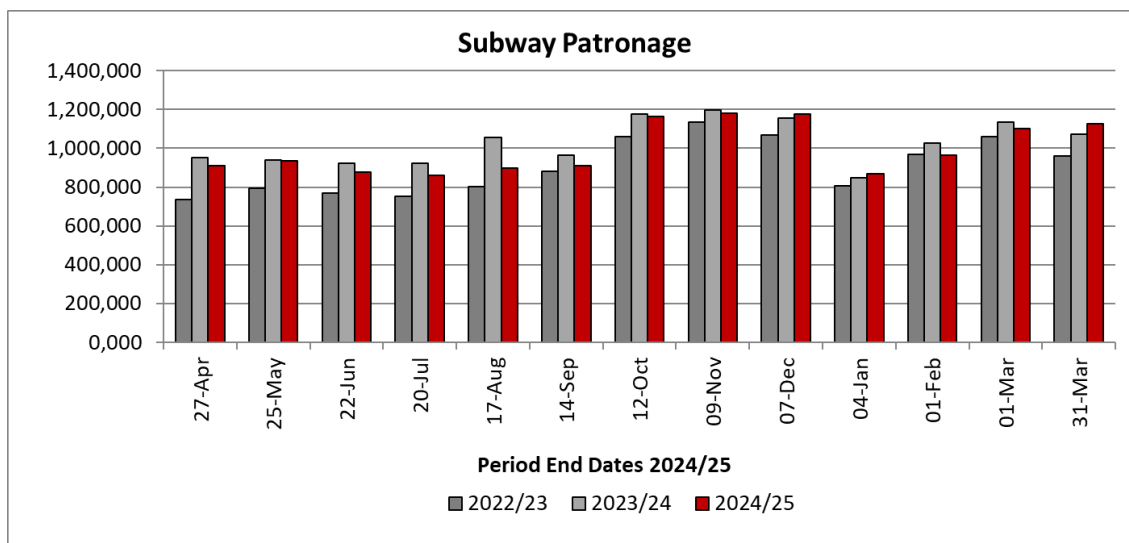
The last Monitoring Report was presented to the Operations Committee on 31 January 2025. Throughout this report, comparisons have been made with data from previous years.

The period covered in this report includes 24 January 2025 when there was a red weather warning as a result of Storm Éowyn, and most public transport services did not run.

### 3. Subway

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

The graph shows Subway Patronage in the current year and the previous two years.



There were more than 3.1 million Subway journeys in the three periods to 31 March 2025; this was down 1.3% year on year.

Total Subway patronage for 2024/2025 was 12.97 million, down 3.0% year-on-year. Contributing factors include:

- Cycling world championships in previous year (period ending 17 August on graph);
- Additional day in previous year (leap year in 2024);
- Storm Éowyn during 2024/2025; and
- Football matches played away from Ibrox at start of 2024/2025 season.

### 3.2 Subway Reliability

The graph below shows Subway's new fleet availability for service from Period 4 (ending 20 July 2024) to Period 13 (ending 31 March 2025). Period 4 marked the first time Subway operated exclusively with new fleet units, rather than a mix of old and new units as in previous periods.

Since Period 4, availability has continuously been above 94% and in eight out of the last nine periods, timetable availability of 100% has been achieved with the other period, Period 8, being 98.2%.



The fleet completed a total mileage of 211,941 miles between 7 December 2024 and 31 March 2025. The new fleet has completed 600,612 miles in 2024/2025.

The legacy fleet completed 58,468 miles in 2024/2025 until it was removed from service at the end of June 2024.

Total mileage completed by all SPT units was 659,081 miles in 2024/2025.

Fleet reliability has improved significantly from period ending 12 October 2024 and there is a continuous ongoing focus on increasing reliability performance through the identification of root causes and implementing corresponding improvement actions across the Subway teams and supply chain.

