



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

Committee Operations Committee

Date of meeting 26 April 2019

Date of report 3 April 2019

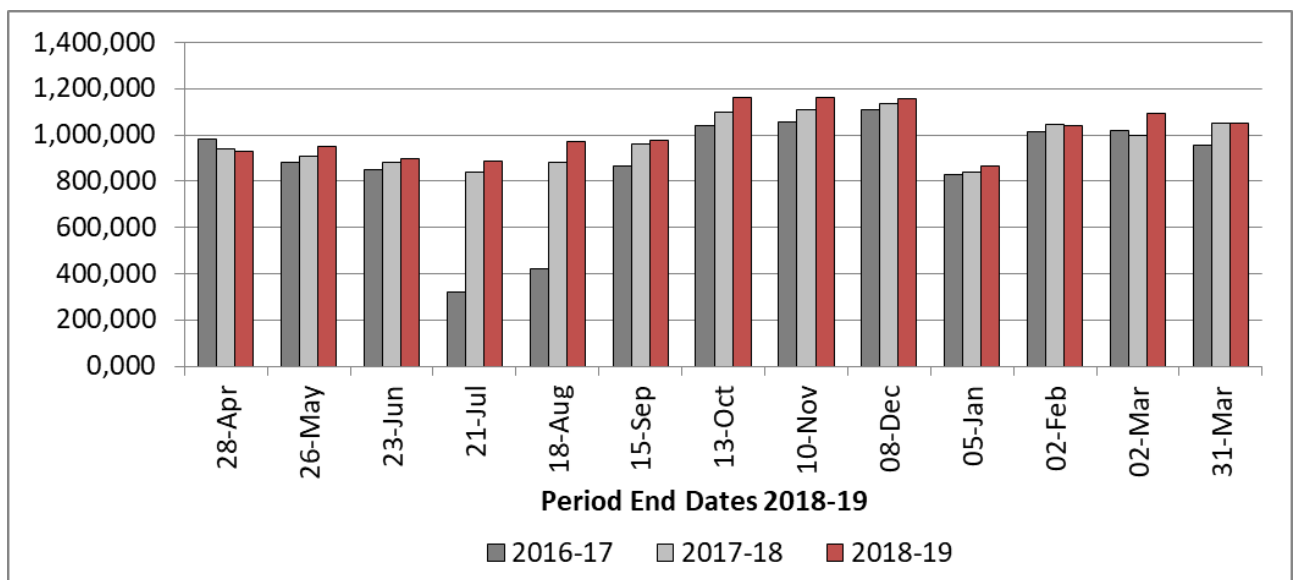
Report by Senior Director

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.

