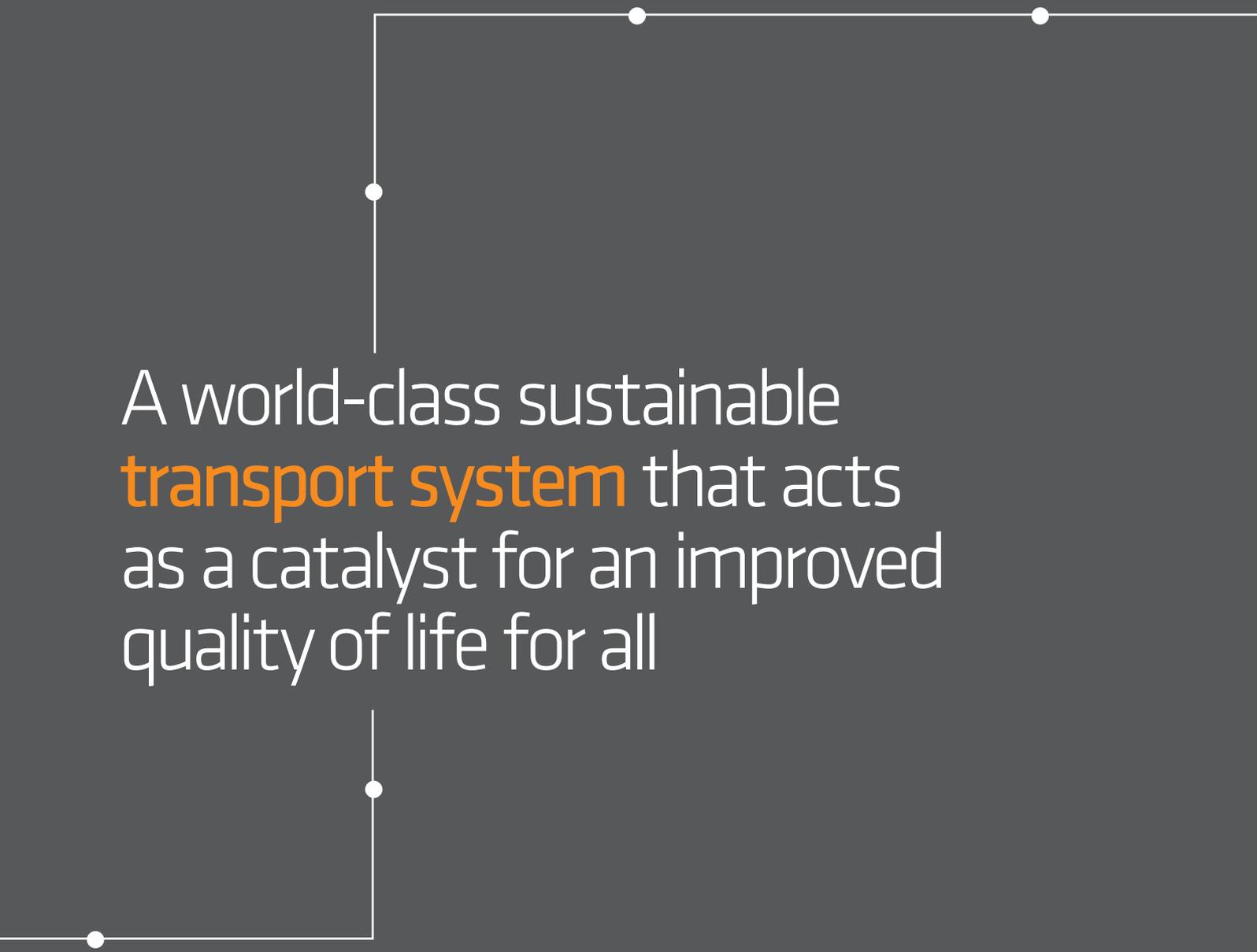




# Strathclyde Partnership for Transport Annual Report 2013/2014



# Our Vision



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

# Strathclyde Partnership for Transport Annual Report 2013/2014

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# Foreword from the Chair



I joined SPT in what was an exciting and challenging year for many public authorities and that was certainly the case for Strathclyde Partnership for Transport.

Scotland as a whole was gearing up for the Glasgow 2014 Commonwealth Games – the biggest sporting and cultural event the country has ever seen. Transport is integral to the success of any major event and, consequently, SPT was required to contribute a significant amount of its expertise to support Games time operations. It was also a huge undertaking for SPT to deliver four fully refurbished Subway stations in advance of the Games.

At the same time, SPT like the wider public sector, was expected to do more with less. SPT's general capital funding reduced by £1 million, yet SPT was still able to drive forward major projects including Subway Modernisation and Fastlink – as well as delivering 67 transport improvement projects across its 12 local authority areas.

I am delighted to say that SPT took these challenges in its stride and kept all of its projects and services on track. It is a privilege to be at the helm of an organisation that retains focus on its vision and strategic goals and, most importantly, on what is required to deliver the best transport solutions possible for the people living in, working in and visiting the 12 Local Authority areas it serves.

In particular, I would like to commend the team at SPT for the work undertaken to introduce smart technology to the Subway. Smart ticketing is a major step forward in delivering a fit-for-future transport network. It is a significant change for customers and SPT's work to support people through this transition was exemplary.

The number of people using new Smartcards is testament to the appetite for time-saving, cost effective, easy-to-use and convenient services. Smart ticketing is a crucial element of the Subway Modernisation Programme and SPT must now look to maximise on the opportunities that this new technology presents.

Smart ticketing is one of SPT's many successes of the past year. SPT's achievements are highlighted throughout this report. I believe that all of this work simply sets the scene for an even better 2014/15.

A handwritten signature in black ink that reads "James Coleman". The signature is written in a cursive style and is positioned above a horizontal line.

Jim Coleman  
Chair

# Executive summary

Welcome to SPT's Annual Report. This year's Annual Report is slightly different as we have combined it with our Regional Transport Strategy Monitoring Report. Collating these separate pieces of reporting also illustrates the approach we are taking across our organisation in scrutinising everything we do to improve collaborative working, become more efficient, maximise on outputs and make every public penny count.

SPT has not only delivered a number of improvements across the 12 Local Authority areas we serve, we also continue to perform well against our strategic objectives and against national performance indicators.

We are on time and budget with the Subway Modernisation Programme, delivering four fully modernised stations well ahead of the Commonwealth Games. We also introduced smart ticketing to the Subway, which brought the challenge of changing customers' travel behaviour.

At the turn of this financial year 37,000 of our customers had opted to use smart ticketing on the Subway. This demonstrates that SPT and its partners are not alone in their commitment to creating a state of the art Subway system but that our customers are on-board with us and are ready to embrace the future for public transport in Scotland.

Bus remains the main mode of public transport used by people across Strathclyde. We have continued to invest in infrastructure and are working closely with our partner councils, the industry and passengers to improve bus standards.

With 25% of all bus services in Strathclyde needing an element of public subsidy, it is an on-going challenge for SPT's limited budget. We are working hard to minimise the impact of the growing trend of commercial service changes and withdrawals on the very communities that rely on these services most.

Work to deliver a world-class transport network as well as value for the public purse is at the core of everything we do. It has been a great year for SPT and I look forward to building on the foundations we have laid in the year ahead.



A handwritten signature in black ink that reads "G MacLennan". The signature is written in a cursive, flowing style.

Gordon MacLennan  
Chief Executive

# Who we are and what we do

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

SPT is at the centre of transport planning for the region. It analyses the travel needs of residents, visitors and businesses across all modes of transport. Taking these needs into consideration, SPT works with partners to deliver its desired strategic outcomes.

SPT's Partnership Board comprises 20 councillor members representing the 12 constituent unitary authorities and between seven and nine appointed members.

In addition to our partner councils, SPT works with Transport Scotland, public transport operators, transport industry bodies such as Network Rail, Strategic Development Planning Authorities, NHS boards, the Freight Transport Association, Scottish Enterprise, the Mobility and Access Committee Scotland, Scottish Accessible Transport Association and many others.

SPT is a statutory community planning partner and is a member of each of the Community Planning Partnerships across our 12 partner council areas. This means collaborative working on a range of initiatives including health, education, social inclusion, equalities and community safety.

SPT is a founding member of several new transport forums established to share best practice and co-ordinate input to policy development and investment decisions. These include the West of Scotland Rail Forum, The West of Scotland Community Transport Network and Bus Stakeholder Group.

