

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

Date of meeting 7 November 2025

Date of report 13 October 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.

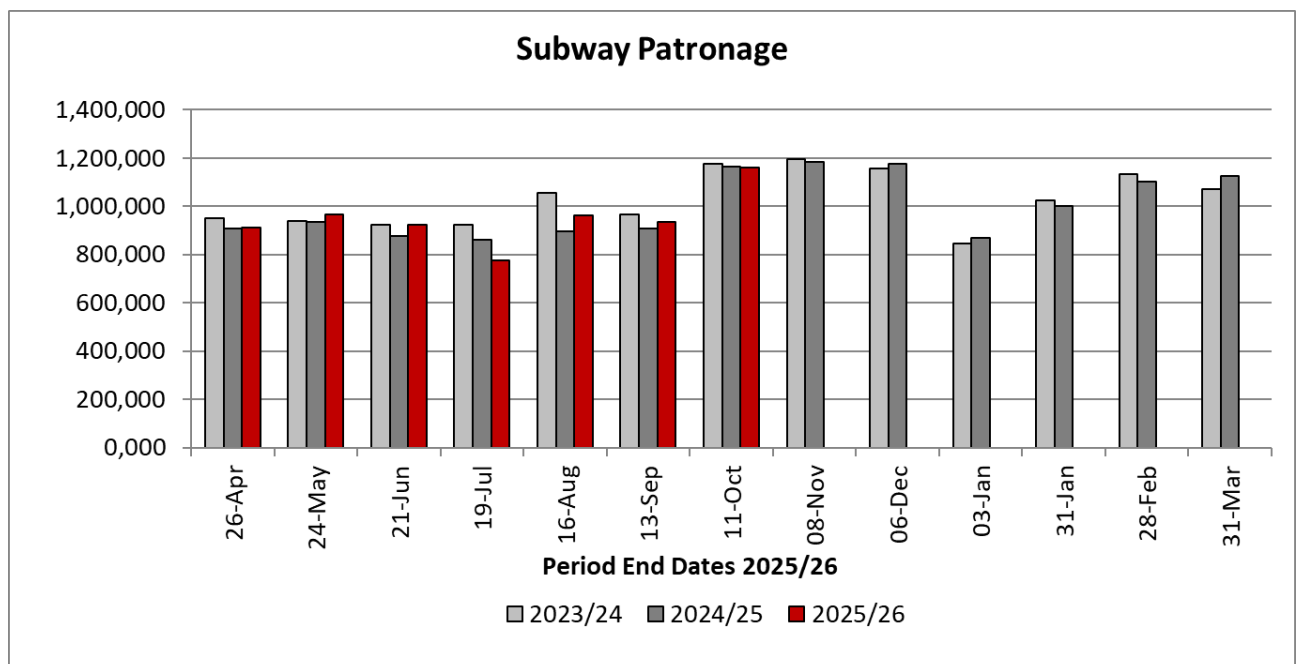
2. Background to report

The last Monitoring Report was presented to the Operations Committee on 22 August 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 below shows Subway Patronage in the current year and the previous two years.