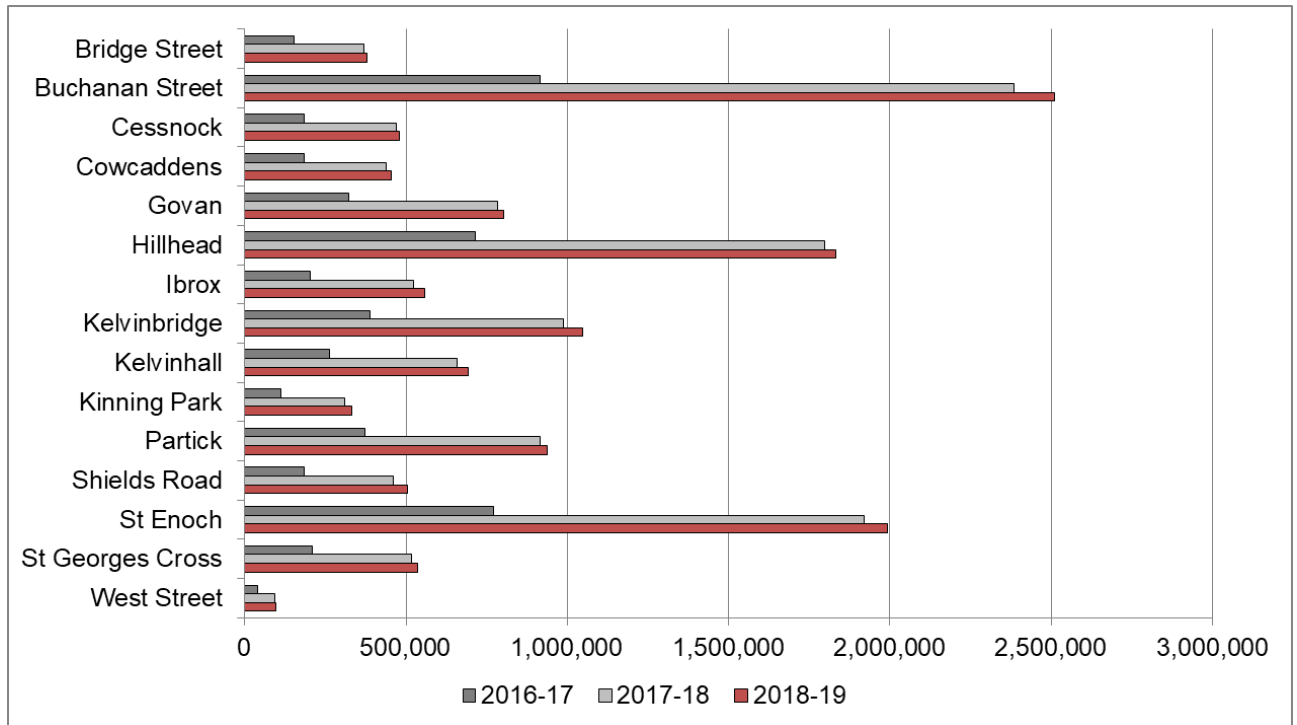
2. Subway

2.1 Subway patronage by period (gate entries)



- Subway patronage for the full year 2018-19 was 13.15m, up 3.7% from the previous year. This was influenced by Glasgow 2018 European Championships, additional fixtures at Ibrox, and the absence of extreme weather compared with the previous year.
- Year-to-date Subway Park-and-Ride car park entries were 337,730, up from 295,157 the previous year, an increase of 14.4%.

2.2 Subway patronage by station (to end of 2018-19)



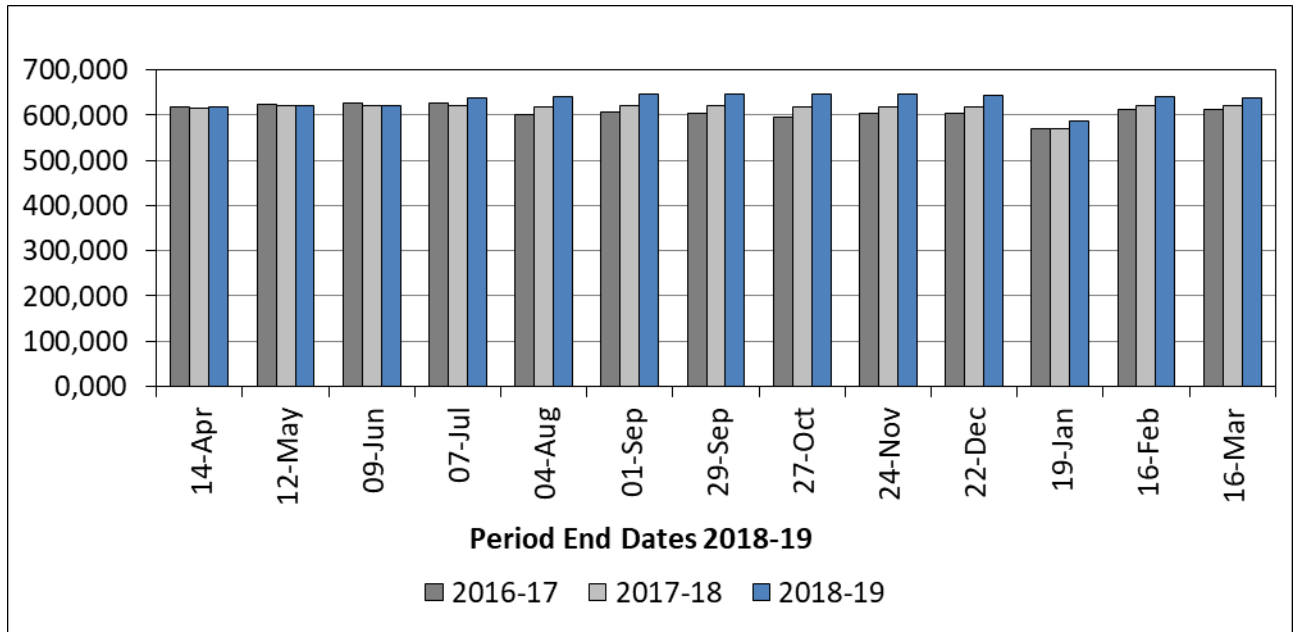
For the full year 2018-19, patronage was up by at least 1.9% at all 15 Subway stations compared to the previous year. The biggest percentage increase was at Shields Road (9.3 %) while Ibrox was up 6.8% reflecting the influence of football fixtures on the patronage figures.

2.3 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 reliability for periods 11, 12 and 13 was 96.1%, 98.6% and 98.1% respectively. The key contributory factors for lost mileage in these two periods were primarily rolling stock issues, accounting for 47% of lost journeys.

