



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

Date of meeting 26 April 2024

Date of report 16 April 2024

Report by Director of Transport Operations

1. Object of report

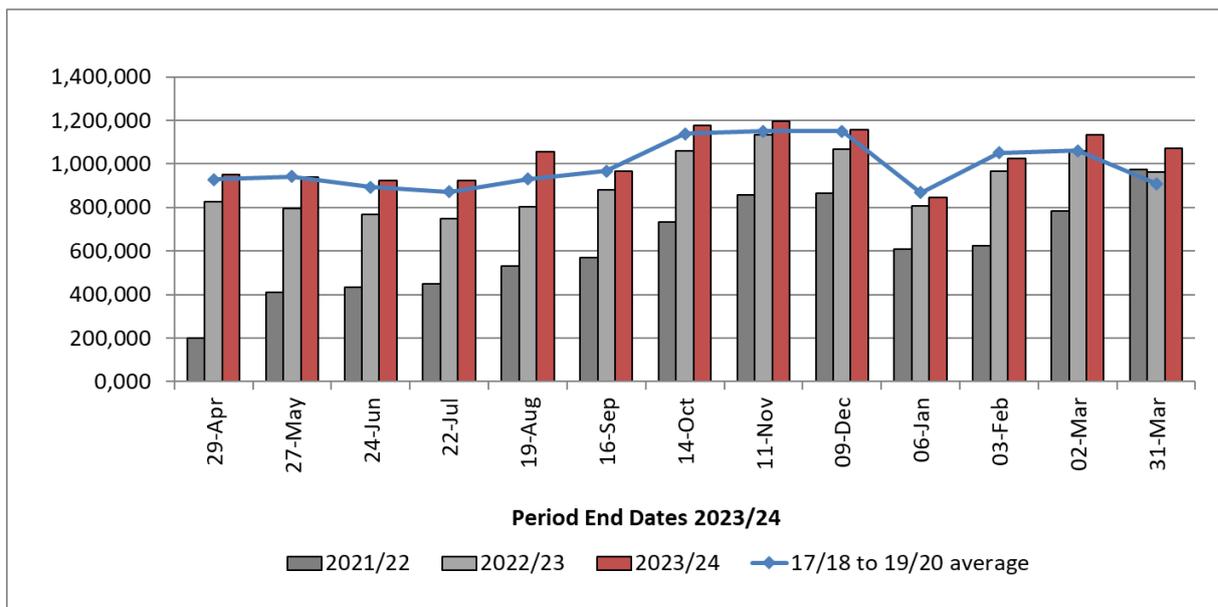
To report on the operational performance of public transport services and public transport facilities which are delivered directly by the Partnership or by others on behalf of the Partnership; and to report on provision of public transport services and facilities in the Partnership area more generally.

2. Background to report

The last Monitoring Report was presented to the Operations Committee on 26 January 2024. Throughout this report, comparisons have been made with data from previous years including, where appropriate, with pre-Covid performance.

3. Subway

3.1 Subway patronage by period (gate entries)



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

The line represents a pre-Covid average for the three years 2017/2018 to 2019/2020. (A range of three years has been used because there was an extended closure of the Subway during 2016/2017 which would affect the data).

There were more than 3.2million Subway journeys in the three periods to 31 March 2024. Overall this was 8.2% up year-on-year and 7.0% on the pre-Covid average.

Please note the period to 31 March 2024 was 29 days long to tie in with year-end, this can vary from year to year having a small effect on the yearly comparisons.

3.2 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.

