



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

Committee Operations

Date of meeting 26 August 2022

Date of report 17 August 2022

Report by Director of Finance & Corporate Support

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. Context

The last Monitoring Report was presented to the Operations Committee on 28 January 2022.

Through this report, comparisons have been made with data from previous years, including where appropriate to compare with pre-Covid performance.

2.1 Coronavirus pandemic

Previous reports since 2020 have described travel restrictions in place as a result of the Coronavirus pandemic.

On 31 January 2022, official advice changed from “work from home if possible” to “resume hybrid working”. There have been no restrictions on travel during this period, and most Covid rules in Scotland ended on 21 March 2022.

2.2 Free Under 22 Bus Travel

A significant change to concessionary travel provision took effect on 31 January 2022. Since that date anyone resident in Scotland, aged under 22 has been eligible for free bus travel.

2.3 Cost of Living

During the first half of 2022 there has been a widely reported cost of living crisis with inflation approaching 10% and the price of many goods and services (including fuel) increasing significantly in a short period of time.

2.4 Operational Challenges

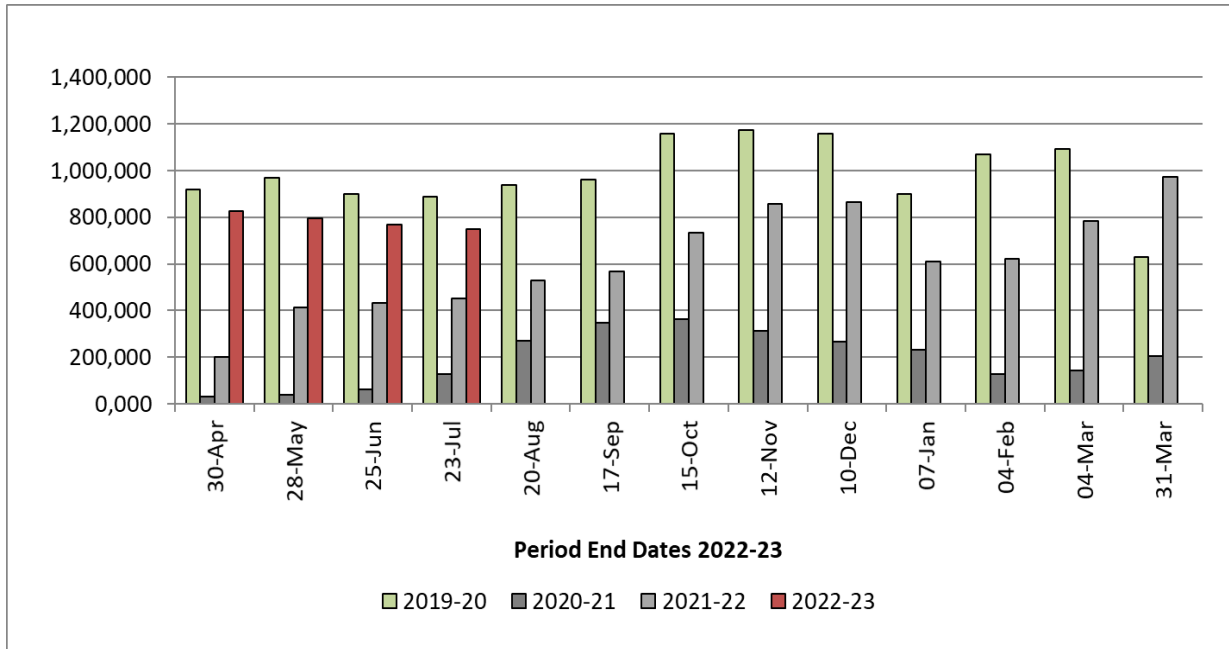
All public transport operators have faced ongoing operational challenges including:

- Industrial action affecting ScotRail and Network Rail, disrupting rail services;

- Resourcing issues leading to short term, temporary Subway station closures; and
- Recruitment and retention issues particularly affecting public transport generally.

3. Subway

3.1 Subway patronage by period (gate entries)



Over the past seven Periods (to 23 July 2022), Subway patronage has been up significantly year-on-year (up 248% on average from a low baseline affected by the Covid-19 pandemic).

When comparing with pre-Covid performance, Subway patronage was on average down 19% over these seven Periods.

Reporting periods are typically 28 days, it should be noted that 2021-22 Period 13 was 33 days long resulting in a higher than expected patronage figure.

