



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

Committee Operations Committee

Date of meeting 23 August 2019

Date of report 1 August 2019

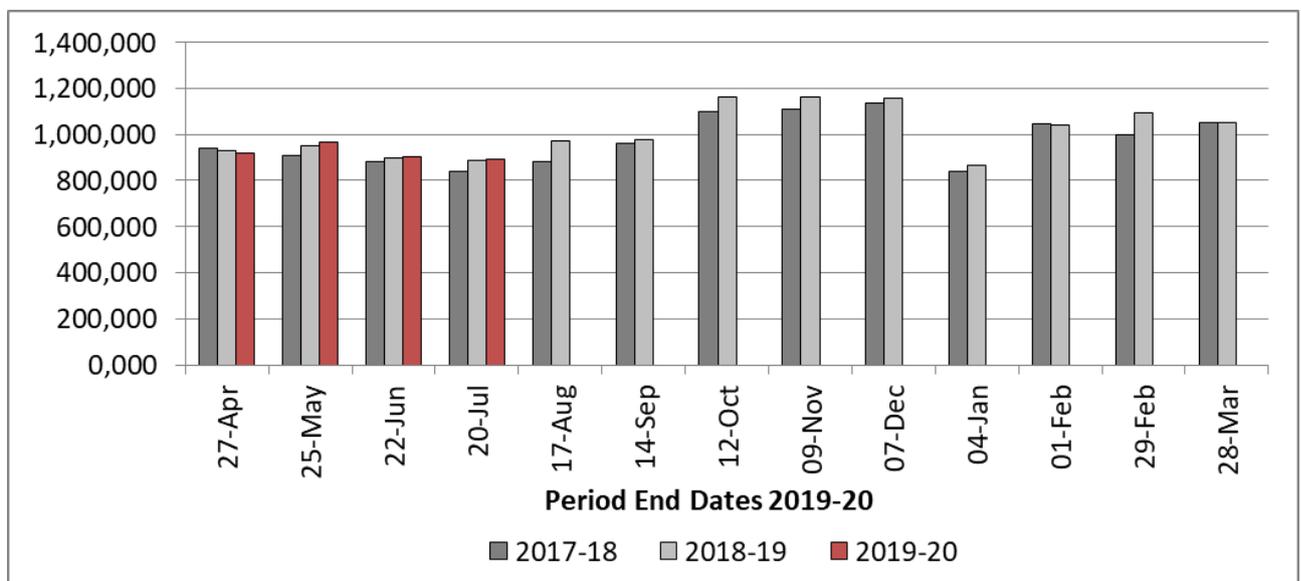
Report by Assistant Chief Executive

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.

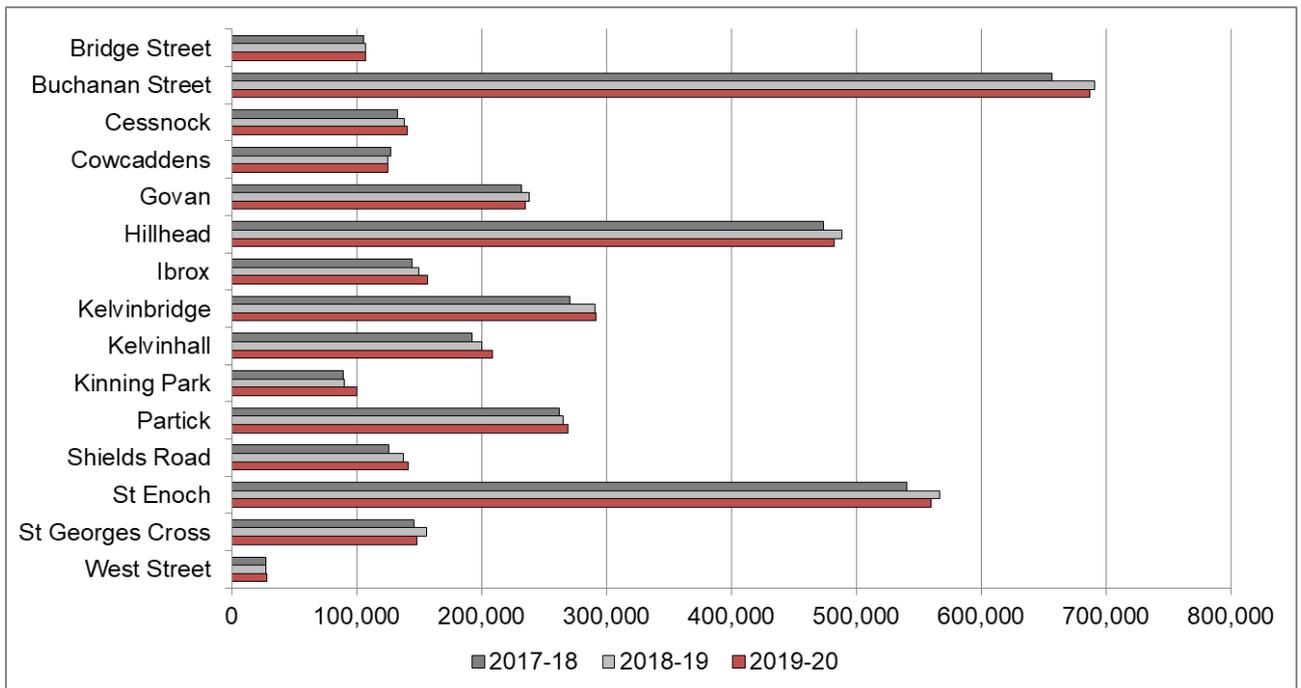
2. Subway

2.1 Subway patronage by period (gate entries)



- Following a successful year in 2018-19 when Subway patronage exceeded 13.0m, the first four periods of 2019-20 have shown a small (0.26%) overall increase in patronage.
- Year-to-date Subway Park-and-Ride car park entries at the end of period 4 were 97,765, up 8.0% compared to the previous year.

