



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

Date of meeting 22 August 2025 Date of report 28 July 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.

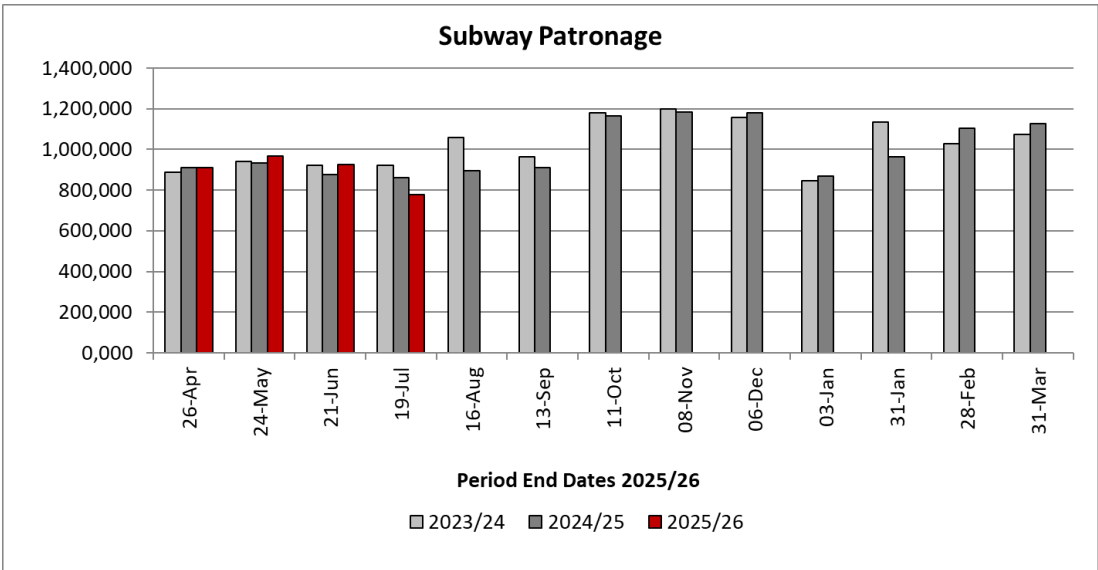
2. Background to report

The last Monitoring Report was presented to the Operations Committee on 25 April 2025. Throughout this report, comparisons have been made with data from previous years.

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 3.5 million Subway journeys in the four periods to 19 July 2025; this very similar overall (down 0.02%) compared to the previous year.

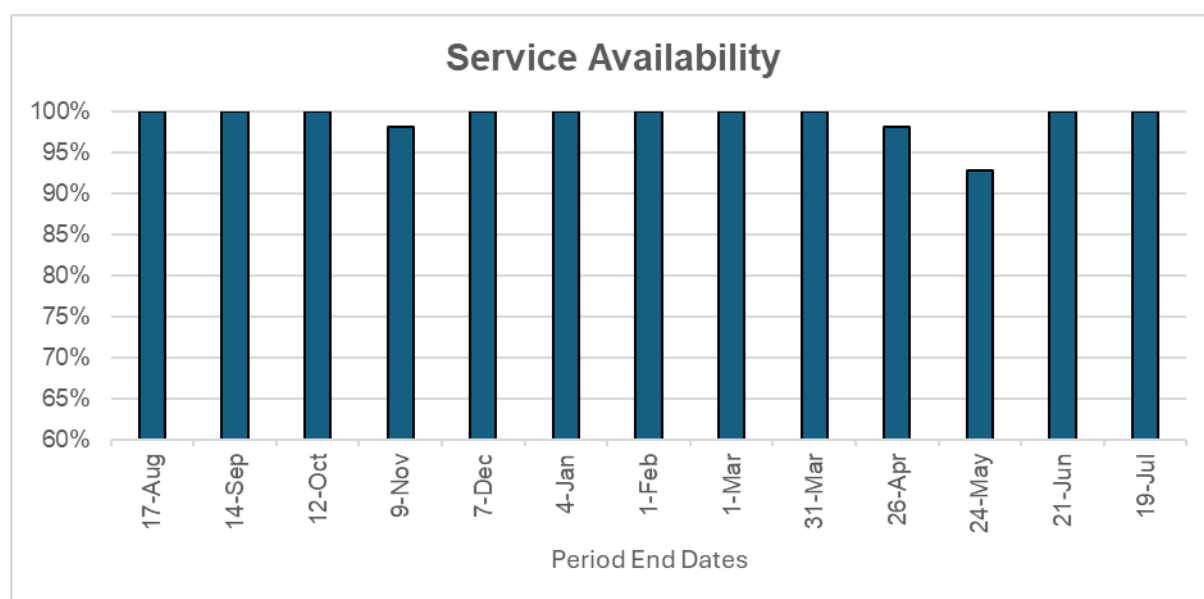
Three periods were up year-on-year, by an average of 3.1%. The period ending 19 July 2025 was affected by industrial action with three days of Subway closures and patronage was down 9.9% year-on-year.