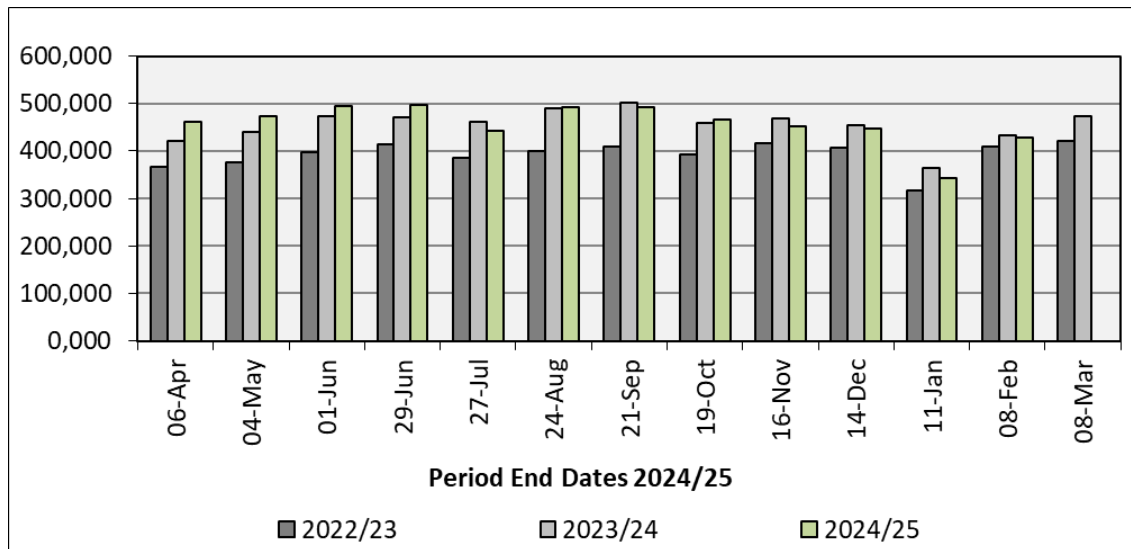
Suspensions are also down 27% in 2024/2025 when compared to 2023/2024 further demonstrating the increase in reliability.

## 4. Supported Bus Services

Most bus services in the Strathclyde region are operated on a commercial basis. In 2024, the average percentage of SPT subsidised mileage was around 12% of the total local bus mileage operated, with around 88% being operated commercially.

### 4.1 Supported Bus Patronage by Period

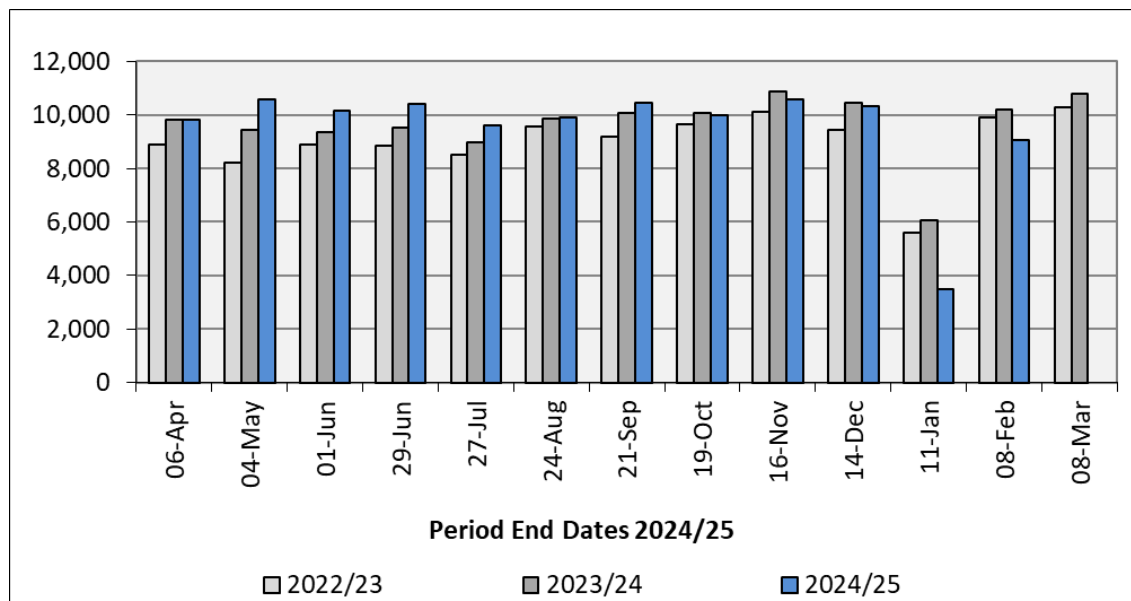
The graph shows supported bus patronage in the current year and the previous two years.