2.2 Subway patronage by station



Overall Subway patronage in 2019-20 to the end of period 4 has been very similar to the previous year. Patronage has been higher at nine stations out of 15 and lower at six stations. The highest percentage increase was 10.6% at Kinning Park.

2.3 Subway reliability

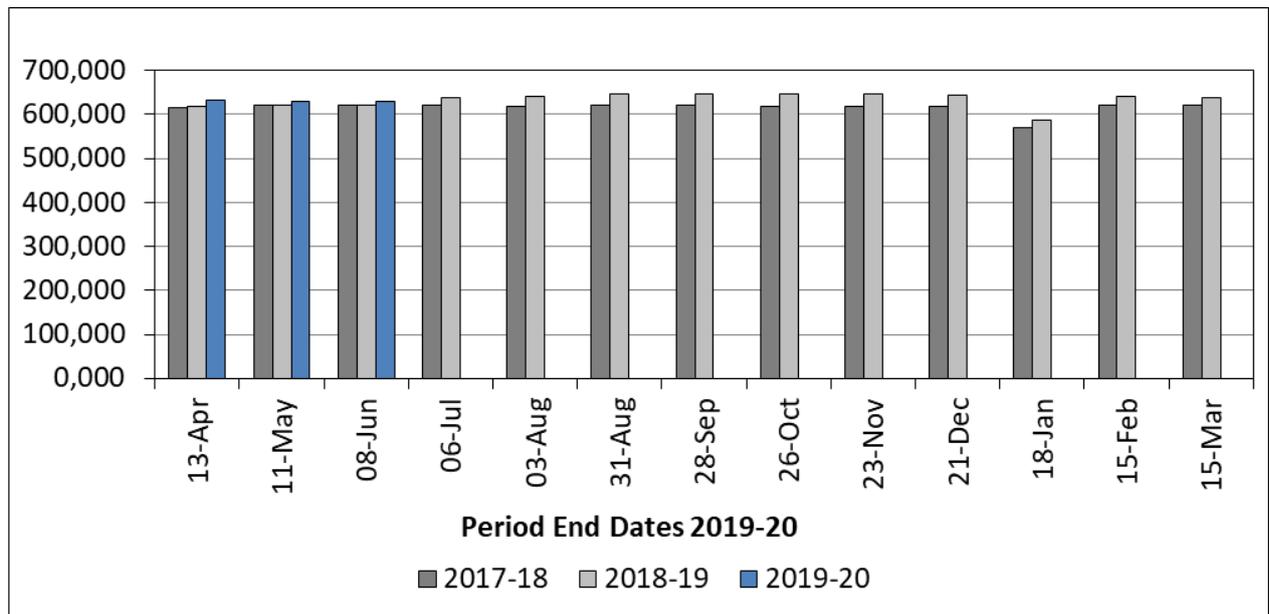
Subway reliability is measured by actual train miles travelled, as a percentage of scheduled mileage. The target is 99%, measured by four-week period. Reliability for the year-to-date has been:

- Period 1 98.7%
- Period 2 98.0%
- Period 3 97.7%
- Period 4 97.3%

The key contributory factor has been a lack of wheelset stock due to a machine failure at an external contractor. This has accounted for more than half of lost mileage. Miscellaneous rolling stock issues have been the other main factor.