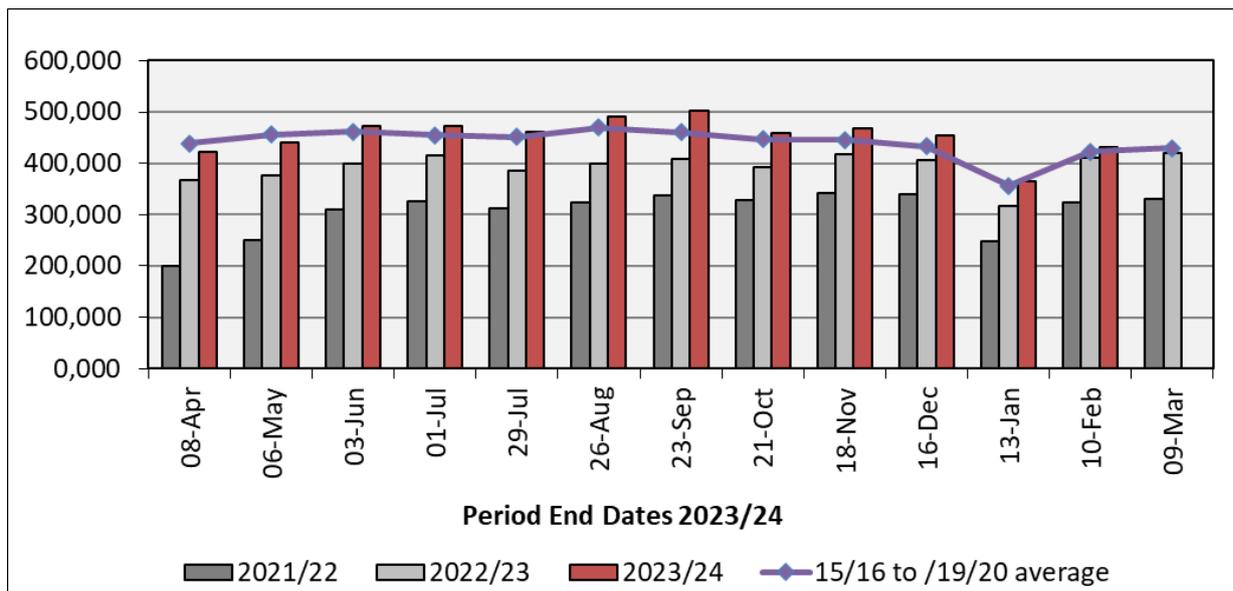
Period	Train availability
10	95.8%
11	97.7%
12	96.9%
13	96.8%

4. Supported Bus Services

4.1 Subsidised and Commercial Bus Markets in the Strathclyde region

Most bus services in the Strathclyde region are operated on a commercial basis. In 2019 (pre-Covid) between 4% and 17% of bus mileage in SPT local authority areas was operated on a subsidised basis, with 83% to 96% in each local authority area operated commercially. The average across Strathclyde being 10% subsidised by SPT and 90% operated commercially.

4.2 Supported Bus Patronage by Period



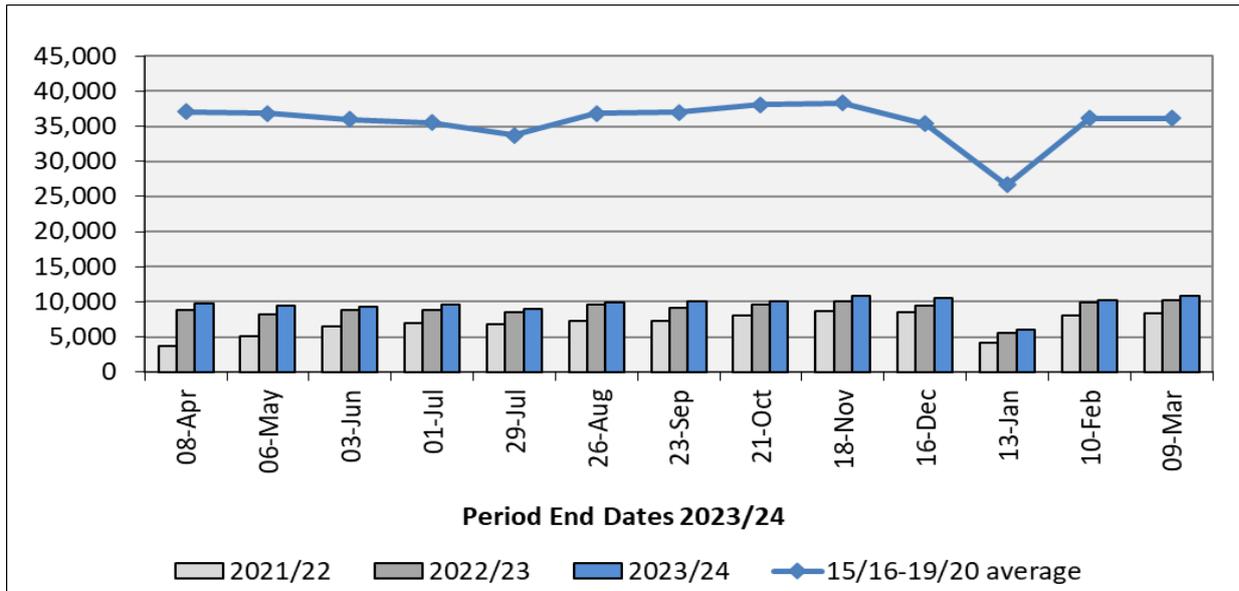
The bars on the graph show patronage in the current year and the previous two years. The line represents a pre-Covid average for the five years 2015/2016 to 2019/2020.