There were more than 1.2 million supported bus journeys in the three periods to 8 February 2025. Overall, this was 2.7% down on the same periods last year.

## 5. Demand Responsive Transport (MyBus)

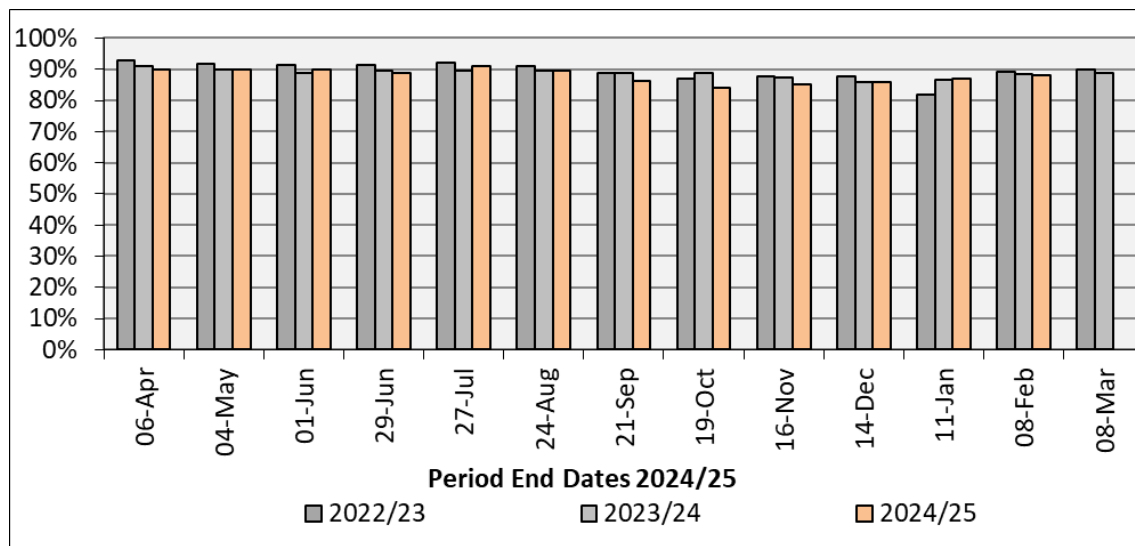
### 5.1 MyBus Patronage



The graph shows MyBus patronage in the current year and the previous two years.

There were more than 14,500 MyBus journeys in the two periods to 8 February 2025. Overall, this was 10.2% down on the same periods last year.