3. Supported Bus Services

3.1 Supported Bus scheduled mileage by period

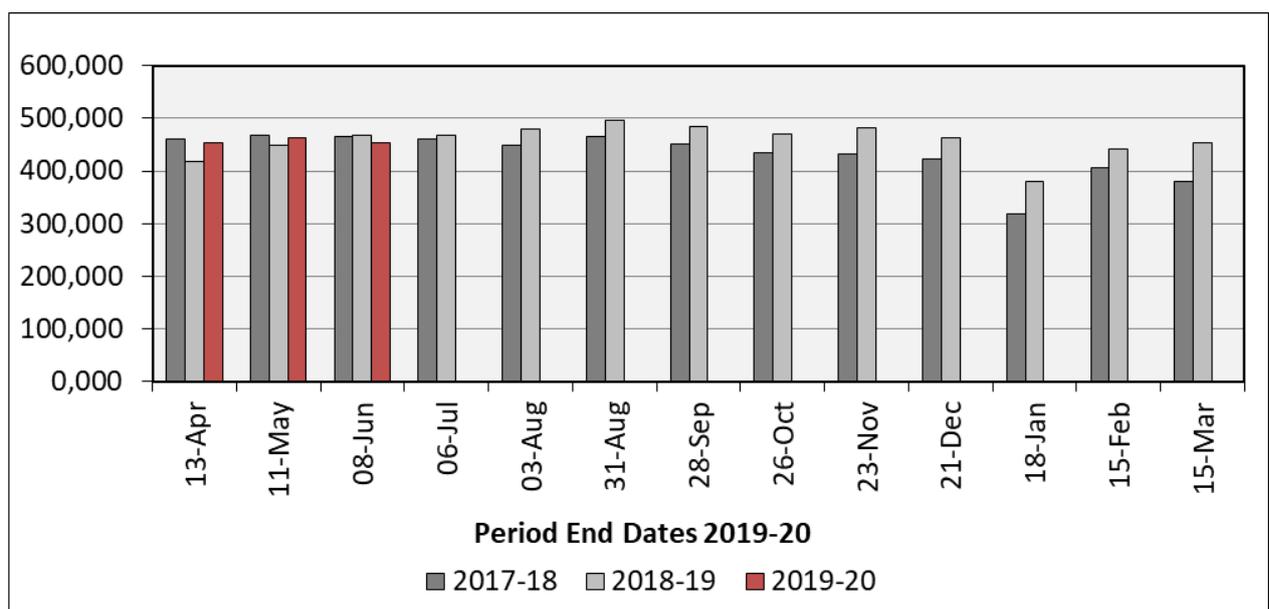


Supported bus mileage has increased year-on-year for the thirteen consecutive periods, including the three periods since the last Monitoring Report. The average increase in the last three periods was 1.8%.

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 for the first three periods in 2019-20, and for every period in 2018-19.

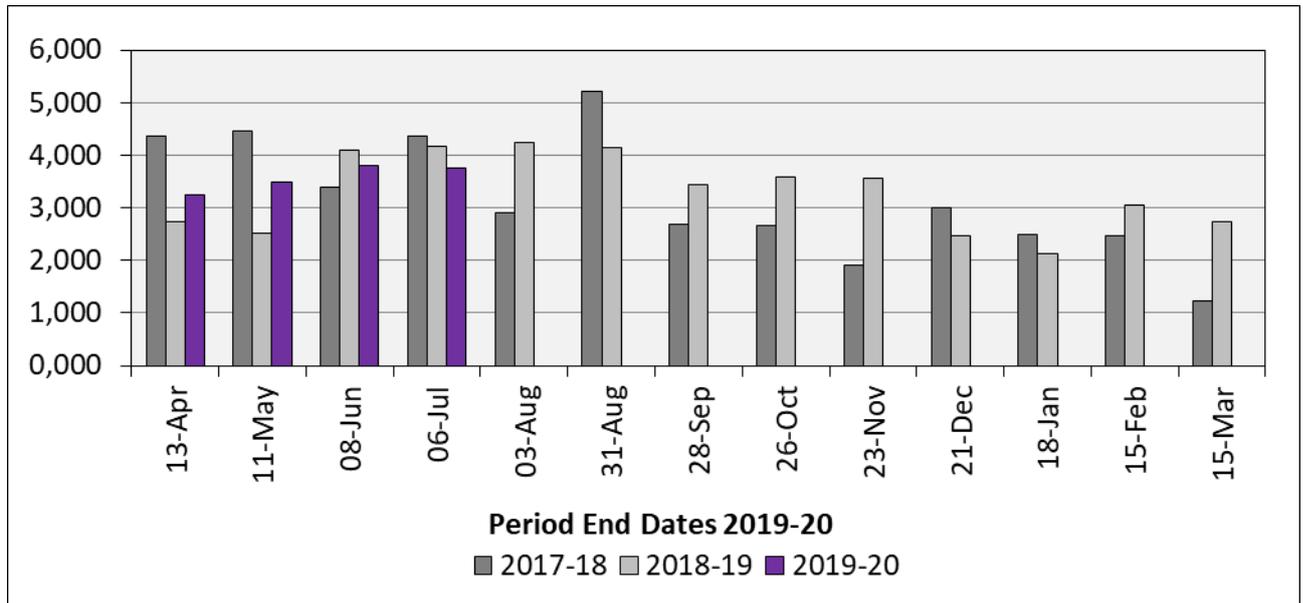
3.3 Supported Bus patronage by period



Patronage on supported bus services continued to increase in the first two periods of 2019-20, but declined by 2.8% in the 3rd period.

