



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

Date of meeting 3 November 2023

Date of report 24 October 2023

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.

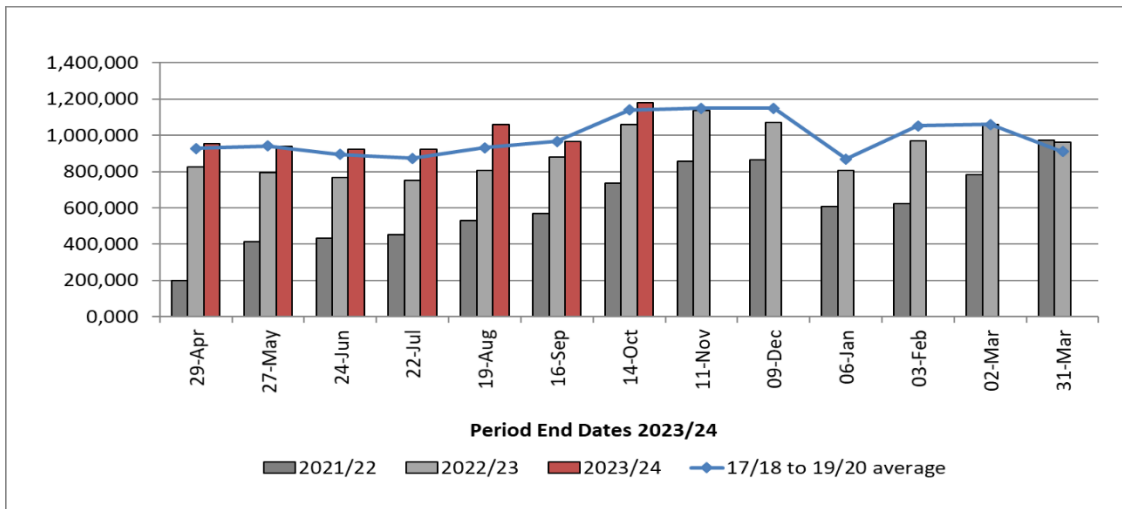
2. Background to report

The last monitoring report was presented to the Operations Committee on 25 August 2023. Throughout this report, comparisons have been made with data from previous years including, where appropriate, with pre-Covid performance.

Members will be aware that widespread economic challenges continue to affect both customers and public transport operators. Inflation (Retail Price Index) was 9.1% for August 2023 while the Consumer Price Index was 6.7%, with fuel and other energy costs remaining high.

3. Subway

3.1 Subway patronage by period (gate entries)



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

The line represents a pre-Covid average for the three years 2017/18 to 2019/20. (A range of three years has been used because there was an extended closure of the Subway during 2016/17 which would affect the data).

The graph shows strong performance in recent periods compared to previous years including compared to 2019/20. Current year patronage has been higher than the historic average in five out of seven periods this year (and was within 0.2% for the other two periods).

In the period ending 19 August 2023, patronage was particularly high compared to previous years with the World Cycling Championships in Glasgow a major contributing factor.

3.2 Subway journey patterns

The highest proportion of Subway travel is between the city centre and the west end. During the past three periods, the most common journeys were between Buchanan Street and Hillhead which (including both directions) accounted for 11.7% of all Subway journeys (more than 336,000 journeys).

Travel between Buchanan Street/St Enoch and Hillhead/Kelvinbridge/Kelvinhall in total accounted for 34% of Subway journeys (more than 988,000 journeys). This remains similar to pre-Covid travel patterns (35% for calendar year 2019).

3.3 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. The latest data available is for Periods 5 (ending 19 August 2023) and 6 (ending 16 September 2023).

Period	Subway reliability	Comments
5	93.8%	<p>88% of lost journeys were due to Rolling Stock issues.</p> <p>The main reliability issue related to compressors which are a key component in the operation of the existing aged fleet, which continues to meet existing timetable demands. Consequently, failures can occur and the related parts are difficult to source given their age. To mitigate this, a revised maintenance approach is being tested with a view to improving current performance.</p>
6	95.8%	<p>90% of lost journeys were due to Rolling Stock issues.</p> <p>The biggest reliability issue with regards to Rolling Stock was a repeat failure on one car which experienced issues with its Traction system. This fault was of an intermittent nature which has now been resolved.</p> <p>24 journeys (7%) were also lost due to passenger related incidents including an event of a passenger taking unwell onboard which caused a service suspension.</p>