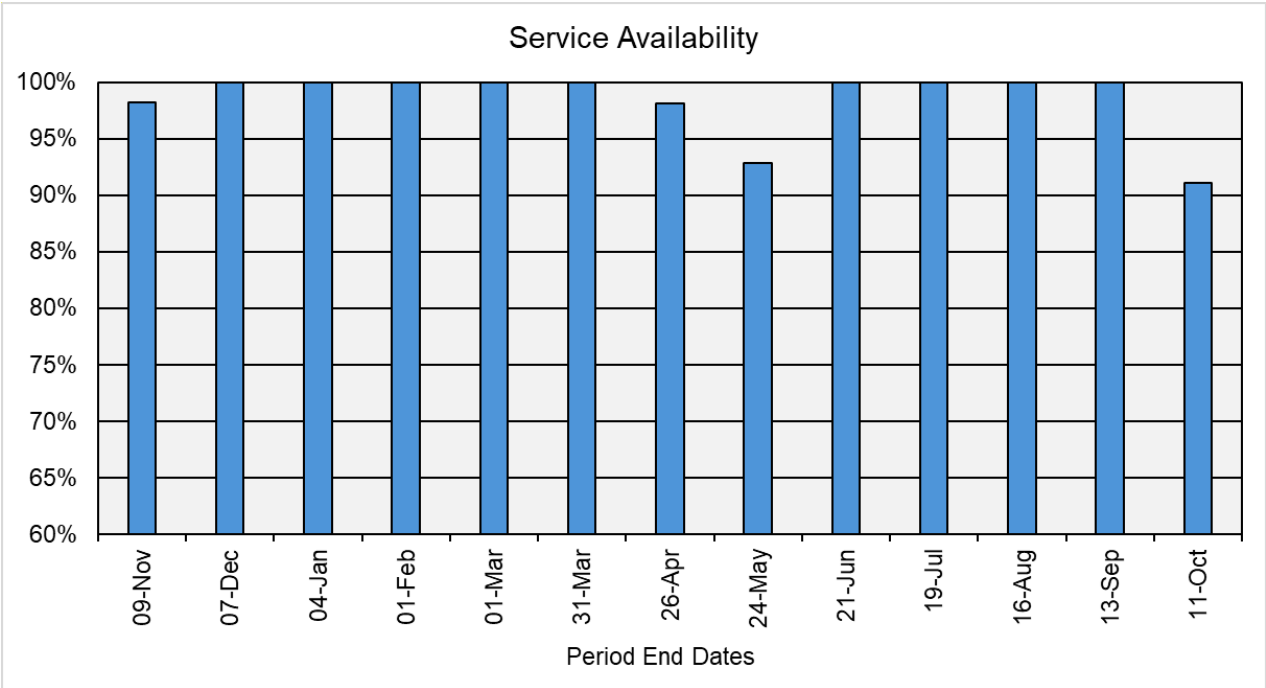
There were more than 3.0 million Subway journeys in the three periods to 11 October 2025; this is up 3.0% overall compared to the previous year.

3.2 Subway Reliability

The graph below shows Subway fleet availability for service for the year (13 periods) to 11 October 2025. Availability over this time has averaged 98.5%.