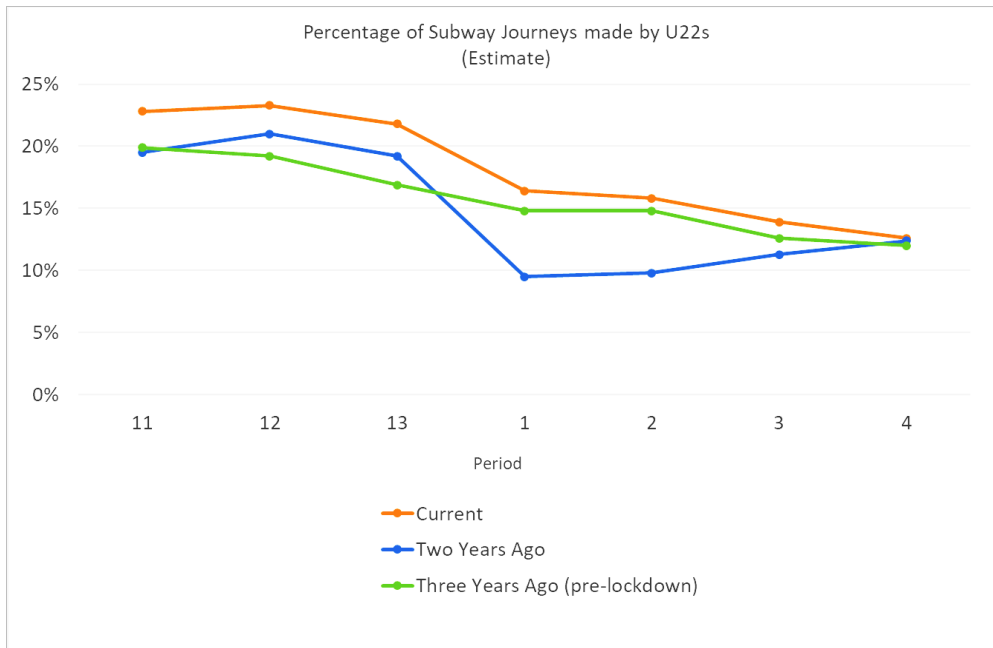
3.2 Subway Under 22 customers

As noted in section 2.2, all under 22s can now benefit from free bus travel across Scotland.

An estimate can be made of the proportion of Subway customers who are aged under 22, based on:

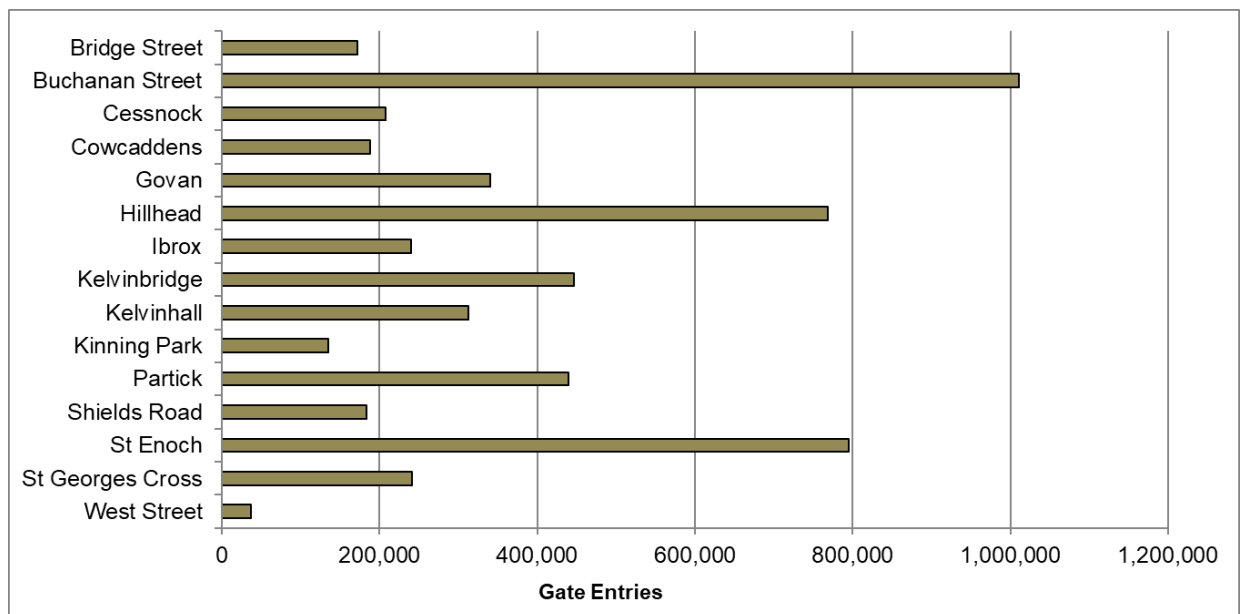
- Journeys made using child (Under 16) tickets compared to adult tickets;
- Journeys made on registered smartcards by customers aged under 22.

Analysis of this data for recent periods (compared with historic data) suggests the proportion of customers Under 22 remains very similar to previous years.



3.3 Subway patronage by station

Total Subway patronage by station gate entries is shown below for the past seven Periods (from 2 January 2022 to 23 July 2022).



The busiest stations were Buchanan Street, St Enoch and Hillhead.

3.4 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.

Financial Year	Period	Subway reliability	Comments
2021-22	11	91.5%	Train availability accounted for most lost journeys (6.4% of scheduled mileage).
2021-22	12	93.8%	Train availability accounted for most lost journeys (4.2%).
2021-22	13	91.5%	Driver shortages and other operational reasons accounted for most lost journeys (5.2%).
2022-23	1	93.7%	Driver shortages accounted for most lost journeys (5.1%).
2022-23	2	92.3%	Driver shortages accounted for most lost journeys (4.6%).
2022-23	3	93.7%	Driver shortages accounted for most lost journeys (4.6%).
2022-23	4	97.0%	Rolling stock issues accounted for most lost journeys (2.8%).

