



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

Committee Operations

Date of meeting 28 January 2022

Date of report 18 January 2022

Report by Director of Finance

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 5 November 2021. The Coronavirus pandemic and resulting restrictions have continued to impact the delivery of services during recent months:

- All SPT local authority areas (along with the rest of Scotland) were classed as “beyond Level 0” restrictions;
- Starting at the end of November 2021 there was growing concern about the new Omicron variant of coronavirus; and
- Scottish Government advice on working from home was “work from home if possible”.

Throughout this report, comparisons have been made where relevant both with last year and 2019. This allows the impact of ongoing changes to travel patterns to be observed.

The COP26 Climate Change Conference took place in Glasgow between 31 October 2021 and 14 November 2021.

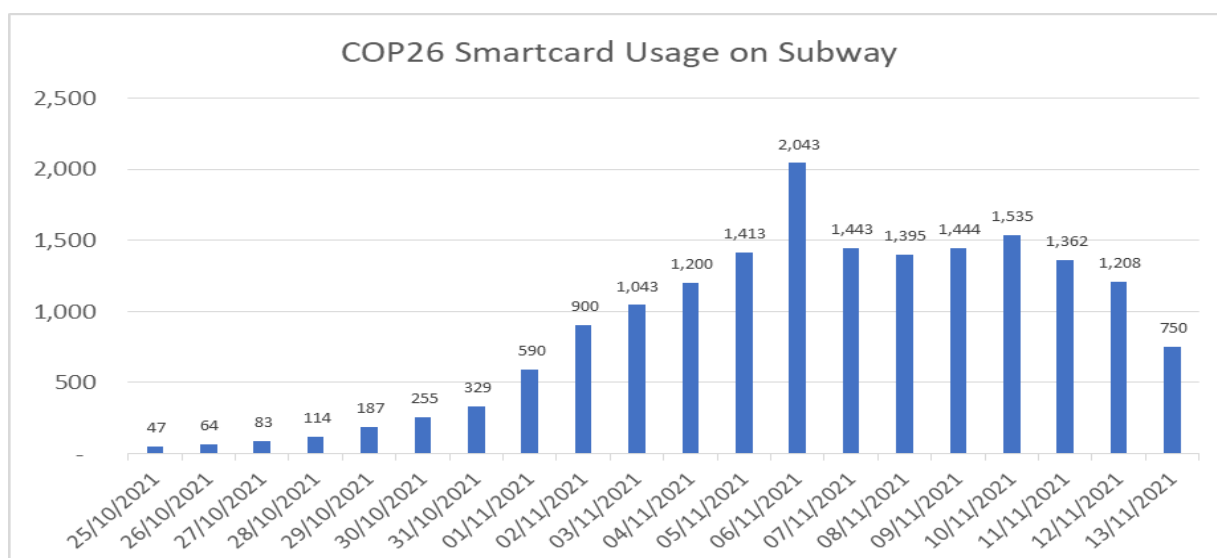
3. COP26 Climate Change Conference

3.1 COP26 Delegate and Volunteer travel on Subway

SPT and other operators worked closely with Transport Scotland to ensure the delivery of a COP26 delegate and volunteer travel pass on Subway and other modes, using a smartcard issued by Transport Scotland. SPT (along with other operators) made a commercial agreement with Transport Scotland and are being reimbursed accordingly.

A total of 17,405 Subway journeys were made by delegates and volunteers during the event, with 2,043 journeys on the busiest day. These figures only account for accredited delegates

and volunteers and it is likely that more journeys associated with COP26 were also made using other ticket types.



3.2 Buchanan Bus Station Departures and COP26

During the November 2021 COP26 Climate Conference held in Glasgow, the SPT Team supported nearly 14,000 passenger trips departing from Buchanan Bus Station. The Zero Emission C26 Conference Shuttle Service accounted for 2,462 scheduled departures alone.

3.3 SPT liaison with other Agencies during COP26

SPT supported multi-agency coordination at the COP26 Transport Co-ordination Centre (TCC), based at Glasgow City Council’s Eastgate premises. Working alongside partners from Transport Scotland, Police Scotland, British Transport Police, Department for Transport (DfT), ScotRail and Glasgow City Council, SPT officers within the TCC were the point of contact in relation to Subway, SPT Bus Stations and the wider bus industry, specifically in relation to overseeing the COP26 shuttle bus. SPT’s Bus Infrastructure section arranged the production and installation of COP26 signage at the relevant bus stops that the shuttle bus served.

The COP26 shuttle service, delivered via zero-emission electric buses by First Glasgow, was procured by SPT on behalf of UK and Scottish Governments. SPT support within the TCC allowed collaboration with those colleagues to troubleshoot any issues arising, as well as accessing Transport Scotland’s and Glasgow City Council’s systems to ensure the smooth running of the shuttle bus service as well as disseminating any relevant information to internal SPT colleagues and those of the wider bus industry.

3.4 SPT and the provision of a shuttle bus to operate during COP26

On behalf of the UK and Scottish Governments, SPT was asked to assist in the provision of a shuttle bus to serve the COP26 island site, in order to transport delegates, workforce etc. and relieve pressure on existing public transport services. A key requirement of the scope of the tender was to provide zero emission vehicles to deliver the shuttle service.

Following extensive discussions with colleagues from Transport Scotland and UK Government in respect of the scope of the service, SPT undertook a tendering exercise in order to procure this service. The contract for provision of the service was subsequently awarded to First Glasgow following a competitive tendering exercise.