Fleet availability has been impacted by the requirement to make trains available for extensive testing of the new signalling system in preparation for the next stage (CP4+) of Subway Modernisation.

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



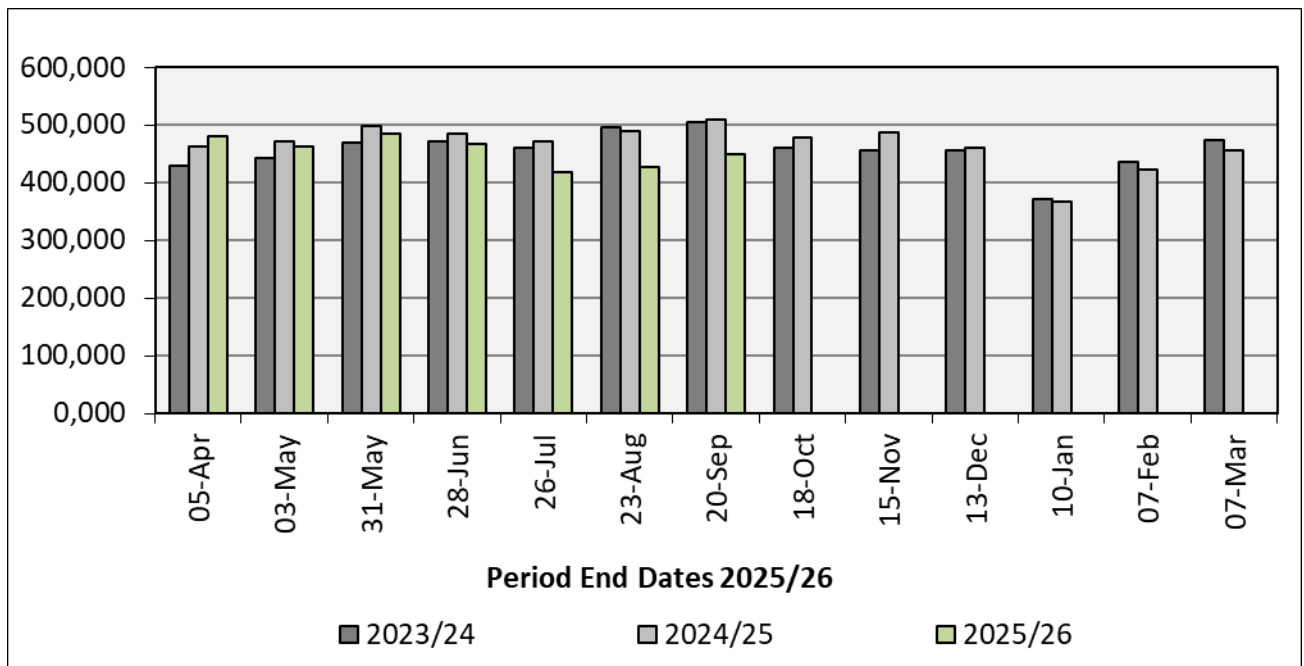
Maintenance teams continually conduct root cause analysis to identify issues, develop improvement initiatives and ultimately reduce delays and disruption to customers.