4. Gourock-Kilcreggan Ferry

4.1 Gourock-Kilcreggan Ferry patronage



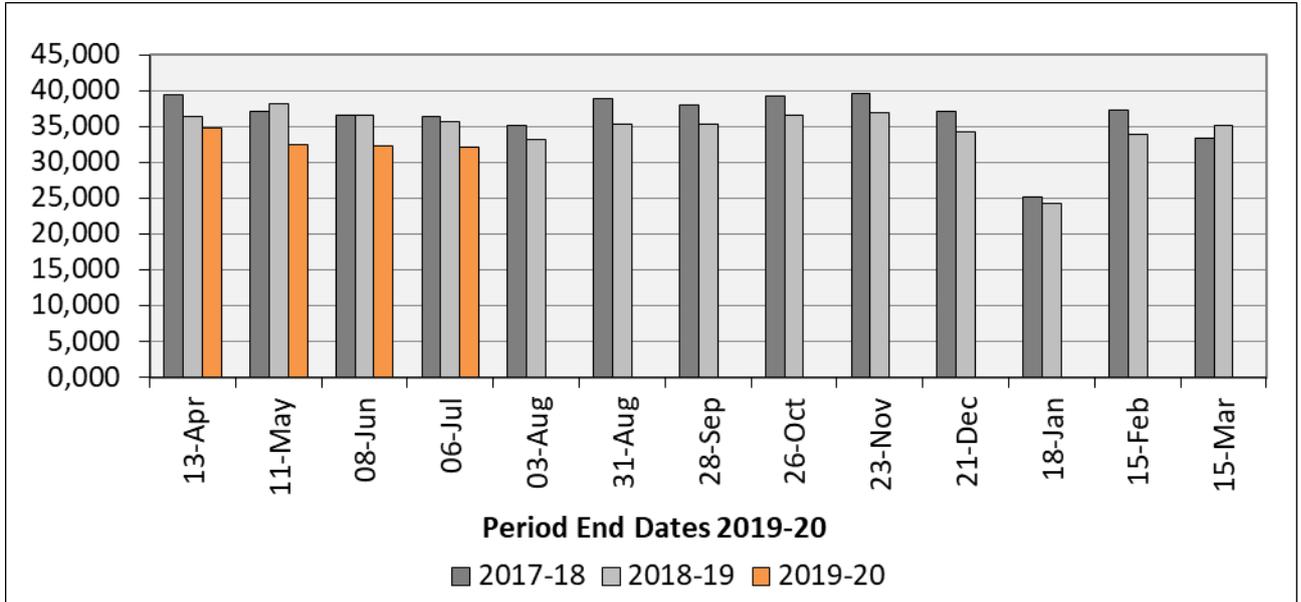
- For the periods ending 13th April and 11th May, patronage was up in 2019-20 compared to the previous year. In the previous year there were a significant number of service cancellations (eventually leading to a change of operator for the service).
- For the periods ending 8th June and 6th July, patronage was down in 2019-20 compared to the previous year.
- For the first four periods in 2019-20, overall patronage was up by 5.7% compared to the 2018-19, but was lower than the year before (2017-18).

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 98%, 99%, 100% and 100%.
- For the period ending 13th April there were 10 missed sailings all of which were due to adverse weather.
- For the period ending 11th May there were 6 missed sailings all of which were due to adverse weather.
- For the following two periods there were no missed sailings.

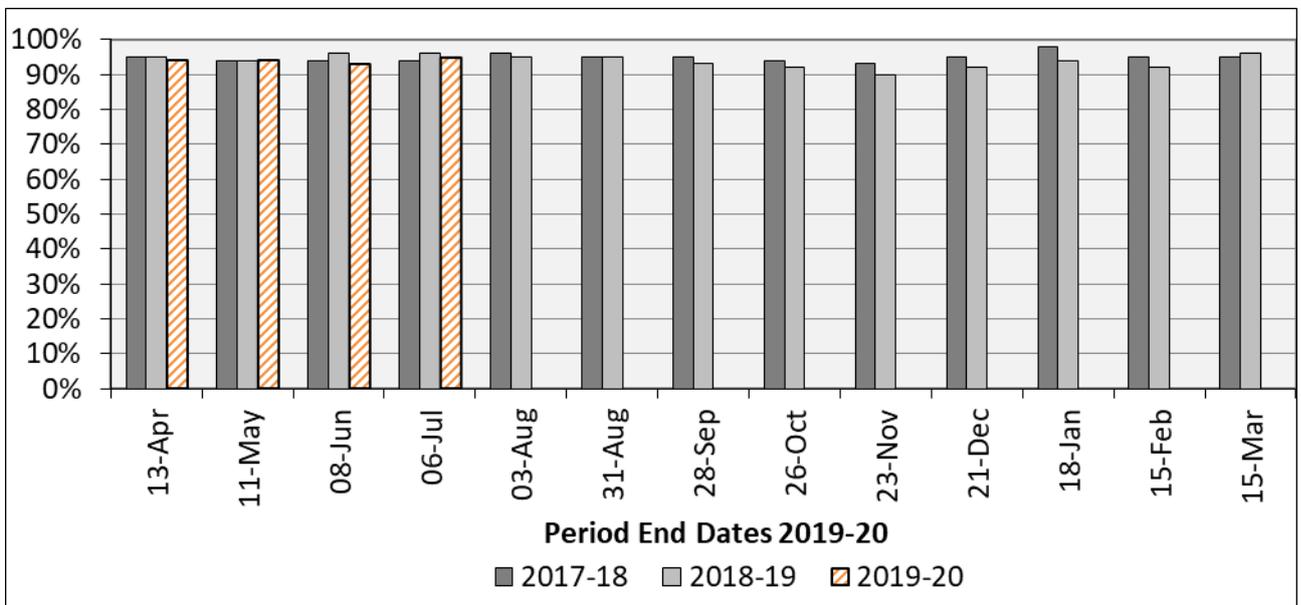
5. Demand Responsive Transport (MyBus)

5.1 MyBus Patronage



- MyBus patronage for the last four periods is overall down by 10.4%, and was down for each of the four periods.

