



About SPT

Who we are

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 a national transport agency for Scotland and seven Regional Transport Partnerships.

The SPT area comprises of the following council areas: East Dunbartonshire, East Ayrshire, East Renfrewshire, Glasgow City, Inverclyde, North Ayrshire, North Lanarkshire, Renfrewshire, South Ayrshire, South Lanarkshire, West Dunbartonshire and the Helensburgh and Lomond area of Argyll and Bute.

What we do

SPT's role involves planning and delivering transport solutions for all modes of transport across the region, in conjunction with our member councils and industry partners. SPT is at the centre of the region's transport planning; analysing all travel needs and developing the transport system for now and the future. This includes integrating transport across road, rail, freight, ferry, cycling and walking.

To help inform this, SPT prepared *A Catalyst for Change, the Regional Transport Strategy for the west of Scotland*. This document identifies our vision, objectives and priorities as follows:

Our Vision

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

Our Objectives

Safety and Security: To improve security and personal safety on the transport system.

Modal Shift: To increase the proportion of trips undertaken by walking, cycling and public transport.

Excellent Transport System: To enhance the attractiveness, reliability and integration of the transport network.

Effectiveness and Efficiency: To ensure the provision of effective and efficient transport infrastructure and services to improve connectivity for people and freight.

Access for All: To promote and facilitate access that recognises the transport requirements for all.

Environment and Health: To improve health and protect the environment by minimising transport emissions and its consumption of resources and energy.

Economy, Transport and Land-use Planning: To support land-use planning strategies, regeneration and development by integrating transport.

Corporate Management: To provide effective and efficient management of our people and resources.

Pursuit of Excellence: To provide a high level of service based on the needs and expectations of our customers.

Our Priorities

- Plan and provide a “step change” for bus services, standards and infrastructure.
- Revitalising the Subway network.
- Improving cross-city and cross-region links on strategic corridors.
- Improving access to services including health care and education.
- Improving sustainable connectivity for business and freight.

We report annually on our progress against these. The RTS and Annual Monitoring Report are available at www.spt.co.uk/rts

Our History

SPT was formed by bringing together Strathclyde Passenger Transport Authority and Executive and the WESTRANS voluntary partnership.

The new SPT was established by the Transport (Scotland) Act 2005 which created Scotland's seven Regional Transport Partnerships. SPT retains many of the transport powers and functions which were previously exercised by Strathclyde Passenger Transport Authority/Executive.

Strathclyde Partnership for Transport Annual Report 2012/2013

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Foreword



I am proud to take up the reins as Chair in what is an exciting time for Strathclyde Partnership for Transport. The Scottish Government's pledge to support our Subway modernisation plans and help sustain an underground system fit for the future bore fruit this year with the complete refurbishment of Hillhead Subway Station.

SPT's membership was expanded further this year with the recruitment of four new appointed members. I welcome their contribution and support - they bring a wealth of expertise and business acumen which will be invaluable during a period of substantial change.

It is also exciting to be part of major transformation in the organisation with the introduction of a smart ticketing technology being installed in advance of Glasgow's 2014 Commonwealth Games. It is a significant step change for the Subway and the organisation is well prepared as new working arrangements are also being introduced which will enhance customer engagement.

Improving the Subway experience is something we will continue to focus on but I also believe that SPT can deliver a hugely improved bus services solution for the region too. Driving up standards for passengers is at the heart of what we do and we've brought in more improvements this year than ever before with investment in major bus infrastructure delivered right across the region.

I believe SPT plays an important role influencing and delivering a better transport network across Strathclyde and I hope to build on the energy of my predecessors and continue to champion the work that the transport authority delivers in 2012/13.

A handwritten signature in black ink, appearing to read 'George Redmond'.

George Redmond
Chair

Executive Summary

This has been another incredible year for SPT, delivering significant transport improvements across Strathclyde whilst making tough decisions to deliver savings required of us.

Modernising the Subway remained high on our agenda in 2012/13 and that focus will continue over the coming years with a full overhaul of the system and the introduction of new rolling stock.

Although never closed during building work, it was appropriate that Hillhead Subway was given a formal unveiling this year on completion. As the first station to be remodelled, it has been totally transformed in just over a year. It also gave us the opportunity to place public art right at the heart of our modernisation plans. Art has such a positive effect on the daily lives of those who encounter it and it is especially satisfying to see Alasdair Gray's impressive tiled mural being enjoyed by thousands of our customers on a daily basis.

As the largest transport authority in Scotland, it is also our job to keep communities connected and make public transport accessible and easy to use. A core function is to provide socially necessary public transport for Strathclyde and we've continued to deliver on that this year with over £10 million invested in providing bus services where the commercial market has not.

We've also delivered major infrastructure improvements at key interchanges. The £5.5 million redevelopment of Hamilton Bus Station was delivered on time and within budget and the improvements are being enjoyed by around 3.5 million passengers a year.

I look forward to an exciting year ahead. It is a stretching target for SPT to have a further four Subway stations fully refurbished, whilst making sure all 15 stations have consistent, clear re-branded signage and all stations operating with new smart technology in time for the Commonwealth Games in 2014 but I am confident we can deliver.



A handwritten signature in black ink, which reads "G MacLennan". The signature is fluid and cursive, with the first letter 'G' being particularly large and stylized.

Gordon MacLennan
Chief Executive

Introduction

SPT is the regional transport partnership for the west of Scotland. Our role involves planning and delivering transport solutions for all modes of transport across the region, in conjunction with 12 member councils and industry partners. We are at the heart of the region's transport planning; analysing all travel needs and developing a joined up network now and for the future. We provide subsidised local bus services in areas not served by the commercial market and in remote communities where public transport is unavailable.

SPT carries out the 'biggest school run in Scotland' – taking 49,000 pupils to and from school every day. We own and operate Buchanan, East Kilbride, Greenock and Hamilton bus stations – the latter of which was redeveloped at a cost of over £5million this year. Departures from all four total approximately 16 million passengers every year.

As well as all that, we own and operate the Glasgow Subway – the world's third oldest underground system and a key mode of transport for Scotland. We have started on a major modernisation of the Subway which will transform the network and enhance our customers travel experience.

The Subway currently carries more than 12 million commuters every year – which would equate to 400 extra double decker buses in Glasgow every day if it were not in operation.

SPT is also responsible for the administration of the region's ticketing scheme (Zonecard) and the Strathclyde Concessionary Travel Scheme.

In this report, you can access information on our performance in 2012/13, find out what we have delivered and learn about our future plans for an area in which 43% of Scotland's travelling public live, work and play.

SPT Area Map



2012/2013 Year at a Glance

Construction work begins on the creation of a new SPT supported £11million train station for **Dalmarnock** in Glasgow's East End.

Work starts on £1.3million SPT-funded **Park and Ride** sites in North Lanarkshire.

Partick Subway station confirmed for £1.2million modernisation upgrade.