The service was delivered utilising First’s newly delivered fleet of BYD/ADL zero emission electric single deck buses. At total of 12 vehicles were required for service at peak times with

up to 4 additional standby buses allocated for use in order to respond to passenger demand and minimise waiting times for passengers.

The service started/terminated at Buchanan Bus Station, and followed a loop serving Queen Street Station, Central Station, the 'blue zone' (which housed the main conference events within the Scottish Events Campus), and the 'green zone' (which housed public events held at the Science Centre and surrounds, south of the River Clyde). The service was free of charge to the user.

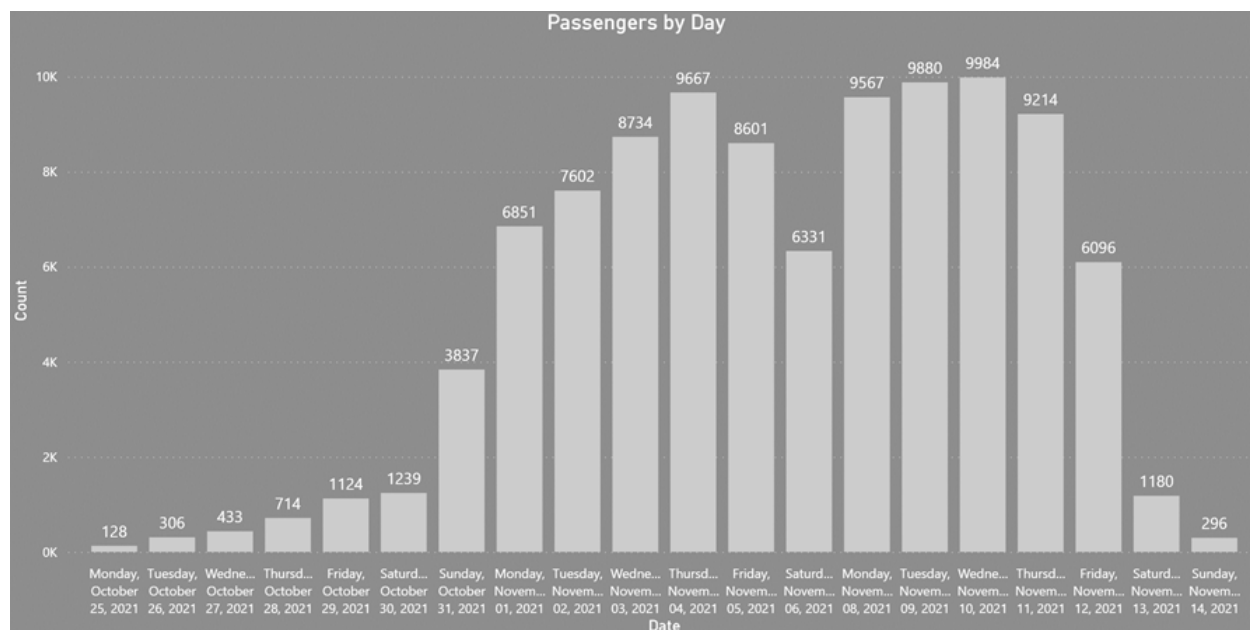
In the first week of operation (Monday 25 October 2021 to Saturday 30 October 2021 inclusive) and Sunday 14 November 2021, hours of operation were 0700-1830 operating every 10 minutes. From Sunday 31 October 2021 until Friday 12 November 2021 inclusive (with the exception of Sunday 7 November 2021 when no service operated) hours of operation were 0600 to 0030, with a peak frequency of every 5 minutes, falling to every 10 minutes at quieter times. On Saturday 13 November 2021, operation was from 0700-2400 operating every 10 minutes during the day, dropping to every 15 minutes in the evening.

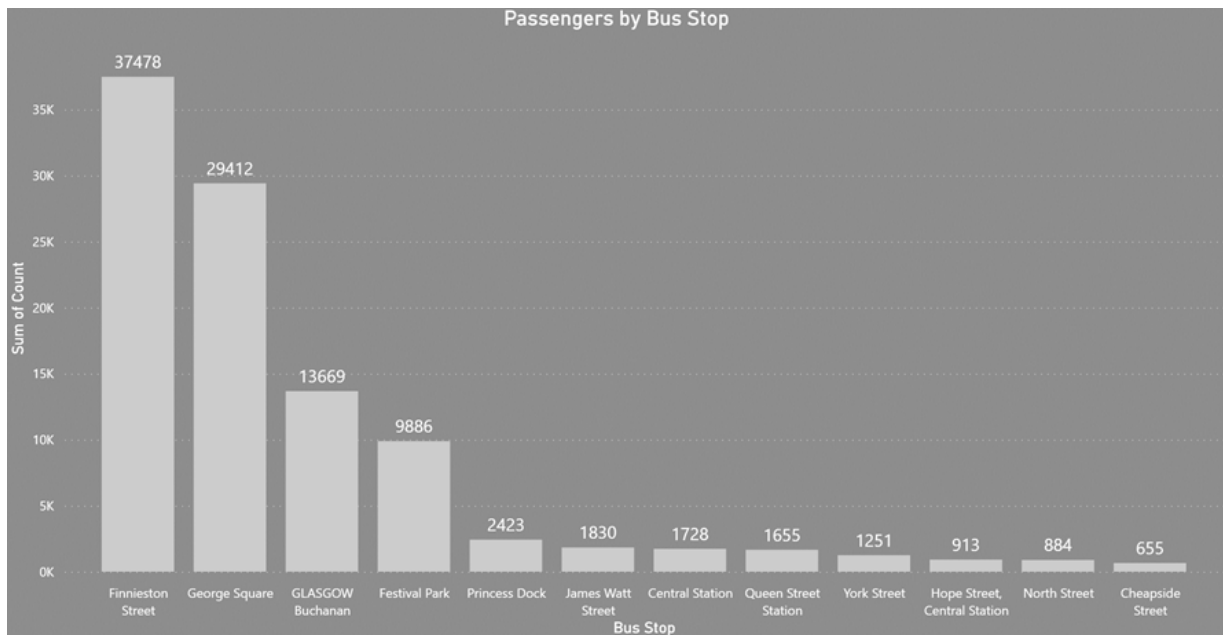
In addition to the service described above, SPT procured the provision of two zero emission minibuses from Community Transport Glasgow, with the intention of providing a flexible service to those with particular mobility needs who may have found it difficult to access the main shuttle service. These vehicles were also available to supplement the shuttle service in the event of passenger demand, and were utilised extensively in this capacity.