4. Supported Bus Services

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

4.1 Supported Bus Patronage by Period

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

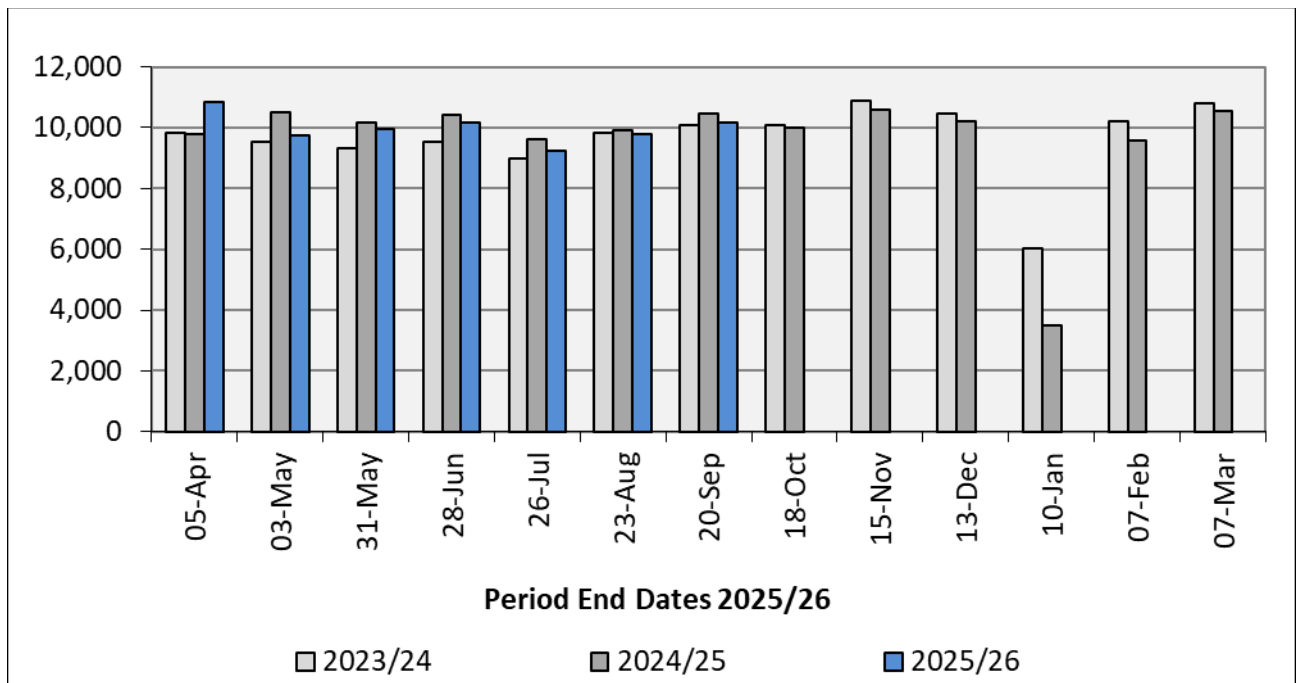


There were more than 1.2 million supported bus journeys in the three periods to 20 September 2025. Overall, this was 12.0% down on the same periods one year earlier reflecting a year-on-year reduction in supported mileage operated.

5. Demand Responsive Transport (MyBus)

5.1 MyBus Patronage

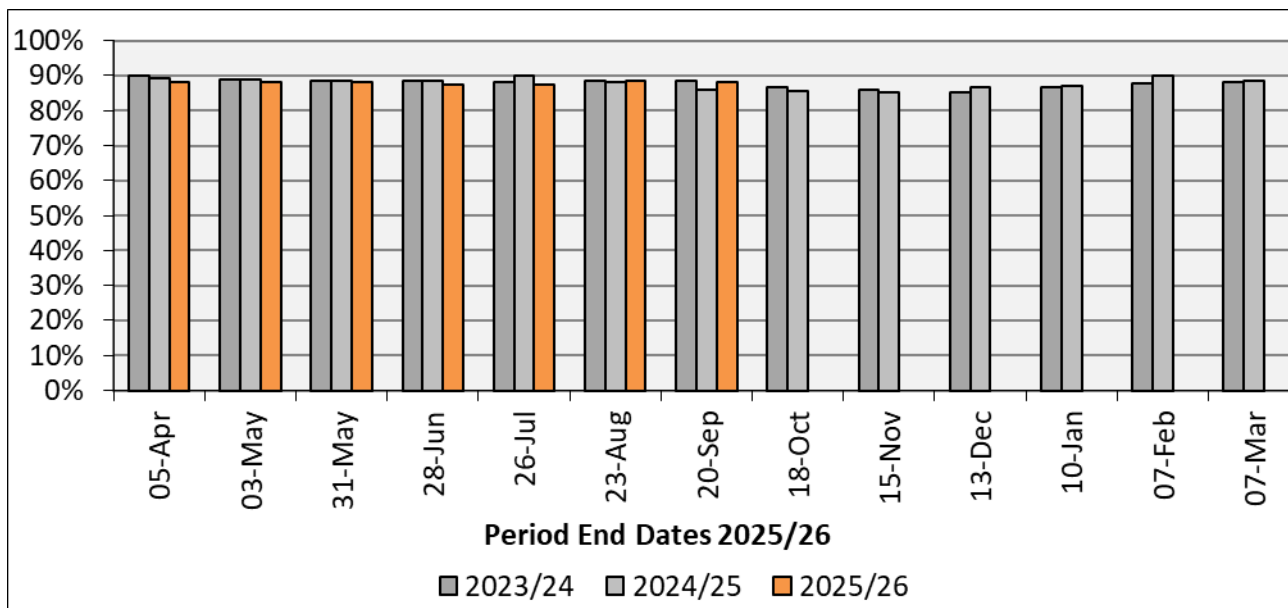
The graph shows MyBus patronage in the current year and the previous two years.



There were more than 29,000 MyBus journeys in the three periods to 20 September 2025. Overall, this was 2.6% down on the same periods one year earlier.