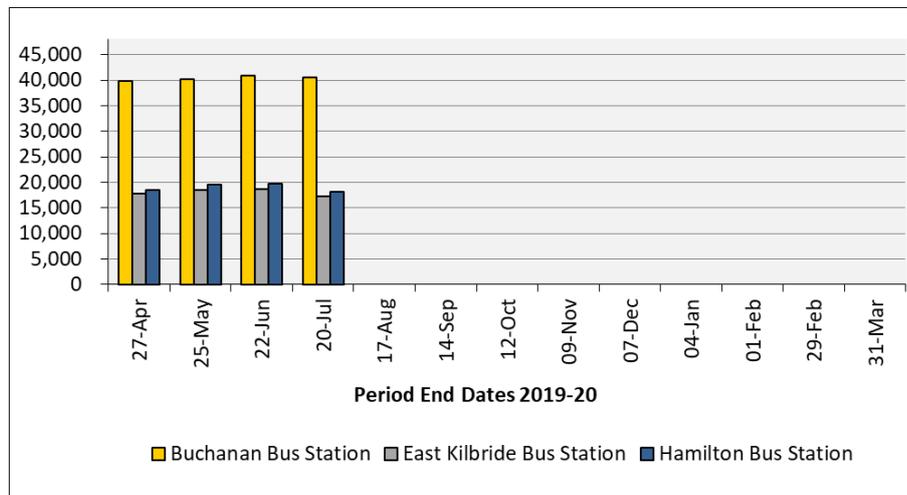
5.2 MyBus Requests Met



- For the past four periods 93%-95% of MyBus requests have been met. On average these figures are around 1% lower than for the corresponding periods in 2017-18.

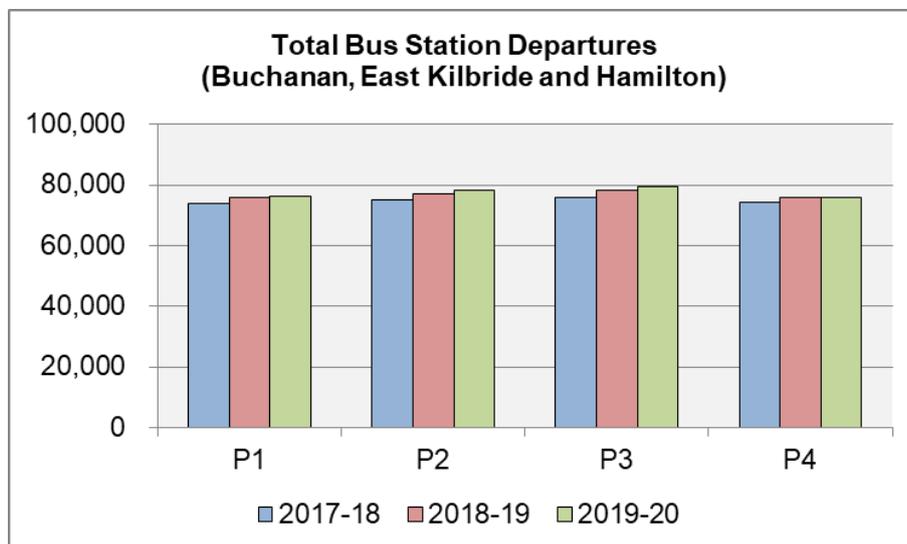
6. Bus Stations

6.1 Bus Station Bus Departures



- For the first four periods of 2019-20, departures at Buchanan Bus Station were up 0.8% year on year.
- Departures at East Kilbride were down 0.2%.
- Departures at Hamilton were up 1.7%.

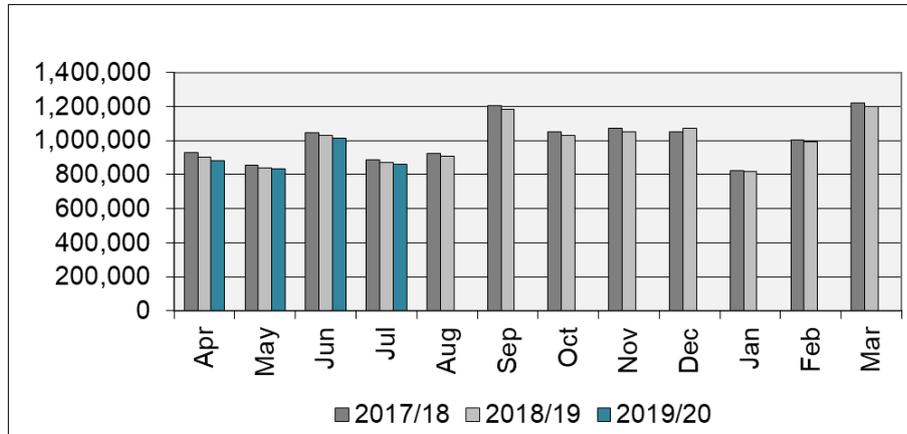
Overall departures across the three bus stations were up by 0.8% from 2018-19.



Previous reports have included figures for Greenock Bus Station. At the end of 2018-19, SPT withdrew departure charges for services using Greenock Bus Station, and a count of departure numbers is therefore no longer maintained.

6.2 Bus Station Footfall (by month)

Footfall data is currently only available for Buchanan Bus Station.



Footfall in the past four periods has been down on the previous year, by 1.6% overall from 3.64m to 3.59m.

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.

8. Compliance Inspections

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 two summary tables below relating to service provision for School Contracts and Subsidised Local Services.

The quality criteria of vehicle(s) is stipulated by each Unitary Authority and incorporated as part of the contract specification.