The COP26 shuttle services were well received by passengers and organisers alike, were used extensively, and were delivered efficiently in a professional manner by the bus operators concerned.

Headline figures:

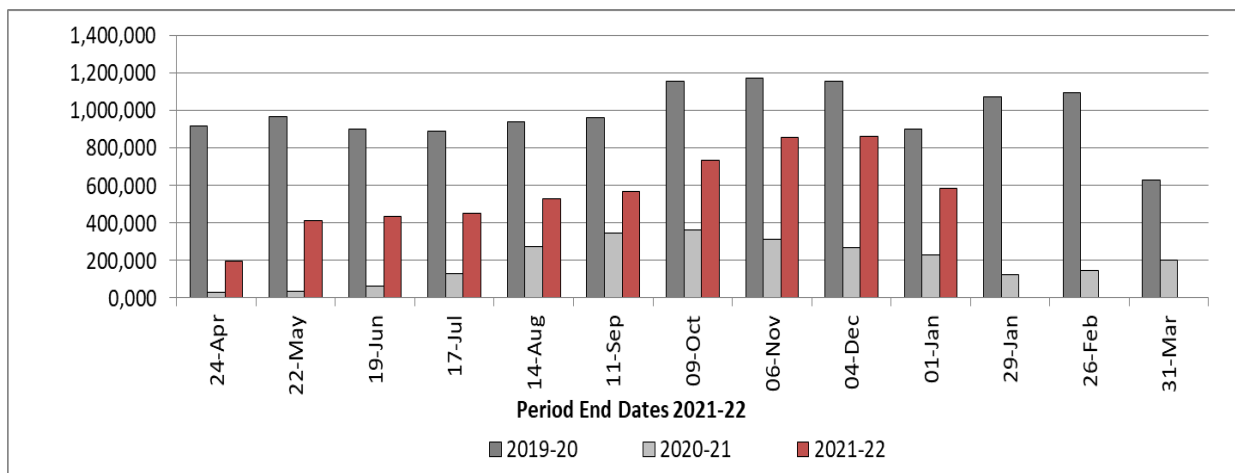
- Total passenger journeys across all days of operation: 101,784
- Daily average passenger journeys during the main conference dates 31 October 2021 to 12 November 2021: 8,030.





4. Subway

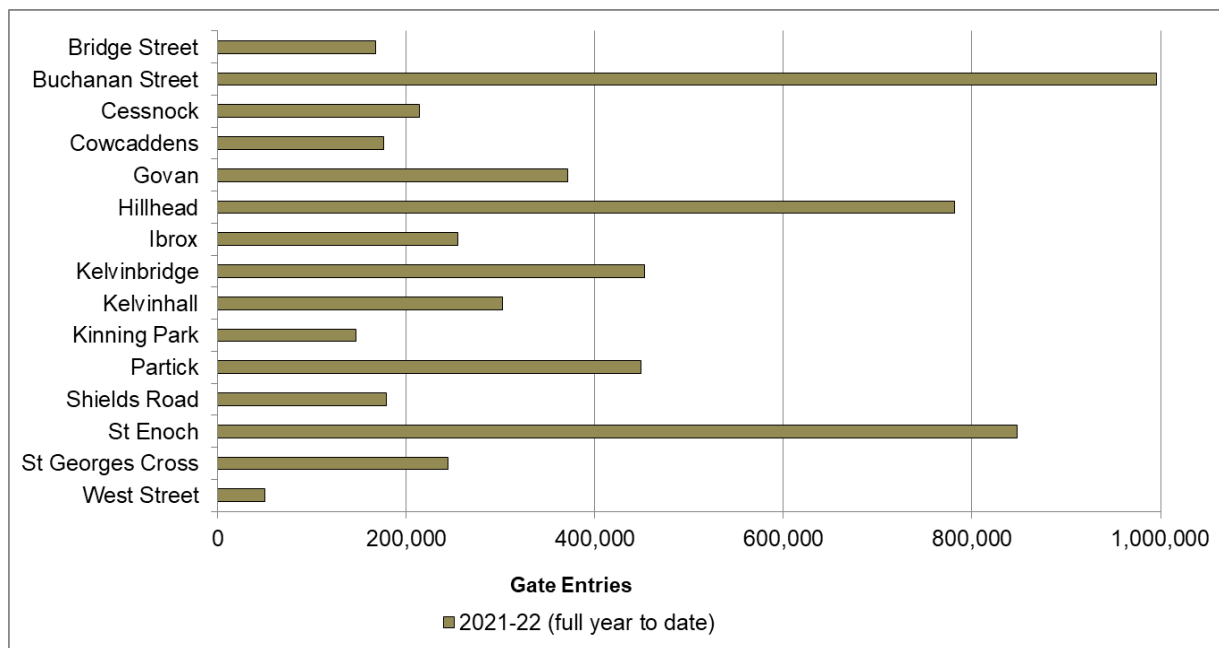
4.1 Subway patronage by period (gate entries)



- Period 8 (ending 6 November 2021) was up 175.3% on the previous year, but down 27.0% on two years ago.
- Period 9 (ending 4 December 2021) was up 224.4% on the previous year, but down 25.3% on two years ago.
- Period 10 (ending 1 January 2022) was up 153.6% on the previous year, but down 35.2% on two years ago.