3. Supported Bus Services

3.1 Supported Bus scheduled mileage by period

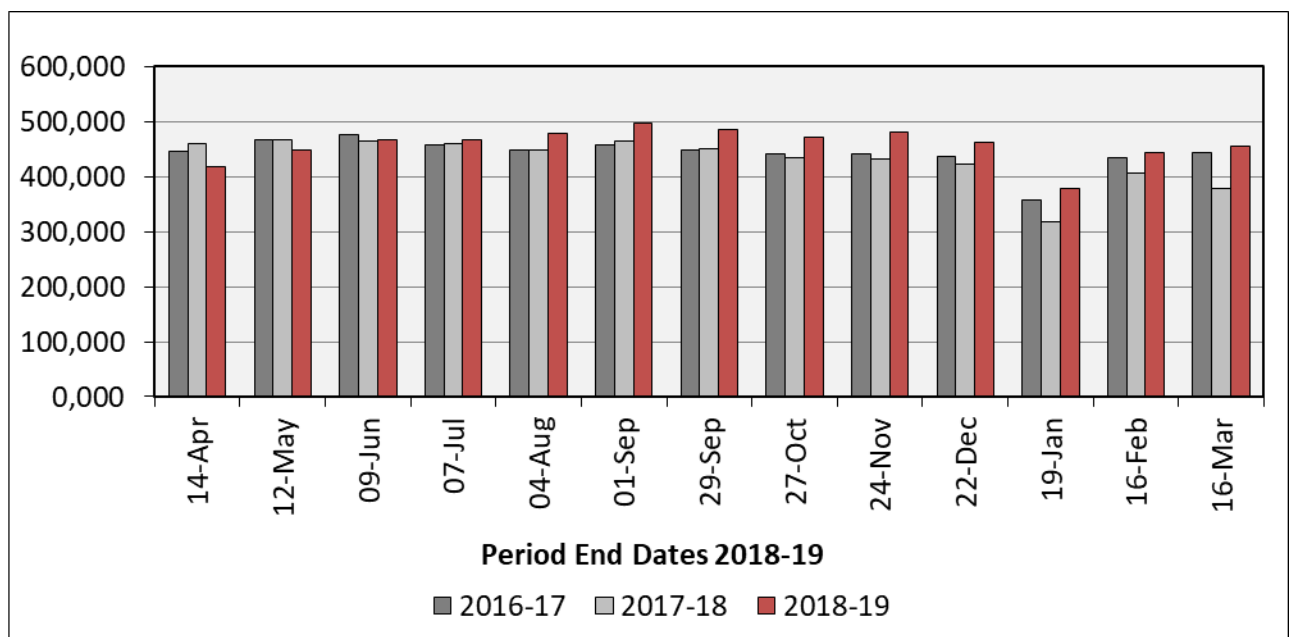


Supported bus mileage has increased year-on-year for the last ten consecutive periods, with an average increase of 3.7%.

3.2 Supported Bus reliability

Supported Bus reliability is measured by actual bus miles travelled, as a percentage of scheduled mileage. The target is 99%, measured by four week period. Reliability exceeded this target and was at least 99.5% for every period in 2018-19.