SPT transformation of Greenock Bus Station wins **Integrated Transport Project of the Year** award and MyBus scoops **Best Bus Service award**.

Vital bus services in **Arran** maintained within £371,000 contract agreements.

SPT and Unite union signs **historic agreement** to introduce more flexible working across Subway operations.

April
2012

May
2012

June
2012

July
2012

August
2012

September
2012

SPT **MyBus** nominated for RNIB Services to the Blind award.

Consultation begins on new proposed **Subway Byelaws** – unchanged since 1980.

Two new SPT-funded park and ride facilities open in **Motherwell and Shotts**.

SPT invests over £2million to fund **vital bus services** in East Ayrshire, East Dunbartonshire, East Renfrewshire, Glasgow City, North and South Lanarkshire and South Ayrshire.

SPT provides **free shuttle buses** for Olympic football fans going to Hampden.

Deputy First Minister Nicola Sturgeon officially opens the flagship **Hillhead** station with a major public artwork by renowned Scottish artist Alasdair Gray now on show.

SPT-funded **Balloch** Bus Station re-opens after £206,000 upgrade.

Delegates attending the Association of European Transport's annual conference given SPT **ZoneCards** to help them get around the city during their stay.

SPT receives £1.2million of European funding in support of revitalising Subway stations and improving public transport **accessibility**.

Free shuttle bus service to the World Cup Gymnastics in Glasgow made possible with the help of SPT.

New customer-facing **staff uniform** unveiled featuring SPT's fresh brand colour palette.

New **Subway byelaws** confirmed by the Scottish Ministers.

SPT underlines its commitment to **community transport**, with the presentation of a £23,000 people carrier to the Getting Better Together project in Greater Shotts.

St. Enoch Subway Station is transformed into a **unique cinema venue** as part of the ninth annual Glasgow Film Festival.

October
2012

November
2012

December
2012

January
2013

February
2013

March
2013

£60,000 upgrade of **bus shelters** throughout Inverclyde approved by SPT committee members.

SPT invests £25,000 to develop infrastructure in South Lanarkshire to support the use of **electrically powered cars** in the area.

VisitScotland sets up shop at a new unit in Buchanan Street, Glasgow, leased from SPT as part of a five-year deal.

SPT's £620,000 refurbishment of **Port Glasgow** Bus Station complete.

First-ever **film screening** at a Subway station sells out – less than 12 hours after its announcement.

Hamilton's state-of-the-art transport hub officially opens after £5.5 million upgrade.

Subway Modernisation continues at pace, as contractors prepare to start work at Kelvinhall and Ibrox stations.

How SPT represents Strathclyde's Interests

SPT delivers transport solutions across the 12 council areas that make up Strathclyde and has a number of planning and operational responsibilities that deliver significant benefits to residents and businesses alike.

These services include:

- The operation of the Subway;
- The management of socially necessary bus services;
- The management of demand-responsive bus services (MyBus), including the operation of a contact centre;
- Capital investment in regional transport projects for all modes;
- The operation of regional bus stations/interchanges;
- The administration of the regional ticketing scheme (ZoneCard) on behalf of the ZoneCard forum;
- The administration of the Strathclyde Concessionary Travel Scheme on behalf of the Concessionary Travel Joint Committee.

Our planning and operational expertise is also utilised by our member councils in managing school transport contracts, bus stops and shelter maintenance. All of SPT's operational services and planning for the wider regional network are underpinned by SPT's transport planning expertise, which is an integral part of local planning and development processes across the region. This includes responding to and influencing key transport consultations and policy.

The regional planning and delivery of services not only provides significant value in service delivery across the west of Scotland but also provides significant savings. We have estimated the combined value of all of the services that SPT delivers to be in excess of £60million and the estimated combined saving from delivery of these services on a regional basis is around £13million. This reflects the strength of the 12 councils working collaboratively delivering integrated transport solutions across the region.

Headline benefits for our services by area

The following section provides a summary of services and projects delivered by SPT in each of our 12 council areas during 2012/13, along with quantified benefits and savings to residents. The cost of the MyBus and supported bus services reflects the cross-boundary nature of these services. All figures are approximate and for 2012/13 unless otherwise stated.

Argyll and Bute

The Gourock/Kilcreggan ferry – £190,000 operating subsidy provided and service restructured to secure long term sustainability by reducing operating costs

Supported bus services – four contracts covered routes operating in Argyll and Bute (two of which crossed into neighbouring council areas) at a cost of £320,000

MyBus – 760 trips – one contract for two services operated in Argyll and Bute (which also operated within West Dunbartonshire) at a cost £110,000

Bus infrastructure investment programme – £4,500 invested in new bus stops and bus stop upgrades bringing the total investment to £52,000 over the last three years

Strathclyde Concessionary Travel Scheme – Provided an estimated saving on ferry, rail and Subway travel of over £1.7million to Argyll and Bute residents

National Entitlement Card – Processed 820 disability card renewals and 2,800 calls answered

Travel information – Mobile Travel Centre visited the area 40 times

Integrated ticketing (ZoneCard) – 3,700 tickets purchased by Argyll and Bute residents - estimated saving of £110,000

Subway – Around 110,000 Subway trips originated in Argyll and Bute

Buchanan Bus Station – 5,100 bus departures by six services served Argyll and Bute, all of which are long distance services.

East Ayrshire

Supported bus services – 16 contracts covered routes operating in the East Ayrshire area (seven of which crossed into neighbouring council areas) at a cost of £770,000 plus a further direct investment of £150,000 on two new adaptable buses

MyBus – 35,000 trips, a 6% increase on 2011/12 – three contracts for four services operated in East Ayrshire (two of which crossed into neighbouring council areas) at a cost of £270,000

School contracts – Managed 235 school transport contracts at a cost of £3.6 million

Travel information – Maintained three Travel Information Points in East Ayrshire. Mobile Travel Centre visited 40 times

Integrated ticketing (ZoneCard) – 13,000 tickets purchased by East Ayrshire residents – estimated saving to residents of £380,000

Strathclyde Concessionary Travel Scheme – Provided an estimated saving on rail and Subway travel of over £240,000 to East Ayrshire residents

Community Transport – £94,000 investment in Coalfield Community Transport

National Entitlement Card – Processed 1,100 disability card renewals and 1,800 calls answered

Buchanan Bus Station – 37,000 bus departures by four services served East Ayrshire

East Kilbride Bus Station – 8,700 bus departures by two services served East Ayrshire

Hamilton Bus Station – 4,500 bus departures by two services served East Ayrshire

Subway – Around 41,000 trips originated in East Ayrshire.