4. Supported Bus Services

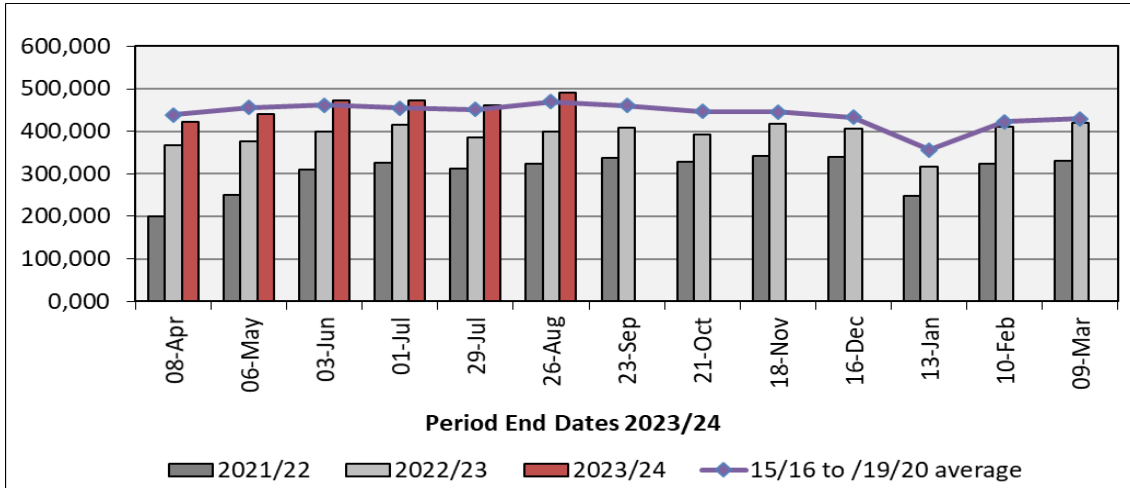
4.1 Subsidised and Commercial Bus Markets in the Strathclyde region

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.

The average across Strathclyde being 10% subsidised by SPT and 90% 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 Patronage by Period

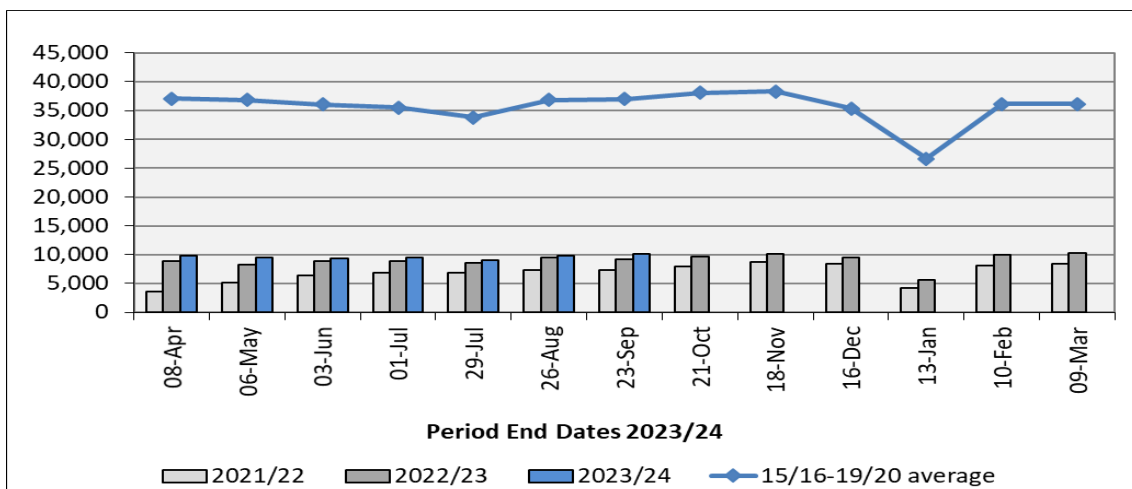


The bars on the graph show patronage in the current year and the previous two years. The line represents a pre-Covid average for the five years 2015/16 to 2019/20. The graph shows a continued improving trend from 2022/23 to 2023/24. Over the past two periods, SPT delivered more than 950,000 supported bus journeys, up 21.2% year-on-year and up 3.3% on the pre-Covid average for the same two periods.