5.2 MyBus Requests Met

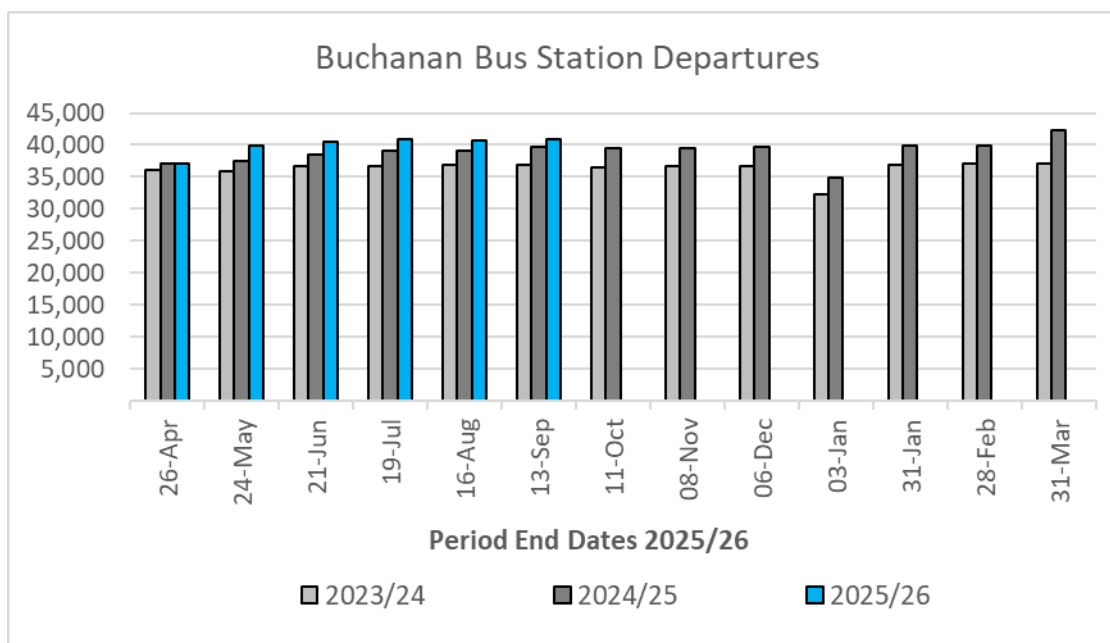
The graph shows percentage of MyBus requests met for the current year and two previous years. In the three periods to 20 September 2025, on average 88.0% of requests were met. The same figure a year earlier was 88.2%.