Period 9 (ending 4 December 2021) currently contains the highest patronage figure in 2021-22. Subway patronage does however remain below historic normal levels.

4.2 Subway patronage by station



The graph shows total Subway patronage by station for 2021-22 to date. In Periods 8 and 9 Buchanan Street was the busiest station followed by Hillhead and then St Enoch. In Period 10, St Enoch was the second busiest station ahead of Hillhead.

4.3 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.

Since the last Operations Committee Monitoring Report, reliability has been as detailed below:

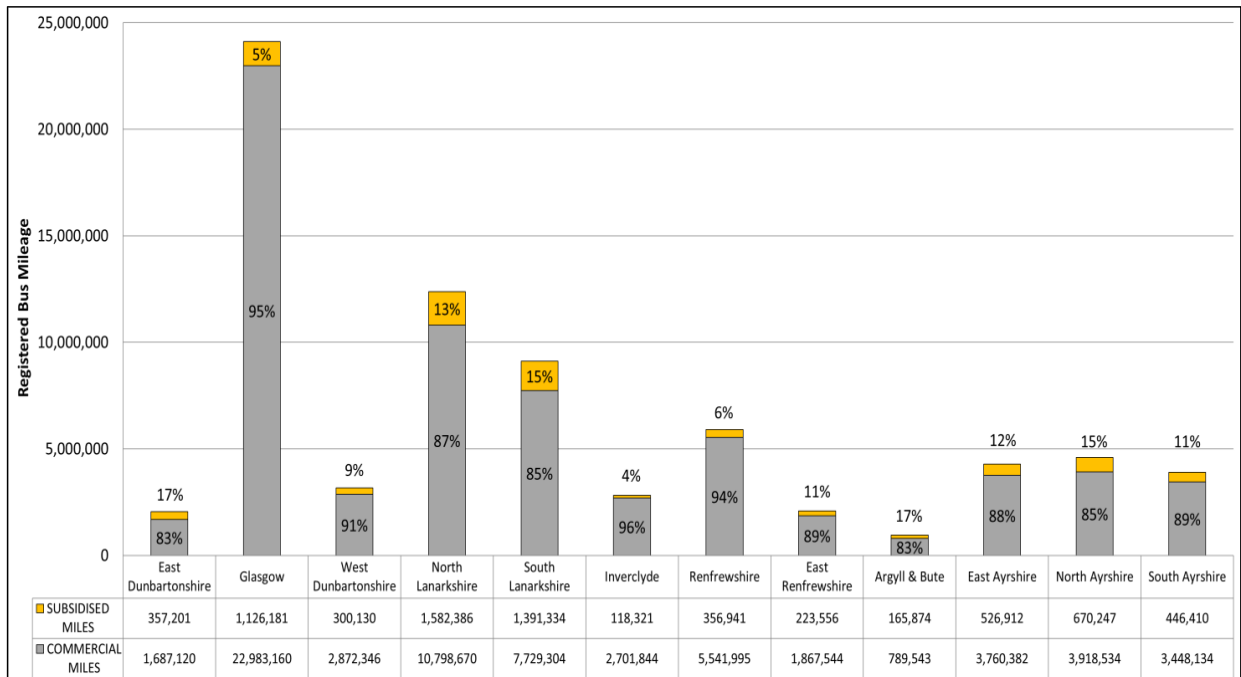
- Period 8 – 90.1%
- Period 9 – 86.2%
- Period 10 – 89.7%

The average for these three periods was 88.7%, compared to 95.7% the previous year and 97.0% two years ago.

The majority of lost journeys in Periods 8-10 were due to rolling stock issues. In Period 10 however, around 19% of lost journeys were attributed to driver availability issues.

5. Supported Bus Services

5.1 Strathclyde Region Registered Mileage for Subsidised and Commercial, 01 January 2019 to 11 December 2019



This illustrates the share of mileage operated by subsidised and commercial services (pre-Covid).