East Dunbartonshire

Supported bus services – nine contracts covered routes operating in the East Dunbartonshire area (eight of which crossed into neighbouring council areas) at a cost of £530,000 plus a further direct investment of £75,000 on a new adaptable bus, bringing the total number of SPT owned buses operating on East Dunbartonshire routes to 10

MyBus – 30,000 trips – four contracts for four services operated in East Dunbartonshire (all of which crossed into neighbouring council areas) at a cost of £400,000

School contracts – Managed 91 school transport contracts at a cost of £1.2 million

Bus infrastructure investment programme – £22,000 invested in the installation of six new shelters, three shelters

relocated, three solar illumination systems as well as new stops and stop upgrades

Community Transport – £40,000 investment in community transport development in East Dunbartonshire

Travel information – Maintained 7 'Travel Points' in East Dunbartonshire. Mobile Travel Centre visited 30 times

Buchanan Bus Station – 98,000 bus departures by 22 services served East Dunbartonshire

Subway – Around 250,000 trips originated in East Dunbartonshire

Integrated ticketing (ZoneCard) – 11,000 tickets purchased by East Dunbartonshire residents – estimated saving to residents of £320,000

Strathclyde Concessionary Travel Scheme – Provided an estimated saving on rail and Subway travel of over £210,000 to East Dunbartonshire residents

National Entitlement Card – Processed 650 disability card renewals and 2,200 calls answered

Hospital Evening Visitor Service – £30,000 investment towards the provision of bus services to access evening visiting at Greater Glasgow and Clyde Health Board hospitals.

East Renfrewshire

Supported bus services – five contracts covering routes operated in the East Renfrewshire area (four of which crossed into neighbouring council areas) at a cost of £330,000, plus a further direct investment of £150,000 on two new adaptable buses

MyBus – 6,300 trips – one contract for one service operated in East Renfrewshire (and neighbouring council areas) at a cost of £380,000

School contracts – Managed 83 school transport contracts at a cost of £970,000

Bus infrastructure investment programme – 25 shelters and 18 solar power supplies to shelters installed at a cost of £90,000 bringing the total investment over three years to £230,000

Strathclyde Concessionary Travel Scheme – Provided an estimated saving on rail and Subway travel of over £180,000 to East Renfrewshire residents

Integrated ticketing (ZoneCard) – 9,700 tickets purchased by East Renfrewshire residents – estimated saving to residents of £280,000

Buchanan Bus Station – 11,000 bus departures across three services served the area

Community Transport – £14,000 investment in Community Transport (RSVP East Renfrewshire)

Hospital Evening Visitor Service – Investment of £30,000 towards the provision of bus services to hospital locations in the Greater Glasgow and Clyde Health Board area

Travel information – Maintained five 'Travel Points' in East Renfrewshire. Mobile Travel Centre visited 20 times

National Entitlement Card – Processed 520 disability card renewals and 1,700 calls answered

Subway – 520,000 trips originated in East Renfrewshire

East Kilbride Bus Station – 54,000 bus departures by four services served East Renfrewshire.

Glasgow

Subway – 12.6 million trips undertaken

Buchanan Bus Station – 570,000 bus departures of 116 services provided by 16 operators and over 25,000 departures for long distance services

Statutory Quality Partnership – Providing better quality facilities and improved journey times, agreed December 2011, operational April 2012

Supported bus services – 31 contracts covered routes operated in the Glasgow area (18 of which crossed into neighbouring council areas) at a cost of £1.9 million pa, plus a further direct investment of £380,000 on five new adaptable buses bringing the total number of SPT owned buses operating on Glasgow routes to 12

School contracts – Managed 171 school bus contracts at a cost of £1.8 million

MyBus – 170,000 trips – a 37% increase on 2011/12 – six contracts for 6 services operated in Glasgow (all of which also served neighbouring local authority areas) at a cost of £930,000

Bus infrastructure investment programme – 37 shelters and 117 solar panels installed at a cost of £330,000

Travel information – Operated travel centres in Buchanan Bus Station and St Enoch Subway station which handled 200,000 and 77,000 customers respectively and maintain 10 'Travel Points' in Glasgow

Community Transport – £92,000 to North Area Transport Association (NATA), £123,000 to Community Transport Glasgow and £12,000 to South West Community Transport

Hospital Evening Visitor Service – Investment of £30,000 towards the provision of bus services to hospital locations in the Greater Glasgow and Clyde Health Board area

Integrated ticketing (ZoneCard) – 49,000 tickets purchased by Glasgow residents – estimated combined saving to residents of £1.5 million

Strathclyde Concessionary Travel Scheme – Provided an estimated combined saving on rail, Subway and ferry travel of £1.2 million to Glasgow residents

National Entitlement Card – Processed 11,000 disability card renewals and 29,000 calls answered

East Kilbride Bus Station – 60% of departures served the Glasgow area

Hamilton Bus Station – 33% of departures served the Glasgow area

Greenock Bus Station – 12% of departures served the Glasgow area.

Inverclyde

Port Glasgow Bus Station – reopened in January 2013 following major redevelopment and investment of £640,000 by SPT

Greenock Bus Station – 170,000 bus departures of 24 services, 15% of which extend beyond Inverclyde

The Gourock/Kilcreggan ferry – £190,000 operating subsidy provided

Supported bus services – five contracts covered services operating in the Inverclyde area (three of which crossed into neighbouring council areas) at a cost of £230,000

Bus infrastructure investment programme – £175,000 invested in the installation of 54 new shelters and 20 solar illumination systems as well as new stops and stop upgrades, bringing the total investment to £245,000 over the last three years

School contracts – Managed 85 school transport contracts at a cost of £2 million

MyBus – 18,000 trips – one contract for services operated in Inverclyde at a cost £110,000

Integrated ticketing (ZoneCard) – 9,800 tickets purchased by Inverclyde residents – estimated saving to residents of £280,000

Strathclyde Concessionary Travel Scheme – Provided an estimated saving on rail and Subway travel of over £160,000 to Inverclyde residents

Community Transport – £10,000 invested in Community Transport – Ardgowan Hospice Patient transport service

Travel information – Operated Greenock Travel Centre which handled 26,000 customers and maintained four 'Travel Points'. Mobile travel centre visited 30 times

National Entitlement Card – Processed 1,100 disability card renewals and 3,100 calls answered

Subway – Around 120,000 trips originated in Inverclyde

Buchanan Bus Station – 24,000 annual bus departures by seven services served Inverclyde.

North Ayrshire

Supported bus services – 19 contracts for services covering routes operating in the North Ayrshire area (three of which crossed into neighbouring council areas) at a cost of £990,000

MyBus – 22,000 trips, a 4% increase on 2011/12 – one contract for four services operating in North Ayrshire at a cost of £130,000

Bus infrastructure investment programme – £135,000 invested in the installation of 40 new shelters and 20 solar illumination systems as well as new stops and stop upgrades, bringing the total investment to £260,000 over the last three years

School contracts – Managed 150 school transport contracts at a cost of £ 2.7 million

Travel information – Mobile Travel Centre visited 50 times across five locations

Integrated ticketing (ZoneCard) – 15,000 tickets sold to North Ayrshire residents – estimated saving to residents of £430,000

Strathclyde Concessionary Travel Scheme – Provided an estimated saving on ferry, rail, and Subway travel of over £660,000 to North Ayrshire residents

Community Transport – £120,000 investment in Community Transport – British Red Cross

National Entitlement Card – Processed 1,800 disability card renewals and 4,600 calls answered

Subway – Around 93,000 trips originated in North Ayrshire

Buchanan Bus Station – 39,000 bus departures by 11 services served North Ayrshire

Greenock Bus Station – 11,000 departures by three services served North Ayrshire.