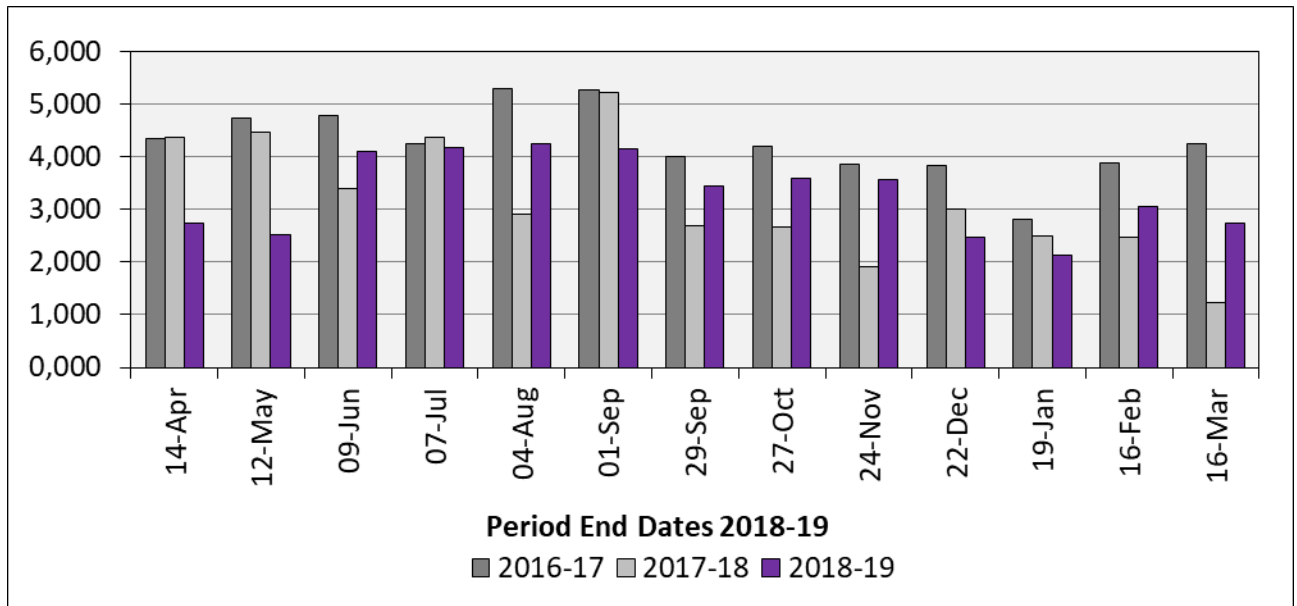
3.3 Supported Bus patronage by period



Patronage on supported services has continued to increase year-on-year for eleven consecutive periods, reflecting the increasing supported mileage being operated.

4. Gourock-Kilcreggan Ferry

4.1 Gourock-Kilcreggan Ferry patronage



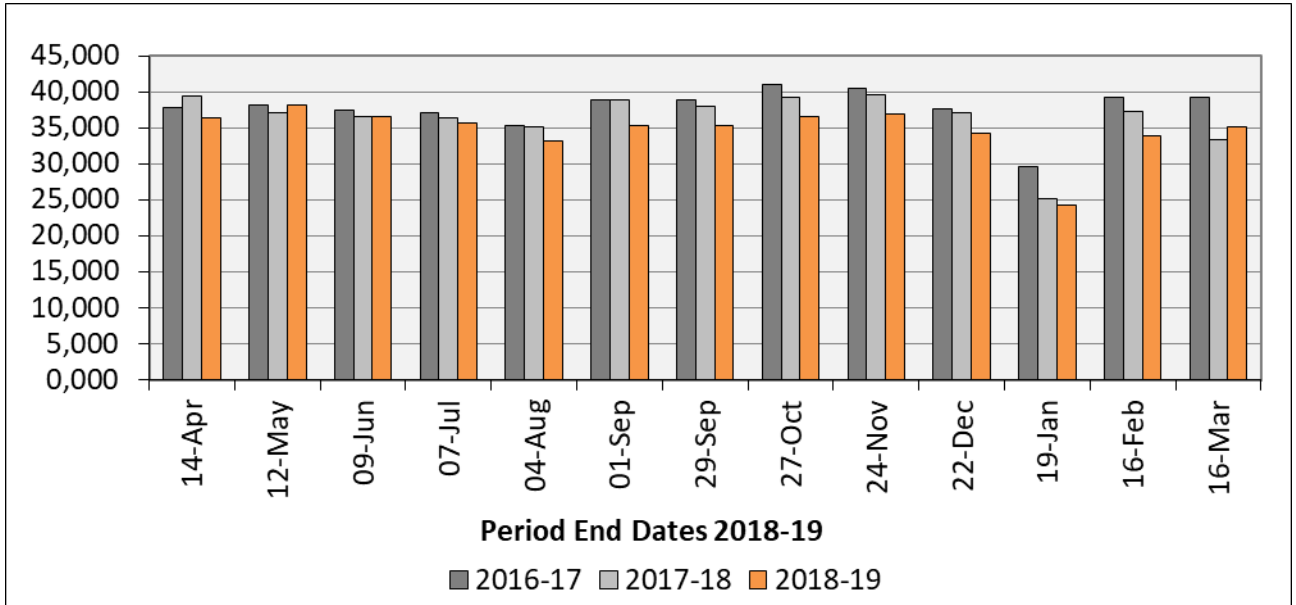
- Patronage is heavily affected by service reliability (further details below) and there is no definitive trend over recent periods.
- For the full year to 16th March 2019, patronage was up by 4.2% on the previous year.

4.2 Gourock-Kilcreggan Ferry reliability

- The reliability of the Gourock to Kilcreggan ferry is measured by the number of sailings completed, as a percentage of the number of journeys scheduled.
- For the four periods since the last report, reliability has been 83%, 94%, 95% and 91%.
- For the period ending 22nd December there were 102 missed sailings all of which were due to adverse weather.
- For the period ending 19th January there were 31 missed sailings all of which were due to adverse weather.
- For the period ending 16th February there were 29 missed sailing of which 24 were due to adverse weather. The remaining 5 (0.8% of all sailings) were due to a technical issue.
- For the period ending 16th March there were 57 missed sailings, all of which were due to adverse weather.