SPT has planning and operational responsibilities that deliver significant benefits to residents and business across the region. Our key services, investments, projects and initiatives include:

**Subway Modernisation** – SPT owns and operates the Subway and is delivering a £288 million modernisation programme to secure the future of this essential and iconic component of the transport network.

**Better bus services** – SPT is at the forefront of improving bus travel across the region to develop the market and to ensure that passengers are offered safe, frequent, attractive, accessible and reliable transport.

**Ticketing** – SPT is pursuing the development of smart and fully integrated ticketing across all public transport modes to create a more affordable and comprehensive transport network.

**Fastlink** – SPT is supporting the delivery of Fastlink, a bus-based public transport service that will transcend conventional services by setting new standards for service frequency, journey time reliability and customer service levels.

**Roads, rail and freight** – SPT promotes, plans and invests in interventions that improve the efficiency of the strategic transport network to support economic growth and the environment.

**Transport planning** – SPT supports our partner councils to plan and integrate land use development and transport planning to create more sustainable communities and travel patterns.

**Socially necessary transport** – SPT operates and supports the delivery of socially necessary transport including supported local bus services, MyBus, school transport and community transport to support residents to travel to work and education, visit family and friends, go shopping and access healthcare.

**Access to healthcare** – SPT works with the NHS, partner councils and transport operators to improve access to healthcare facilities.

**Promoting equality** – SPT works to reduce barriers to using public transport to ensure that as many people as possible are able to use public transport regardless of age, income, physical ability, gender, race, beliefs or any other personal characteristic.

**Park and ride** – SPT plans and invests in park and ride projects to convert car-only journeys to those where part of the overall journey is undertaken by public transport.

**Travel behaviour change** – SPT promotes sustainable travel behaviour, which encourages individuals to voluntarily reduce car usage to improve both the environment and personal health. This includes promoting cycling and SPT works with partner councils to increase cycling rates through better infrastructure, promotions and cycling training.

# SPT area map



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## Local Authority partners

East Dunbartonshire, East Ayrshire, East Renfrewshire, Glasgow City, Inverclyde, North Ayrshire, North Lanarkshire, Renfrewshire, South Ayrshire, South Lanarkshire, West Dunbartonshire and the Lomond and Helensburgh area of Argyll and Bute.

# 2013/2014 year at a glance

## Apr 2013

SPT staff are first to receive new **Subway Smartcards** for travel to and from work.

## Jun 2013

SPT **wins two major awards** at the Annual Scottish Transport Awards. iShoogle scoops award for Excellence in Travel Information and Marketing and Hillhead Subway station's refurbishment wins Integrated Transport Project of the Year.

Exercise 'Deep Reach' takes place at Kelvinbridge Subway station to **test emergency service response** to a major incident.

SPT **appoints Councillor James Coleman** as new Chairman.

## Aug 2013

SPT commits **£450,000 to secure vital bus services** in North and South Lanarkshire.

## May 2013

New modular-style building providing **improved accommodation** for staff opens at the Subway's Broomloan depot.

## Jul 2013

Buchanan Bus Station kick starts 20th T In The Park with over **10,000 festival goers departing** from the station during the three days of Scotland's major music festival

## Sep 2013

iShoogle the innovative **Subway App scoops a silver award** at the Digital Awards Northern Ireland (DANI) for innovation and best user engagement.

## Oct 2013

Subway customers “Get Smart” with the **launch of next-generation smart ticketing** offering the benefits of a contactless, paperless system across all 15 Subway stations.

SPT announces partnership with scientists from Glasgow Caledonian University to convert **unwanted ingress water from the Subway into a sustainable energy source.**

## Dec 2013

Completion of new look Dalrnarnock Station, one of the main transport hubs to welcome Commonwealth Games visitors. **SPT play a major role in securing £9 million funding** to deliver this state-of-the-art building – an important milestone in the regeneration of the surrounding area.

Installation of new bike parking at Greenock Bus Station to help get people on their bikes, encourage active travel and make better connections with public transport.

## Feb 2014

SPT **approves £74 million capital budget for 2014/15** in support of the Regional Transport Delivery Plan.

SPT **invests £4 million to maintain 33 vital MyBus services** across the region providing accessible door-to-door transport.

## Nov 2013

SPT approves a programme of fleet replacement to **update vehicles** used to deliver SPT subsidised bus services.

## Mar 2014

SPT provides **£150,000 in grant funding to support seven community transport-based projects** helping to increase accessibility to social, recreational and other community activities

SPT **trials new audio technology** on selected bus services in East Kilbride.

## Jan 2014

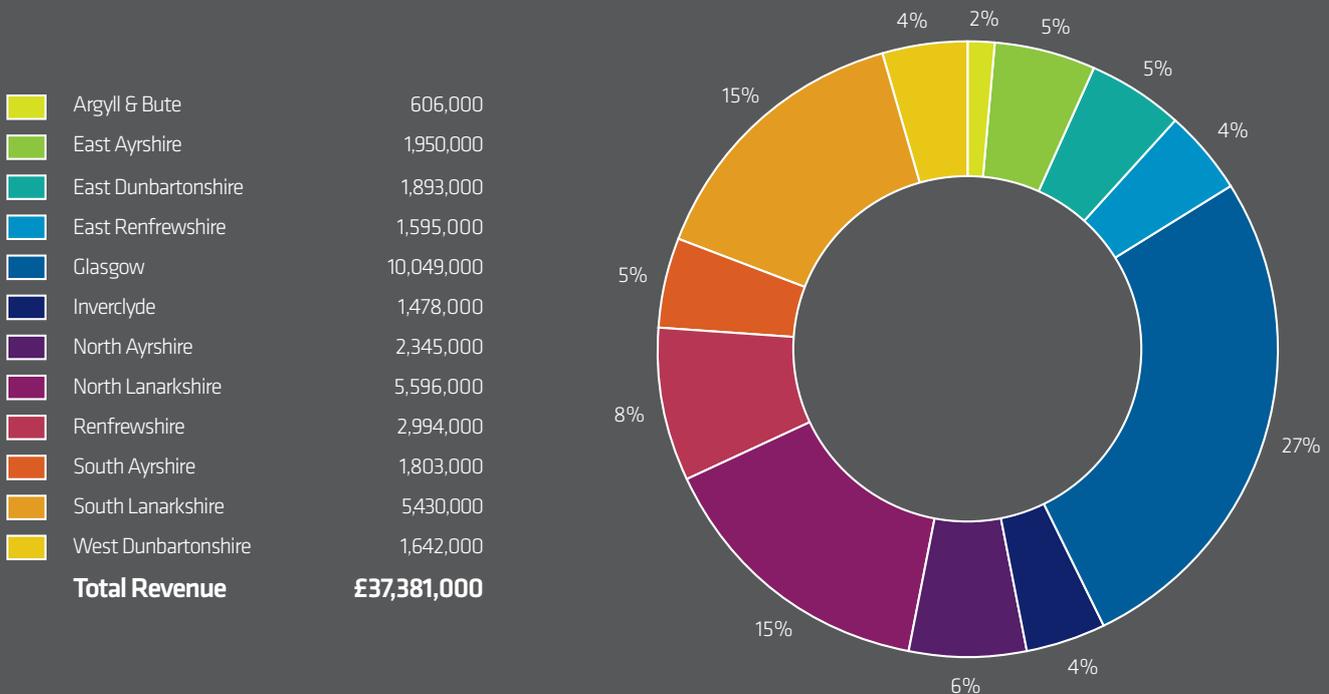
Deputy First Minister, **Nicola Sturgeon opens £1.7 million refurbished Ibrox Subway station** the first station south of the city to be modernised as part of SPT's £288 million subway modernisation.

**£5.3 million contract awarded for the modernisation of St Enoch Subway station**, one of the busiest stations in Glasgow and the Subway's flagship city centre station.

# Investment summary

SPT's net revenue budget for core services was set at £38.418 million, of which £37.381 million was financed by requisition from the 12 unitary authority partners in the SPT area, and £1.037 million financed by Scottish Government Grant.

## Revenue funding from local authorities



## Capital Programme

SPT undertakes a capital programme devised to underpin the delivery of the Regional Transport Strategy.

Total expenditure in support of the capital programme amounted to £38.373 million. The programme was funded by Scottish Government capital grants of £30.228 million, European Regional Development Fund grants of £3.530 million and capital funded from revenue of £4.615 million.

In 2013/14 SPT invested £7.3 million in the delivery of 70 capital projects across the 12 local authority areas. This represented 52% of the available general capital funding.