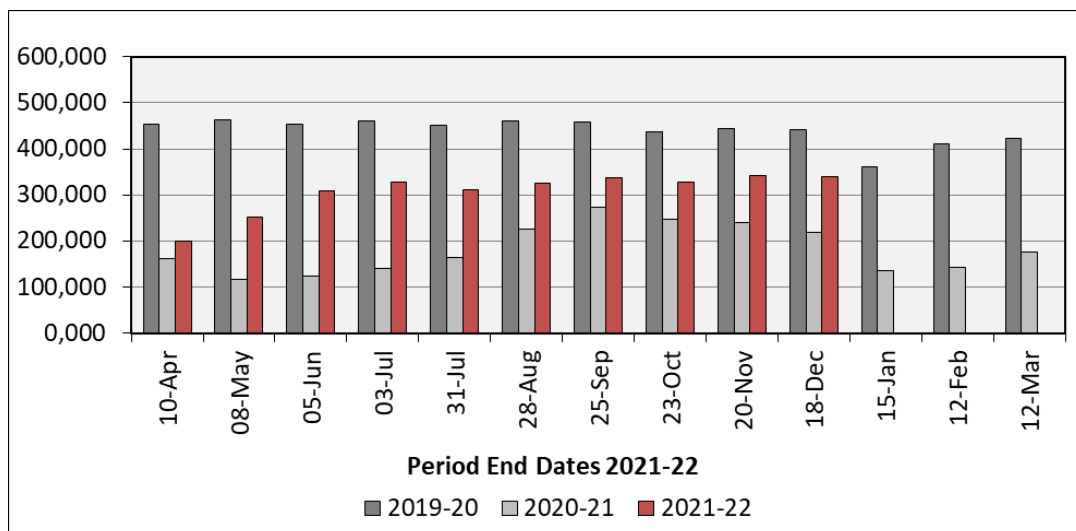
As a result of the pandemic restrictions, some commercial bus services were revised or cancelled, and the relative importance of subsidised services increased.

5.2 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 three most recent periods, ending 18 December 2021.

5.3 Supported Bus Patronage by period



The three periods to 18 December 2021 had supported bus patronage higher than the same three periods in the preceding year, but lower than the year before that:

- Period ending 23 October 2021 was up 32.7% on the previous year, but down 25.1% on two years ago.
- Period ending 20 November 2021 was up 42.1% on the previous year, but down 22.9% on two years ago.
- Period ending 18 December 2021 was up 54.5% on the previous year, but down 23.2% on two years ago.

Supported bus patronage has been relatively stable over the past eight periods; this is a similar pattern to the commercial bus market. Supported bus patronage remains at the highest level since before the initial coronavirus lockdown.

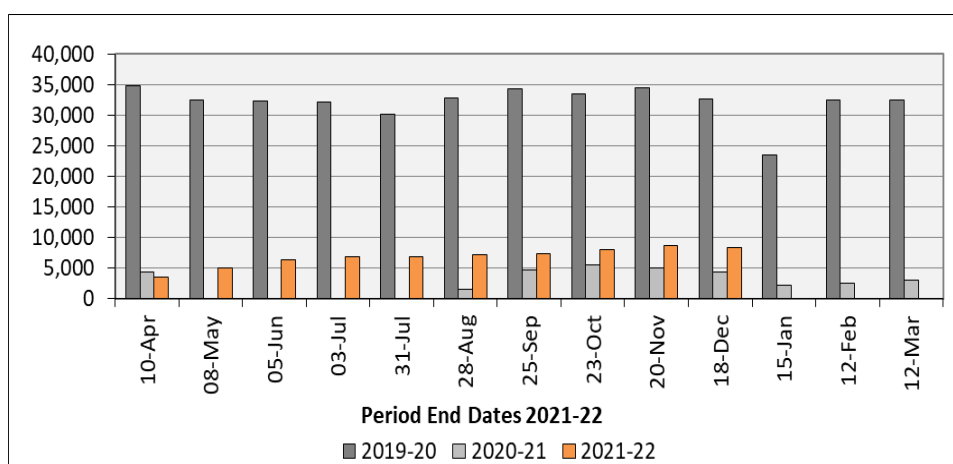
5.4 Support to vaccination programmes

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 is operating as Registered Service 341, delivered by ARG Travel, from Monday 27 September 2021 and expected to operate throughout Q1 2022.

Since October 2021 to December 2021 there have been in excess of 200 trip requests specifically for vaccination booster and flu jabs delivered to both MyBus and non-MyBus service users as means of access and support.

6. Demand Responsive Transport (MyBus)

6.1 MyBus Patronage

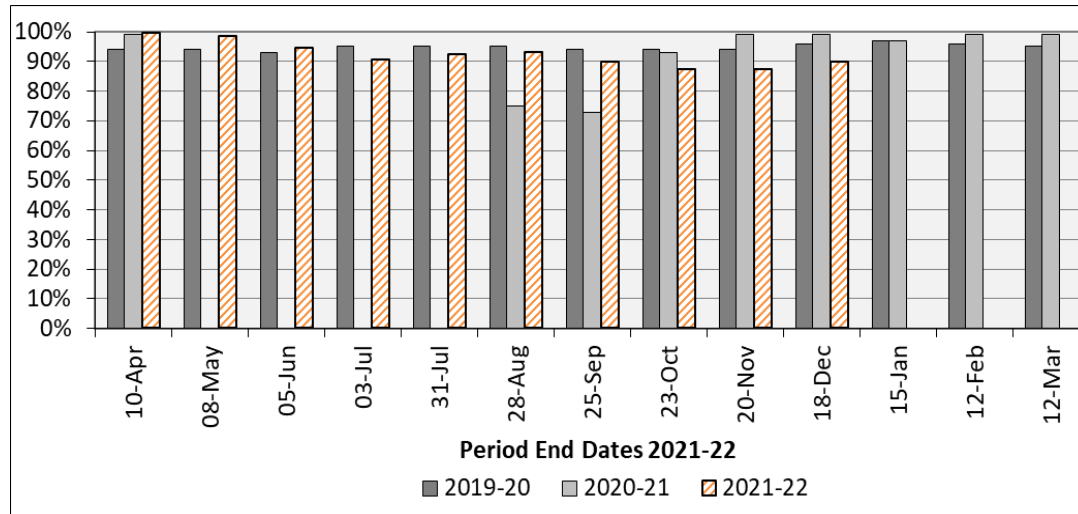


The three periods to 18 December 2021 show MyBus patronage relatively stable and still much lower than two years ago:

- Period ending 23 October 2021 was up 44.9% compared with last year and down 76.1% compared with two years ago.
- Period ending 20 November 2021 was up 70.1% compared with last year and down 74.9% compared with two years ago.
- Period ending 18 December 2021 was up 90.7% compared with last year and down 74.2% compared with two years ago.