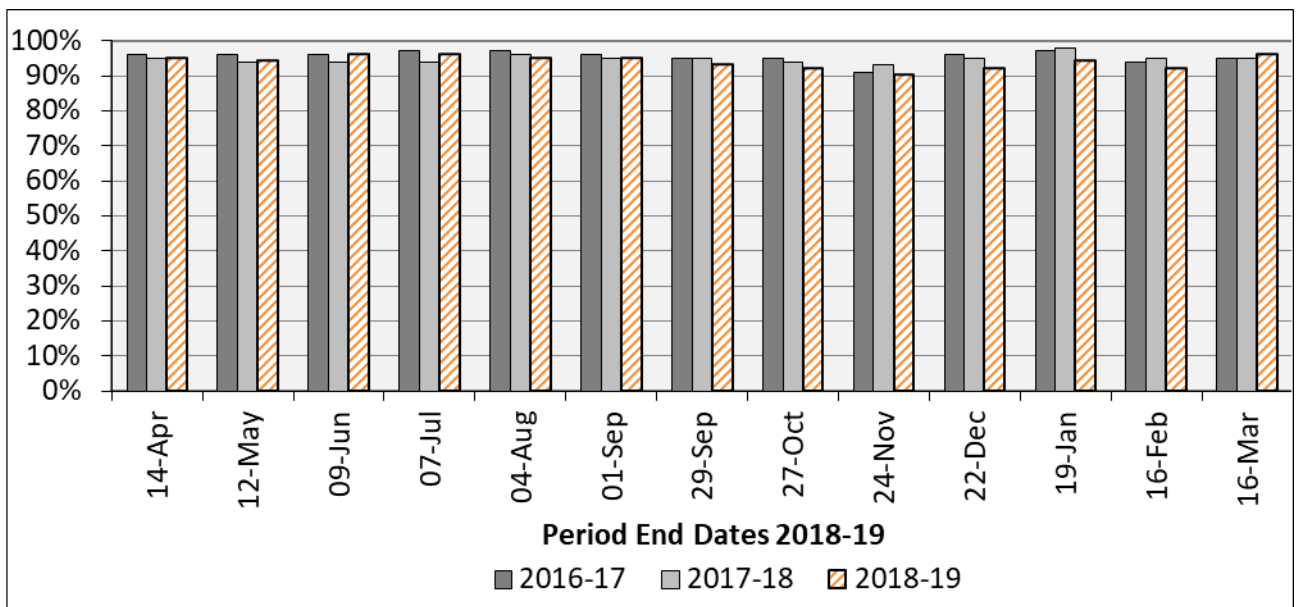
5. Demand Responsive Transport (MyBus)

5.1 MyBus Patronage



- MyBus patronage for the year to 16th March was 451,183. This was down from 472,652 the previous year, a decrease of 4.5%.

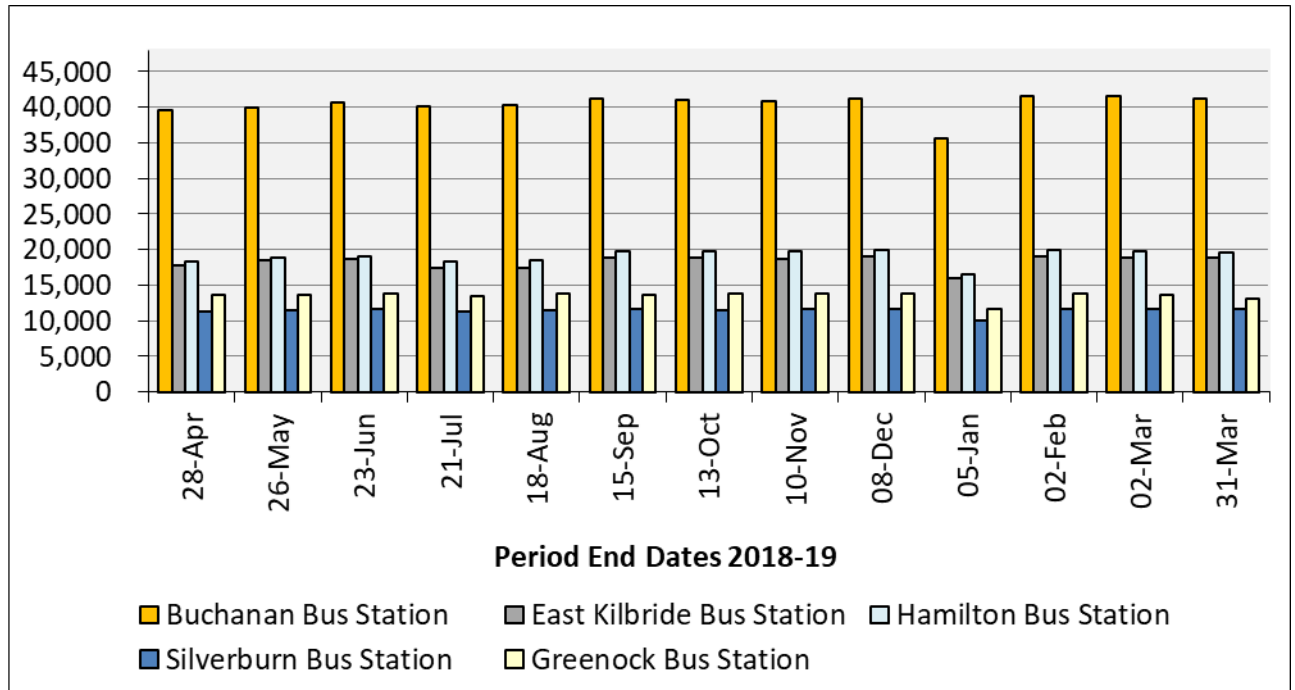
5.2 MyBus Requests Met



- For the past three periods 94%, 92% and 96% of MyBus requests have been met. This is lower than for the previous years. The most recent period was higher than for the previous year; the two previous periods were lower.