The table below shows the capital investment in each local authority area in 2013/14 and the total for the three years from 2011/12 to 2013/14.

Local authority area	Capital investment in 2013/14	Capital investment 2011/12 to 2013/14	Example projects undertaken in 2013/14
Argyll and Bute	£357,000	£779,000	Improving access to Helensburgh Town Centre
East Ayrshire	£145,000	£776,000	“Make it Kilmarnock” transport study
East Dunbartonshire	£553,000	£1,798,000	A81 Route Corridor improvements
East Renfrewshire	£663,000	£1,317,000	Neilston park and ride
Glasgow	£1,485,000	£4,526,000	Cycling and walking routes to Cathkin
Inverclyde	£45,000	£1,623,000	Quality bus corridor improvements
North Ayrshire	£289,000	£2,688,000	Road improvements for low floor buses on Arran
North Lanarkshire	£583,000	£2,857,000	Cycle route improvements within Airdrie area
Renfrewshire	£874,000	£1,669,000	Bus corridor improvements
South Ayrshire	£349,000	£1,139,000	Local cycle network improvements in Ayr, Troon and Prestwick
South Lanarkshire	£1,306,000	£7,359,000	Bus route congestion reduction measures
West Dunbartonshire	£724,000	£1,464,000	Bus infrastructure improvements

## Services delivered on behalf of local authorities

Over and above the SPT core services, the total budget for services carried out by SPT on behalf of our partner councils was approximately £33 million in 2013/14. Delivering these services means we are able to achieve economies of scale and reduce the overall cost to the local authority.

These services are broken down as follows:

School and vocational transport	£27,684,000
Bus shelters and stops maintenance	£836,000
Concessionary travel*	£4,116,000
ZoneCard**	£235,000

\*on behalf of Strathclyde Concessionary Travel Scheme Joint Committee  
 \*\* on behalf of the ZoneCard forum

SPT produces Transport Outcome Reports (TORs) for our 12 partner councils on an annual basis. These can be found at [spt.co.uk/TOR](http://spt.co.uk/TOR)

## Our Priorities



SPT's work is guided by the **Regional Transport Strategy**. This provides a strategic planning framework for planning, investment and delivery.



## Our Vision:

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



## Attractive, Seamless, Reliable Travel

SPT's aim is that all modes of public transport within our area are seen as desirable travel options by residents and visitors, with high quality infrastructure and stable service patterns that benefit existing travellers and attract new passengers. To this end, we focussed upon three key areas in 2013/14 - Subway Modernisation, Smart and Integrated Ticketing, and Better Bus Services.

### Stations modernised in 2013/14

**Partick Station** – The modernisation of Partick station at platform level was completed on budget and within six months. The wide range of building work included the replacement of all flooring; new wall finishes and ceilings; improved passenger information and signage and brighter, more welcoming, energy-efficient lighting. A number of enhanced disability access improvements were also incorporated such as colour contrast in flooring to assist way-finding; tactile maps and tactile strips on paving and handrails.

**Ibrox Station** - Works commenced in March 2013 and completed ahead of schedule. The entrances at Copland Road and Woodville Street were enhanced, giving the station greater presence and visibility. The station was officially re-opened on 24 January 2014 by Deputy First Minister of Scotland, Nicola Sturgeon.

**Kelvinhall Station** – Refurbishment completed in March 2014 well ahead of the schedule despite unforeseen structural issues and water ingress in the station. Upgrading of Dalcross Street and Dumbarton Road walkways were also incorporated giving improved access and better visibility of approaches to the station. The station features artwork by celebrated musician Paul Buchanan of Blue Nile fame.

## Subway Modernisation

The £288 million modernisation of the Subway continued on time and on budget during 2013/14.

The Subway plays a central role in the economic life of Glasgow and Scotland by providing vital connections around the city and for onward travel.

Subway modernisation will deliver a fully automated system (which includes new trains), new automated signals, refurbished stations with improved accessibility and smartcard ticketing - all essential to make the Subway fit for the future.

This will ensure that the Subway also continues to be an attractive mode of transport for people living in, working in and visiting Glasgow and it will enable SPT to deliver an increasingly reliable service for our customers.

Key achievements in 2013/14 include:

- Completed refurbishments of Partick, Ibrox and Kelvinhall stations
- Commenced work at St Enoch's station, ahead of schedule, to deliver a modernised interior ahead of the Glasgow 2014 Commonwealth Games
- Progressed design works for Govan and Buchanan Street stations
- Delivered tunnel improvements from Buchanan Street to Cowcaddens and from Kelvinhall to Partick
- Progressed with procurement for new rolling stock (trains)
- Refreshed branding for all stations – delivering consistent signage at every station – making it easier for passengers to navigate stations and building on the Subway's new brand identity
- Installed new escalators at St Enoch's, Kelvinbridge and Govan stations
- Implemented new smartcard ticketing and technology across the full Subway network.

SPT staff and contractors worked tirelessly to keep modernisation work on track and to ensure customers were able to safely and efficiently navigate through our stations during ticket-gate changeovers, escalator renewals and other modernisation works.

## Access for all

Subway punctuality levels were above target for 11 out of 13 reporting periods. Over the course of the year 97.3% of timetabled trains operated as scheduled, despite the challenging operational environment and aging fleet.

Improvements to service, stations and ticketing delivered in 2013/14, along with the continued focus on minimising disruption for customers, helped to achieve a 1.5% increase in Subway patronage on the previous year – totalling 12.8 million Subway journeys.

## Smart and integrated ticketing

The new Subway smartcard ticketing system went fully live on 11 November 2013. This included the replacement of the old turnstile gates with modern, smartcard-validating paddle gates and wide-aisle gates at every station for passengers who may require them, including customers with mobility impairment or with young children, luggage or assistance dogs. New customer-operated ticket vending

## Reduced emissions

machines were introduced, station offices were upgraded with ticket office machines and the entire back office systems were replaced with modern technology. The new smartcard system is 'ITSO-compliant' – ITSO is the national specification, or standard, for smart ticketing – which will enable future integration with other public transport ticketing schemes.

The uptake of new smartcards has been very encouraging with 37,000 passengers 'going smart' within the first six months. A concerted effort to register passengers for smartcards at each station was very successful with over a quarter of all smartcard holders registering in this manner. SPT staff processed approximately 100 card applications per day from on-line applications alone.

In addition to developing smart ticketing, SPT continued to administer and promote ZoneCard – the regional integrated ticketing product for rail, bus and Subway travel. An estimated 10 million trips were made by SPT residents using ZoneCards during 2013/14 – saving passengers around £6 million on the cost of travel.

## Improved service delivery

## Subway patronage by station

	2013/14	% change from 2012/13
Bridge Street	380,187	0.1
Buchanan Street	2,420,955	3.2
Cessnock	442,523	-2.3
Cowcaddens	460,577	-0.8
Govan	925,541	-1.8
Hillhead	1,852,342	2.9
Ibrox	487,543	2.2
Kelvinbridge	941,008	3.3
Kelvinhall	661,359	4.8
Kinning Park	243,074	6.2
Partick	966,192	-3.2
Shields Road	446,491	-1.0
St. Enoch	1,908,029	2.3
St. George's Cross	524,638	-1.2
West Street	96,503	2.2
<b>All stations</b>	<b>12,756,962</b>	<b>1.5</b>



@NicolaSturgeon "The refurb is very impressive and the smart card is great too."

### Better bus services

Bus services remain, by far, the main public transport mode for people in Scotland. Across the country, bus accounts for 79% of all public transport journeys.

One in every four bus services in the west of Scotland is either partly or fully supported by SPT with the other three-quarters operated without support.

SPT retained focus on delivering bus improvements in 2013/14. SPT aimed to maintain and grow passenger numbers - helping to safeguard services through stimulating demand, reducing the requirement for public subsidy for services, improving the standard of bus travel for people in the west of Scotland and reducing the number of people using car as their main mode of transport.

One of the ways that SPT is delivering improvements is through the development of statutory Quality Partnerships (sQPs). sQPs are a partnership between councils, SPT and bus operators where they agree a set of standards for bus services in the area and where they work together to deliver continuous improvement across bus fleets, infrastructure and operations. sQPs may include the introduction of higher quality, low emission buses, implementation of bus priority measures along routes and improvements to infrastructure including passenger waiting areas.

We continued to work with our member councils and bus operators to ensure the success of the three sQPs in Paisley, Glasgow and Ayr/Prestwick – and continued pre-sQP works for other towns in Lanarkshire, Inverclyde and Ayrshire.