### 3.2 Subway Reliability

The graph and table below show Subway fleet availability for service for the year (13 periods) to 19 July 2025. Availability over this time has consistently been above 98%.

In period ending 24 May 2025, availability was 92.9% which arose from a requirement to reconfigure and fully allocate three trains for testing the new signalling system in preparation for the next stage (CP4+) of Subway Modernisation, hence the impact on availability.

A timetable availability of 100% has been achieved in ten out of the thirteen periods.



In the 2024/2025 financial year, the new fleet operated for a total mileage of 600,612 miles.

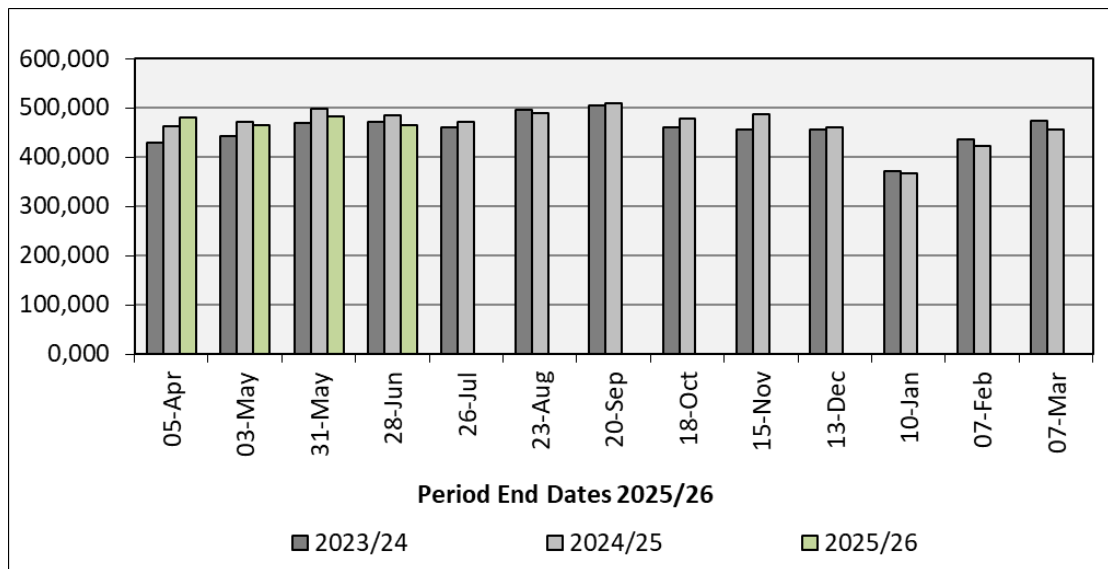
In the first four periods of 2025/2026, there was an 82% reduction in service suspensions against the same period in 2024/2025, demonstrating a significant improvement in resilience and reliability over the last year.