North Lanarkshire

Supported bus services – 26 contracts covering routes operating in the North Lanarkshire area (11 of which crossed into neighbouring council areas) at a cost of £1.9 million, plus a further direct investment of £150,000 on two new adaptable buses

MyBus – 85,000 trips, a 9% increase on 2011/12 – five contracts for seven services operated in North Lanarkshire (three of which crossed into neighbouring council areas) at a cost of £720,000

School contracts – Managed 349 school transport contracts at a cost of £4.2 million

Community Transport – £98,000 investment in Community Transport – Getting Better Together (three services)

Bus infrastructure investment programme – £3,000 invested in new bus stops and bus stop upgrades bringing the total investment to £360,000 over the last three years

Travel information – Bus information display screens provided at Central Way North and South in Cumbernauld. Maintained 12 'Travel Points' in North Lanarkshire. Mobile Travel Centre visited 30 times

Integrated ticketing (ZoneCard) – 36,000 tickets purchased by North Lanarkshire residents – estimated saving to residents of £1 million

Strathclyde Concessionary Travel Scheme – Provided an estimated saving on rail and Subway travel of around £660,000 to North Lanarkshire residents

National Entitlement Card – Processed 3,300 disability card renewals and 8,100 calls answered

Subway – Around 680,000 trips originated in North Lanarkshire

Buchanan Bus Station – 235,000 annual departures by nine services served North Lanarkshire

East Kilbride Bus Station – 60,000 bus departures by four services served North Lanarkshire

Hamilton Bus Station – 120,000 bus departures by 11 services served North Lanarkshire.

Renfrewshire

Supported bus services – 10 contracts covering routes operated in the Renfrewshire area (six of which crossed into neighbouring council areas) at a cost of £390,000

MyBus – 28,000 trips, an increase of 2% on 2012/13 – one contract for four services operated in Renfrewshire at a cost of £210,000

School contracts – Managed 130 school transport contracts at a cost of £2.1 million

Strathclyde Concessionary Travel Scheme – Provided an estimated annual saving on rail, Subway and ferry travel of over £340,000 to Renfrewshire residents

Integrated ticketing (ZoneCard) – 26,000 tickets purchased by Renfrewshire residents – estimated saving to residents of £760,000

Subway – 770,000 journeys originated in Renfrewshire

Buchanan Bus Station – 150,000 bus departures by 13 services served Renfrewshire.

South Ayrshire

Supported bus services – 10 contracts covering routes operated in the South Ayrshire area (6 of which crossed into neighbouring council areas) at a cost of £730,000

MyBus – 23,000 trips, a 7% increase on 2011/12 – two contracts for MyBus services operated in South Ayrshire at a cost of £220,000

School contracts – Managed 208 school transport contracts at a cost of £2.2 million

Community Transport – £15,000 investment in Community Transport (Kyle Community Transport)

Bus infrastructure investment programme – £9,000 invested in new bus stops and bus stop upgrades

Travel information – Maintained four 'Travel Points' in South Ayrshire. Mobile Travel Centre visited 50 times

Integrated ticketing (ZoneCard) – 12,000 tickets purchased by South Ayrshire residents providing an estimated saving of £350,000

Strathclyde Concessionary Travel Scheme – Provided an estimated saving on rail and Subway travel of over £220,000 to South Ayrshire residents

National Entitlement Card – Processed 1,400 disability card renewals and 3,800 calls answered

Subway – Around 45,000 trips originated in South Ayrshire

Buchanan Bus Station – 24,000 bus departures by three services served South Ayrshire

East Kilbride Bus Station – 8,700 bus departures by two services served South Ayrshire

Hamilton Bus Station – 4,500 bus departures by two services served South Ayrshire.

South Lanarkshire

Hamilton Bus Station – The bus station handles 255,000 bus departures across 53 services provided by 11 operators – 60% of which travel outwith SLC boundaries

East Kilbride Bus Station – 280,000 bus departures across 27 services provided by six operators

Supported bus services – 32 contracts covering routes operated in the council area (10 of which crossed into neighbouring council areas) at a cost of £2.1 million, plus direct investment of £150,000 on two new adaptable buses

MyBus – 92,000 trips – five contracts for six services operated in South Lanarkshire (three of which served neighbouring council areas) at a cost £930,000

School contracts – Managed 445 school transport contracts at a cost of £5.6 million

Bus infrastructure investment programme – £575,000 was invested in new bus stops and bus stop upgrades, 150 new

shelters, and 135 shelter solar illumination panels bringing the total investment to £1.1 million over the last three years

Travel information – Operate East Kilbride and Hamilton Travel Centres, which handled around 100,000 and 34,000 enquiries respectively and maintained eight ‘Travel Points’ in South Lanarkshire. Mobile Travel Centre visited 20 times

Integrated ticketing (ZoneCard) – 33,000 tickets sold to South Lanarkshire residents – estimated saving of £970,000

Strathclyde Concessionary Travel Scheme – Provided an estimated saving on rail and Subway travel of over £620,000 to South Lanarkshire residents

National Entitlement Card – Processed 3,100 disability card renewals annually and over 8,200 calls answered

Subway – Around 470,000 Subway trips were undertaken by South Lanarkshire residents

Buchanan Bus Station – 100,000 bus departures by 11 services served South Lanarkshire

Community Transport – £30,000 investment in the rural development trust

Hospital Evening Visitor Service – £30,000 investment towards the provision of bus services for accessing evening visiting at Greater Glasgow and Clyde Health Board hospitals (available in the Cambuslang and Rutherglen areas).

West Dunbartonshire

Supported bus services – nine contracts covering routes operated in the West Dunbartonshire area (five of which crossed into neighbouring local authority areas) at a cost of £580,000

MyBus – 21,000 trips – four contracts for four services operated in West Dunbartonshire (all of which also served neighbouring local authority areas) at a cost of £460,000

School contracts – Managed 65 school transport contracts at a cost of £650,000

Bus infrastructure investment programme – £260,000 was invested in new bus stops and bus stop upgrades, 72 new shelters, and 62 shelter solar illumination panels bringing the total investment to £440,000 over the last three years

Travel information – Maintained five ‘Travel Points’ in West Dunbartonshire. Mobile Travel Centre visited 26 times

Integrated ticketing (ZoneCard) – 14,000 tickets purchased by West Dunbartonshire residents – estimated saving to residents of £400,000

Strathclyde Concessionary Travel Scheme – Provided an estimated saving on rail and Subway travel of over £180,000 to West Dunbartonshire residents

National Entitlement Card – Processed 1,200 disability card renewals and 3,000 calls answered

Subway – Around 175,000 trips originated in West Dunbartonshire

Buchanan Bus Station – 5,000 long distance bus departures by six services served West Dunbartonshire

Greenock Bus Station – 3,500 departures by one service served West Dunbartonshire

East Kilbride Bus Station – 50,000 bus departures by two services served West Dunbartonshire.