20,000 vehicle checks were undertaken by SPT service compliance officers within sQP areas in 2013/14. Compliance officers also work to reduce instances of illegal parking, engine idling and services not operating as registered – identifying 570 issues across 11 of our 12 member councils in 2013/14.

SPT continued to invest heavily in modernising bus infrastructure across all our member councils. £5 million of SPT capital funding was invested in infrastructure improvements including new shelters, high access kerbs, real time passenger information and bus priority measures. Additionally, SPT maintained more than 12,000 bus stops, 3,500 bus shelters and 14,000 bus information cases across the region.

Maintaining the quality of Buchanan Bus Station infrastructure for the huge number of passengers who use it each year continues to be a challenge. However, the introduction of markings to highlight raised areas and more visible signage has contributed to a 10% reduction on 2012-13 passenger accident figures, a significant improvement.

SPT continued to promote changes to the legislation and regulations under which local bus services operate. We worked with Transport Scotland, the Traffic Commissioner, bus operators and other members of the Bus Stakeholder Group to put into practice the recommendations set out in SPT’s ‘10 Point Plan’ – our strategy for improvements to bus policy established in 2012. SPT and Transport Scotland held productive discussions to clarify the extent of powers granted to Public Transport Authorities. SPT continued to work with local bus operators to implement Electronic Bus Service Registration.

### Bus Stations

13 million passengers and visitors travelled through Buchanan Bus Station in 2013/14. In total just under 1.2 million buses departed from SPT-owned bus stations (Buchanan, East Kilbride, Hamilton and Greenock) during 2013/14. Buses departing from our stations serve destinations across the region and beyond.

Number of bus service departures by station:

Buchanan Bus Station	500,000
East Kilbride Bus Station	260,000
Hamilton Bus Station	250,000
Greenock Bus Station	170,000

Access for all

Reduced emissions

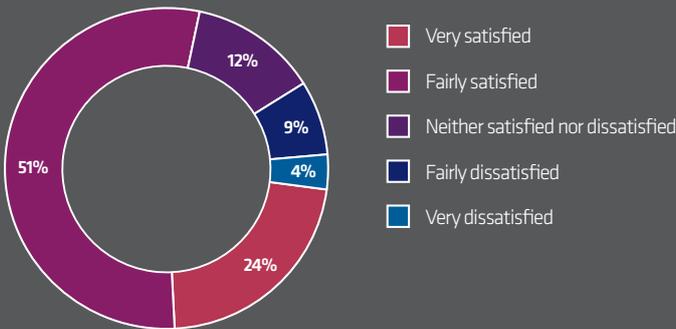
Improved service delivery

As the regional transport authority for the west of Scotland, SPT aims to ensure that public transport is a convenient option. We also aim to provide transport that is attractive, appealing and desirable. SPT does this through direct delivery of improvements to the Subway, promoting improved bus quality and working in partnership with other providers and stakeholders.

The statistics below provide an indication of how SPT is performing against this strategic outcome.

This measure will be influenced by a huge range of factors including the quality of projects and services that are controlled or supported by SPT including the operation of the Subway, investment in real time passenger information and the effect of Statutory Quality Partnerships; and the quality of services and facilities provided by bus, rail and ferry operators.

Satisfaction with public transport



**3%** increase since 2007

Three-quarters (75%) of SPT residents are satisfied with public transport - this is a 3% increase since 2007 and 4 percentage points above the national figure (71%).

Source: Scottish Household Survey 2012 -2013

Subway reliability and punctuality



97.3% of Subway trains arrived within five minutes of scheduled time



Subway punctuality above target for 11 out of 13 reporting periods

Source: SPT Subway Operations

Satisfaction with train and bus services



"The service is stable and isn't regularly changing"



"Services are on time"



"Carriages/buses are clean"

Source: Scottish Household Survey 2012. Figures relate to percentage of respondents agreeing with the statement. Includes adults who had used a bus/train service within the past month.

## Improved Connectivity

SPT aims to deliver more efficient transport networks to help reduce congestion, improve access to employment, to help businesses connect better with their customers, employees and suppliers to attract investment to the area.

To achieve an increasingly efficient transport network, SPT has focussed its activity during 2013/14 on: Fastlink, road, rail and freight improvements and continuing to integrate land-use and transport planning.

## Fastlink

Fastlink is bus-based public transport infrastructure designed to provide a high-quality, fast, frequent and reliable service across key routes through Glasgow and surrounding areas. Fastlink is intended to transcend conventional bus services by providing a more attractive, accessible customer-focused service with high-standards for reliability and punctuality. It is designed to incorporate dedicated bus lanes, kerb-side bus lanes, centre-road bus lanes and mixed traffic sections with bus priority at junctions.

The system will also integrate with existing transport networks for bus, rail and Subway.

The core Fastlink route between Glasgow City Centre and the South Glasgow University Hospital and Royal Hospital for Sick Children is progressing to plan. This part of the route will link the city centre to the International Financial Services District, SECC and Digital Media quarter, Govan and the South Glasgow University Hospital and Royal Hospital for Sick Children.

During 2013/14, SPT continued to work in partnership with Glasgow City Council, Renfrewshire Council, NHS Greater Glasgow and Clyde, Transport Scotland, the Confederation of Public Transport and West Dunbartonshire Council in the delivery of this scheme. That included engaging with Glasgow City Council on the delivery of city centre traffic management measures to allow services to connect with the major transport hubs of Glasgow Central, Glasgow Queen Street and Buchanan Bus Stations; hosting a statutory Quality Partnership (sQP) briefing with local bus operators and finalising an sQP agreement on performance standards and service; securing £15 million to commence Fastlink Core Route works during 2013/14 and providing grant funding to Renfrewshire Council to complete Route Feasibility and Design for the Braehead/Renfrew Town Centre extension.



Artist's impression of the innovative Fastlink service

## Road

SPT invested £2 million in road safety and congestion reduction measures across the region this year. SPT continued to support South Lanarkshire Council's award winning Route Action Plans, which have more than halved the number of road accidents in the area, with a £350,000 grant from the SPT capital programme. The Route Action Plans deliver a package of improvements at road accident hot spots including improved signage, better road markings and anti-skid surfacing.

SPT supported traffic management projects in several of our member council areas to help reduce congestion and improve journey time reliability for buses. East Dunbartonshire Council delivered route and junction improvements on the A81 corridor through Milngavie-Bearsden, funded from a £400,000 grant from the SPT capital programme, reducing congestion for buses and encouraging modal shift from private cars on this strategic route into Glasgow. SPT has supported the A81 corridor improvements since 2008.

## Rail

The fully refurbished Dalmarnock Station completed in November 2013, was officially opened by Deputy First Minister Nicola Sturgeon on 5th December 2013. The award-winning glass and steel building features a new ticket office, footbridge and lifts to help make the public transport experience more enjoyable and comfortable for commuters.

SPT played a major role in securing £9 million funding for the project and worked in collaboration with Transport Scotland, Clyde Gateway, Glasgow City Council, Network Rail and the European Regional Development Fund to deliver this state-of-the-art transport hub – an important milestone in the regeneration of the east end of the city.

SPT also continues to play a key role in the Edinburgh-Glasgow Improvement Programme (EGIP), which includes the redevelopment of Queen Street Station. Queen Street is the third busiest station in Scotland with more than 16 million passengers using the station every year. SPT, as a member of the Queen Street Station stakeholder group, is engaging with Transport Scotland and Network Rail to ensure that the £104 million redevelopment of the