## 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

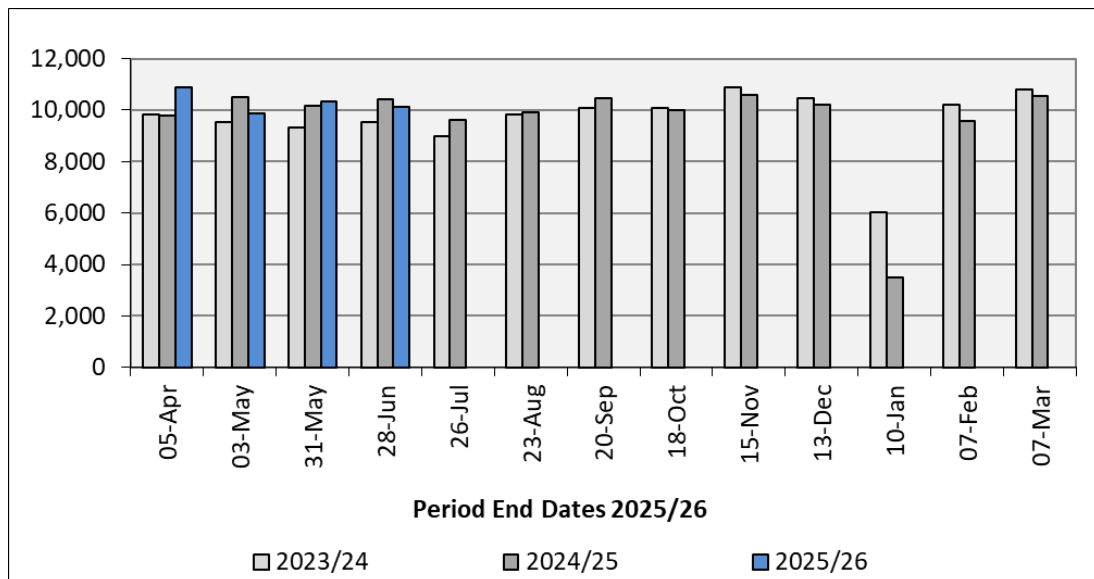
The graph shows supported bus patronage in the current year and the previous two years.



There were more than 2.3 million supported bus journeys in the five periods to 28 June 2025. Overall, this was 1.8% down on the same periods one year earlier.

## 5. Demand Responsive Transport (MyBus)

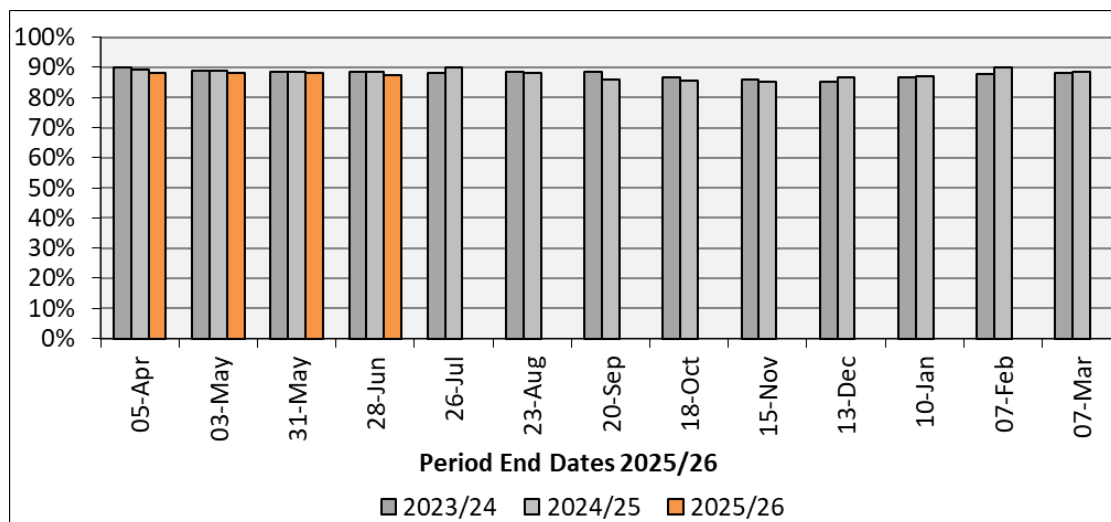
### 5.1 MyBus Patronage



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

There were more than 51,000 MyBus journeys in the five periods to 28 June 2025. Overall, this was 0.2% up on the same periods one year earlier.