In the period ending 26 August 2023 SPT delivered more than 490,000 supported bus journeys, this is the highest figure since August 2018.

5 Demand Responsive Transport (MyBus)

5.1 MyBus Patronage

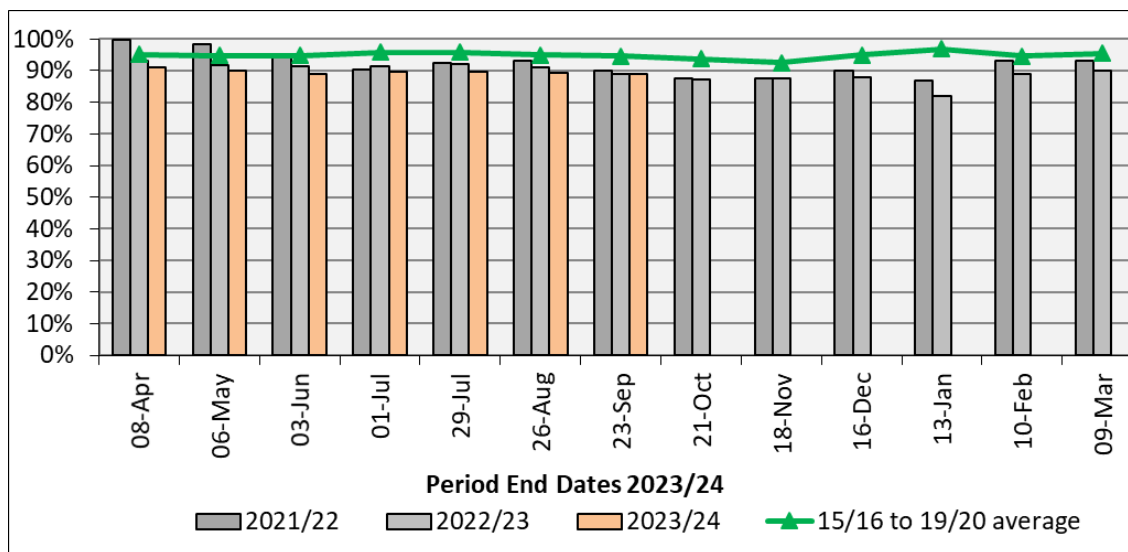


The bars on the graph show patronage in the current year and the previous two years. The line represents a pre-Covid average for the five years 2015/16 to 2019/20.

The graph above shows a continued improving trend from 2022/23 to 2023/24, and an overall position significantly different to pre-Covid. Over the past three periods, SPT delivered more

than 28,000 MyBus journeys, up 6.0% year-on-year. This figure is however 73.2% lower overall than the pre-Covid average for the same three periods.

5.2 MyBus Requests Met



The bars on the graph show requests met in the current year and the previous two years. The line represents a pre-Covid average for the five years 2015/16 to 2019/20.

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

- Period ending 29 July 2023 – 90%
- Period ending 26 August 2023 – 89%
- Period ending 23 September 2023 – 89%

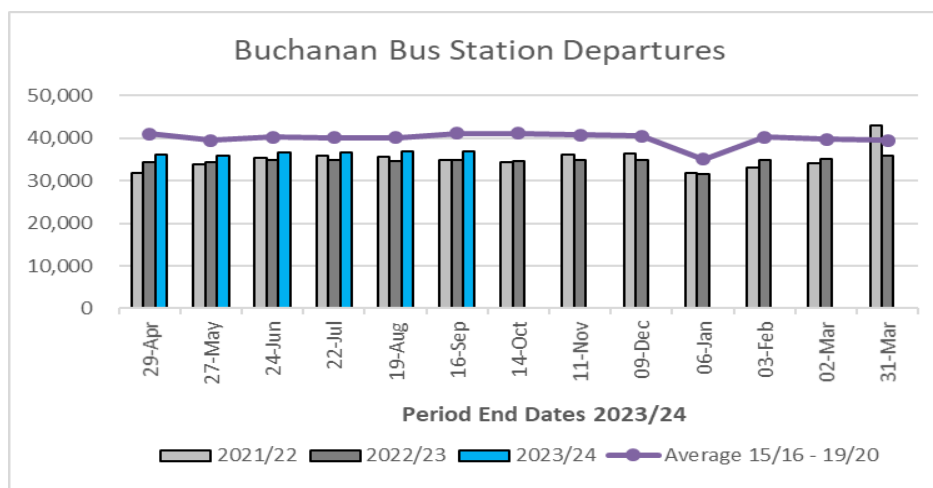
The average over these three periods was 89%, compared to 91% the previous year and 95% on average in the pre-Covid period.