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 mileage in each local authority area was operated on a subsidised basis, with 83% to 96% in every local authority area operated commercially.

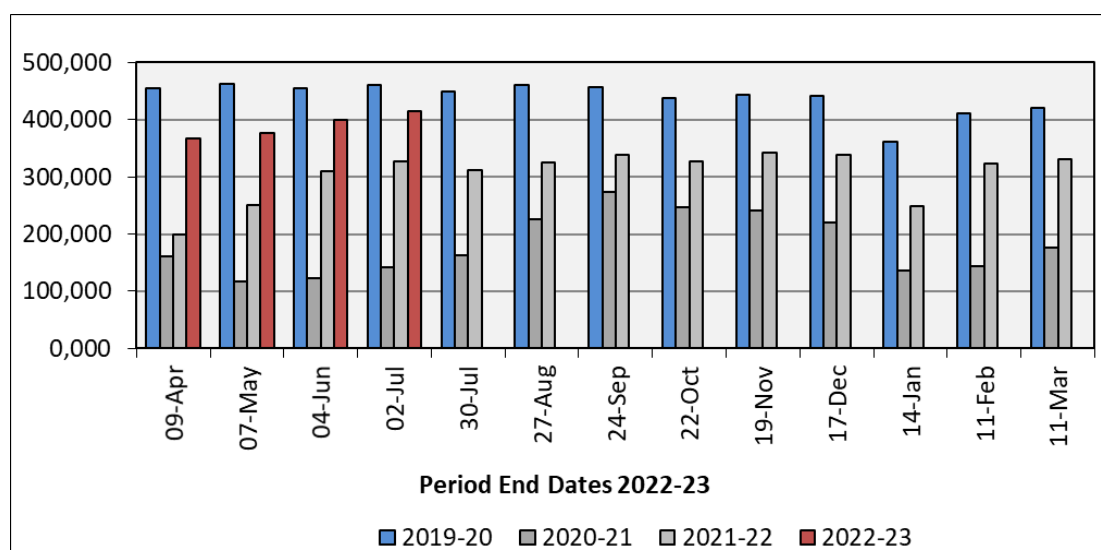
While the relative importance of subsidised services has increased following pandemic restrictions and changing travel patterns, the majority of mileage is still operated commercially.

4.2 Supported Bus reliability

Supported Bus reliability is measured by actual bus miles travelled, as a percentage of scheduled mileage. The target is 99%, measured over a four-week period.

Supported Bus reliability exceeded this target for the seven most recent periods, ending 2 July 2022.

4.3 Supported Bus Patronage by period



Supported bus patronage for the past seven Periods (to 2 July 2022) has been up by an average of 69.4% year-on-year, from a low baseline affected by the Covid-19 pandemic.

When comparing with pre-Covid performance, supported bus patronage was on average down by 19.2% over these seven Periods. Supported bus patronage has been gradually increasing over recent Periods.

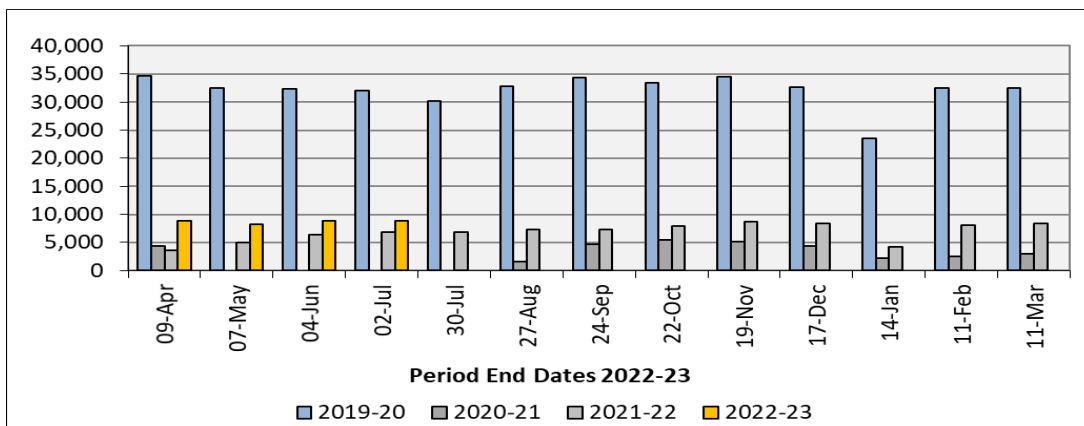
4.4 Support to vaccination programmes

Following the conclusion of the initial main Covid-19 vaccination programme SPT has, on behalf of NHS Lanarkshire, designed and procured a Local Shuttle Service to serve the Ravenscraig facility for the Covid-19 booster vaccine and flu vaccine programmes. This operated as Registered Service 341, delivered by ARG Travel, from Monday 27 September 2021 and operated to Q1 2022. A request for the same service has been received from NHS Lanarkshire to recommence the 341 Service from September 2022.