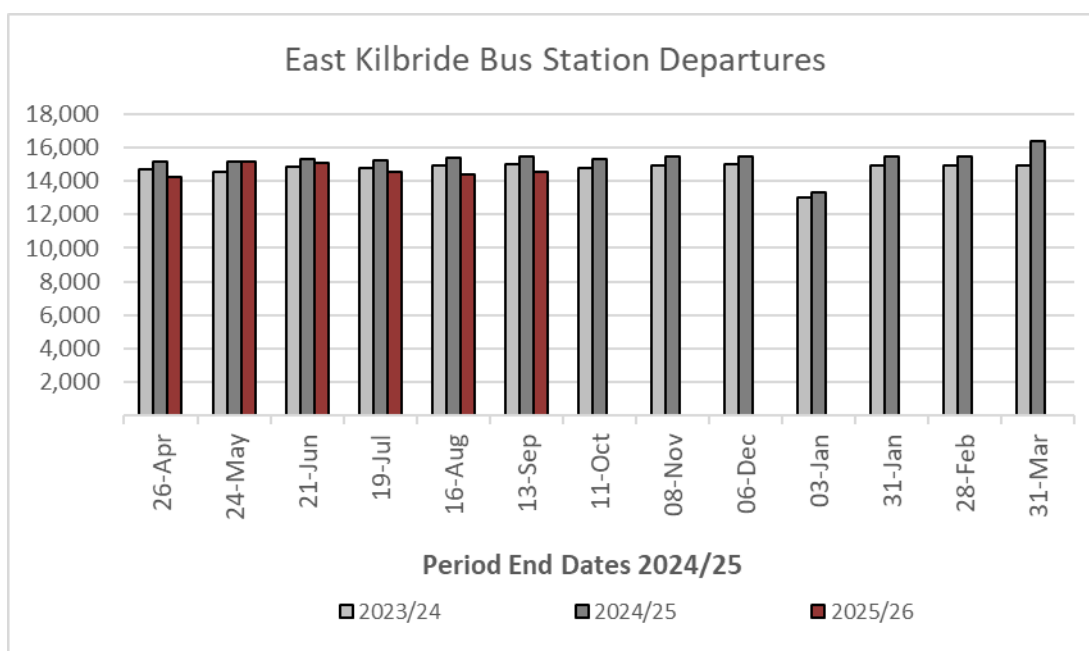
6. Bus Stations

6.1 Bus Station Departures

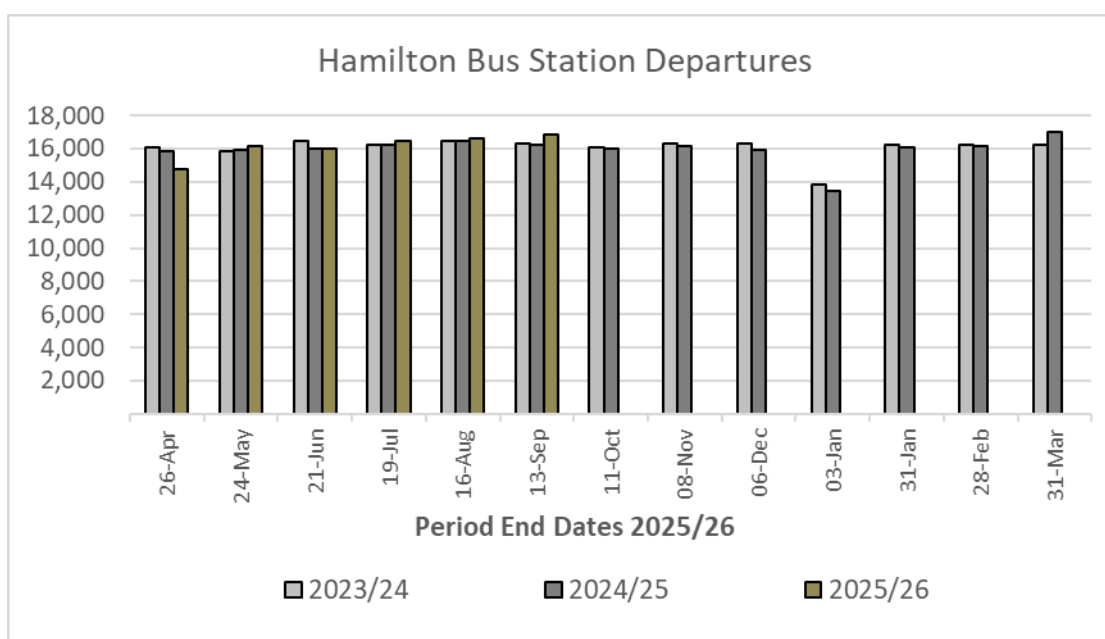
The graphs below show the current year and the previous two years for Buchanan, East Kilbride and Hamilton Bus Station departures.



There were more than 81,000 bus departures from Buchanan Bus Station in the two periods to 13 September 2025 - up 3.5% year-on-year.



There were more than 28,000 bus departures from East Kilbride Bus Station in the two periods to 13 September 2025 – down 6.3% year-on-year. This reflects changes in service patterns by First Glasgow in the East Kilbride area.



There were more than 33,000 bus departures from Hamilton Bus Station in the two periods to 13 September 2025 – up 2.5% 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

Statistics from 11 August 2025 – 09 October 2025

Council Area	Contracts*	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total Warning Letters Issued
East Ayrshire	96	28	21	12	33	2
South Ayrshire	89	40	18	11	57	3
North Ayrshire	64	19	25	8	26	2
North Lanarkshire	172	39	49	19	57	13
South Lanarkshire	266	58	50	31	77	6
West Dunbartonshire	18	16	6	6	18	1
East Dunbartonshire	61	27	13	8	39	5
Inverclyde	41	12	11	8	17	6
Glasgow	55	20	24	13	26	5
East Renfrewshire	43	22	10	9	30	8
Renfrewshire	68	21	22	14	31	5
Totals	973	302	249	139	411	56