6. Bus Stations

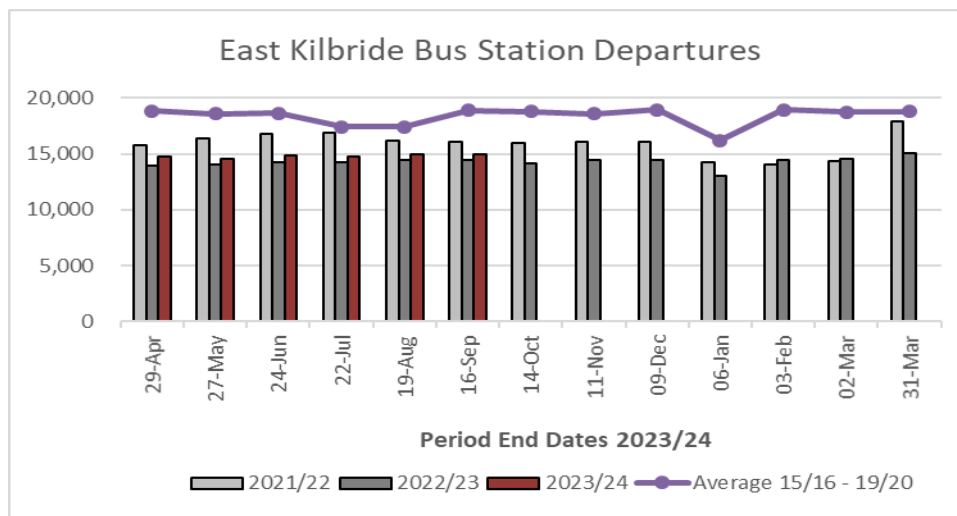
6.1 Bus Station Bus Departures

The graphs below shows Buchanan, East Kilbride and Hamilton Bus Station departures.

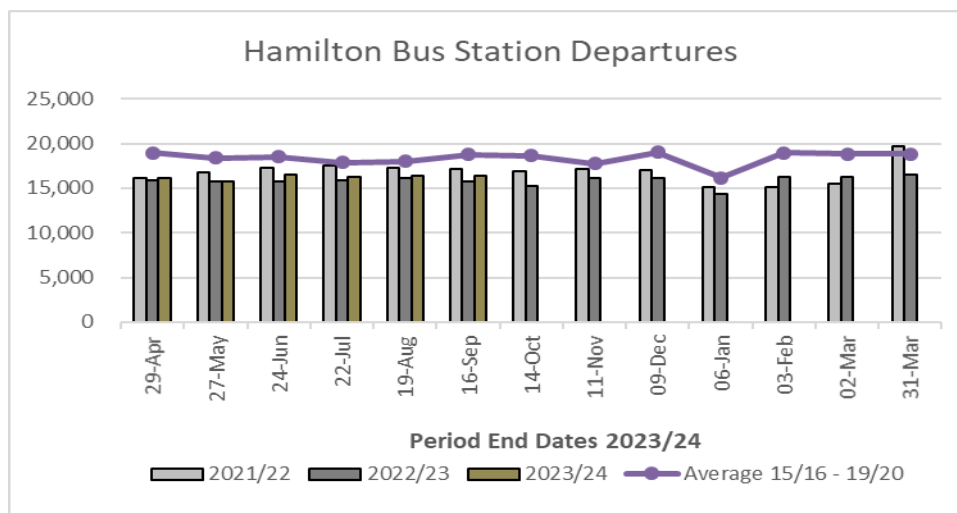
The bars on the graphs show patronage in the current year and the previous two years. The lines represent pre-Covid averages for the five years 2015/16 to 2019/20.



There were more than 73,000 bus departures from Buchanan Bus Station in the past two periods of 2023/24, up 5.9% year-on-year and down 9.2% on pre-Covid.



There were more than 29,000 bus departures from East Kilbride Bus Station in the same two periods of 2023/24, up 3.4% year-on-year but down 17.7% on pre-Covid.



There were more than 32,000 bus departures from Hamilton Bus station in the same two periods of 2023/24, up 2.7% year-on-year but down 10.8% on 2019/20 (pre-Covid).