MyBus will continue to accept journey requests for vaccination booster and flu jabs, for both MyBus and non-MyBus service users, as means of access and support.

5. Demand Responsive Transport (MyBus)

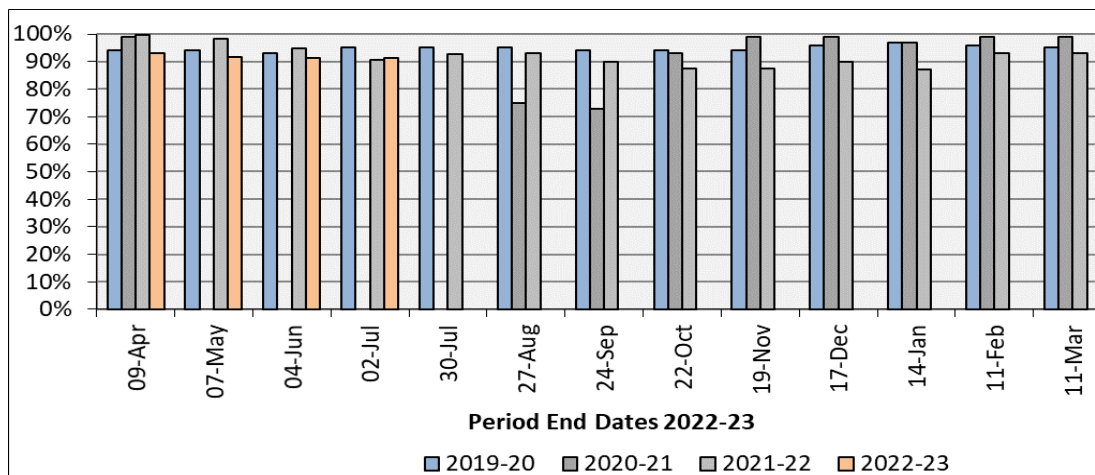
5.1 MyBus Patronage



MyBus patronage for the past seven Periods (to 2 July 2022) has been up by an average of 110% year-on-year, from a low baseline affected by the Covid-19 pandemic.

When comparing with pre-Covid performance, MyBus patronage was on average down by 75% over these seven Periods.

5.2 MyBus Requests Met



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

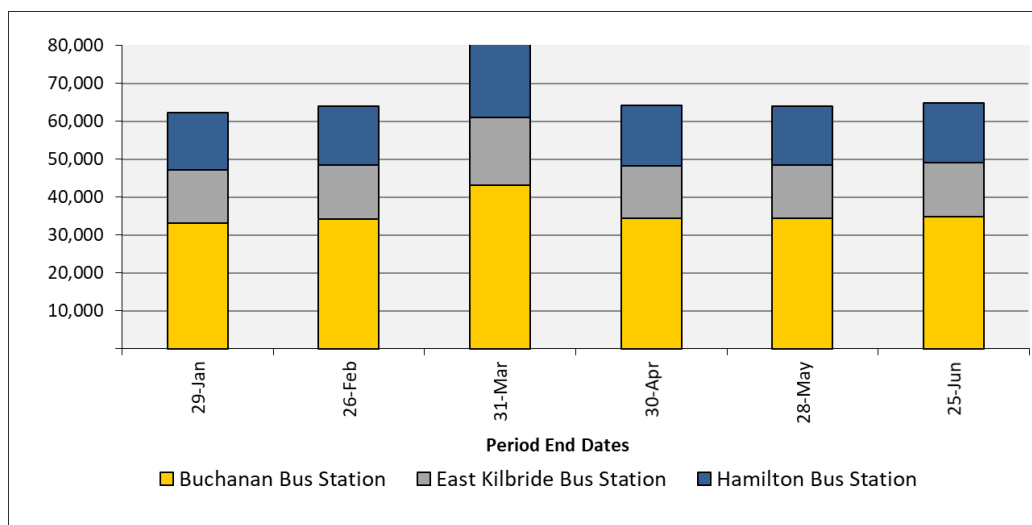
- Period ending 15 January 2022 – 87%
- Period ending 12 February 2022 – 93%
- Period ending 12 March 2022 – 93%
- Period ending 9 April 2022 – 93%
- Period ending 7 May 2022 – 93%
- Period ending 4 June 2022 – 92%
- Period ending 2 July 2022 – 91%.

Service delivery has varied considerably over the past two years due to the direct impact of lockdown and the ongoing effects once restrictions eased.

Prior to the Covid lockdown, the average for MyBus requests met was 95% in 2019-20.

6. Bus Stations

6.1 Bus Station Bus Departures



For the six most recent periods reported (to 25 June 2022), overall departures were as follows:

- Period ending 29 January 2022 – down 7.5% year-on-year
- Period ending 26 February 2022 – down 1.7% year-on-year
- Period ending 31 March 2022 – up 25.2% year-on-year
- Period ending 30 April 2022 – up 0.7% year-on-year
- Period ending 28 May 2022 – down 4.5% year-on-year
- Period ending 25 June 2022 – down 6.7% year-on-year

Please note that Period ending 31 March was longer than usual due to the financial year end, resulting in higher figures.