Period ending 20 November 2021 did have the highest MyBus patronage since before lockdown.

6.2 MyBus Requests Met



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

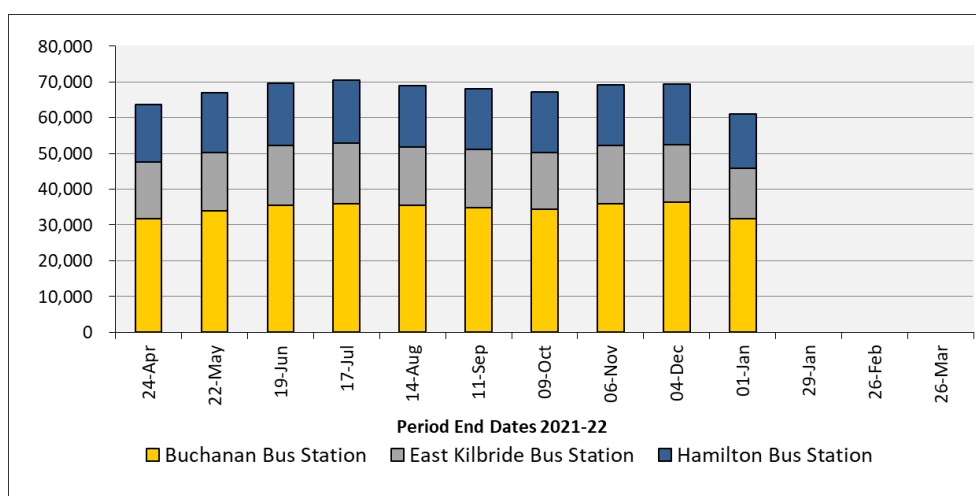
- Period ending 23 October 2021 – 88%.
- Period ending 20 November 2021 – 87%.
- Period ending 18 December 2021 – 90%.

The average for last year (for periods when MyBus services were operating) was 93% and the average two years ago was 95%.

The demand for MyBus peaked in 2021 at the end of November. Given the growth of demand in preceding periods further vehicle resource was reinstated in Q4 of 2021.

7. Bus Stations

7.1 Bus Station Bus Departures



For the three most recent periods reported, overall departures were as follows:

- Period ending 6 November 2021 – down 3.4% on last year, down 11.3% on two years ago.

- Period ending 4 December 2021 – down 0.7% on last year, down 11.7% on two years ago.
- Period ending 1 January 2022 – up by 0.2% on last year, down by 9.1% on two years ago.

Changes in the total number of departures are related to individual service changes.

8. 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 HS Schools	Total number of HS pupils	Total number of PS Schools	Total number of PS 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

9. 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 – December 2021

Council	Contracts*	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total Warnings
East Ayrshire	121	78 (64%)	24	22 (91%)	120	8
South Ayrshire	111	92 (82%)	17	17 (100%)	135	15
North Ayrshire	85	41 (48%)	21	11 (52%)	55	2
North Lanarkshire	239	132 (55%)	56	45 (80%)	173	57
South Lanarkshire	297	180 (60%)	48	46 (95%)	265	66
West Dunbartonshire	19	19 (100%)	4	4 (100%)	36	3
East Dunbartonshire	73	58 (79%)	15	15 (100%)	81	13
Inverclyde	50	41 (82%)	10	10 (100%)	48	13
Glasgow	49	42 (85%)	23	22 (95%)	44	7
East Renfrewshire	50	49 (98%)	11	11 (100%)	68	8
Renfrewshire	84	64 (76%)	21	21 (100%)	97	25
Totals	1,178	796 (67%)	250	224 (89%)	1,122	217

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

- Customer contact (e.g. Education Dept.) generated warnings 100 (46%)
- Inspection generated warnings – contract related 98 (45%)
- Disclosure (PVG) warnings 19 (9%).