The graph shows a continued improving trend from 2022/2023 to 2023/2024. Over the three periods to 10 February 2023, SPT delivered more than 1.2million supported bus journeys - up 10.3% year-on-year and up 3.2% on the pre-Covid average for the same three periods.

The increase in supported bus patronage noted above aligns with an increase in supported bus mileage operated, a consequence of commercial service mileage which was withdrawn over the same periods.

5. Demand Responsive Transport (MyBus)

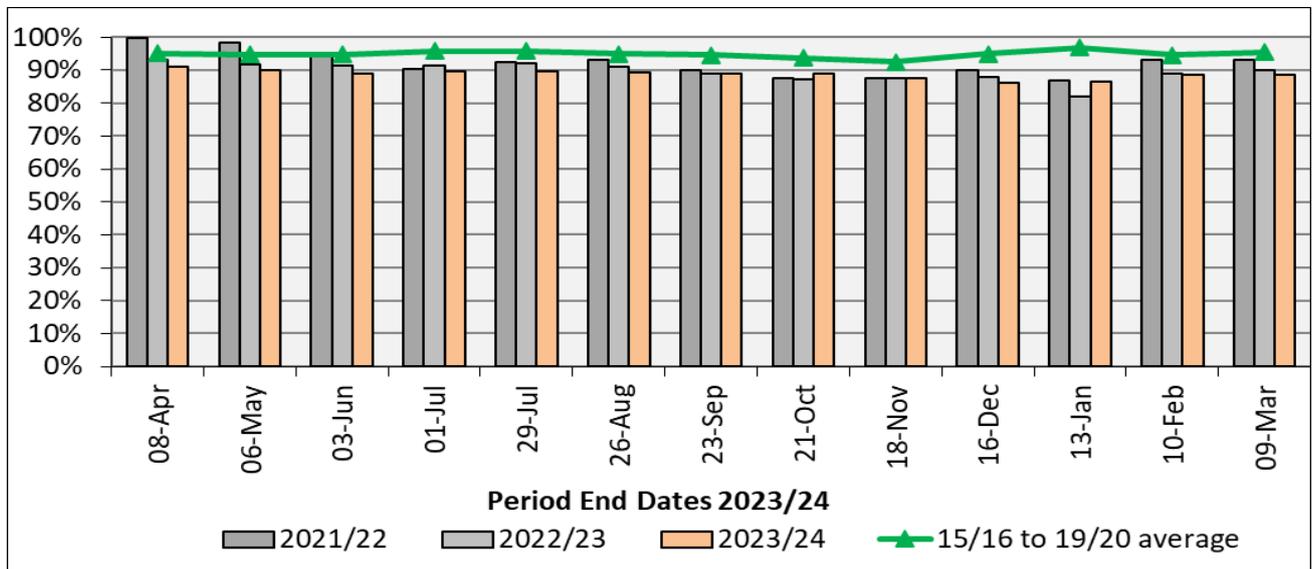
5.1 MyBus Patronage



The bars on the graph show patronage in the current year and the previous two years. The line represents a pre-Covid average for the five years 2015/2016 to 2019/2020.