When comparing to pre-Covid performance (2019-20), bus station departures were down 14.0% on average.

7. Schools Statistics

SPT acts as an Agent for eleven Unitary Authorities in the provision of school transport. The remit of this section is to manage and maintain school transport on a day to day basis. The table below relates to statistics for home to school transport of mainstream pupils.

Council	Contracts	Total number of High Schools	Total number of High School pupils	Total number of Primary Schools	Total number of Primary School pupils
East Ayrshire	127	8	2,757	30	686
South Ayrshire	117	8	1,665	28	396
North Ayrshire	92	9	1,747	24	271
North Lanarkshire	243	21	6,583	71	2,025
South Lanarkshire	310	18	5,316	78	1,684
West Dunbartonshire	32	5	1,136	7	105
East Dunbartonshire	81	7	799	17	1,208
Inverclyde	50	6	1,141	11	285
Glasgow	86	32	1,919	21	715
East Renfrewshire	61	4	1,069	15	580
Renfrewshire	88	10	2,847	28	1,090
Totals	1,287	128	26,979	330	9,045

The table shows the numbers of pupils eligible for school transport in each Local Authority area.

Eligibility is based on a pupil's home address being further from school than the designated Walking Distance for the Local Authority, shown in the table below. Other mitigating factors for free school transport may include clothing allowance, free school meals as per council policy.

Council	Walking Distance Requirement (High School)	Walking Distance Requirement (Primary School)
East Ayrshire	3 miles	1.5 miles
South Ayrshire	3 miles	2 miles
North Ayrshire	3 miles	2 miles
North Lanarkshire	2 miles	1 mile
South Lanarkshire	2 miles	1 mile
West Dunbartonshire	2 miles	1 mile
East Dunbartonshire	3 miles	1 mile
Inverclyde	2 miles	1 mile
Glasgow	2.2 miles	1.2 miles
East Renfrewshire	3 miles	2 miles
Renfrewshire	2 miles	1 mile

8. 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 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.

SCHOOL CONTRACTS (Approximately 1,200 contracts per annum) Statistics from August 2021 – June 2022

Council	Contracts*	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total Warnings
East Ayrshire	121	121 (100%)	24	24 (100%)	264	18
South Ayrshire	111	111 (100%)	17	17 (100%)	256	20
North Ayrshire	85	77 (90%)	21	20 (95%)	138	8
North Lanarkshire	239	236 (98%)	56	55 (98%)	403	137
South Lanarkshire	297	293 (98%)	48	48 (100%)	516	151
West Dunbartonshire	19	19 (100%)	4	4 (100%)	71	7
East Dunbartonshire	73	73 (100%)	15	15 (100%)	185	41
Inverclyde	50	50 (100%)	10	10 (100%)	111	43
Glasgow	49	49 (100%)	23	23 (100%)	107	21
East Renfrewshire	50	50 (100%)	11	11 (100%)	152	23
Renfrewshire	84	84 (100%)	21	21 (100%)	214	40
Totals	1,178		250		2417	509

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

- Inspection generated warnings – contract related 290 (57%)
- Customer contact (e.g. Education Dept.) generated warnings 183 (36%)
- Disclosure (PVG) warnings 36 (7%).

LOCAL SUBSIDISED SERVICES Statistics from 01 July 2021 – 30 June 2022

Council	Number of Contracts	Number of Operators	Inspections	Total Warnings
Argyll & Bute	4	2	14	0
East Ayrshire	16	3	118	0
South Ayrshire	12	2	111	0
North Ayrshire	24	4	81	0
North Lanarkshire	31	11	233	6
South Lanarkshire	31	10	255	4
West Dunbartonshire	12	6	76	0
East Dunbartonshire	9	6	131	1
Inverclyde	8	4	39	1
Glasgow	31	10	271	69
East Renfrewshire	7	4	47	1
Renfrewshire	12	4	141	3
Total			1517	