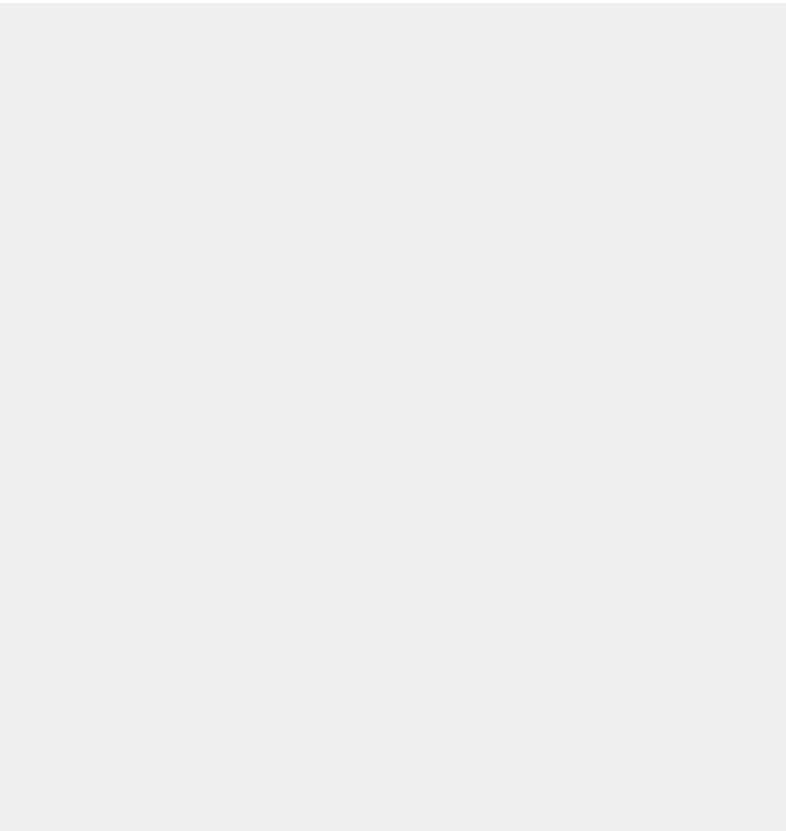
Dalmarnock station

station delivers a highly-accessible station that is carefully integrated with other modes including Subway, Fastlink, bus and cycling.

SPT met with the five bidders for the next ScotRail franchise, due to commence April 2015, to promote SPT's ambitions for smartcard ticketing, network enhancements, including new service opportunities, and station and interchange improvements. SPT, through the West of Scotland Rail Forum, continues to co-ordinate regional input to the ScotRail franchise including timetable improvements and new station development. SPT engaged with ScotRail throughout 2013/14 to ensure timetable improvements were made on services between Irvine and Ayr, Glasgow and Oban and on the Maryhill line between Anniesland and Queen Street.

## Freight

SPT continues to support the sustainable transfer of freight across the region. SPT chairs the Strathclyde Freight Quality Partnership and input to the Glasgow City Centre Transport Strategy.



Ayrshire Central Hospital

## Integrating land use and transport planning

SPT contributes to the development of planning policies at the national, regional and local levels. This work ensures sustainable transport is at the core of strategic plans and development is directed to accessible locations to ensure best use of existing transport infrastructure and services. SPT engages with developers and our member councils to shape the transport planning and the delivery of active travel infrastructure, rail connections and delivery of new bus services.

A few examples of the many development proposals that SPT was engaged in during 2013/14 include:

- The next phase of Buchanan Galleries shopping development in Glasgow, aiming to ensure better integration between Buchanan Bus Station and Queen Street Rail Station
- Ayrshire Central Hospital redevelopment, ensuring good access for public transport, cyclists and pedestrians is considered throughout the process
- The Royal Ordnance site in Bishopton, a major housing development in Renfrewshire, where SPT is providing planning advice to include the development of local bus services.

Community Growth Areas (CGAs) are new areas for planned urban expansion beyond existing settlement boundaries. Early planning for transport demand and infrastructure is vital to ensure that such areas do not develop as car-dependent communities without sustainable access to existing facilities and services. Over the past year, SPT assessed plans for CGAs in North Lanarkshire, South Lanarkshire and Glasgow and provided advice on the development of local bus services and active travel routes.

Access for all

Reduced emissions

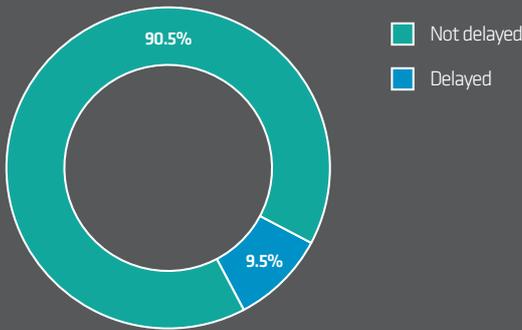
Improved service delivery

SPT is committed to delivering a more efficient, sustainable and safer transport network.

The statistics below provide an indication of how SPT is performing against this strategic outcome.

This measure will be influenced by a huge range of factors including the quality of projects and services that are controlled or supported by SPT but also through projects and developments led by Transport Scotland, local authorities, transport operators and private developers where SPT may offer input through consultation or the provision of expert advice.

### Driver journeys delayed by congestion



**40%** decrease since 2007

Fewer than one in ten driver journeys in the SPT area are delayed by congestion - this is a 40% reduction since 2007 and is line with national figures and trends.

Source: Scottish Household Survey 2012 - 2013

### Road safety



**22%** decrease in accidents involving a bus

**23%** decrease in number of people killed or seriously injured in a road accident in the SPT area

Source: Reported Road Casualties Scotland, 2012

### Safety and security



"I feel personally safe and secure on the **train**"



"I feel personally safe and secure on the **bus**"

**25%** decrease in number of crime incidents occurring on public service vehicles

Source: Strathclyde Police figures 2011/12

Source: Scottish Household Survey 2012 - 2013

## Access for all

SPT aims to provide and promote accessible, affordable and safe transport that connects people with places they travel to.

SPT works to reduce barriers to using public transport (including cost and physical access), and to extend the reach of public transport to all, but importantly, those most in need. Our activity focussed on the following key areas in 2013/14 – provision of socially necessary services including supported local bus services, MyBus, school transport; Community transport; the Kilcreggan-Courock Ferry; improving access to healthcare; and promoting equal access to public transport.

**546,000**  
number of **MyBus**  
passengers

**↗ 2%**  
increase on  
2012/13



One in seven children travel to school on an  
**SPT managed school bus\***

\*does not include Argyll and Bute

## Supported local bus services

In 2013/14, SPT supported more than 160 bus services, which carried 5.4 million passengers – a 4% increase on the previous year – and provided essential transport for residents of rural areas, isolated estates and areas with lower than average car ownership rates. Many of our supported services provide direct access to hospitals and large employers, or extend the timetables of commercial services to include early mornings, evenings and weekends.

## MyBus

SPT's MyBus services, offering bookable, door-to-door transport on accessible vehicles, continued to see an increase in patronage with 546,000 passengers carried in 2013/14, a 2% increase on the previous year. One in every seven MyBus passengers is aged 90 years or older and a quarter of all MyBus trips were made for social or cultural purposes including visiting friends and family or attending lunch clubs. MyBus services continued to play a key role in supporting older or more vulnerable people to maintain social connections and live independent lives within their own communities.

## School transport

SPT delivers school transport on behalf of 11 of our 12 member councils and, in 2013/14, one school child in every seven in the SPT area was transported to and from school on an SPT-managed school bus. In addition, SPT service compliance officers made 1,308 on-site inspections at schools and inspected 2,267 vehicles operating on school bus contracts, ensuring that children are travelling to school on safe, well-maintained vehicles as set out in conditions of the over 1,700 SPT-managed school transport contracts. SPT officers also worked closely with colleagues in South Lanarkshire to manage the often complex transport arrangements required during the council's extensive school rebuilding programme.

## Community transport

Community transport is flexible, accessible, affordable transport provided by charities and voluntary organisations. SPT invested over £600,000 in revenue grants to Community transport organisations across eight of our member councils in 2013/14. Many of these organisations provide transport for areas that experience high levels of deprivation or remote rural areas that have limited public transport options.

## Kilcreggan – Gourock Ferry

SPT supports the Kilcreggan – Gourock ferry which provides a link from the Rosneath peninsula to employment and health services located in Inverclyde and beyond, for people travelling to work at Couport from other areas, and for visitors exploring the Clyde estuary and Argyll and Bute. 57,000 passengers used the ferry service in 2013/14 – an 8% increase on the previous year.

## Improving access to healthcare

Improving access to health care services via better transport measures is essential. It helps ensure appointments are kept and contributes to better health.

In 2013/14, SPT supported local bus services providing direct access to hospitals; provided MyBus services that transported people directly from home to healthcare facilities; and supported several Community Transport schemes that transport patients to healthcare appointments.

SPT continued to invest in improved transport infrastructure at hospitals including more ‘H’ branding on bus timetables and bus stops to highlight hospital journey options, travel information screens to display bus timetable information and better bus shelters for patients and hospital staff. SPT bus operations staff continued to work with NHS colleagues to improve access for buses within hospital grounds. In addition, SPT invested in improved walking and cycling infrastructure to promote active travel for both patients and staff.