Our Performance

Subway patronage by station

| | |
|--------------------|-------------------|
| Govan | 935,066 |
| Partick | 992,239 |
| Kelvinhall | 625,695 |
| Hillhead | 1,784,186 |
| Kelvinbridge | 904,420 |
| St. George's Cross | 526,967 |
| Cowcaddens | 460,578 |
| Buchanan Street | 2,327,487 |
| St Enoch | 1,851,275 |
| Bridge Street | 377,027 |
| West Street | 93,688 |
| Shields Road | 447,847 |
| Kinning Park | 227,032 |
| Cessnock | 448,845 |
| Ibrox | 473,599 |
| TOTAL | 12,475,951 |

Other annual totals

| | |
|--|-----------|
| Subway reliability (% of trains arriving within 5 minutes of scheduled time) | 99% |
| Subway Park and Ride usage | 202,202 |
| Supported socially necessary bus services patronage | 5,170,000 |
| MyBus (Demand Responsive Transport) patronage | 535,044 |
| Gourock - Kilcreggan - Helensburgh ferry patronage | 52,817 |

Buchanan Bus Station saw a footfall of 12,995,380 passengers with 571,595 services departing this year. The departure figures for SPT's other bus stations are as follows;

| | |
|---------------|---------|
| Hamilton | 263,259 |
| East Kilbride | 278,709 |
| Greenock | 175,296 |

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 more than 320 visits around Strathclyde in the past year, attracting over 5016 visitors.

Highlights

Hillhead Subway Station Renovation

SPT proudly unveiled a major piece of public art by renowned artist Alasdair Gray at the newly refurbished Hillhead Subway station in September 2012. The ground-breaking work is a 2 x 12 metre mural which is prominently displayed in the concourse area.

The artwork was commissioned by SPT as part of its commitment to putting art at the heart of its Subway modernisation programme; enhancing the environment for commuters and staff alike.

Deputy First Minister Nicola Sturgeon officially opened the flagship station after 14 months of modernisation improvements were brought in.

Key changes include:

- The installation of two new escalators;
- The relocation of the ticket office and the creation of retail space;
- New way finding, information and signage for passengers;
- Enhancements including hearing loops, tactile maps, tactile paving and colour-contrast flooring;
- Brighter, more welcoming energy-efficient lighting.

SPT is also well on the way to making significant savings through the reduction in operation and maintenance costs delivered by a ground-breaking agreement with unions and staff this year.

Hamilton Bus Station Upgrade

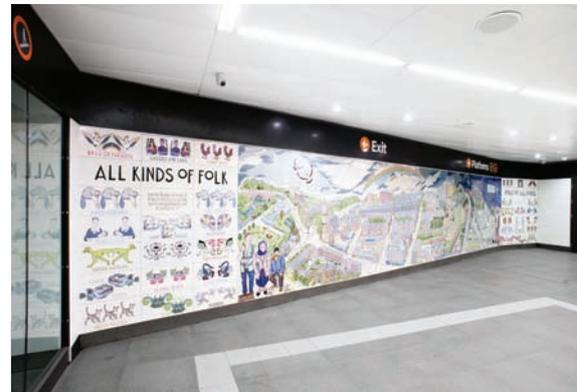
Representatives from SPT and South Lanarkshire Council were on hand to cut a red ribbon on the £5.5 million upgrade of Hamilton Bus Station in March 2013. The project was delivered on time and within budget.

The redevelopment was part of a joint initiative between SPT, which provided £5million to the project, and South Lanarkshire Council, which committed a further £500,000 of funding.

Key aspects of the revamp include a new operational building containing a ticket office, waiting room and toilets and the introduction of a new bus operations system which separates buses from other traffic.

The extensive use of glass makes the passenger waiting areas light and spacious and the modern passenger facilities also include enclosed waiting areas fitted with automatic doors to provide greater comfort. Electronic passenger information screens give travellers information about bus arrivals and departures.

Covered walkways link the state-of-the-art station building to the 17 local bus and coach stance areas and also extend to the rail station and taxi area. To enhance awareness of the interchange options between the bus station, Hamilton Central railway station and taxi rank, improved signage and information provision was provided.



Alasdair Gray mural at Hillhead Subway Station



The new-look station was designed by Architects Austin Smith Lord with the majority of construction works carried out by Bowmer & Kirkland.

Balloch Bus Station Benefits

A new and improved Balloch Bus station officially re-opened in September 2012, boasting significant refurbishments for all passengers.

The £206,000 project was funded by SPT and West Dunbartonshire Council, contributing £171,000 and £35,000 respectively.

Upgraded facilities at the station include a re-designed entrance, raised kerbs to improve accessibility for those with mobility problems, two additional stops to increase the number of buses that can use the station at one time, an additional shelter, resurfaced walkways, and improved garden landscaping and upgraded public toilets to enhance its appearance.

Bus routes available from Balloch provide both residents, and the many tourists that visit the area throughout the year, vital links to the surrounding rural areas.

Park And Ride Investment

A new £580,000 park and ride facility, funded by Strathclyde Partnership for Transport, was officially opened in Shotts in August 2012.

The 126-space facility, which can be accessed from Foundry Road, has a new direct pedestrian link to the railway platform.

That followed the opening of a new park and ride facility in Motherwell in July 2012 with an investment of £750,000 made by SPT.

A total of 186 parking spaces were created for commuters and others using the nearby railway station. At St Vincent Place there are now 60 spaces with a further 126 at Farm Street.

These facilities were funded by SPT, with the council providing the land and carrying out the design and project management. The car parks will also be maintained by the council. Partnership working between the council and SPT has also delivered a new park and ride facility in Bellshill, and an access ramp for disabled passengers at Holytown station.



Subsidised Bus Services Secured

SPT committed over £10 million to secure vital bus services across Strathclyde in 2012/13.

These subsidised services continue to provide an essential public transport lifeline to many local communities not served by commercial operators.

Busiest Year Ever For Mybus

MyBus, the bookable community bus service offered by SPT, recorded its busiest year ever – with half a million passenger journeys undertaken in 2012/13.

The impressive milestone was reached when a local customer from Kirkintilloch made the booking on behalf of her community group. To celebrate Mrs Smith being on the 500,000th passenger journey of the year, she was presented with a gift voucher, flowers and SPT goody bags for members of her club.