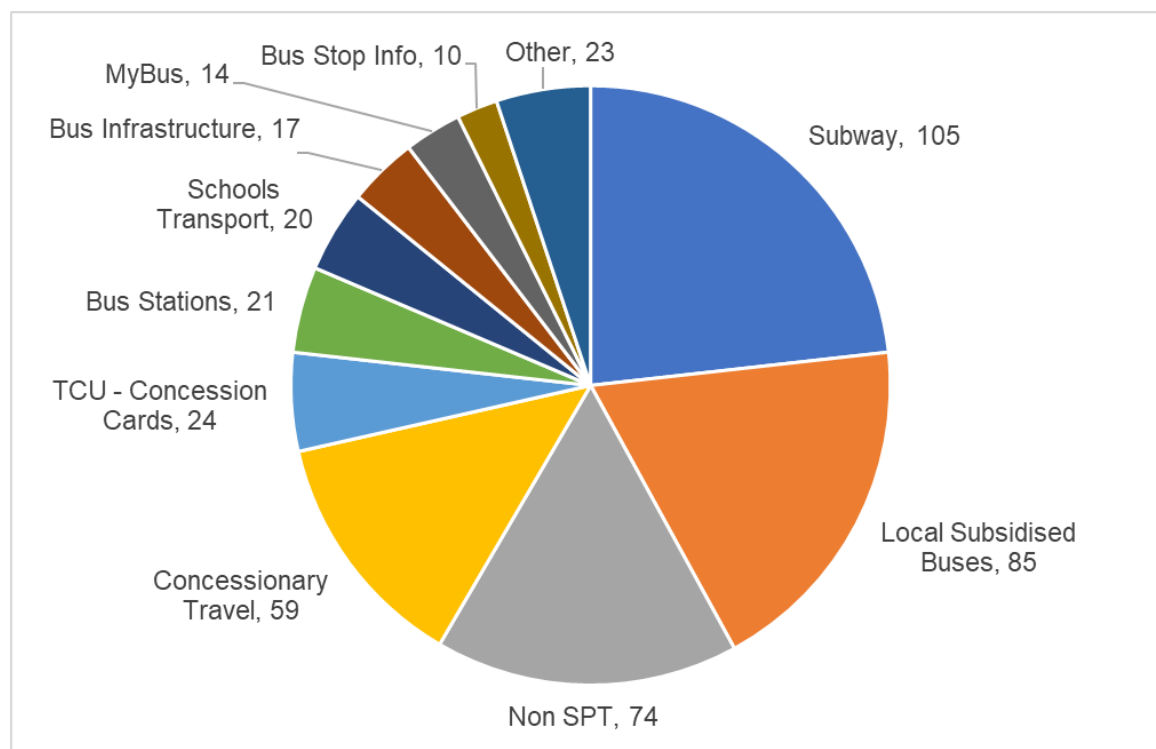
The high number of warnings noted for Glasgow related to a single contract 0906J, service 46 (Castlemilk - Queenslie) which was terminated on 17 December 2021.

9. Complaints

9.1 Complaints received by SPT by four-week period

For Period 11 (2021-22) to Period 4 (2022-23) there were 452 complaints received by SPT of which 74 were confirmed as non SPT related.

These complaints were categorised as shown below, with 74 confirmed as non-SPT related.



While the total number of complaints is small, the most common categories related to Subway and Local Subsidised Buses.

Over these Periods there were more than 4.8 million Subway journeys and 105 complaints about Subway were received (complaints received for 0.002% of journeys).

Over these Periods there were more than 2.5 million passenger journeys made on Local Subsidised Buses and 85 complaints were received about these services (complaints received for 0.003% of journeys).

9.2 Complaints processed within prescribed time period, by four-week period

For Period 11 (2021-22) to Period 4 (2022-23), 97% of complaints were responded to on time; 12 out of 452 complaints not responded to on time. This is an improvement from 87% reported in January 2022.

The time required to respond to complaints can vary based on complexity and some complaints by their nature require more work and more time for a response to be provided.

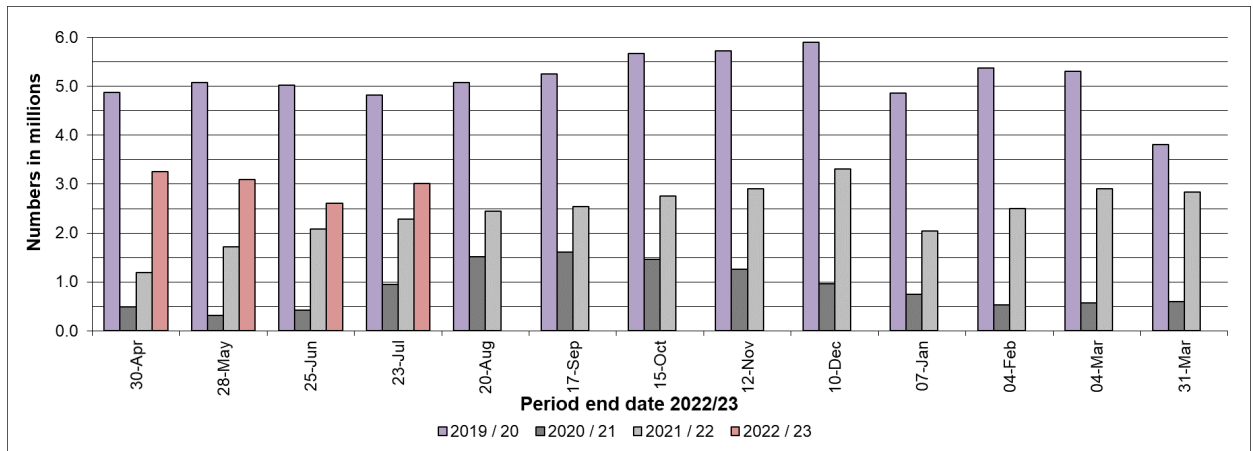
10. Wider Public Transport Context

This section provides information relating to public transport services and facilities not delivered directly by the Partnership, or by others on behalf of the Partnership.