*“The service is my saving grace. I don’t know what I would do without it. For a lot of people it is their only means to get out and about”*

Mrs Gibson, MyBus customer, South Lanarkshire

**£600,000**

grant funding given to  
**Community Transport**  
organisations

## Promoting Equal Access to Public Transport

SPT is committed to making public transport accessible in Strathclyde. In 2013/14, SPT invested £950,000 in nine new low-floor, accessible buses for use on socially necessary transport and provided capital grants to many of our member councils to deliver high access kerbs at bus stops to improve bus access for people with limited mobility, visual impairment or people with buggies or prams. SPT's continued commitment to bus stop access improvements is evident in the fact that more than one-fifth of marked bus stops in the SPT area now have high access kerbs.

SPT continued to administer the Strathclyde Concessionary Travel Scheme on behalf of our member councils, which provides more affordable fares on rail, Subway and ferry travel for people with disabilities, for older people, and for eligible people living in ferry connected communities. During 2013/14 it is estimated that those eligible made a combined saving of £8.3 million on the cost of rail, Subway and ferry travel.

SPT also processed National Entitlement Cards (NECs) for free bus travel for eligible persons on behalf of our member councils. The SPT Travel Card Unit processed 32,600 NEC applications or renewals and handled 76,500 NEC enquiries from SPT residents throughout 2013/14.

SPT is committed to promoting equality for our customers and staff in line with the Equality Act 2010. Our strategy 'Advancing Equality' sets out our outcomes and how we will mainstream equality in what we do. We actively engage with a range of equality groups, to ensure the needs of people with a disability are taken fully into account when developing our services.

## Travel Centres

SPT's travel centres in Glasgow (two), East Kilbride, Greenock, and Hamilton provide information about bus, coach, rail, Subway and ferry travel in the Strathclyde area, as well as details about express coach travel and excursions throughout Britain and Europe.

Our staff provided individualised journey planning assistance at our five SPT Travel Centres and from our mobile travel centre, handling approximately 677,000 travel enquiries from residents, visitors and tourists in 2013/14. We also provided public transport information and timetables at 68 accessible Travel Point locations.

Buchanan Bus Station	383,000
St. Enoch Travel Centre	156,000
East Kilbride Bus Station	58,000
Greenock Bus Station	26,000
Hamilton Bus Station	54,000

## Mobile Travel Centre

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 356 visits around Strathclyde in the past year.

Access for all

Reduced emissions

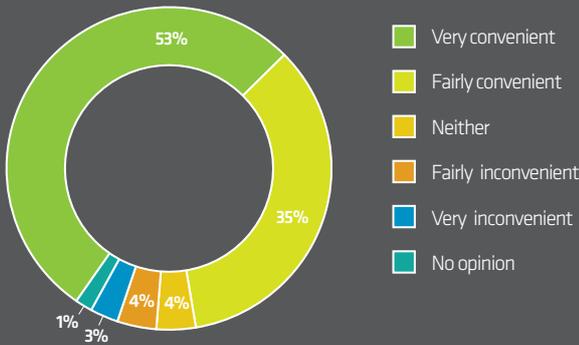
Improved service delivery

SPT aims to ensure that public transport is convenient, affordable and accessible and connects people to the places they want or need to travel to.

The statistics below provide an indication of how SPT is performing against this strategic outcome.

This measure will be influenced by a huge range of factors including the quality of projects and services that are controlled or supported by SPT including the operation of the Subway but also the accessibility of services and facilities provided by bus, rail and ferry operators.

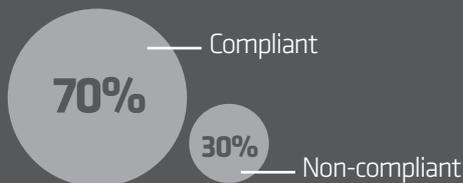
Convenience of public transport



**18%**  
fewer people find public transport inconvenient since 2007

Source: Scottish Household Survey 2012 - 2013

Proportion of buses operating in SPT area that are DDA-compliant

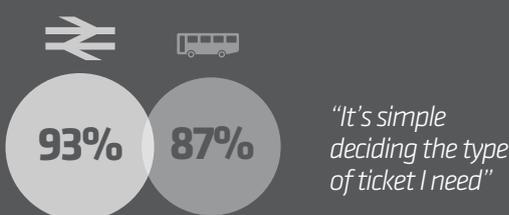


**100%**  
of SPT vehicles are DDA compliant

**1/3**  
increase over past year in proportion of buses that are DDA-compliant

Source: SPT Survey 2014

Provision of ticket, route & timetable information

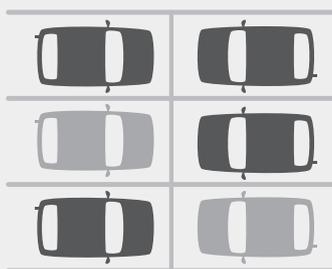


Source: Scottish Household Survey 2012

## Reduced Emissions

SPT aims to deliver a cleaner environment through encouraging sustainable travel choices and reducing the carbon emissions produced by our own operations. SPT is committed to improving the range, choice, access to and appeal of sustainable travel options and implementing carbon reduction measures across the organisation.

In 2013/14, SPT focussed on reducing emissions through development of park and ride, cycling provision improvements and encouraging behaviour change.



**2/3** of park and ride users use park and ride five or more times a week

## Park and ride

SPT continued to work closely with our member councils to develop and deliver park and ride facilities throughout the region to attract more people onto public transport for at least part of their journey. SPT's total investment for park and ride during 2013/14 was £625,000, which included the completion of projects at Neilston, West Kilbride and Dalmuir and development works at Kilmaurs, Blairhill, Wishaw, Blantyre, Carstairs Junction and Largs.

SPT Subway park and ride facilities at Kelvinbridge, Bridge Street and Shields Road were at their busiest levels in five years with 216,000 drivers using the car park facilities in 2013/14 – a 7% increase on the previous year. Park and ride facilities at the Subway also contribute to reducing the number of cars on city centre roads especially at some of the busiest times of the year. Christmas 2013 saw upwards of 1,000 cars a day utilising Subway park and ride to connect with public transport.

## Neilston park and ride

SPT supported the delivery of an expanded Neilston park and ride in 2013. The existing car park at Neilston rail station operated over-capacity every weekday and overflow parking was creating unsafe conditions on adjacent streets. The expansion has doubled capacity, including additional blue badge spaces, ensuring park and ride demand is safely met as well as encouraging new users to use public transport for part of their journeys.

In addition to investment, SPT continued its extensive park and ride survey programme across 21 rail stations. The results continue to show that park and ride regularly converts car commuting trips into car-and-rail trips, with 93% of those surveyed using park and ride for work purposes and two-thirds using the car park at least five times a week.

SPT has also developed an interactive park and ride map on our website to assist travellers in locating convenient facilities.

## Cycling

SPT is committed to increasing cycling across the SPT area through the delivery of our Cycling Strategy and Investment Programme, which was developed in support of the Scottish Government's Cycling Action Plan.

In 2013/14, SPT invested £1.4 million in cycling infrastructure improvements across the region including extensions to National Cycle Network routes, better cycle connections for rural communities to town centres and strengthening links between cycle routes and transport hubs. Many of the cycling projects that SPT supports are match-funded by Sustrans, which maximises available funding.

As part of the £1.4 million SPT invested, £35,000 on bike parking at bus and Subway stations, further education campuses and hospitals. Six bike parking shelters were installed at Buchanan, Hamilton and Greenock bus stations as well as Bridge Street, Kelvinbridge and Kinning Park Subway stations. SPT, in partnership with ScotRail, also contributed £48,000 in grant funding to provide new and enhanced bike parking facilities at 13 railway stations across the region.

SPT continued to work with NHS Greater Glasgow and Clyde and Glasgow City Council to develop a network of walking and cycle routes to the South Glasgow University Hospital and Royal Hospital for Sick Children ahead of its opening in 2015, and is working with councils across the region to maximise opportunities for improved cross-boundary cycle links to the new hospital.

SPT and Sustrans continued to jointly fund a dedicated Strategic Project Officer post based at SPT to support the delivery of the Cycling Strategy and work closely with our member councils to develop their local cycling strategies in line with Scottish Government and Sustrans guidelines.



Bike parking at Hamilton Bus Station



**£1.4 million**  
invested in cycling  
improvements

## Travel behaviour change

SPT's Sustainable Travel Grant scheme provides partner councils and other public sector organisations with grants to promote active and sustainable travel to their staff. In 2013/14, over £6,500 was invested in a number of projects. Among these projects included new bike shelters for staff at Inverclyde Royal Hospital, lockers for staff at Glasgow City Council to promote cycling to work, and pedometers for staff at Argyll and Bute Council.