## 5.2 MyBus Requests Met

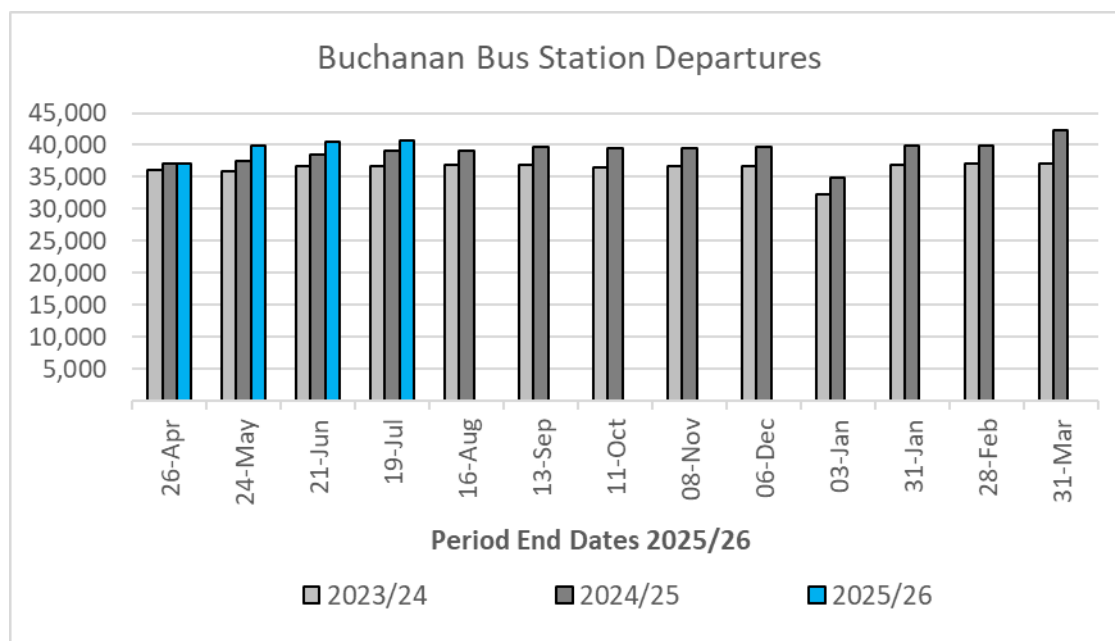


The graph shows percentage of MyBus requests met for the current year and two previous years. In the five periods to 28 June 2025, on average 88.0% of requests were met. The same figure a year earlier was 88.6%.