The graph above shows a continued moderately improving trend from 2022/2023 to 2023/2024, and an overall position significantly different to pre-Covid. Over the past three periods to 9 March 2024, SPT delivered more than 27,000 MyBus journeys, up 5.0% year-on-year.

5.2 MyBus Requests Met



The bars on the graph show requests met in the current year and the previous two years. The line represents a pre-Covid average for the five years 2015/2016 to 2019/2020.

In the most recent three periods reported, the percentage of requests met was as follows:

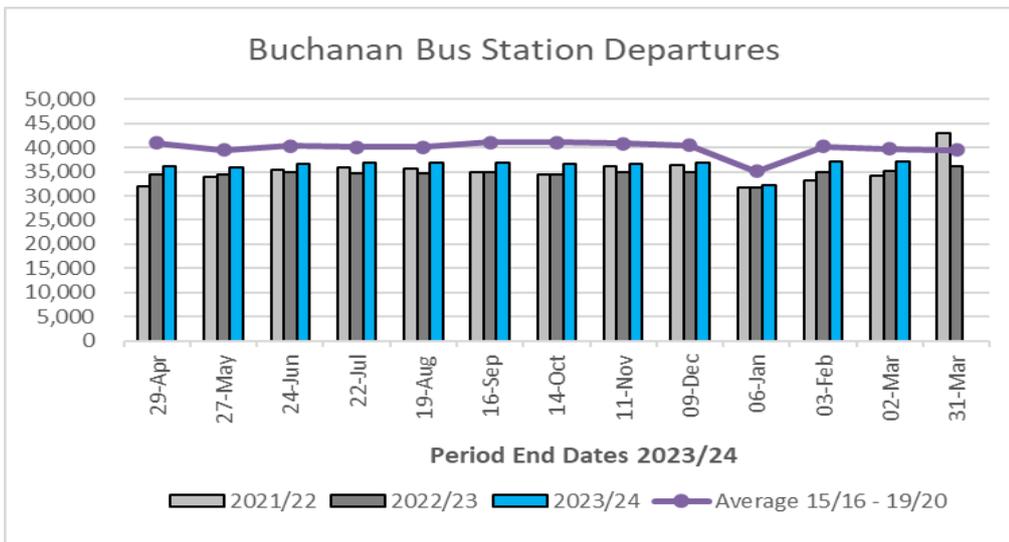
- Period ending 13 January 2024 – 86%
- Period ending 10 February 2024 – 88%
- Period ending 9 March 2024 – 89%

The average over these three periods was 88% compared to 87% the previous year, and 96% on average in the pre-Covid period.