7. 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 contracted standard of service is being provided by operators.

7.1 School Contract Inspections (Approximately 1,200 contracts per annum)

Statistics from 14 August 2023 to 30 September 2023

Council	Contracts*	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total number of Warnings
East Ayrshire	111	32	22	14	48	4
South Ayrshire	97	33	13	9	45	2
North Ayrshire	85	15	23	7	15	3
North Lanarkshire	214	47	58	26	67	10
South Lanarkshire	316	37	51	20	50	7
West Dunbartonshire	18	15	4	4	17	5
East Dunbartonshire	69	19	19	8	23	5
Inverclyde	40	10	9	6	12	4
Glasgow	43	19	12	10	22	2
East Renfrewshire	47	16	9	6	21	2
Renfrewshire	82	22	23	13	40	20
Totals	1,122	265	243	123	360	64

*Excludes Vocational and Bus/ Rail Contracts which are inspected on request.

The quality criteria for vehicles is stipulated by each Unitary Authority and incorporated as part of the contract specification.

The warnings noted above for School Contracts can be broken down as follows:

- Inspection generated warnings – contract related: 31 (48%);
- Customer contact (e.g. Education Dept) generated warnings: 24 (37%);
- Disclosure (PVG) warnings: 9 (15%).

7.2 Local Subsidised Service Inspections

Statistics from 1 June 2023 to 30 September 2023.

Council	Number of Contracts	Number of Operators	Inspections	Total number of Warnings
Argyll & Bute	4	2	4	1
East Ayrshire	13	3	20	
South Ayrshire	12	2	24	
North Ayrshire	22	4	14	
North Lanarkshire	28	9	45	9
South Lanarkshire	27	10	35	4
West Dunbartonshire	12	3	23	2
East Dunbartonshire	11	6	20	
Inverclyde	11	2	13	
Glasgow	29	11	40	3
East Renfrewshire	6	4	11	
Renfrewshire	12	2	22	4
Totals			271	

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

- Customer contact generated warnings: 190 (70%)

- Staff member generated warnings: 70 (26%)
- Axiom entry generated warnings: 11 (4%).

8. Complaints

The format of this section reflects mandatory complaints KPI (Key Performance Indicator) reporting requirements as determined by the Scottish Public Services Ombudsman. Data is for the three periods to 14 October 2023.

8.1 KPI 1: Total complaints received by SPT

Area	Stage 1	Stage 2 escalated	Stage 2 direct	Non-SPT complaints
Bus Infrastructure	2			2
Bus Services	69	1		18
Bus Stations	13	1		6
Bus Stop Info	2			
Communications				
Contact Centre (travel cards)	5	1		1
MyBus	3			
Other	1			1
Schools Transport				
Subway Smartcard				
Subway	41			
Zonecard	1			1
Total	137	3	0	29

Note that complaints may be escalated to Stage 2 at the customer's request, or automatically if more than 10 working days has passed since a Stage 1 request was received.

The categories for which most complaints were received were Bus Services and Subway.

Over these three periods there were around 1.4million SPT subsidised bus journeys. Stage 1 complaints were recorded for 0.005% of journeys.

Over these three periods there were more than 3.2 million Subway journeys. Stage 1 complaints were recorded for 0.001% of journeys.

8.2 KPI 2: Numbers and percentage closed on time (five days at Stage 1, 20 days at Stage 2)

	Stage 1		Stage 2 escalated		Stage 2 direct	
On time	104	76%	2	66%	0	0%
Not on time	33	24%	1	34%	0	0%

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

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

	Stage 1	Stage 2 escalated	Stage 2 direct
Average days	3.6	14.6	N/A

8.4 KPI 4: Outcomes as percentage of total

Complaint Outcome	Stage 1	Stage 2 escalated	Stage 2 direct
Upheld	53.3%		N/A
Not upheld	24.8%	33%	N/A
Part upheld	11.7%	33%	N/A
Resolved	3.7%		N/A
In progress	6.6%	34%	N/A