## 5.2 MyBus Requests Met

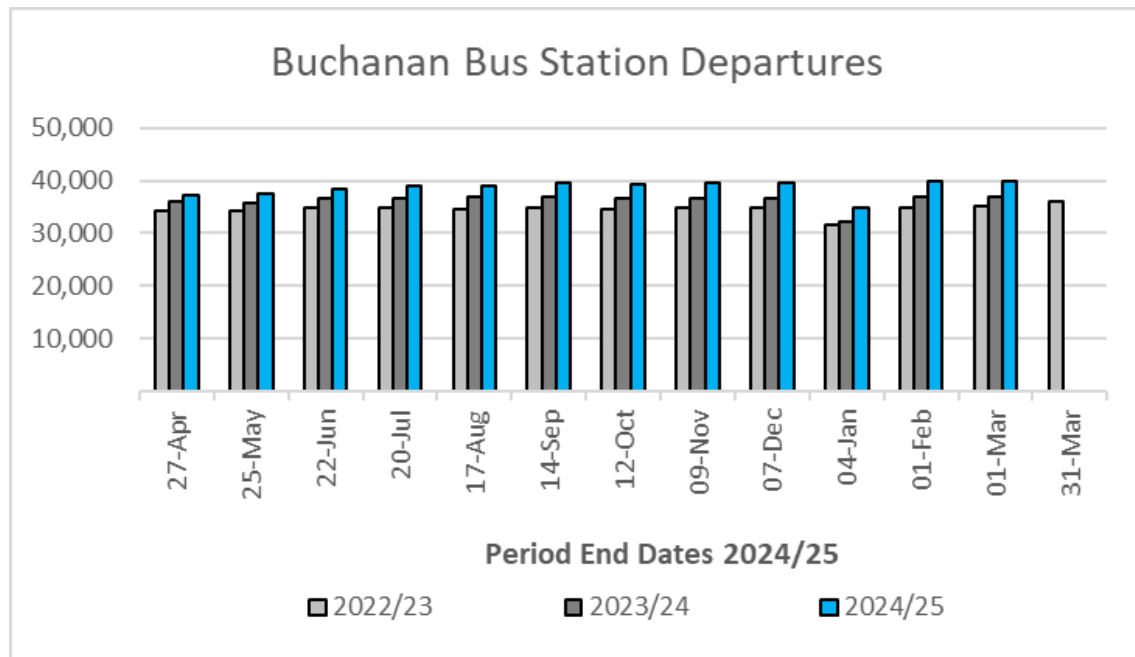


The graph shows percentage of MyBus requests met for the current year and two previous years. In the two periods to 8 February 2025, 87% and 88% of requests were met, very similar to the figures for last year (86% and 88%).