SPT JourneyShare - the regional car sharing scheme - has more than 4,300 registered users regularly joining up commuting journeys to save money and reduce the impact of travel on the environment. SPT supported several of our member councils to continue promoting JourneyShare to their staff by contributing a 50% share of the annual licence cost for the online JourneyShare system. Currently, there are 15 large organisations with their own JourneyShare sites including Glasgow Airport, West College Scotland, University of the West of Scotland, Glasgow University, NHS Greater Glasgow and Clyde, Braehead and Life Technologies.

Over the last year, SPT has encouraged staff to participate in a number of national sustainable travel events including: Walk to Work Week in May; Bike Week in June; and, the Cycle to Work Scheme.

SPT staff are also encouraged to travel sustainably to work. Our most recent SPT Employee Travel Survey highlighted that 62% of employees use public transport to get to work and 8% walk or cycle to work.

## Reducing emissions produced through our operations

In 2009, SPT set itself the target that by 2015 it would reduce its carbon emissions by 20%. To deliver this a Carbon Management Plan was developed to guide efforts to reduce energy usage and waste.

SPT entered 2013/14 already well on its way towards this target and by the end of the year it had reduced its carbon emissions by 16.5%.

15 carbon reduction projects have been rolled out across SPT. In 2013/14, we invested £242,000 in carbon reduction projects, delivering a 419 tonne carbon reduction and almost £58,000 in revenue savings in the first year.

One of the most successful projects of 2013/14 was the installation of voltage optimisation units at Buchanan Bus Station. Since installation, it has significantly reduced the use of electricity at the station, with savings on average over 12% per year.

This project brought a number of benefits including; reduced carbon emissions by 97 tonnes, reduced electricity bills by almost £20,000, increased the lifespan of lighting and motors and also reduced maintenance costs.

Other carbon reduction initiatives progressed in 2013/14 include IT software upgrade to minimise out of hours consumption, installation of gas-fired radiant heaters and replacement of oil-fired radiant heaters in workshops, introduction of solar panels at Buchanan Bus Station and introduction of LED lighting.

Access for all

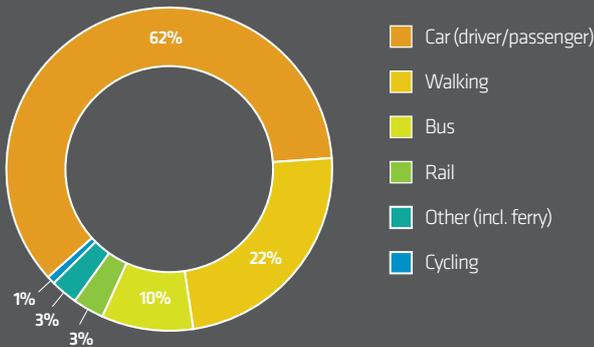
Reduced emissions

Improved service delivery

SPT aims to reduce the impact that travel and transport has on the environment. This includes the environmental impact of SPT's operations.

The statistics below provide an indication of how SPT is performing against this strategic outcome.

### Main mode of travel for all journeys in the SPT area



There has been no change in the main mode of travel for SPT residents since 2007. Car is the main mode for over three in every five journeys made in the SPT area, which is in line with national figures. A greater proportion of journeys are made by public transport in the SPT area than nationally, but conversely a smaller proportion are undertaken by walking or cycling.

Source: Scottish Household Survey 2012-2013

### Reducing carbon emissions

**16.5%**

reduction in SPT carbon emissions since 2008/09

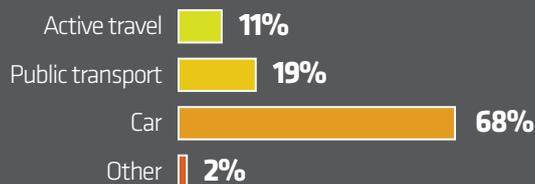
**18%**

increase in proportion of buses that are Euro 3 or newer over the past year

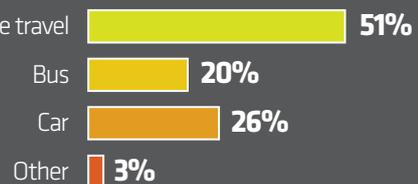
Source: SPT 2014

### Usual method of travel by journey purpose

#### work



#### school



Source: Scottish Household Survey 2012-2013

## Improved service delivery

SPT aims to continuously improve the quality of our services, operating as efficiently and effectively as possible and also obtaining the maximum value from every public penny we invest.

Over the past year, SPT has invested in its people, improved its processes and focussed on its customer service to enable it to deliver against this outcome.



Creating a fit-for-purpose organisation continues to be a key focus for SPT's Executive Team.

By ensuring we have the right people, processes and resources, we can continually improve our service delivery. We are committed to becoming more efficient and effective – making the most of every penny and every action to achieve the best outcomes possible for the public we serve.

### Our People

As at March 2014, SPT employed 556 people. Of this 60% are male and 40% are female.

Year	2012/2013	2013/2014
Headcount	550	556
Staff costs	£16,972,000	£16,860,000

In addition to our employees, SPT is made up of 20 councillor members representing 12 unitary authorities in the west of Scotland, plus nine appointed members. Allowances and expenses were £46,760 in 2013/14.

Our staff are one of our most important assets. We are committed to supporting staff in maintaining their health and wellbeing to reduce absence levels. We are also committed to ensuring we have a diverse workforce and to continually developing our people to create the right mix of skills and knowledge we need to deliver against our strategic outcomes.

### Human Resources

Significant management time was invested to improve absence levels and manage sickness absence thus reducing overall employee costs. The cumulative sickness absence of 3.1% is a significant decrease on the 2012/13 absence rate of 4.6%.

## Health and Safety

Increased training has resulted in the reduction of employee accidents by two-thirds in last year. That has also meant a reduction in lost time - 103 days this financial year compared to 444 days lost in 2012/13.

Reported passenger accident numbers are also down by 56.2% on 2012/13 with an overall drop of 76.6% on two years ago. Positive poster campaigns and staff acting diligently have had a very positive effect and passenger safety messages will continue to be promoted throughout 2014/15.

A key area of concern is the physical and verbal abuse our employees suffer. Fortunately, since November 2013, there has been a reduction in the number of reported incidents following the 'Respect' poster campaign at both Subway and bus operation sites, as well as increased visibility of British Transport Police on the Subway.

## Equality

SPT developed 'Advancing Equality' in 2013/14, a three-year Equalities Action Plan that takes into consideration the promotion of equality for our customers and staff. The implementation of this plan will help SPT to drive and track progress as well as aid our reporting requirements under the Equalities Act (2010). Our first progress report on the actions contained within 'Advancing Equality' will be published in April 2015, in line with legislation.

## Learning and Development

Learning and development investment during the year was £120,754, an increase of 48% on the previous year. This reflects SPT's commitment to staff development. In 2013/14, the majority of training was delivered in-house with particular focus on supporting the implementation of the new Subway smartcard ticketing system. Health and Safety continued to be an important item on the agenda, accounting for 20% of the training spend.



## Our Processes

SPT continues to assess the way in which we work to establish if we can do things better. This applies to everything from how we communicate with customers to how we manage complaints.

## Finance and Procurement

The focus of the Finance and Procurement teams remains on providing practical advice and accounting services to the organisation in accordance with all relevant laws, regulations and statutory guidance. Particular emphasis has been placed on supporting the various work streams of the ongoing Subway Modernisation programme, provision of a range of bus services across the area and the annual school transport renewal programme.

In 2013/14, the Finance team continued to deliver a comprehensive range of financial support services including processing approximately 15,000 payment invoices with a value of over £106 million, over 3,500 income invoices with a value of over £9 million and over 7,000 payroll transactions with payment to employees of over £12 million (after deductions) and to third parties such as HMRC of over £9 million.

Procurement continued to provide a comprehensive range of services including managing the tender process for 86 contracts with a value of over £53 million and processing over 3,500 purchase orders with a value of over £55 million.

## Communications

SPT employs a range of communication techniques tailored to suit our audiences. Our website and intranet, as well as social media, are important tools used to keep key stakeholders and passengers informed about the services we deliver.

Year on year customers are increasingly relying on digital channels for information about SPT - our website was visited 806,000 times this year and we had more than 12,000 followers on social media by the end of 2013/14. Although we are seeing more customers using digital channels, SPT is committed to ensuring that we share information with as many people as possible so we continue to invest time in working with media outlets to communicate with our stakeholders - our media monitoring shows that the Advertising Value Equivalent or AVE (the

equivalent cost of buying space devoted to positive editorial content) is strong, with a media AVE of £1,342,380 in 2013/14.