**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% (35)
- Customer Contact (e.g. Education Dept) generated warnings 5% (3)
- Disclosure (PVG) 32% (18)

7.2 Local Subsidised Service Inspections

Statistics from 01 July 2025 – 30 September 2025

Council Area	Number of Contracts	Number of Operators	Inspections	Total number of Warnings
Argyll & Bute	3	2	4	1
East Ayrshire	14	2	21	0
South Ayrshire	11	3	10	0
North Ayrshire	14	3	10	0
North Lanarkshire	31	8	49	2
South Lanarkshire	30	12	34	3
West Dunbartonshire	10	4	20	0
East Dunbartonshire	10	7	18	0
Inverclyde	10	3	24	0
Glasgow	31	11	48	2
East Renfrewshire	8	5	17	0
Renfrewshire	15	3	28	2
Total			283	

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

- Inspection generated warnings: 20% (2)
- Customer contact generated warnings: 40% (4)
- Staff member generated: 0% (0)
- Axiom entry generated warnings: 40% (4)

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 three periods to 11 October 2025.

KPI 1: Total complaints received during Period

Area	Stage 1	Stage 2 escalated	Stage 2 direct	Non-SPT complaints
Bus Infrastructure	3	1	0	1
Bus Services	33	0	0	19
Bus Stations	14	0	0	0
Bus Stop Info	1	0	0	0
Communications	0	0	0	0
Contact Centre (travel cards)	8	0	0	0
MyBus	7	0	0	0
Other	8	0	0	4
Schools Transport	0	0	0	0
Smartcard	0	0	0	0
Subway	16	1	0	4
ZoneCard	4	0	0	0
Total	94	2	0	28

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	66	85%	2	100%	0	0
Not on time	12	15%	0	0%	0	0

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

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

	Stage 1	Stage 2 escalated	Stage 2 direct
Average days	3.7	20.5	0

KPI 4: Outcomes as percentage of total

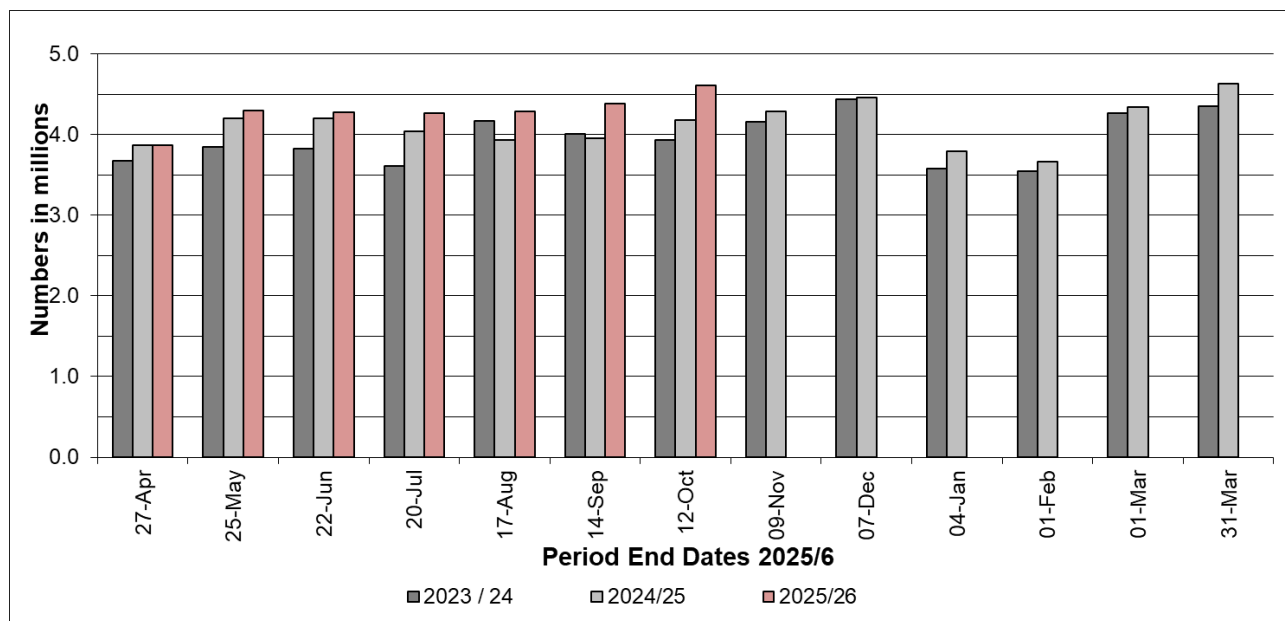
	Stage 1	Stage 2 escalated	Stage 2 direct
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Upheld	50.0%	0%	N/A
Not upheld	35.9%	50%	N/A
Part upheld	9.0%	50%	N/A
Resolved	5.1%	0%	N/A