SCHOOL CONTRACTS
Statistics from August 2018 – June 2019

Council	Contracts	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total number of Warnings
East Ayrshire	130	130 (100%)	27	27 (100%)	306	45
South Ayrshire	106	106 (100%)	20	20 (100%)	330	33
North Ayrshire	93	93 (100%)	28	28 (100%)	227	28
North Lanarkshire	261	261 (100%)	66	66 (100%)	690	132
South Lanarkshire	292	292 (100%)	49	49 (100%)	758	122
West Dunbartonshire	20	20 (100%)	4	4 (100%)	111	2
East Dunbartonshire	68	68 (100%)	14	14 (100%)	166	31
Inverclyde	54	54 (100%)	13	13 (100%)	208	78
Glasgow	48	48 (100%)	23	23 (100%)	153	19
East Renfrewshire	41	41(100%)	15	15 (100%)	156	26
Renfrewshire	96	96 (100%)	24	24 (100%)	320	75
Totals	1209*	1209(100%)	283	283(100%)	3425	591

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

LOCAL SUBSIDISED SERVICES
Statistics from August 2018 – June 2019

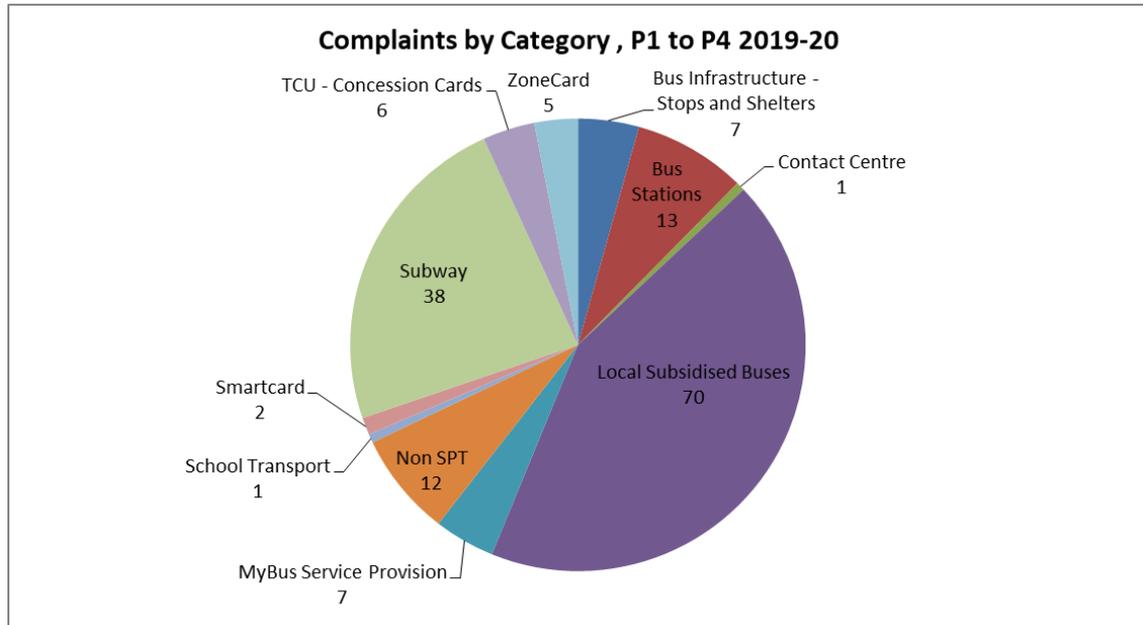
Council	Number of Contracts	Number of Operators	Inspections	Total number of Warnings
Argyll & Bute	4	2	0	0
East Ayrshire	14	3	74	17
South Ayrshire	11	2	60	3
North Ayrshire	17	4	53	1
North Lanarkshire	25	8	129	36
South Lanarkshire	29	9	151	28
West Dunbartonshire	7	4	32	2
East Dunbartonshire	10	6	48	11
Inverclyde	5	2	5	59
Glasgow	33	5	93	26
East Renfrewshire	5	3	28	10
Renfrewshire	13	4	51	58
Totals	173	52	724	251

9. Complaints

This section is newly included in the report for August 2019.

9.1 Complaints received by SPT by Period

There were 162 complaints received in the first four periods of 2019-20. These were categorised as shown in the chart below.



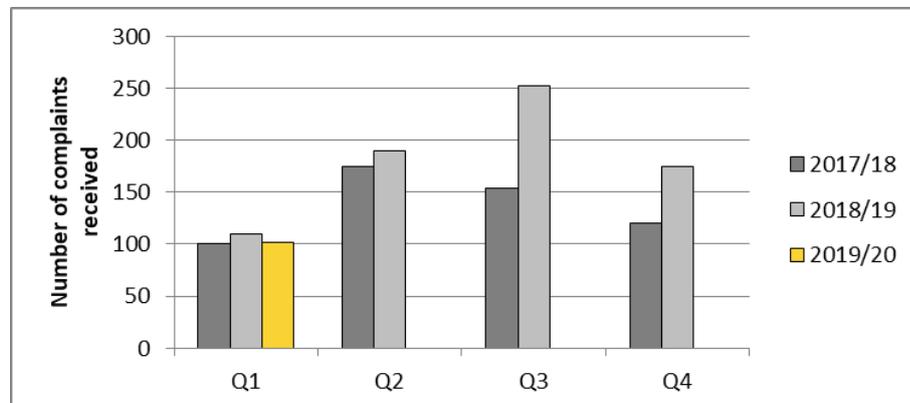
The categories with the most complaints are Subway and Local Subsidised Bus.

During Period 1 to Period 4, total Subsidised Bus patronage was more than 1.8m. There were complaints for 0.004% of Subsidised Bus journeys.

During Period 1 to Period 4, total Subway patronage was more than 3.6m. There were complaints for 0.001% of Subway journeys.