10.1 Update on rail services within the Partnership area

Information within section 10.1 has been provided by ScotRail

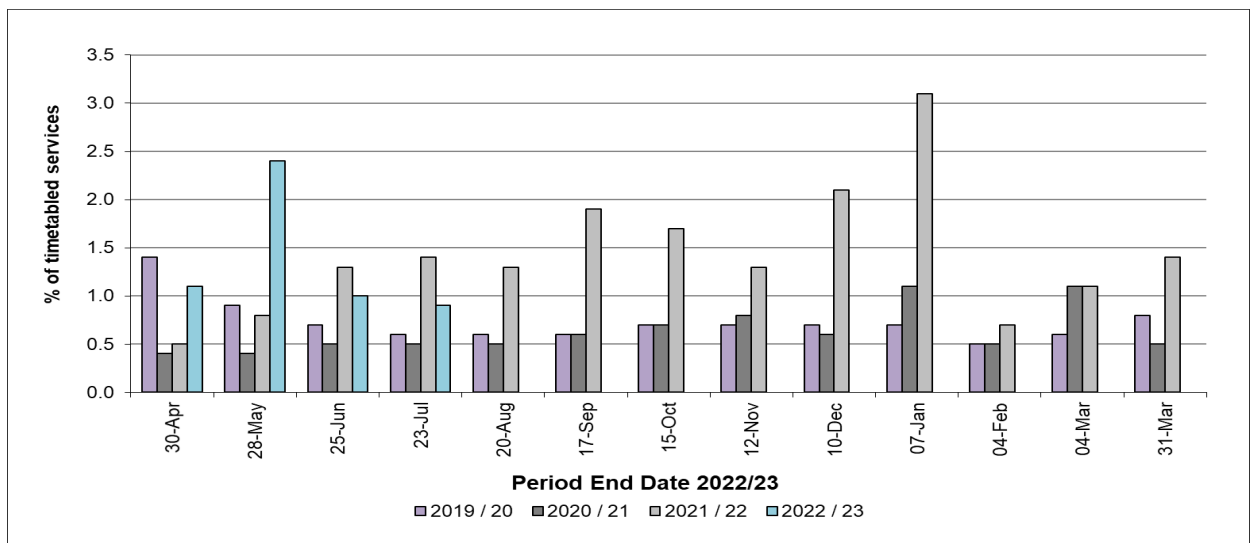
ScotRail patronage in the SPT area (in millions)



For the seven most recent Periods reported (to 23 July 2022), ScotRail patronage was up by an average of 209.5% from a low baseline affected by the Covid-19 pandemic.

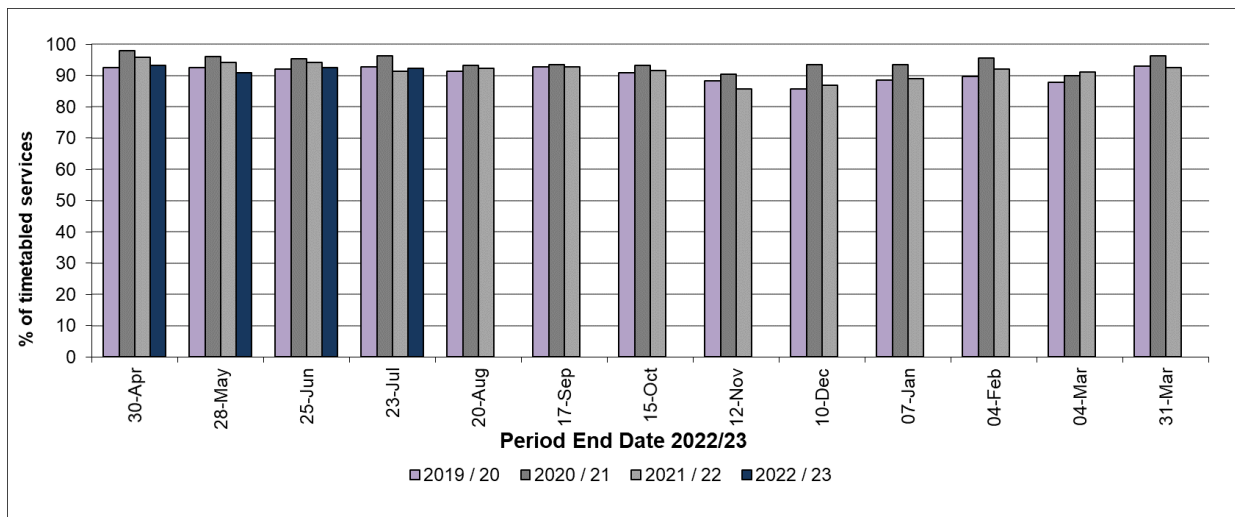
Comparing with pre-Covid figures, patronage was down by 40.3% on average over these seven Periods.

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



Cancellations for the seven most recent Periods (to 23 July 2022) were between 0.7% and 2.4%.

Public Performance Measure (PPM) for Suburban West Sector



The standard measure throughout Great Britain for measuring train service performance is the PPM and it is made up from both punctuality and reliability data. The PPM is the percentage of booked services which arrive within 5 minutes of their booked arrival time, having called at all booked stations on the route.

The PPM for the seven most recent Periods (to 23 July 2022) was between 91.0% and 93.3%.