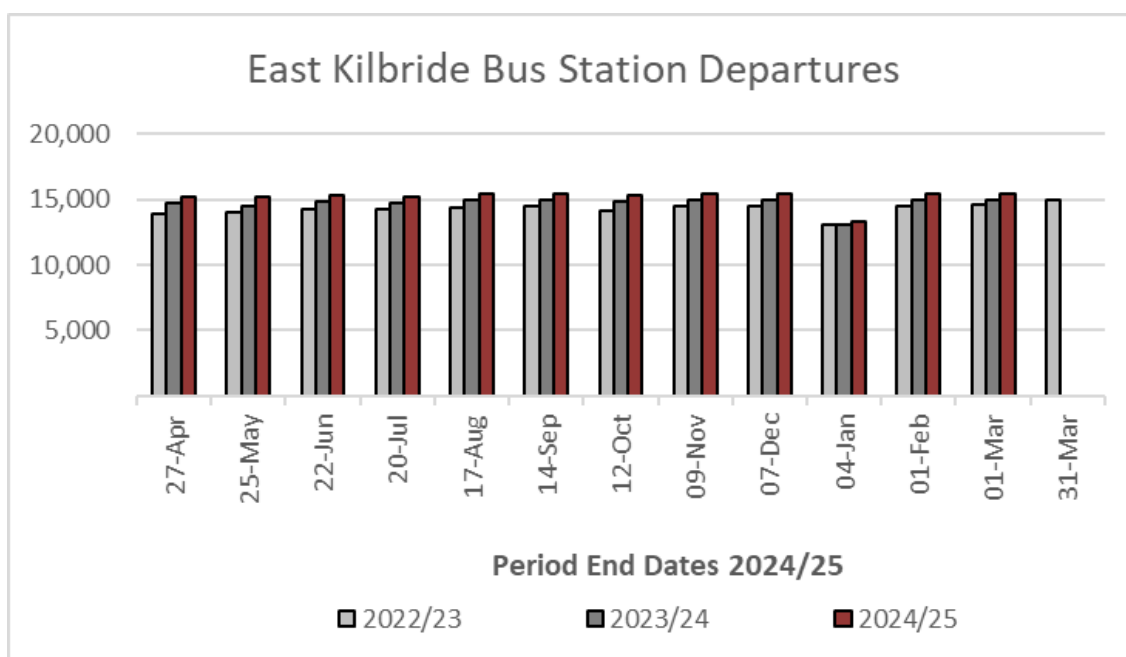
## 6. Bus Stations

### Bus Station Departures

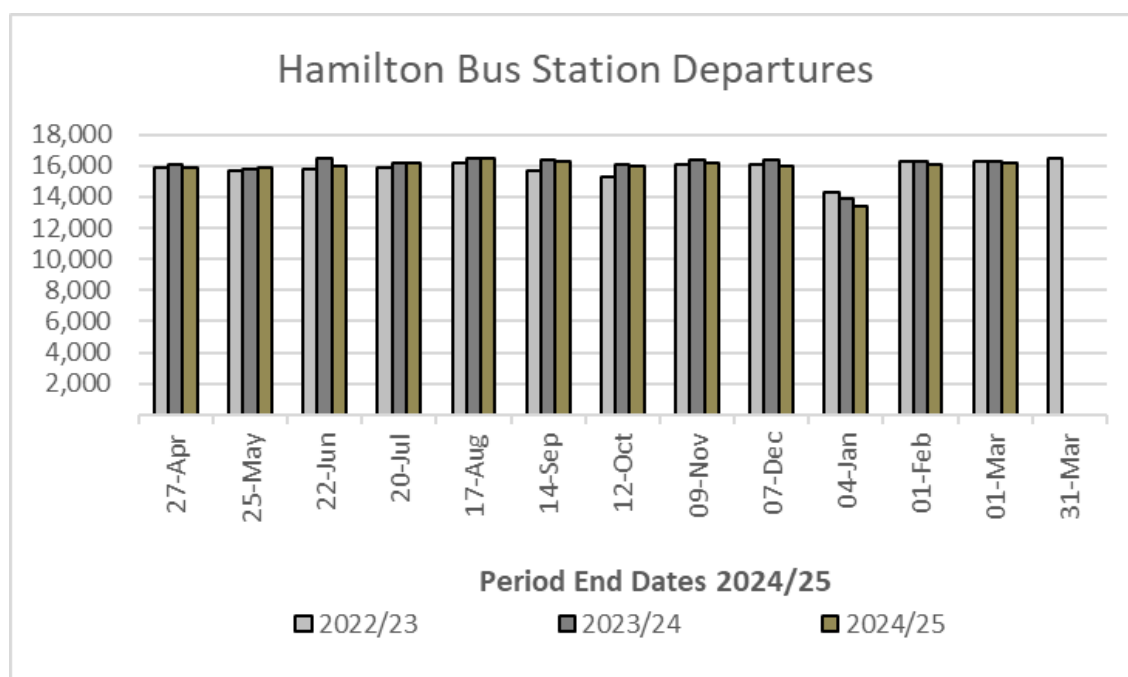
The graphs below show the current year and the previous two years for Buchanan, East Kilbride and Hamilton Bus Station departures.



There were more than 114,000 bus departures from Buchanan Bus Station in the three periods to 1 March 2025 - up 7.9% year-on-year.



There were more than 44,000 bus departures from East Kilbride Bus Station in the three periods to 1 March 2025 - up 3.0% year-on-year.



There were more than 45,000 bus departures from Hamilton Bus Station in the three periods to 1 March 2025 – down 1.6% overall year-on-year.

## 7. 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.

## 7.1 School Contract Inspections (Approximately 1,100 contracts per annum)

Statistics from August 2024 – April 2025

Council Area	Contracts*	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total Warning Letters Issued
East Ayrshire	106	101	23	23	170	24
South Ayrshire	92	84	16	16	117	9
North Ayrshire	77	45	23	13	73	10
North Lanarkshire	175	160	53	53	262	81
South Lanarkshire	292	246	53	53	372	48
West Dunbartonshire	18	18	5	5	39	3
East Dunbartonshire	67	64	15	15	98	11
Inverclyde	42	36	11	11	66	22
Glasgow	53	53	26	24	89	9
East Renfrewshire	40	30	9	9	58	9
Renfrewshire	71	60	20	20	113	47
<b>Totals</b>	<b>1,033</b>	<b>897</b>	<b>254</b>	<b>247</b>	<b>1,457</b>	<b>273</b>

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

The quality criteria of vehicles is stipulated by each Unitary Authority and incorporated as part of the contract specification.