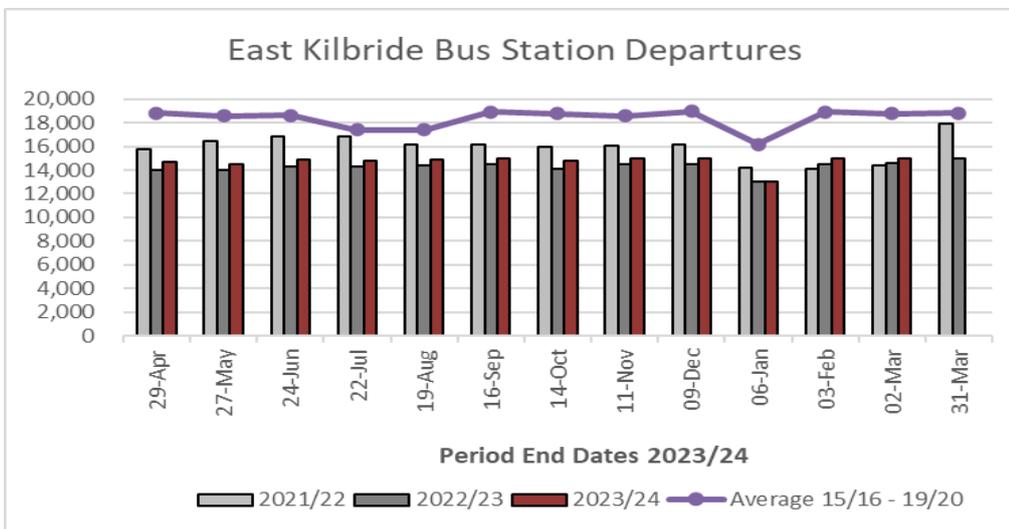
6. Bus Stations

6.1 Bus Station Bus Departures

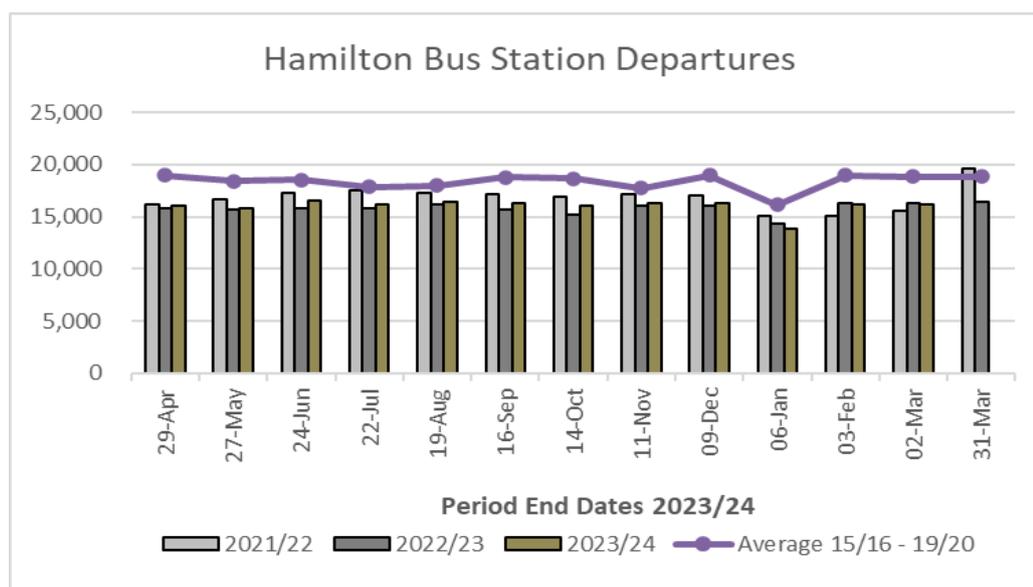
The graphs below shows Buchanan, East Kilbride and Hamilton Bus Station departures. The bars on the graphs show patronage in the current year and the previous two years. The lines represent pre-Covid averages for the five years 2015/2016 to 2019/2020.



There were more than 106,000 bus departures from Buchanan Bus Station in the three periods to 2 March 2024 - up 4.5% year-on-year and down 7.6% on pre-Covid.



There were more than 42,000 bus departures from East Kilbride Bus Station in the three periods to 2 March 2024 - up 1.9% year-on-year but down 20.3% on pre-Covid.



There were more than 46,000 bus departures from Hamilton Bus station in the three periods to 2 March 2024, down 1.1% year-on-year and down 14.2% on 2019/20 (pre-Covid).

7. Compliance Inspections

The Bus Contracts Compliance team 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 contracted standard of service is being provided by operators.