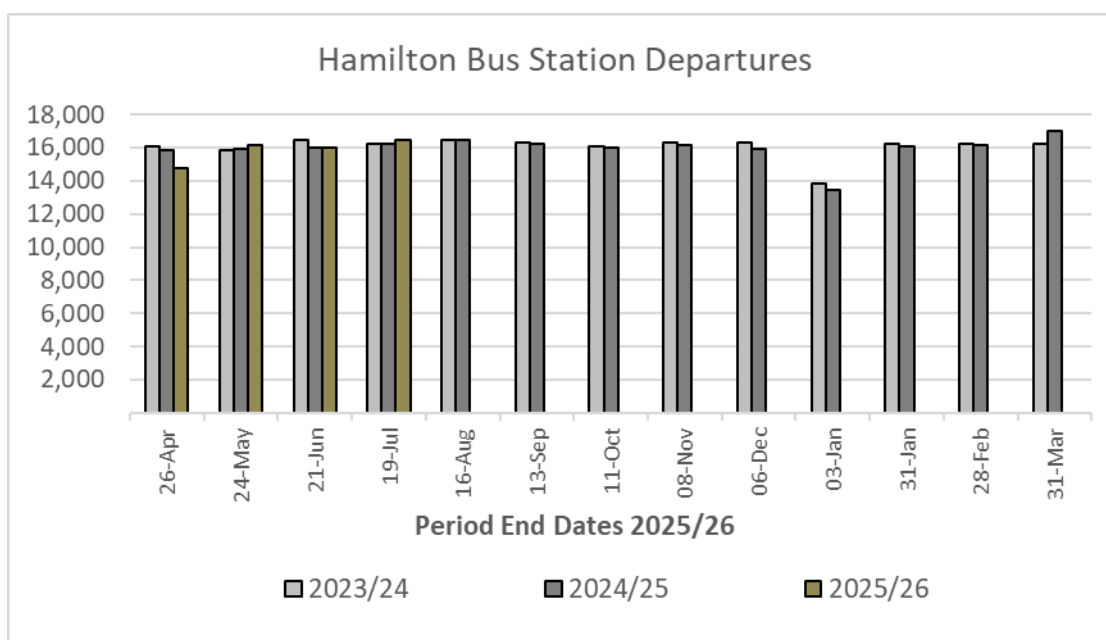
## 6. Bus Stations

### Bus Station Departures

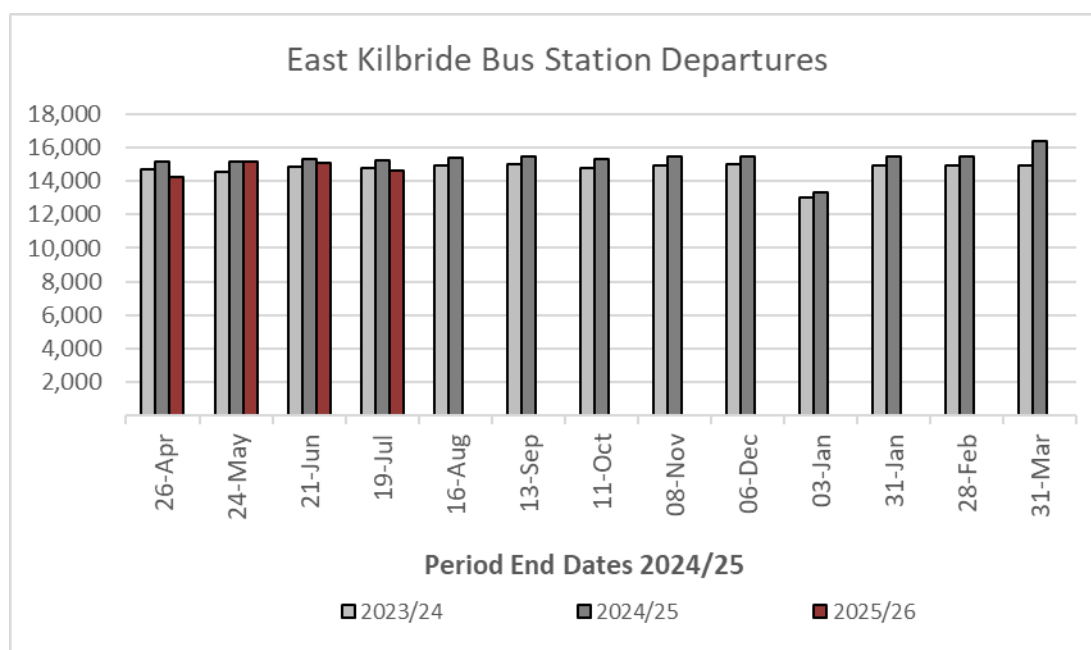
The graphs below show the current year and the previous two years for Buchanan, East Kilbride and Hamilton Bus Station departures.



There were more than 200,000 bus departures from Buchanan Bus Station in the five periods to 19 July 2025 - up 6.1% year-on-year.



There were more than 80,000 bus departures from Hamilton Bus Station in the five periods to 19 July 2025 – almost identical overall to the previous year (up 0.3%).