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

- Inspection generated warnings – contract related: 66%
- Customer Contact (e.g. Education Dept) generated warnings: 19%
- Disclosure (PVG): 15%

## 7.2 Local Subsidised Service Inspections

Statistics from July 2024 – April 2025

Council Area	Number of Contracts	Number of Operators	Inspections	Total number of Warnings
Argyll & Bute	4	2	1	0
East Ayrshire	14	3	42	0
South Ayrshire	12	2	47	0
North Ayrshire	22	1	31	0
North Lanarkshire	29	12	85	3
South Lanarkshire	27	10	92	3
West Dunbartonshire	11	3	27	1
East Dunbartonshire	11	6	29	3
Inverclyde	11	2	21	0
Glasgow	30	12	97	3
East Renfrewshire	6	4	23	1
Renfrewshire	13	2	56	0
<b>Total</b>			<b>551</b>	

The warnings noted above for local subsidised service contracts can be broken down as follows:

- Inspection generated warnings: 7%
- Customer contact generated warnings: 57%
- Staff member generated: 0%
- Axiom entry generated warnings: 36%.

## 8. Complaints

The format of this section reflects mandatory complaints KPI (Key Performance Indicator) reporting requirements as determined by the Scottish Public Services Ombudsman. The data is for the four periods to 31 March 2025.

### KPI 1: Total complaints received during Period

Area	Stage 1	Stage 2 escalated	Stage 2 direct	Non-SPT complaints
Bus Infrastructure	0	0	0	0
Bus Services	57	0	0	25
Bus Stations	10	1	1	1
Bus Stop Info	1	0	0	0
Communications	5	0	0	0
Contact Centre (travel cards)	1	0	0	0
MyBus	4	0	0	0
Other	1	0	0	4
Schools Transport	0	0	0	0
SmartCard	1	0	0	0
Subway	45	1	0	0
Zonecard	4	0	0	0
<b>Total</b>	<b>129</b>	<b>2</b>	<b>1</b>	<b>30</b>

Note: Stage 2 escalated are complaints escalated at customer's request, or because more than 10 working days have passed since Stage 1 request received. Stage 2 direct are those considered more serious or complex than Stage 1.

### KPI 2 : Numbers and percentage closed on time (five days at Stage 1, 20 days at Stage 2)

	Stage 1		Stage 2 escalated		Stage 2 direct	
On time	99	88%	2	100%	1	100%
Not on time	13	12%	0	0%	0	0%

Note: totals may differ from KPI 1 where ongoing complaints have not yet been closed.