LOCAL SUBSIDISED SERVICES Statistics from July 2021 – December 2021

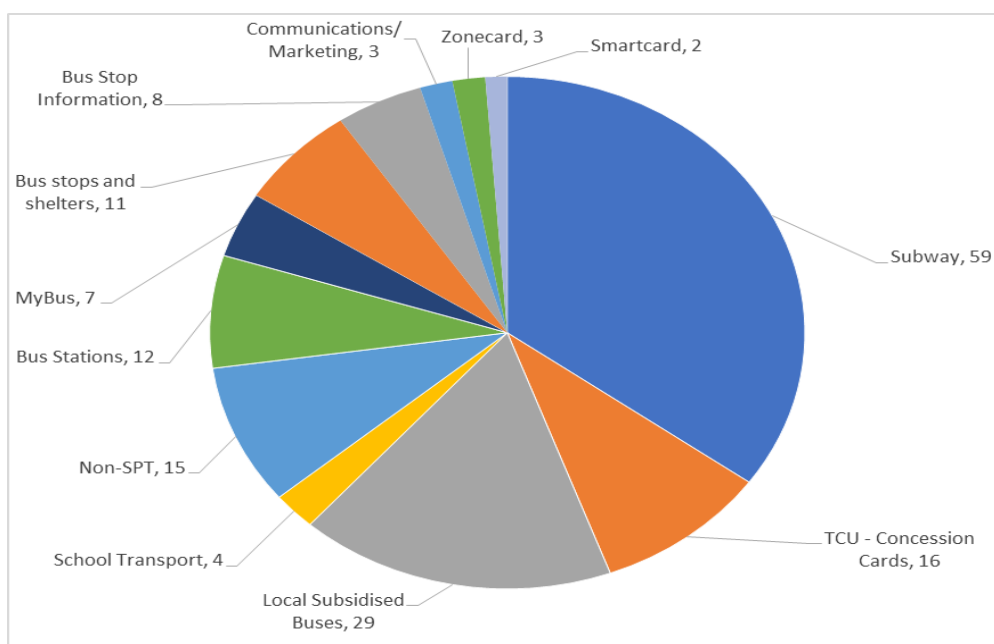
Council	Number of Contracts	Number of Operators	Inspections	Total Warnings
Argyll & Bute	4	2	10	0
East Ayrshire	17	3	57	0
South Ayrshire	11	2	46	0
North Ayrshire	21	4	42	0
North Lanarkshire	27	10	121	6
South Lanarkshire	27	9	127	4
West Dunbartonshire	10	5	45	0
East Dunbartonshire	10	7	77	1
Inverclyde	6	2	23	1
Glasgow	31	10	151	67*
East Renfrewshire	5	3	27	0
Renfrewshire	10	3	69	3
Totals			795	

*Of the 67 warnings noted within the Glasgow area, 61 are attributed to one operator over service performance issues which resulted in a contract termination from 17 December 2021.

10. Complaints

10.1 Complaints received by SPT by four-week period

For Periods 8 to 10 (to 1 January 2022), there were 169 complaints received by SPT in the following categories (15 of these complaints were non SPT related). This compares to 43 complaints in the same three periods one year ago and 183 complaints in the same three periods two years ago.



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

In Periods 8 to 10 there were more than 2.3 million Subway journeys and 59 complaints about Subway were received (complaints received for 0.003% of journeys).

In Periods 8 to 10 there were more than 1 million passenger journeys made on Local Subsidised Buses and 29 complaints were received about these services (complaints received for 0.003% of journeys).

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

During Periods 8 to 10 (to 1 January 2022), 87% of complaints were responded to on time; 22 out of 169 complaints not responded to on time. During the same periods a year ago, 98% of complaints were responded to on time.

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.

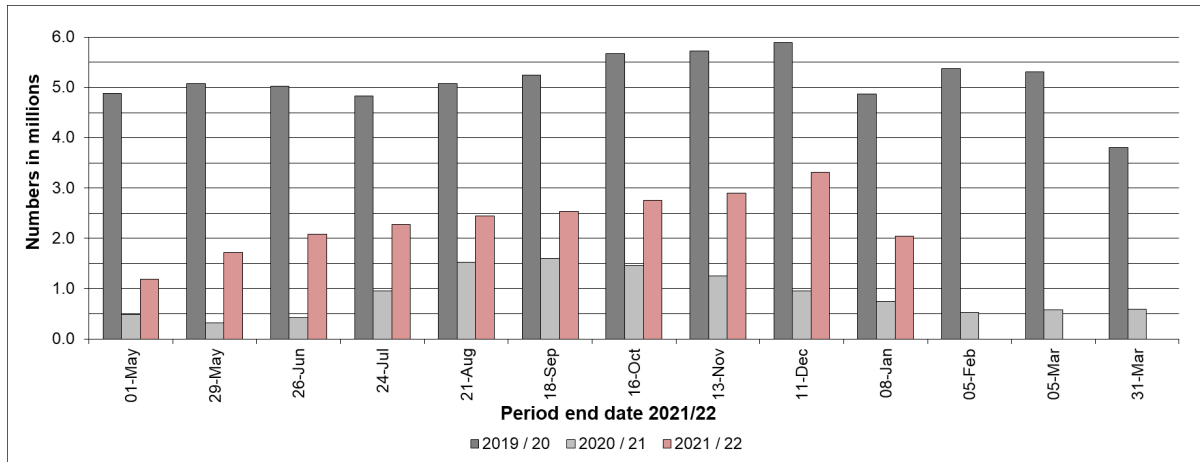
11. Wider Public Transport Context

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.

11.1 Update on rail services within the Partnership area

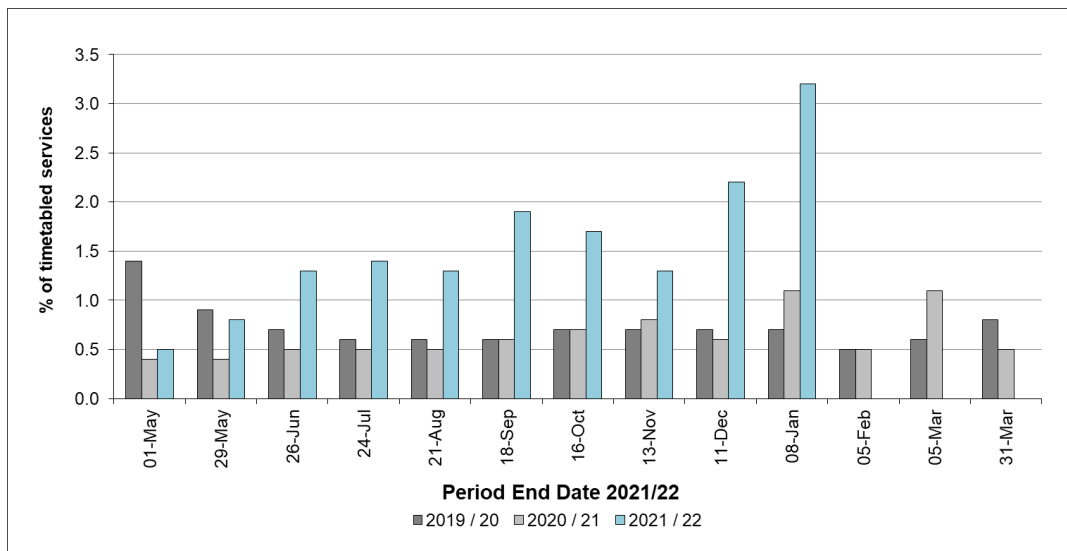
Information within section 11.1 has been provided by Abellio ScotRail