There were more than 75,000 bus departures from East Kilbride Bus Station in the five periods to 19 July 2025 - down 0.5% 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 – June 2025

Council Area	Contracts*	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total Warning Letters Issued
East Ayrshire	106	106	23	23	285	36
South Ayrshire	92	92	16	16	278	17
North Ayrshire	77	65	23	13	140	11
North Lanarkshire	175	175	53	53	350	116
South Lanarkshire	292	292	53	53	508	67
West Dunbartonshire	18	18	5	5	73	9
East Dunbartonshire	67	67	15	15	144	15
Inverclyde	42	42	11	11	104	35
Glasgow	53	53	26	26	117	16
East Renfrewshire	40	40	9	9	112	18
Renfrewshire	71	71	20	20	179	76
<b>Totals</b>	<b>1,033</b>	<b>1,021</b>	<b>254</b>	<b>244</b>	<b>2,290</b>	<b>416</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: 63%
- Customer Contact (e.g. Education Dept) generated warnings: 23%
- Disclosure (PVG): 14%

## 7.2 Local Subsidised Service Inspections

Statistics from 1 July 2024 to 30 June 2025

Council Area	Number of Contracts	Number of Operators	Inspections	Total number of Warnings
Argyll & Bute	4	2	1	0
East Ayrshire	14	3	76	0
South Ayrshire	12	2	60	0
North Ayrshire	22	1	54	0
North Lanarkshire	29	12	158	4
South Lanarkshire	27	10	169	5
West Dunbartonshire	11	3	47	1
East Dunbartonshire	11	6	61	4
Inverclyde	11	2	41	0
Glasgow	30	12	171	5
East Renfrewshire	6	4	47	1
Renfrewshire	14	2	95	1
<b>Total</b>			<b>979</b>	

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

- Inspection generated warnings: 19%
- Customer contact generated warnings: 52%
- Staff member generated: 5%
- Operator self-reported issues: 24%.

## 8. Complaints

The format of this section reflects mandatory complaints Key Performance Indicator (KPI) reporting requirements as determined by the Scottish Public Services Ombudsman. The data is for the four periods to 19 July 2025.

### KPI 1: Total complaints received during Period

Area	Stage 1	Stage 2 escalated	Stage 2 direct	Non-SPT complaints
Bus Infrastructure	1	0	0	0
Bus Services	48	0	0	22
Bus Stations	7	0	0	2
Bus Stop Info	3	0	0	1
Communications	0	0	0	0
Contact Centre (travel cards)	2	0	0	0
MyBus	5	0	0	0
Other	8	0	0	1
Schools Transport	0	0	0	0
Smartcard	0	0	0	0
Subway	31	4	0	0
ZoneCard	4	0	0	0
<b>Total</b>	<b>109</b>	<b>4</b>	<b>0</b>	<b>26</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	92	88%	0	N/A	0	0
Not on time	12	12%	0	N/A	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	3.4	N/A	0