6. Bus Stations

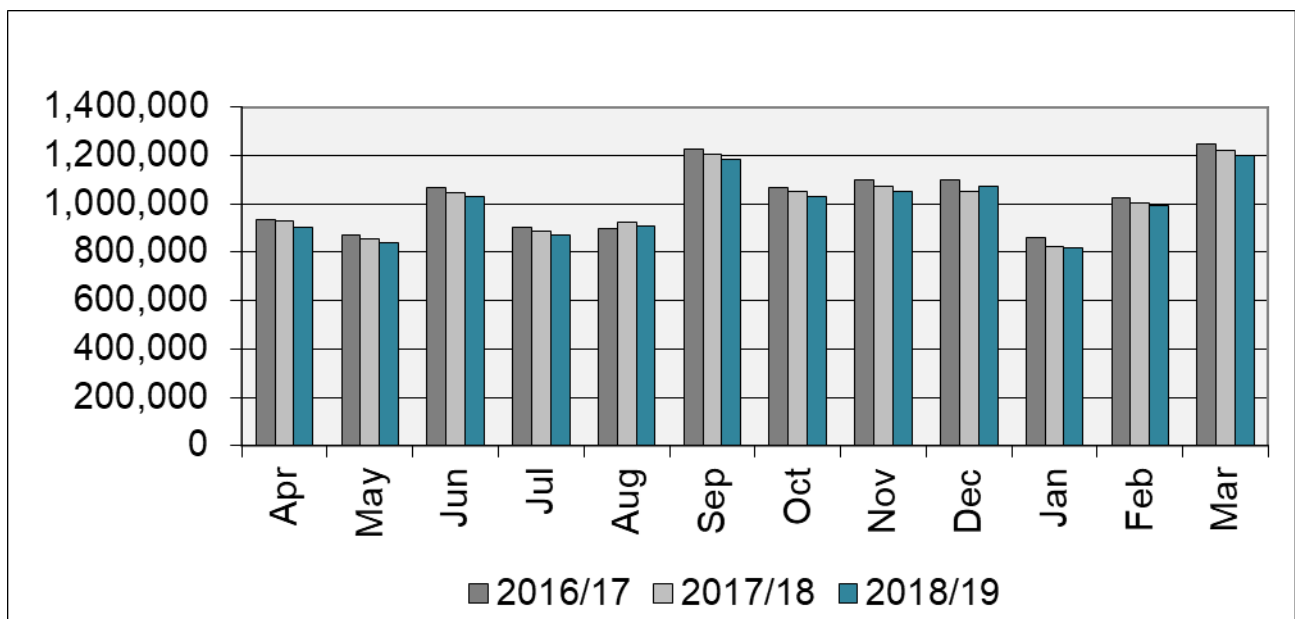
6.1 Bus Station Bus Departures, 2018-19



There have been a total of 1.33 million bus departures across all bus stations for the full year 2018-19.

6.2 Bus Station Footfall (by month)

Footfall data is currently only available for Buchanan Bus Station.



Footfall in the past three periods has been down on the previous year. Footfall for the full year 2018-19 is 11.9m, down from 12.1m the previous year (a decrease of 1.4%).

7. Ticketing

The new Transport Bill proposes that local transport authorities will be required to report to Transport Scotland on an annual basis concerning ticketing arrangements (voluntary participation by operators) and schemes (mandatory participation).

The ZoneCard Ticketing Arrangement has been in place for several years, providing flexible season tickets for travel by ScotRail, Subway, most buses, and some ferries in the ZoneCard area. The ZoneCard Ticketing Arrangement is administered by SPT and operators participate on a voluntary basis.

Since the last Operations Committee meeting, SPT has not determined any newly required ticketing arrangements or schemes.

8. Compliance

The Compliance Department within SPT is responsible for the undertaking of Quality Assurance Inspections covering a variety of subsidised contracts and contracts managed and maintained within the agency agreement for 11 Unitary Authorities. Monitoring of the contracts is to ensure the required standard of service is being provided by operators. There are 2 summary tables below relating to service provision for School Contracts and Subsidised Local Services.

8.1 School Contracts

(Approximately 1,300 contracts per annum)

Statistics from August 2018 – March 2019.