MyBus offers, where possible, door-to-door transport and low floor access, wheelchair friendly buses, and as such, provides a lifeline service that can be used by all members of the community. It can be used for both group travel and by individuals and can be booked over the phone, online or even by text.

SPT Recognised At Transport Awards

SPT took home three prizes from the 2012 Scottish Transport Awards held in Glasgow.

Covering a variety of transport solutions the successes ranged from setting a high standard in bus services and facilities, integrating public transport services and the best use of social media.

In particular, SPT was recognised for its significant improvements to the operational efficiency of Greenock Bus Station as well as enhancements to passenger comfort, safety and security.

The Scottish Transport Awards, hosted by Transport Times are supported by the Scottish Government and Transport Scotland and key industry stakeholders.

SPT was successful in the following categories:

- Integrated Transport Project of the Year – Greenock Bus Station;
- Best Bus Service – MyBus;
- Excellence in Travel Information and Marketing – Best Use of Social Media, for @GlasgowSubway twitter feed.

Key Projects

Subway Modernisation

The Subway system is an integral mode of transport for a significant number of passengers in the Strathclyde area, with more than 12 million journeys undertaken every year.

At 116 years old, it is the third oldest underground in the world and was last modernised in the 1970's. SPT has committed substantial funding from our capital budget towards Subway Modernisation and in March 2012, received confirmation from the Scottish Government that it would provide up to £246 million in capital funding for the modernisation project. That money will not only support regeneration and economic competitiveness of the Glasgow city region, it will also ensure the long-term sustainability of the transport system at the heart of the city.

In 2012/13, we completed our flagship station Hillhead Subway Station; started the overhaul of Partick station's Subway platforms within a £1.2 million contract, and appointed contractors to refurbish Kelvinhall and Ibrox Subway stations in time for the Commonwealth Games in Glasgow in 2014.

Work to modernise Partick at platform level began in July 2012. The Subway's platform level will be transformed to reflect the design at Hillhead Station. The wide range of building work includes 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 will also be added such as colour contrast in flooring to assist way-finding (mirrored in the lighting); tactile maps and tactile strips on paving and handrails including a double height rail at stairs.

Work will also start at Kelvinhall and Ibrox this year with both stations due to undergo dramatic changes inside and out. New temporary entrances for better customer access is planned and will be used for the duration of the work.

The platforms at Kelvinhall will be resurfaced, while new wall tiles, lighting, signage and enhanced facilities for disabled customers are also being installed.

At Ibrox a temporary ticket booth will be opened and passengers are being asked to use a revised entrance point to keep disruption to a minimum while building work is underway.

Both stations are expected to feature a significant piece of public art as part of the changes being introduced.

Subway Station Refresh

While a large scale Subway modernisation project is implemented over the coming five to six years, an interim station refresh has been introduced in parallel.

Station signage, way-finding and branding has been reviewed to ensure consistency of standards and clarity of customer information is available in all Subway stations.



Hillhead Station platform

The refresh programme is underway to introduce improvements to stations in advance of the Commonwealth Games in 2014. SPT facilities will benefit from new signage, improved information notices and our new modern orange, grey and white branding. The introduction of new tactile paving along all platforms will be completed by end of 2013.

Smart Ticketing

SPT's plans to introduce new Smart ticketing technology with a dedicated Subway Smartcard have been progressing well throughout 2012/13.

Following an EU tendering process in 2011, SPT joined forces with market-leading smart technology firm Ecebs to form a new joint venture company – Nevis Technologies Ltd – tasked with delivering a cashless, Smartcard for the Subway in 2013, well before the Commonwealth Games.

The new system will be more flexible and offer customers the benefits of a contactless, paperless system including pay-as-you-go tickets. Subway passengers will be able to add money on to their Smartcards to use anytime they want without an expiry date. They can choose the best fare when travelling and top up value when it's convenient, at home or on the go with mobile devices. That will mean easier, quicker journeys throughout the Subway with less queues at ticket offices.

During 2012/13, focus has been on the development and testing of bespoke software and training Subway staff in the use of new ticket gates, ticket office machines and ticket vending machines in time for the technology roll out in each of our 15 Subway stations. An implementation strategy was approved by SPT members and aligned with SPT's aspiration to keep the Subway running, where possible, during all modernisation improvements.

New technology was installed in a phased approach whilst keeping the old 1970's magnetic stripe ticketing running. Specially designed tickets with dual functionality were introduced - a unique feature brought in to make the passenger experience as smooth as possible. These new tickets were designed to be used with an old mag-stripe gate and when a new smart gate went live. Although there are significant technology challenges with this, SPT's focus was to minimise passenger disruption during transition.

Fastlink

Fastlink is a bus based transport system that will deliver high-quality bus priority infrastructure and facilitate fast, frequent and reliable bus services using modern vehicles.

In October 2011, the Scottish Government confirmed funding of up to £40million for a core Fastlink route between Glasgow City Centre and the new South Glasgow Hospital (NSGH) campus in time for the opening in 2015.

Fastlink services will have priority on the road network with dedicated bus lanes. The system will also integrate with existing transport networks for bus, rail and Subway.

Fastlink services will have **priority** on the road network with dedicated bus lanes

Plans to establish Govan interchange as one of the main hubs on the Fastlink route are also underway and will complement SPT's continuing Subway Modernisation project. Other options being refined and following preliminary consultation and feedback from local stakeholders are:

- Sections of segregated bus roadspace;
- Conventional bus lanes;
- Centre-running bus lanes;
- Mixed traffic sections with bus priority measures incorporated at junctions.

Partnership working is at the heart of this project with SPT, Glasgow City Council, Renfrewshire Council, NHS Greater Glasgow and Clyde, Transport Scotland and the Confederation of Public Transport, all key players in the delivery of the scheme.

Work is progressing well on construction along the Clyde corridor section of the route and is due to complete in time for 2014 Commonwealth Games. This part of the route will link the city centre (Glasgow Central Station, Glasgow Queen Street Station and Buchanan Bus Station) to the International Financial Services District, SECC and Digital Media quarter, Greater Govan and NSGH.

Dalmarnock Station

The main construction work for the creation of a new SPT-supported £11 million train station for Dalmarnock in Glasgow's East End began in April 2012.

The project is being funded by SPT, Clyde Gateway and Glasgow City Council with an additional contribution secured by SPT through the European Regional Development Fund.

The build follows extensive preparatory and enabling works with Network Rail and contractors erecting a new station on Dalmarnock Road to replace the existing facility on Swanston Street.

The first stage of the project included a programme of advanced works, including site clearance as well as restoration and painting of the 15 concrete encased steel (over-rail) beams.

On completion by late 2013, the new station will include:

- A new, fully DDA-compliant station building;
- Lift access to both platforms;
- A new pedestrian footbridge;
- New platform surfaces;
- New wall cladding on both platforms;
- New customer information and communication systems.