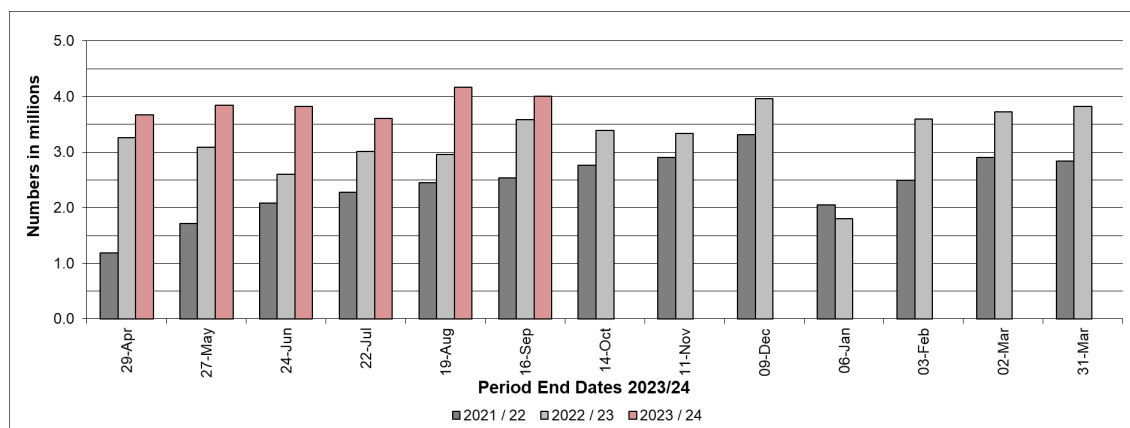
9. Wider Public Transport Context

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.

9.1 Update on rail services within the Partnership area

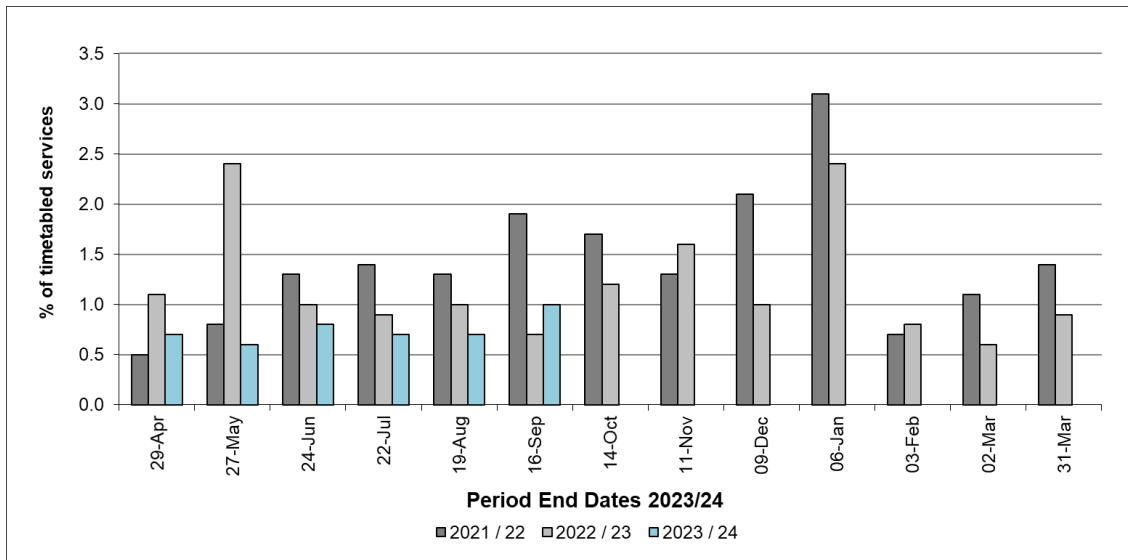
Information within section 9.1 has been provided by ScotRail

ScotRail patronage in the SPT area (in millions)



ScotRail patronage over the past two periods was 8.2 million journeys, up 25% year-on-year but down 21% on 2019/20 (pre-Covid).

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



Cancellations for the two most recent periods averaged 0.9%. The average of the same two periods in 2019/20 (pre-Covid) was 0.6%.

10. Consequences

Policy consequences	<i>None.</i>
Legal consequences	<i>None.</i>
Financial consequences	<i>As a measure of the quality of performance of services supported by SPT, it directs attention to possible financial implications.</i>
Personnel consequences	<i>None.</i>
Equalities consequences	<i>The concepts of supported services and social inclusion are directly related.</i>
Risk consequences	<i>None.</i>
Climate Change, Adaptation & Carbon consequences	<i>None.</i>

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