7.1 School Contract Inspections (Approximately 1,200 contracts per annum)

Statistics from 14 August 2023 to 22 March 2024

Council	Contracts*	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total number of Warnings
East Ayrshire	111	105	22	22	208	15
South Ayrshire	97	93	13	13	196	13
North Ayrshire	85	56	23	11	84	8
North Lanarkshire	214	176	58	49	325	99
South Lanarkshire	316	259	51	45	393	71
West Dunbartonshire	18	18	4	4	45	14
East Dunbartonshire	69	59	19	19	106	29
Inverclyde	40	38	9	9	89	24
Glasgow	43	42	12	12	85	8
East Renfrewshire	47	46	9	9	110	17
Renfrewshire	82	67	23	21	209	95
Totals	1122	959	243	214	1850	393

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

The quality criteria of vehicle(s) 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: 259 (66%)
- Customer contact (e.g. Education Dept) generated warnings: 83 (21%)
- Disclosure (PVG) warnings: 51 (13%).

7.2 Local Subsidised Service Inspections

Statistics from 01 June 2023 – 22 March 2024

Council	Number of Contracts	Number of Operators	Inspections	Total number of Warnings
Argyll & Bute	4	2	4	1
East Ayrshire	14	3	55	
South Ayrshire	12	2	64	
North Ayrshire	22	4	48	
North Lanarkshire	29	10	122	19
South Lanarkshire	27	10	105	7
West Dunbartonshire	12	3	53	3
East Dunbartonshire	11	6	46	3
Inverclyde	11	2	32	
Glasgow	29	11	124	7
East Renfrewshire	6	4	69	
Renfrewshire	13	2	62	4
Totals			784	

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

- Customer contact generated warnings: 34 (77%)
- Staff member generated warnings: 9 (21%)
- Axiom entry generated warnings: 1 (2%).

8. Complaints

The format of this section reflects mandatory complaints KPI (Key Performance Indicator) reporting requirements as determined by the Scottish Public Services Ombudsman. Data is for the three Periods to 31 March 2024.

8.1 KPI 1: Total complaints received by SPT

Area	Stage 1	Stage 2 escalated	Stage 2 direct	Non-SPT complaints
Bus Infrastructure				
Bus Services	68	2	1	18
Bus Stations	15	2		1
Bus Stop Info	2	1		
Communications				
Contact Centre (travel cards)	6	1		1
MyBus	3			
Other				1
Schools Transport				
SmartCard				
Subway	51	4		
Zonocard	1			
Total	146	10	1	21

Note that complaints may be escalated to Stage 2 at the customer's request, or automatically if more than 10 working days has passed since a Stage 1 request was received.

The categories for which most complaints were received were Bus Services and Subway.

Over these three periods there were around 1.2million SPT subsidised bus journeys. Stage 1 complaints were recorded for 0.005% of journeys.

Over these three periods there were more than 3.2million Subway journeys. Stage 1 complaints were recorded for less than 0.002% of journeys.

Over these three periods the Contact Centre handled more than 28,000 phone and email enquiries relating to National Entitlement Cards. Stage 1 complaints were recorded for 0.02% of these enquiries.

8.2 KPI 2: Numbers & percentage closed on time (5 days at Stage 1, 20 days at Stage 2)

	Stage 1		Stage 2 escalated		Stage 2 direct	
On time	101	69%	3	27%	0	0%
Not on time / not due	45	31%	8	73%	1	100%

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

	Stage 1	Stage 2 escalated	Stage 2 direct
Average days	3.86	28.14	32

8.4 KPI 4: Outcomes as percentage of total

	Stage 1	Stage 2 escalated*	Stage 2 direct
Upheld	65.4%	25%	100%
Not upheld	19.6%	13%	
Part upheld	9.8%	36%	
Resolved	5.3%	13%	
Not responded to *		13%	