The station is being redeveloped in time for the Glasgow 2014 Commonwealth Games, when it will be a key transport hub for those travelling to and from many

of the Games' events. It is also a key element of the long-term regeneration of the East End of Glasgow.

Network Rail is delivering the project on behalf of Transport Scotland and above funding partners.

Park and Ride Around Strathclyde

To make public transport a more viable and attractive means of travel, SPT has continued to work closely with our member councils to develop and deliver Park and Ride facilities throughout the region. The total investment for Park and Ride in Strathclyde over the past year was approximately £1 million.

Park and Ride projects at various stages of development include:

| Location | Number of spaces | Development stage |
|--------------|------------------|----------------------|
| Kilwinning | 134 | Completed |
| Port Glasgow | 156 | Completed |
| Shotts | 186 | Completed |
| Motherwell | 126 | Completed |
| Dalmuir | 39 | Completed |
| Neilston | To be identified | Design & Feasibility |
| Uddingston | To be identified | Design & Feasibility |
| Kilmaurs | To be identified | Design & Feasibility |
| Monkton | To be identified | Design & Feasibility |

Improving Transport Connections

SPT continues to invest in and encourage the development of road safety initiatives in all 12 council areas. With approximately 2.5 million car journeys on average undertaken in Strathclyde every day, the maintenance of safe, reliable connecting routes is essential to reduce car accidents and to stimulate economic growth in surrounding areas.

In 2012/13, SPT invested more than £1million on road safety improvements on strategic roads, resulting in reduced journey times and enhanced reliability for road users.

In partnership with North and South Lanarkshire and East and South Ayrshire Councils, SPT also continues to support the extensive works on the A70 and A71 routes which aim to improve road safety and journey time reliability.

Key Priorities for 2013/14

Subway Modernisation

A total of £14.5million has been ring-fenced from next year's budget to support SPT's on-going modernisation of the Glasgow Subway.

Following the upgrade of Hillhead and Partick Subway stations this year, further changes will be brought in at Ibrox and Kelvinhall prior to the Commonwealth Games hosted in Glasgow. A contractor will also be appointed during 2014 to start work on dramatic plans for St. Enoch Subway later that year.

These stations are just minutes from two official venues. Kelvinhall for the Lawn Bowls event at Kelvingrove Park and Ibrox for Ibrox Stadium, where the Rugby 7's will take place.

Significant pieces of public art will also be unveiled at those stations too as SPT continues its commitment to showcase Scottish artists across the network in the years ahead.

The tender process for new trains - which will need to be custom built to fit the Subway's unique gauge and tunnel size continues as planned and will be progressed with a preferred supplier in the coming year.

Subway Escalator Renewal

The replacement of 28 escalators on the Glasgow Subway is progressing well with the installation of new equipment already delivered at Hillhead, St. Enoch (outer circle) and Buchanan Street Subway Stations. Over the next few years, Otis Breclav will fit out eight stations in total.

The modern machinery includes environmentally friendly features such as energy efficient LED lighting, power stand-by technology and high efficiency lubrication using 98% less oil than traditional systems.

In 2013/14, escalators at Kelvinbridge Subway, to/from St Enoch and Govan station platforms, as well as moving walkways at Buchanan Street Subway, will be refurbished.



Smart Ticketing

Smart Ticketing will be operational throughout the system in time for the Games. SPT believe it is the most convenient way of delivering Subway travel. The technology is similar to that used by other transport operators across the world. Our card is powered by innovative technology which in future will deliver a seamless travel experience for customers as it is rolled out to other transport modes and services.

2014 Commonwealth Games

Some 6,500 athletes from 71 countries plus hundreds of thousands of fans are expected to come to Glasgow for the Games. SPT specialist advisors are working in close partnership with the 2014 Organising Committee to ensure that a robust transport plan is in place to cope with the increased number of passengers during the Games. SPT will offer expertise on how the commercial bus network can be used as cost effectively as possible; how that network would operate around road closures required for event security and what the best stops to direct passengers to and from are. SPT will also be managing the many shuttle bus services that will depart from Buchanan Bus Station to Games' venues.

Better Bus Services

SPT will continue to drive up bus standards across Strathclyde and has already delivered Scotland's first legally enforceable agreements to drive up standards (Statutory Quality Bus Partnership) in Paisley, Ayr, Prestwick and Glasgow. These include making sure operators sign up to minimum standard requirements for vehicles. Work is on-going to widen this scheme out to other local authority areas across the region.

Alongside this work, SPT has developed a bus strategy which requests additional powers for Regional Transport Partnerships from the Scottish Government to allow them to better regulate Scotland's bus industry.

This includes measures for tougher sanctions against bus firms that are found to be operating to the detriment of overall provision i.e. where a bus operator enjoys an effective monopoly and wants funds to subsidise services, they will have to provide service cost and revenue figures. That will be required in order to demonstrate excessive subsidies are not being sought, or to show they are not acting in an anti-competitive manner.

SPT has already delivered
Scotland's first
legally enforceable
agreements to drive
up standards

Cycling And Walking Enhancements

SPT and partner councils has invested over £2m in cycling improvements over the last three years and there is evidence that this is making a positive impact.

In March 2013 our Cycling Programme for the next three financial years was set out to Partnership members with the aim of making a real contribution to the Scottish Government Cycling Action Plan for Scotland and builds on earlier Regional Transport Strategy Walking and Cycling Action Plan linked with Sustrans (the leading charity enabling people to choose healthier, cleaner and cheaper journeys) objectives. We are committed to delivering on the following over the coming years:

- Meet an identified community need and demand;
- Improve walking and cycling access for people of all ages and abilities to schools, workplaces and leisure facilities;
- Enhance the environment by designing areas that best support walking and cycling;
- Ensure walking and cycling are integrated into transport interchanges;
- Provide and improve bike parking infrastructure, signage and information at main transport interchanges and hubs including bus and Subway stations;
- Improve and update cycle path infrastructure;
- Improve and develop cycle routes to schools, hospitals and other community facilities.

The programme covers cycling projects on the Subway network, bus stations, schools and access to healthcare. SPT has pledged to work in partnership with councils and Sustrans to focus spend on encouraging short commuter based trips incorporating Subway stations, bus and park and ride as well as continuing to invest in dedicated cycle-ways.

The delivery of the programme is dependent on future funding from Scottish Government being made available.



Green Measures

In 2010 SPT set up its own Carbon Management Plan. This comprehensive strategy has set a reduction target of 20% to be achieved by 2014/15. Works to achieve this target are progressing and to date electricity emissions have been reduced by 7%; gas by 11% and business travel by 39%. Quarterly progress meetings are led by SPT's Chief Executive, ensuring staff are fully focused on reaching the 20% reduction target.

Over the next two years carbon reduction projects will be rolled out across SPT including the continued upgrade of LED lighting systems, a key aspect of the Subway Modernisation project. Initiatives to raise employee awareness and increase recycling rates are in place alongside plans for voltage management systems across SPT's property portfolio.