9. Update on rail services within the Partnership area

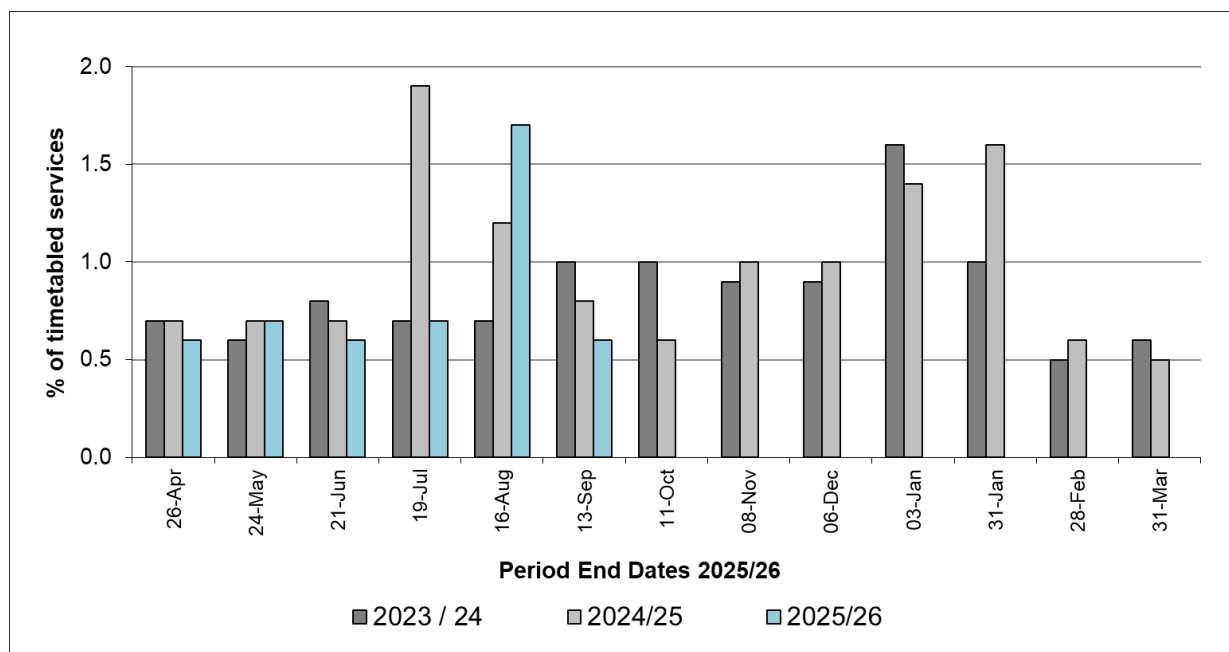
ScotRail patronage in the SPT area (in millions)

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



Total ScotRail patronage in the three periods to 12 October 2025 was 13.2 million, this was up 10.0%% year on year. A reduced timetable was in effect during the corresponding periods last year, linked to driver availability.

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



Cancellations in the two periods ending 13 September 2025 averaged 1.2%, compared to 1.0% the previous year. The period ending 16 August 2025 included disruption relating to an amber weather warning on 3 August 2025.

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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