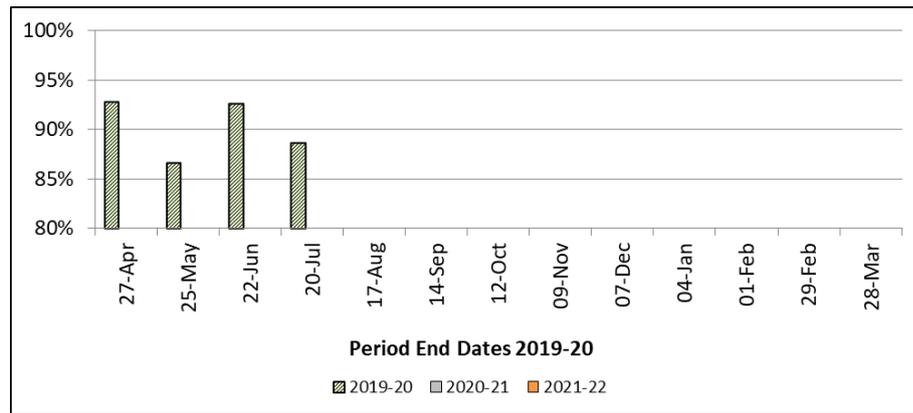
9.2 Complaints received by SPT by quarter

Historic complaints data is available on a quarterly basis.



During the first quarter (three periods) of 2019-20, the number of complaints (102) received was very similar to the previous two years.

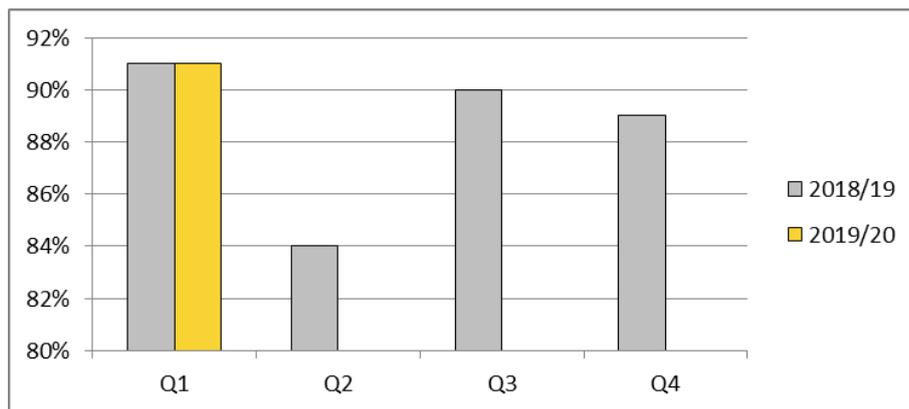
9.3 Complaints processed within prescribed time period, by four week period



Overall 90.1% of complaints were addressed within the prescribed time period in the first 4 periods of 2019-20.

9.4 Complaints processed within prescribed time period, by quarter

Historic data is available on a quarterly basis.



In the first quarter (three periods of 2019/20) the percentage of complaints responded to in the prescribed time period was the same as in the first quarter of the previous year, at 91%.