Of the seven latest periods to be reported on, the main incidents were as follows:

Period ending 5 February 2022

- 31/01/2022 – Trespasser on the line at Glasgow Central.

Period ending 5 March 2022

- 07/02/2022 – Telecom fault in the Yoker area.
- 12/02/2022 – Emergency speed restriction due to severe weather Wemyss Bay.
- 13/02/2022 – Emergency speed restriction due to severe weather between Croy and Greenhill Junction.
- 19/02/2022 – Emergency speed restriction due to severe weather between Lenzie and Greenhill Junction.

Period ending 31 March 2022

- 07/03/2022 – Block failure at Lugton.
- 09/03/2022 – Collapsed culvert at Balloch.
- 21/03/2022 – Track circuit failure near Partick.
- 30/03/2022 – Police incident at Westerton.

Period ending 30 April 2022

- 08/04/2022 – Panel failure at Paisley Gilmour Street.
- 14/04/2022 – Block failure at Barrhead.
- 20/04/2022 – Engineering works overrun at Shields Junction.
- 28/04/2022 – Lineside fire near Rutherglen.

Period ending 28 May 2022

- 06/05/2022 – Points derailment at Coatbridge Sunnyside.
- 06/05/2022 – Track circuit failure at Ayr.
- 11/05/2022 – Points failure at Westerton.
- 19/05/2022 – Driver shortages affecting the whole rail network.
- 27/05/2022 – Fatality at Cambuslang.

Period ending 25 June 2022

- 29/05/2022 – Axle counter failure at Glasgow Central.
- 03/06/2022 – Points failure at Westerton.
- 04/06/2022 – Points failure at Westerton.
- 09/06/2022 – Trespass at Scotstounhill.

Period ending 23 July 2022

- 18/07/2022 – Overhead line trip at Finnieston.
- 20/07/2022 – Trespass at Hyndland.
- 22/07/2022 – Trespass at Glasgow Central.

10.2 Update on ferry services within the Partnership area

SPT has no responsibility for the delivery of ferry services.

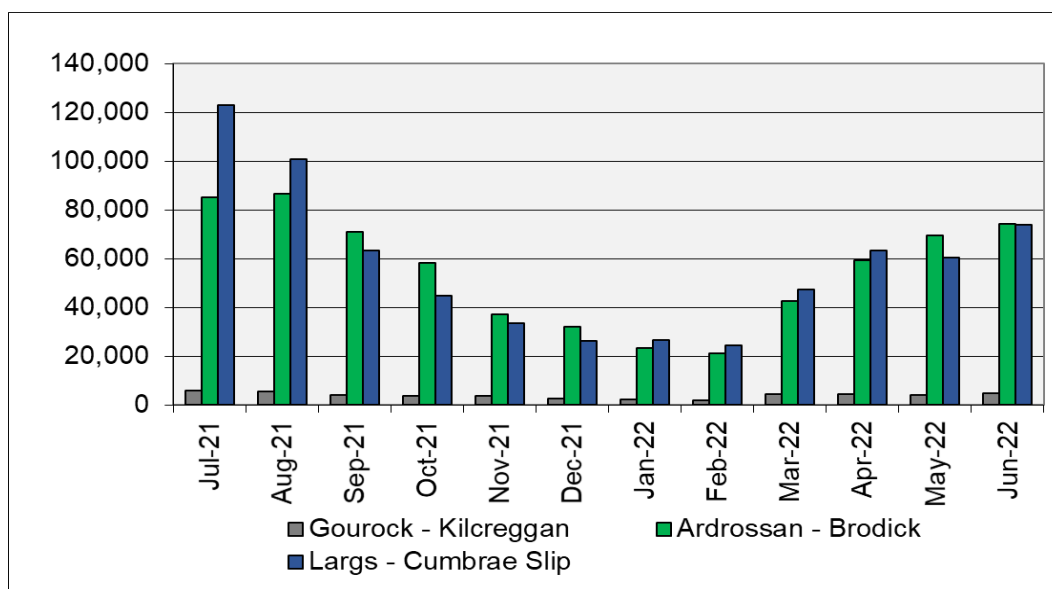
The following ferry services operate entirely within the SPT area.

- Ardrossan to Brodick (Arran), operated by Calmac.
- Largs to Cumbrae, operated by Calmac.
- Gourock to Kilcreggan, operated by Calmac.
- Yoker to Renfrew, operated by Clydelink.

Calmac publish passenger carrying statistics for all routes at:

<https://www.calmac.co.uk/corporate/carrying-statistics>

The information shown below is taken from those statistics and shows passenger numbers on the three routes in the SPT area (since the last report data for December 2021 to June 2022 has been added).



No data has been made available for the Yoker to Renfrew service operated by Clydelink.

11. Committee action

The committee is asked to note the details in this report.

12. Consequences

Policy consequences *None.*

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 Finance & Corporate Support**

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Title **Chief Executive**

For further information, please contact *Neil Wylie, Director of Finance & Corporate Support on 0141 333 3380, Gordon Dickson, Head of Bus Strategy & Delivery on 0141 333 3407 or Antony Smith, Director of Subway on 0141 333 3484.*