### KPI 3: Average time in working days for a full response

	Stage 1	Stage 2 escalated	Stage 2 direct
Average days	3.7	11.5	24

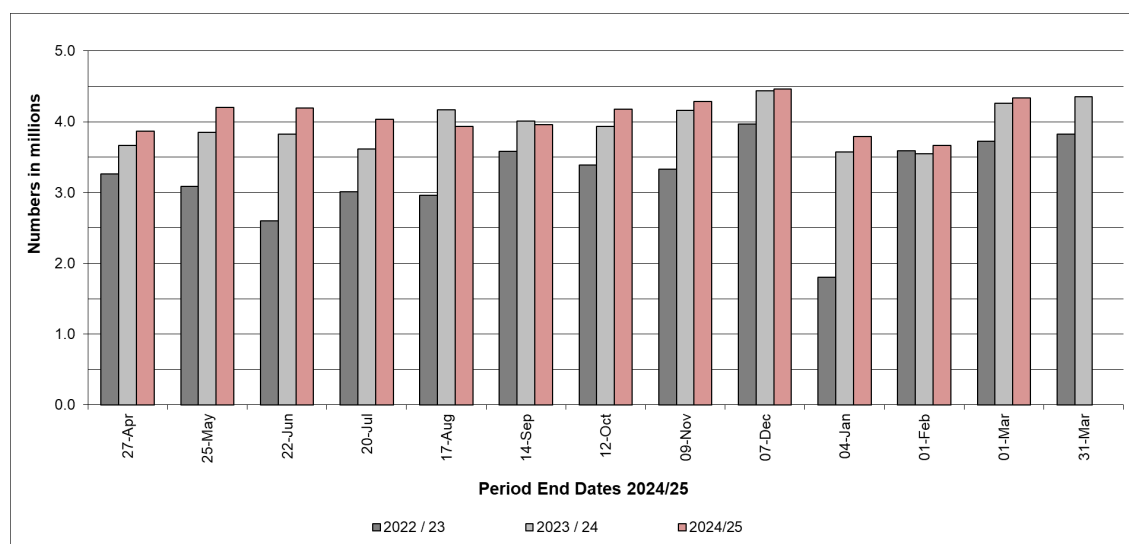
### KPI 4: Outcomes as percentage of total

	Stage 1	Stage 2 escalated	Stage 2 direct
Upheld	67%	100%	0
Not upheld	25%	0	100%
Part upheld	5%	0	0
Resolved	3%	0	0

## 9. Update on rail services within the Partnership area

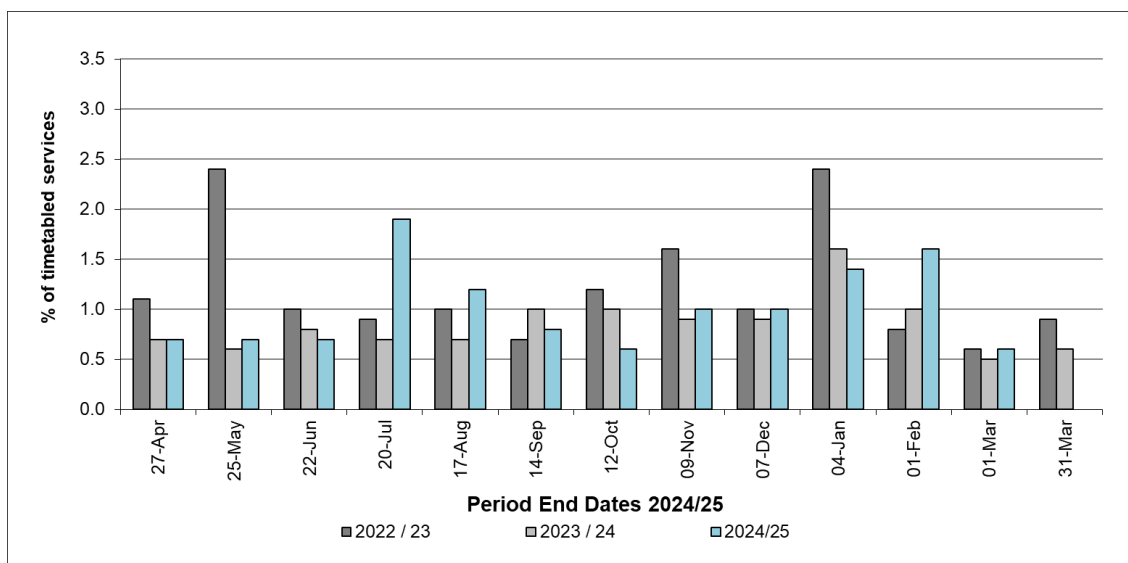
*ScotRail patronage in the SPT area (in millions)*

The bars on the graph show patronage in the current year and the previous two years.



Total ScotRail patronage in the three periods to 1 March 2025 was 11.79 million, this was up 3.6% year on year.

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



Cancellations in the three periods ending 1 March 2025 averaged 1.2%, compared to 1.0% the previous year.

## 10. 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>
Climate Change, Adaptation & Carbon consequences	<i>None.</i>

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