## Information Technology (IT)

In 2013/14 the IT Service Desk resolved 3749 requests for IT assistance. In addition to this on-going maintenance and support, IT delivered a number of improvements in 2013/14 delivering time and cost savings. These include:

- A programme of server consolidation - reducing hardware costs by replacing aging servers that waste resource with a virtualized environment. This has increased server utilisation by 50-80% while reducing physical space and power usage. Initial power savings have been estimated at up to a 93% reduction in the server estate energy usage.
- Email archiving was successfully implemented and has been rolled out to SPT staff reducing individual mailboxes down to a maximum of 1GB, ensuring good performance for users and lowering costs.
- Successfully linking the SPT schools contract system to North Ayrshires Schools administration system, streamlining information to a single point of entry.

## Freedom of Information

During 2013/14 SPT received 85 Freedom of Information requests and two Environmental Information requests, 86 of which were responded to within the statutory timescale which is a 98.9% compliance rate.

## Complaints

SPT reviewed its complaints handling procedures in early 2014.

The hard copy complaints form was made clearer for the customer and the process by which it is issued to customers was changed to give staff at stations the opportunity to manage complaints as and when they are raised.

A new IT system for logging complaints was also introduced, to manage responses ensuring complaints were handled within set timescales and producing regular reporting to enable SPT to monitor trends and use this information to identify required service improvements.

Access for all

Reduced emissions

Improved service delivery

As a public body, we invest in our people and aim to continually improve our processes to ensure we are as transparent, efficient and effective as possible.

The statistics below provide an indication of how SPT is performing against this strategic outcome.

#### Investing in our staff

 **1.5%**

decrease in staff absences

 **48%**

increase in learning and development investment

#### Communicating with our customers and staff



 **54%**

increase in @GlasgowSubway twitter followers on 2012/13



 **28%**

increase in website hits on 2012/13



 **5%**

increase in intranet visits on 2012/13

#### Responding to customer requests

 **98.9%**

compliance rate for responses to freedom of Information requests

 **79%**

of complaints answered within five days

# Look ahead



## Attractive, seamless, reliable travel

SPT is committing £30 million in capital investment towards the Subway Modernisation programme in 2014/15. This investment includes the refurbishment of St. Enoch's, Buchanan Street and Govan stations, station designs, completion of the procurement process for all remaining tunnel and track infrastructure works and completion of the procurement process for new fully automated trains and signalling system. Infrastructure improvements at Broomloan Depot will continue with new switchings and crossings, ramps and tunnels. A new integrated transport hub will be developed at Govan incorporating the refurbished Govan Subway Station, Govan Bus Station and Fastlink.

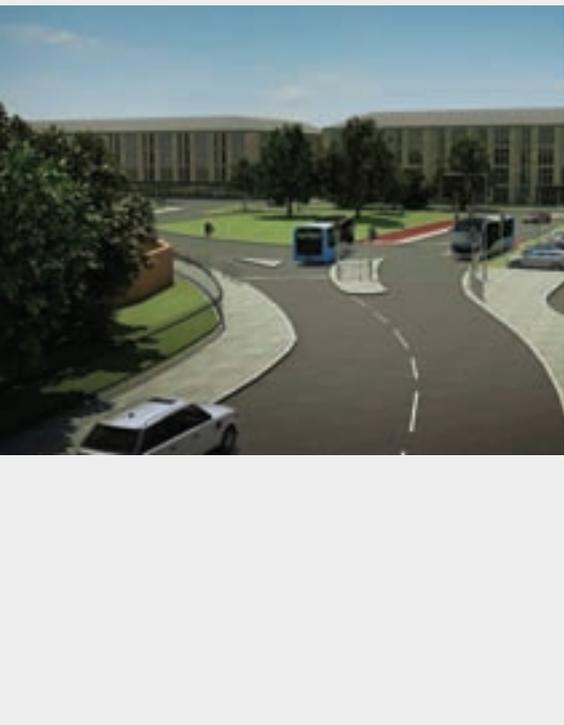
SPT will continue to develop the smartcard technology that has recently been introduced onto the Subway. Upcoming enhancements include the integration of parking equipment at Subway park and ride sites and the roll-out of online top-up facilities for smartcard customers. SPT continues to work towards integration with the National Entitlement Card and ScotRail smartcard schemes. Other pilots will be developed to further SPT's ambition to fully integrate smartcard ticketing across all transport modes in Strathclyde.

SPT will continue to invest in improved bus infrastructure across the region, to monitor bus standards and the performance of existing statutory Quality Partnerships, to make further progress on our bus policy plans including establishment of Electronic Bus Service Registration for all local bus service registrations and will continue to work with our member councils to establish new statutory Quality Partnerships.

## Improved connectivity

SPT is committing £18 million in 2014/15 for the delivery of Fastlink, with Glasgow City Council (GCC) delivering the remaining infrastructure on the core route between Glasgow city centre and the South Glasgow University Hospital and Royal Hospital for Sick Children. SPT and GCC will complete the formal consultation with bus operators on the proposed Fastlink statutory Quality Partnership and will work together to develop effective solutions for the operation of Fastlink through the city centre. SPT will work with Renfrewshire Council to continue development of the Fastlink extension to Renfrew via Braehead.

We will continue to work with our member councils and industry partners to enhance our road, rail and freight networks across the region and improve strategic connections. SPT will continue to be closely involved in the re-development of Queen Street Station, Edinburgh-Glasgow Improvement Programme and the next ScotRail franchise to ensure passenger facilities, rail infrastructure and rail services meet the needs of residents and business. We will support our member councils by inputting to local development plans, major developments and other proposals that impact on the transport network.



## Access for all

SPT will continue to assess the public transport needs of communities in Strathclyde and deliver high-quality services to improve access for all residents. SPT is committing £1.5 million for accessible buses to be used on supported local services and MyBus services. We will continue to support Community Transport operators to provide transport for some of our area's most vulnerable communities including remote rural areas, areas with extremely limited access to public transport, and areas experiencing the effects of multiple deprivation. School bus transport will continue to be managed by SPT on behalf of 11 of our member councils and SPT service compliance officers will continue a robust programme of vehicle and service inspections to ensure school children are travelling on safe, well-maintained vehicles.

Access to healthcare will be a key area for SPT in 2014/15 working with the NHS to deliver improved public transport infrastructure and travel information at hospitals and supporting NHS Greater Glasgow and Clyde to ensure staff and patients are able to access the New South Glasgow Hospitals in a sustainable manner.

Promoting equal access to the transport network remains a priority for SPT in 2014/15. We will continue to invest in safer, more accessible public transport infrastructure, to provide accessible travel information - including staffed travel centres and mobile travel centre visits - and to administer the Strathclyde Concessionary Travel Scheme on behalf of our member councils to provide reduced fares on Subway, rail and ferry services.

## Reduced emissions

SPT is working with member councils to deliver several key park and ride projects in the SPT area. Projects will be progressed through various stages of feasibility or delivery for Johnstone, Blairhill, Irvine, Kilmaurs, Wishaw, Blantyre, Carstairs, East Kilbride, Hairmyres, Balloch, Airbles and Yoker. SPT is working with GCC, Transport Scotland and industry partners to deliver a strategic park and ride at Robroyston, which will be the site of a new rail station delivered within the next few years.

SPT is committing more than £3 million in capital funds towards cycling infrastructure improvements in 2014/15, and promoting improvements in line with Scottish Government and Sustrans guidelines. We are assisting member councils to ensure local cycling strategies are in place and supports cross-boundary improvements to develop the strategic cycling network across the SPT region.

SPT promotes best practice in sustainable travel promotion through the Sustainable Travel Group and continues to promote car sharing through JourneyShare and travel planning advice to public and private organisations.







Find out more about what SPT is delivering in your local area at [spt.co.uk/transportoutcomereports](https://www.spt.co.uk/transportoutcomereports)

## Online

Follow us on twitter at @SPTcorporate or visit our website [spt.co.uk](https://www.spt.co.uk)

## Your suggestions

If you would like to pass on your suggestions or comments, please email us at: [suggestions@spt.co.uk](mailto: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](mailto:enquiry@spt.co.uk)

## By post

Write to us at:

SPT  
Consort House  
12 West George Street  
Glasgow  
G2 1HN.