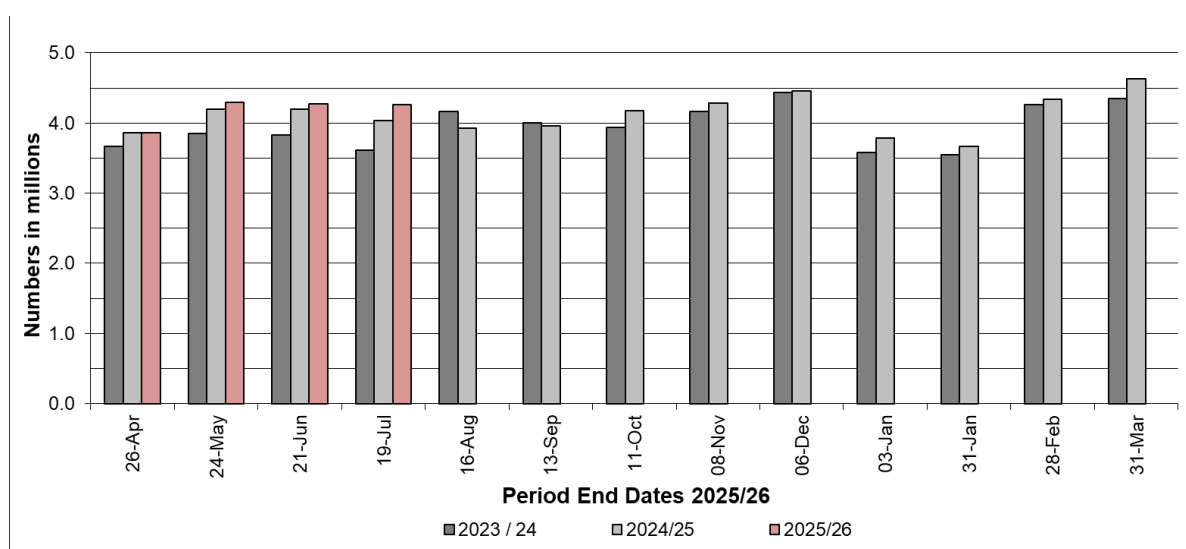
#### KPI 4: Outcomes as percentage of total

	Stage 1	Stage 2 escalated	Stage 2 direct
Upheld	51.9%	N/A	N/A
Not upheld	37.5%	N/A	N/A
Part upheld	6.7%	N/A	N/A
Resolved	3.9%	N/A	N/A

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

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

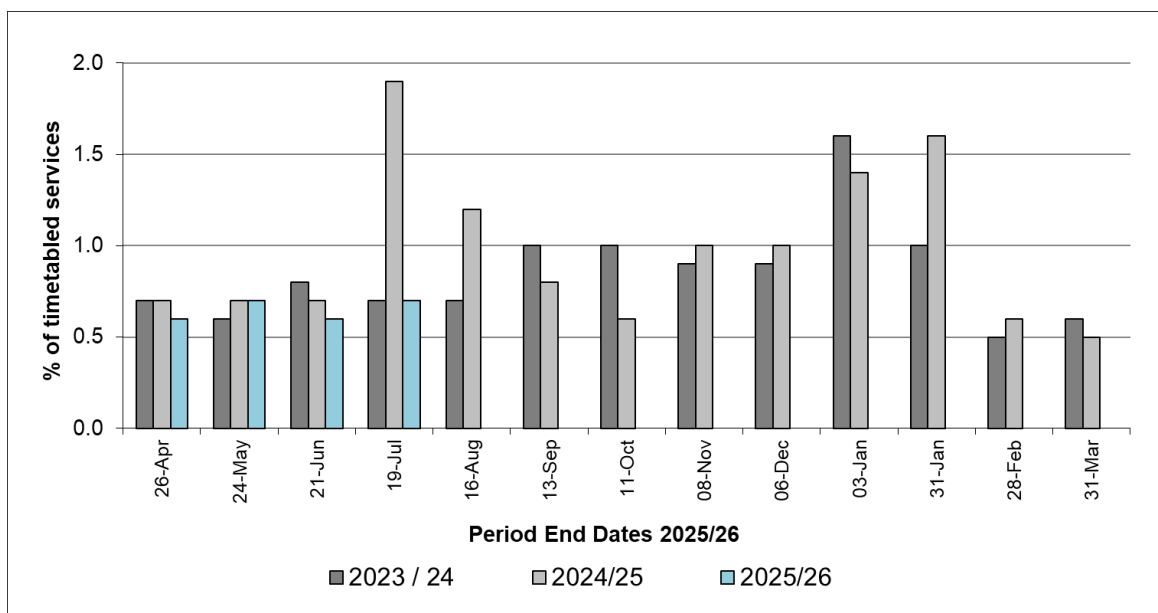
The bars on the graph show patronage in the current year and the previous two years.



Total ScotRail patronage in the five periods to 19 July 2025 was 21.3 million, this was up 3.3% year on year.



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



Cancellations in the five periods ending 19 July 2025 averaged 0.6%, compared to 0.9% 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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