Council	Contracts	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total number of Warnings
East Ayrshire	130	104(80%)	27	27(100%)	186	29
South Ayrshire	106	89(84%)	20	20(100%)	240	24
North Ayrshire	93	73(78%)	28	24(85%)	157	19
North Lanarkshire	261	213(82%)	66	66(100%)	503	105
South Lanarkshire	292	228(78%)	49	49(100%)	508	94
West Dunbartonshire	20	20(100%)	4	4(100%)	85	2
East Dunbartonshire	68	57(84%)	14	14(100%)	119	18
Inverclyde	54	45(83%)	13	13(100%)	141	47
Glasgow	48	45(94%)	23	23(100%)	133	14
East Renfrewshire	41	41(100%)	15	15(100%)	107	19
Renfrewshire	96	86(90%)	24	24(100%)	213	62
Totals	1209*		283	279(98%)	2392	433

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

8.2 Local Subsidised Services

Statistics from August 2018 – March 2019.

Council	Number of Contracts	Number of Operators	Inspections	Total number of Warnings
Argyll & Bute	4	2	0	0
East Ayrshire	14	4	55	16
South Ayrshire	12	2	46	3
North Ayrshire	18	4	40	1
North Lanarkshire	29	9	101	26
South Lanarkshire	33	11	108	19
West Dunbartonshire	12	5	25	1
East Dunbartonshire	12	7	37	10
Inverclyde	5	3	2	5
Glasgow	37	7	68	20
East Renfrewshire	6	4	22	5
Renfrewshire	13	6	40	4
Totals	195	64	544	110

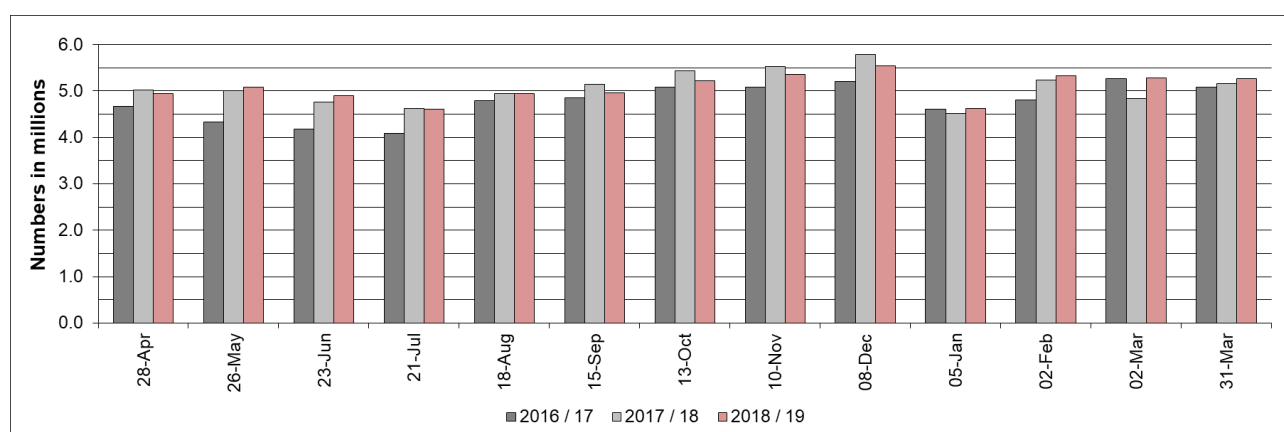
9. Wider Public Transport Context

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

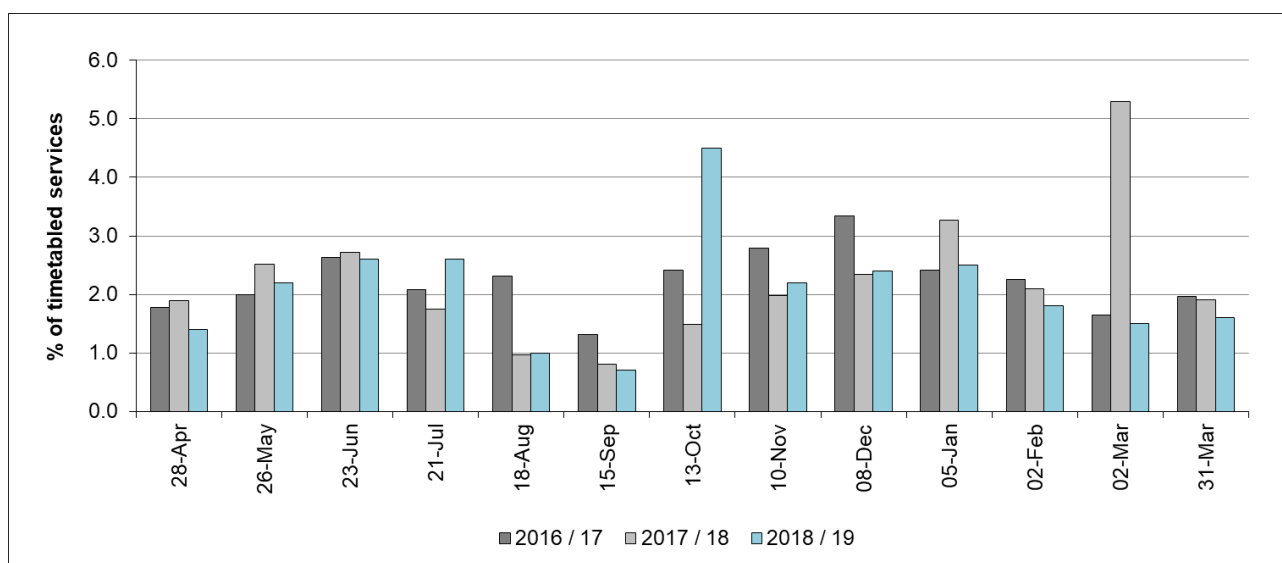
Information within section 9.1 has been provided by Abellio ScotRail