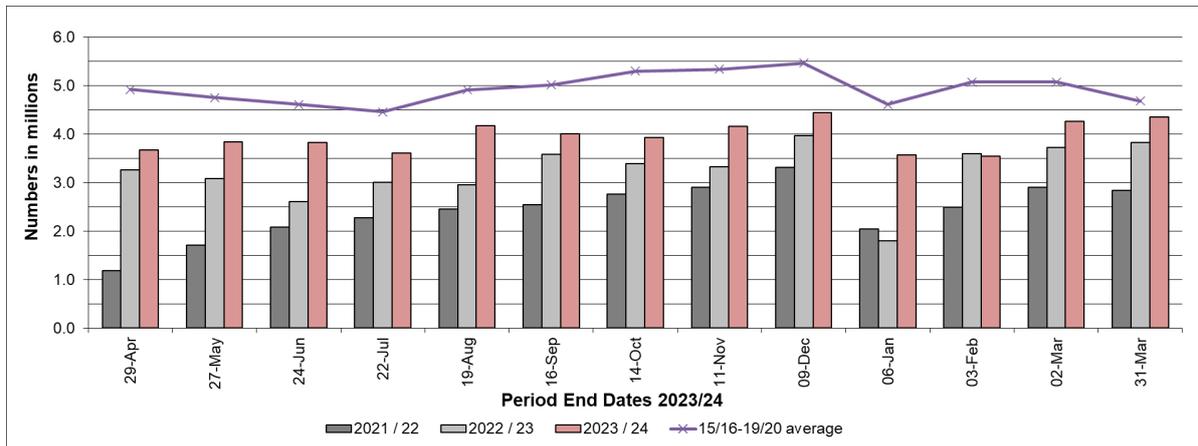
* Not responded to = closed due to non-acknowledgement of process by complainant

9 Update on rail services within the Partnership area

Information within section 9.1 has been provided by ScotRail

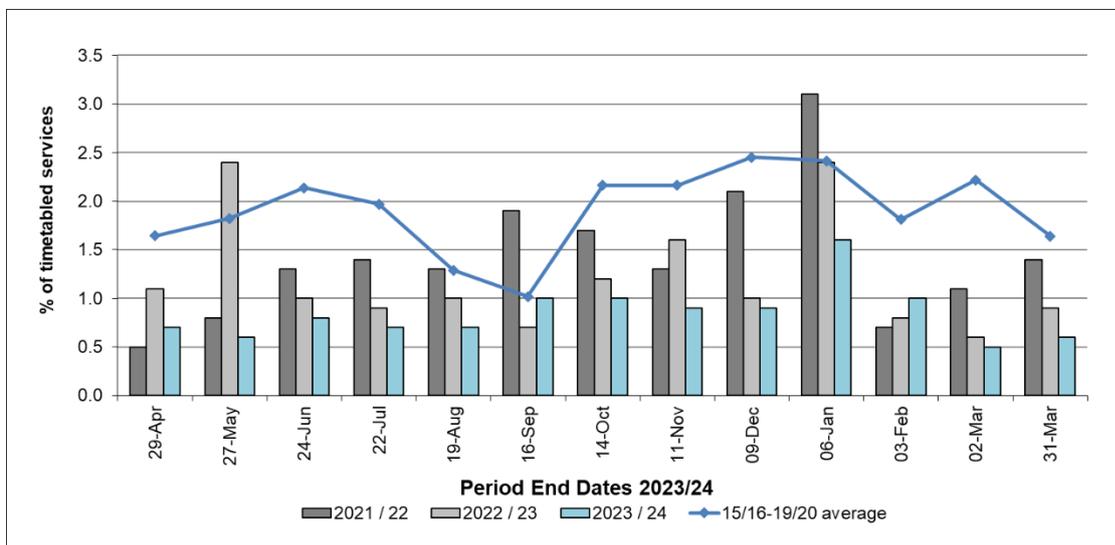
ScotRail patronage in the SPT area (in millions)

The bars on the graph show patronage in the current year and the previous two years. The line represents a pre-Covid average for the five years 2015/2016 to 2019/2020.



Total patronage for the three periods to 31 March 2024 was 12.16 million, this is up 9.1% year-on-year and down 18% on the pre-Covid average.

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



The average for the four periods to 31 March 2024 was 0.9%, this compares to 1.2% the previous year and 2.0% pre-Covid.

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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Title	Director of Transport Operations	Title	Chief Executive

For further information, please contact *Richard Robinson* on *0141 333 3481*.