ScotRail patronage in the SPT area (in millions)



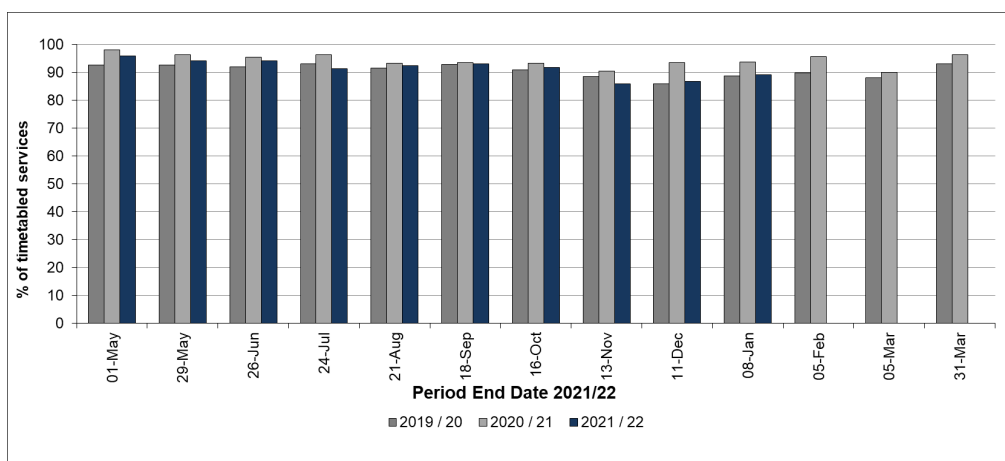
For the three most recent Periods reported (to 8 January 2022), ScotRail patronage was up by 180% on last year, but down by 50% on the year before.

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



Cancellations for the three most recent Periods (to 8 January 2022) were 1.3%, 2.2% and 3.2%. The cancellation figures for these three Periods in the previous year were 0.8%, 0.6% and 1.1%.

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 three most recent Periods (to 8 January 2022) was 85.8%, 86.8% and 89.1%. The PPM for these three Periods in the previous year was 90.5%, 93.4% and 93.6%.

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

Period ending 13 November 2021

- 22/10/2021 – Train fault at Charing Cross station.
- 26/10/2021 – Weather related speed restriction affecting several different lines/routes of the rail network.
- 03/11/2021 – Person struck by train Singer station.
- 09/11/2021 – Person struck by train Bishopbriggs.

Period ending 11 December 2021

- 26/11/2021 – Overhead line trip Newton to Motherwell.

Period ending 8 January 2022

- 13/12/2021 – Track defect at Kilpatrick.
- 14/12/2021 – Signal failure between Lenzie and Queen Street.
- 15/12/2021 – Tree on the line at Bishopton.
- 24/12/2021 – Crew shortages at Glasgow Central.

11.2 Update on ferry services within the Partnership area

SPT has no responsibility for the delivery of ferry services.

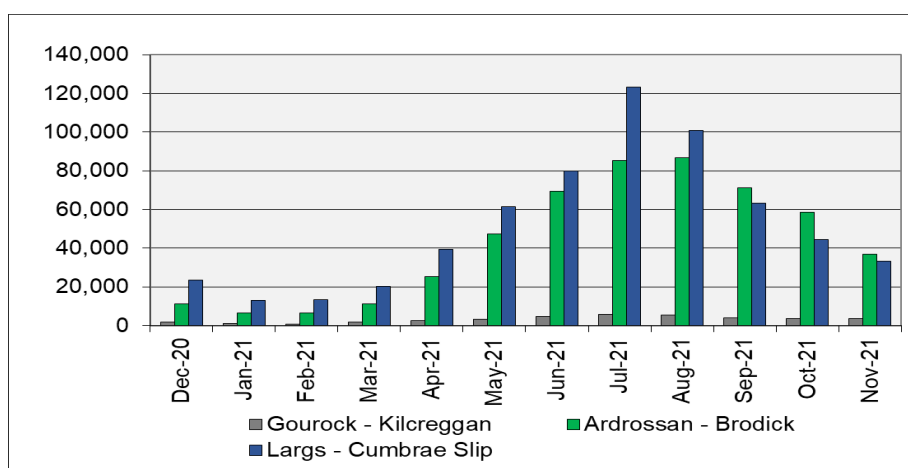
The following ferry services operate entirely within the SPT area.

- 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 September, October and November has been added).



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

12. Committee action

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

13. 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>

Name Neil Wylie
Title Director of Finance

Name Valerie Davidson
Title Chief Executive

For further information, please contact *Neil Wylie, Director of Finance on 0141 333 3380, Gordon Dickson, Head of Bus Strategy & Delivery on 0141 333 3407 or David Christie, Head of Service Operations & Security (Subway) on 0141 333 3626.*