ScotRail patronage in the SPT area (in millions)



The last four periods reported show an increase on the previous year. The period ending 2nd March is comparing against a period of extreme weather in 2017-18.

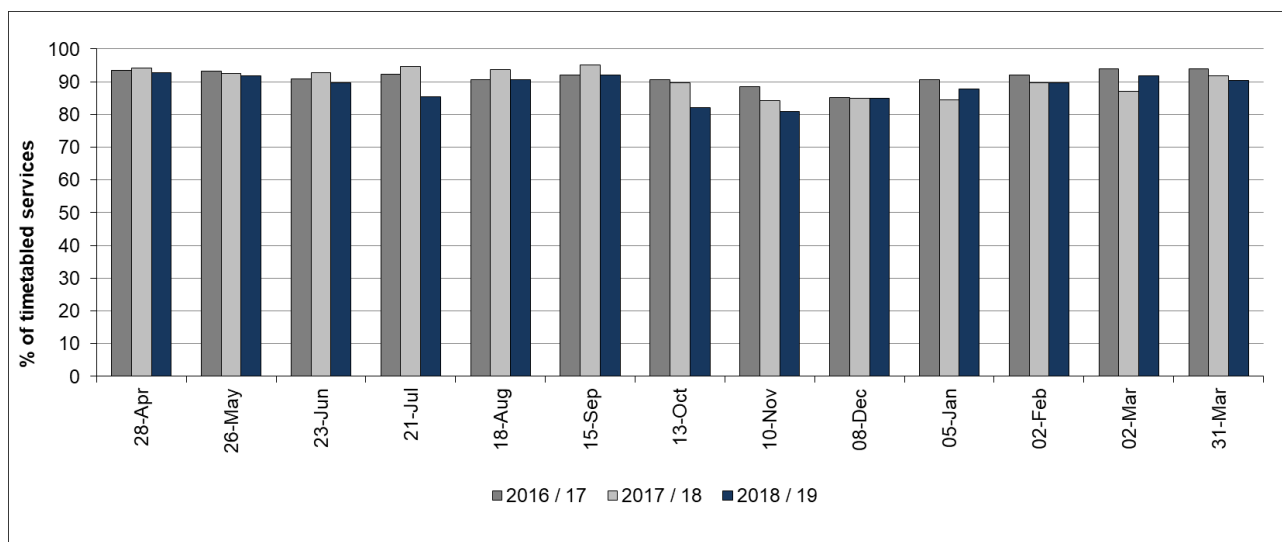
ScotRail cancellations for Suburban West Sector (as a % of timetabled services)



Please note the period ending 2nd March in 2017-18 was a period of extreme weather. The calculation for this graph (year 2018/19) has changed since the last committee report but is now consistent with reporting to Transport Scotland.

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.



Of the four latest periods to be reported on for 2018/19, the main incidents are as follows:

Period 10 ending 5 January 2019

- 18/12/2018 – Track circuit failure at Glasgow Central.
- 31/12/2018 – Overhead line trip at Hyndland.

Period 11 ending 2 February 2019

- 15/01/2019 – Glasgow Central signal fault.
- 19/01/2019 – Person struck by train at Bellgrove.

Period 12 ending 2 March 2019

- 08/02/2019 – Overhead line trip near Motherwell.

Period 13 ending 31 March 2019

- 11/03/2019 – Track circuit failure at Hyndland.
- 13/03/2019 – Overhead line damage at Barassie.
- 16/03/2019 – Garrowhill flooding.

10. Committee action

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

11. 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 Charles Hoskins
Title Senior Director

Name Gordon MacLennan
Title Chief Executive

For further information, please contact *Alex Scott, Bus Services Manager (SPT) on 0141 333 3388* or *David Christie, Subway Ops and Security Manager (SPT) on 0141 333 3626*.