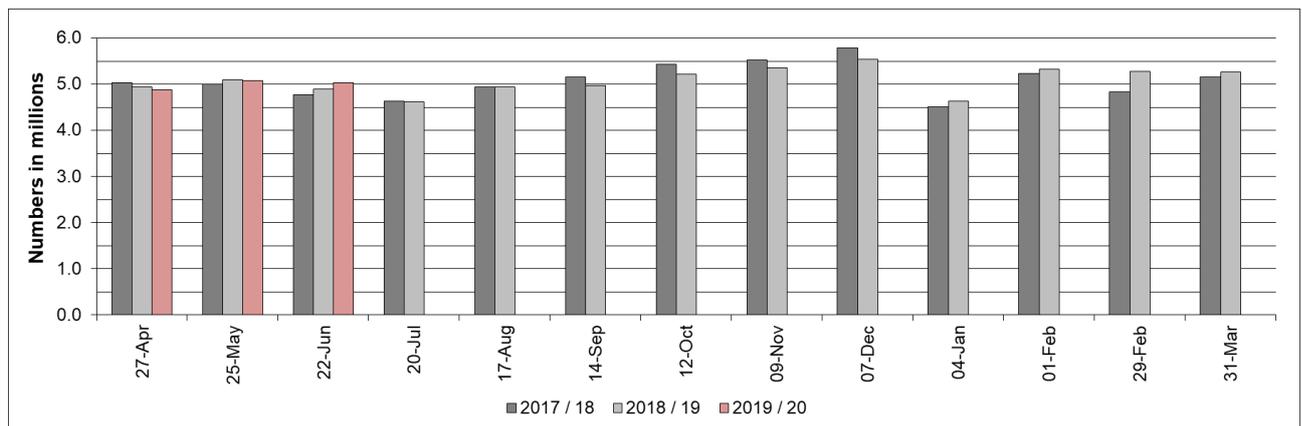
10. Wider Public Transport Context

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

10.1 Update on rail services within the Partnership area

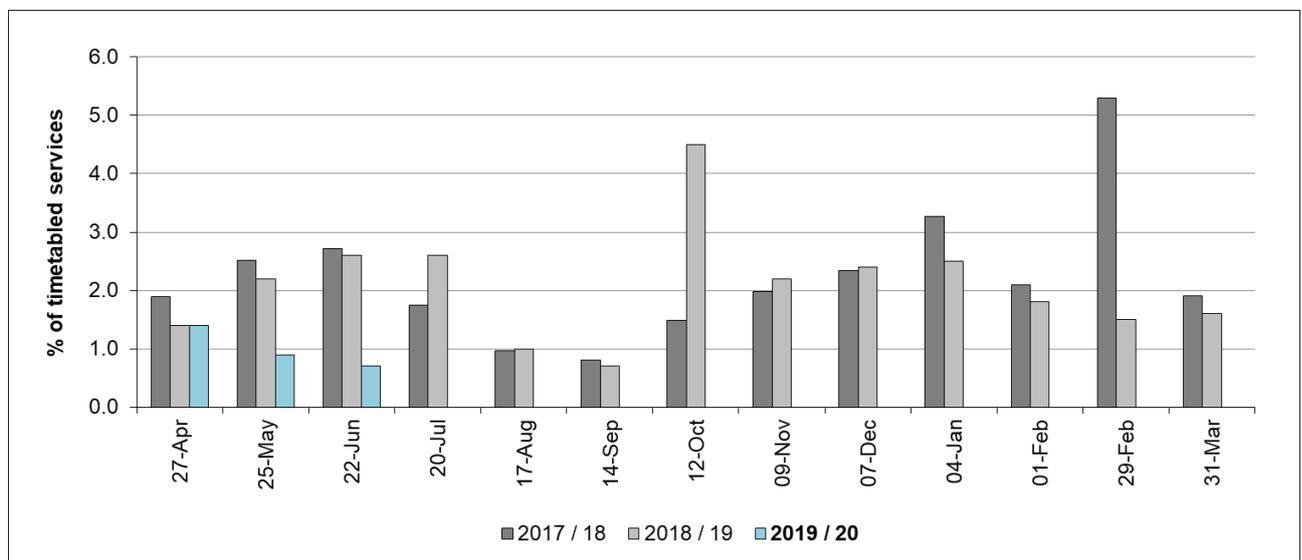
Information within section 10.1 has been provided by Abellio ScotRail

ScotRail patronage in the SPT area (in millions)



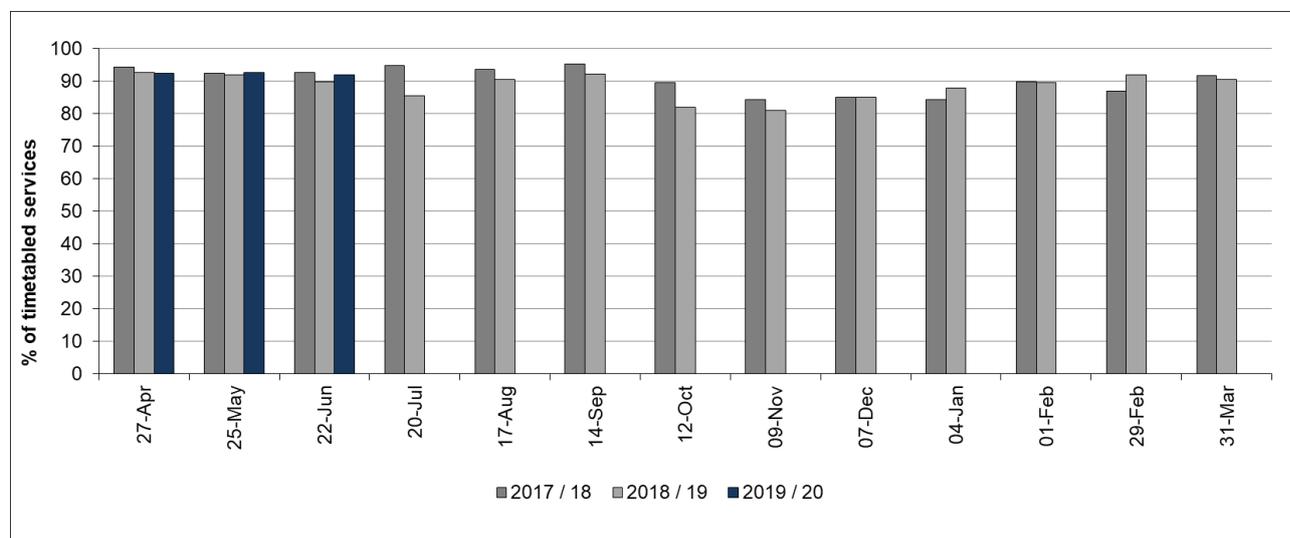
There is one less reporting day in period 1 of 2019/2020. Periods 1 and 2 show small decreases while period 3 shows an increase. Overall, the latest three periods reported show a slight increase of 0.4% on the same periods in the previous year.

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



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 three latest periods to be reported on for 2019/20, the main incidents are as follows:

Period ending 27 April 2019

- 26/04/2019 – Axle counter failure at Bishopton.

Period ending 25 May 2019

- 14/05/2019 – Loss of signals at East Kilbride.
- 15/05/2019 – Cable on the overhead lines at Woodhall.
- 24/05/2019 – Burst water main at Glasgow Queen Street.

Period ending 22 June 2019

- 07/06/2019 – Points failure at Muirhouse North Junction.
- 18/06/2019 – Disruption due to smoke from high speed train at Queen Street.
- 19/06/2019 – Train defect at Shields Junction.

11. Committee action

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

12. 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 Valerie Davidson
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Title Chief Executive

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