A new staff facility at Broomloan Depot built during 2012/13 features leading edge renewable technology. A ground source heat pump system uses pipes within boreholes that are drilled more than 250 metres into the ground to extract heat. That is used to heat radiators and water for the entire building. Heat pumps have minimal impact on the environment and the heat extracted from the ground is constantly being renewed naturally. Further solutions for renewable energy generation will be employed over the next two years also.

A new staff
facility at
Broomloan Depot
features leading
edge **renewable**
technology

Our Organisation

Making sure SPT's transport projects and services provide value for money for the public purse whilst encouraging people to use public transport remains our key priorities.

Our resource will focus on modernising the aging Subway system, introducing new smart ticketing and improving access to bus services throughout 2013/14.

Creating a fit for purpose organisation will continue throughout the coming years and we still strive to reduce costs where possible.

Our People

| Year | 2011/2012 | 2012/2013 |
|-----------|-------------|-------------|
| Headcount | 580 | 550 |
| Salaries | £17,597,000 | £16,972,000 |

As at March 2013, SPT employed 550 people – a reduction of 5.45% on the year before. Of this 60% are male and 40% are female.

Corporate Expenses

SPT's director expenses totalled £1071 in 2012/13.

Members' allowances

SPT is made up of 20 councillor members representing 12 constituency authorities in the west of Scotland, plus nine appointed members. Allowances and expenses were £47,489 in 2011/12 and £43,099 in 2012/13.

Other

SPT received 83 Freedom of Information requests during 2012/13, 82 of which were responded to within the statutory timescale – ie a 98.8% compliance rate.

Executive and Management Team



Gordon MacLennan
Chief Executive



Eric Stewart
ACE Operations



Valerie Davidson
ACE Business Support



Brian Bell
Director Subway Operations



Neil Wylie
Director Finance & HR



Charles Hoskins
Director Projects

Financial Statement

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

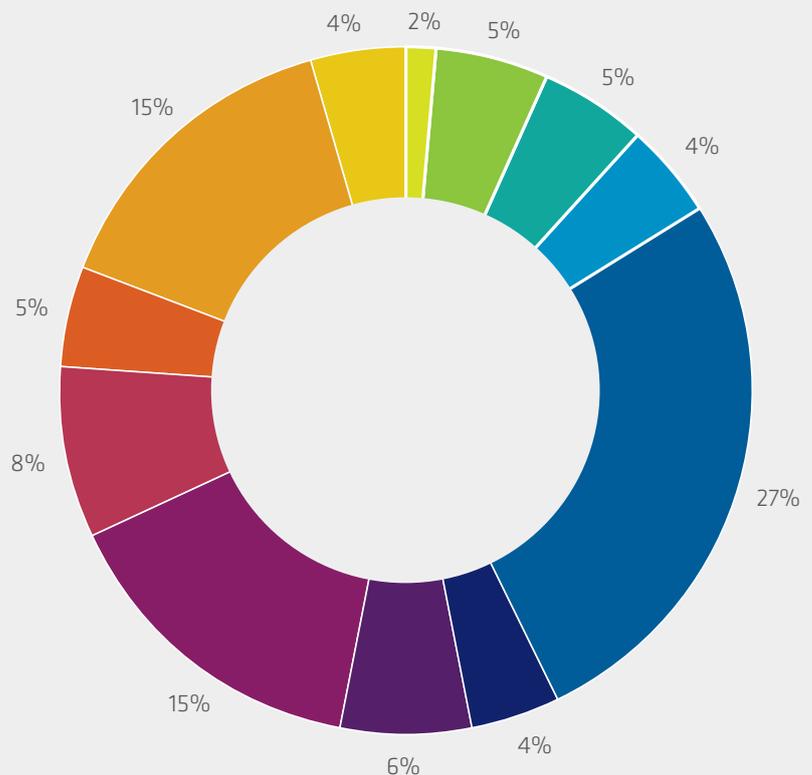
SPT also receives a specific grant from the Scottish Government to fund capital investment.

Total expenditure in support of the capital programme amounted to £30.246million. The programme was funded by Scottish Government capital grants of £17.542million and capital funded from revenue of £12.704million.

Funding from local authorities

2011/12 contributions from Unitary Authorities

| | |
|----------------------|--------------------|
| Argyll & Bute | 606,000 |
| East Ayrshire | 1,950,000 |
| East Dunbartonshire | 1,893,000 |
| East Renfrewshire | 1,595,000 |
| Glasgow | 10,049,000 |
| Inverclyde | 1,478,000 |
| North Ayrshire | 2,345,000 |
| North Lanarkshire | 5,596,000 |
| Renfrewshire | 2,994,000 |
| South Ayrshire | 1,803,000 |
| South Lanarkshire | 5,430,000 |
| West Dunbartonshire | 1,642,000 |
| Total Revenue | £37,381,000 |



Capital

Highlighted spends from our capital programme in the last year include:

Bus operations

| | |
|--|------------|
| Bus shelter upgrade programme | £1,770,000 |
| Purchase additional DRT/subsidised buses | £2,260,000 |

Subway Modernisation

| | |
|--------------------------------------|------------|
| Subway station improvements | £2,950,000 |
| Infrastructure | £4,397,000 |
| Replacement of ticketing system | £3,856,000 |
| Escalator upgrade and refurbishment | £1,637,000 |
| Broomloan accommodation improvements | £923,000 |

Projects

| | |
|------------------------------------|------------|
| Hamilton Bus Station redevelopment | £308,000 |
| Dalmarnock Station | £1,410,000 |
| Fastlink core scheme | £850,000 |

Local authority

| | |
|--|----------|
| Ravenscraig access strategy | £400,000 |
| Route Action Plans in South Lanarkshire | £300,000 |
| Bus Infrastructure improvements in West Dunbartonshire | £300,000 |
| A81 route corridor improvements in East Dunbartonshire | £400,000 |
| Kilwinning Park and Ride | £745,000 |
| Route 11 signals and crossings in North Ayrshire | £342,000 |
| Walking and cycling off-road network improvements in East Dunbartonshire | £350,000 |

Agency services

Agency services are also carried out by SPT on behalf of our local authorities and the cost of these services are fully reimbursed. The total budget for these services in 2012/13, fully funded by the relevant authorities, was around £28million.

This reflects the actions SPT is implementing to reduce overall costs for all our member councils.

These services can be broken down as follows:

| | |
|------------------------------------|-------------|
| • School and Vocational Transport | £27,660,000 |
| • Bus Shelters & Stops Maintenance | £716,000 |
| • Concessionary Travel | £4,081,000 |

Contact Us

Your Suggestions

If you would like to pass on your suggestions or comments, please email us at: 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

Contact us by post

Write to us at:

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

Online

Follow us on twitter at [@GlasgowSubway](https://twitter.com/GlasgowSubway) and facebook.com/glasgowsubway or visit our website www.spt.co.uk

