



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

**Committee** Operations Committee

**Date of meeting** 08 November 2019

**Date of report** 28 October 2019

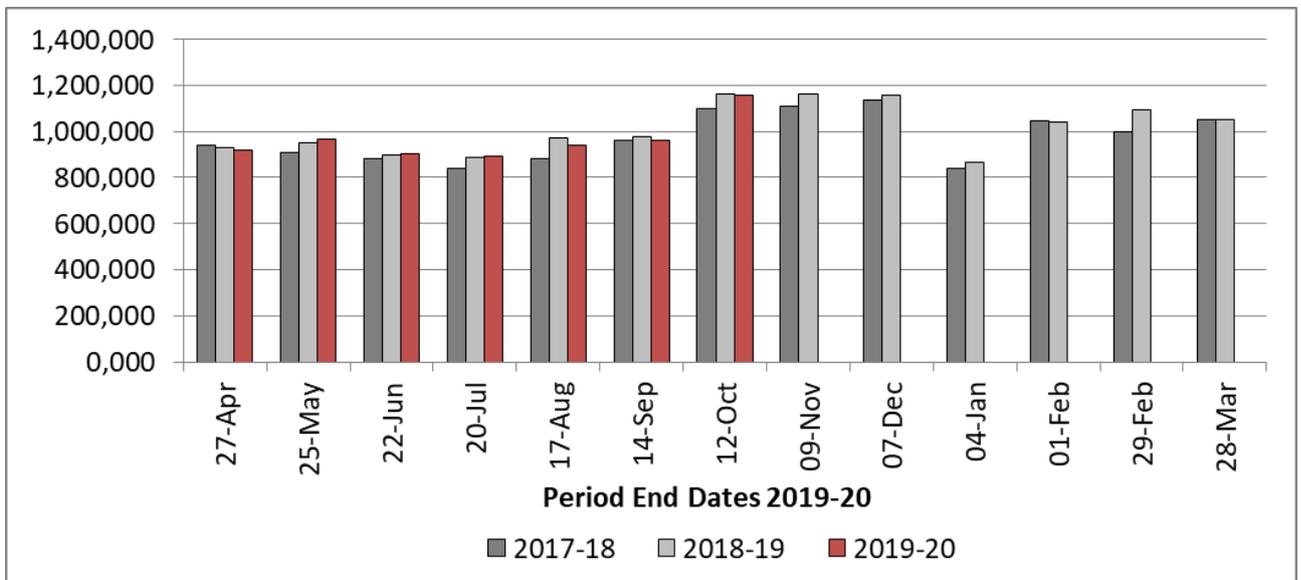
**Report by Assistant Chief Executive**

**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**

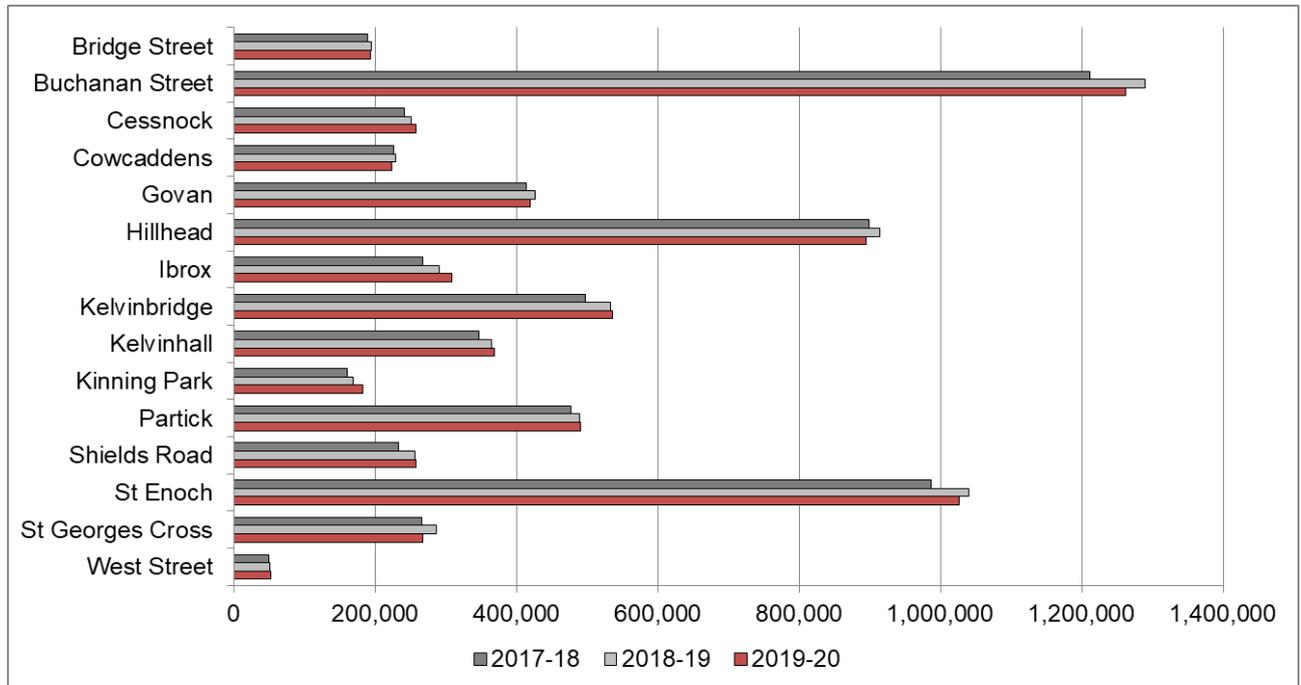
**2.1 Subway patronage by period (gate entries)**



- Patronage over the last three periods has been down by 1.7% compared to the previous year. The four-week period ending 17<sup>th</sup> August was down by 3.5%; in the previous year this period included the Glasgow 2018 European Championships which generated additional demand.
- Year-to-date Subway patronage (to the end of period 7) is down 0.6% on the previous year. This is partly due to the impact of the Glasgow 2018 event last year

- Subway car park demand for the last three periods increased by 2.8% compared to the previous year.
- Year-to-date Subway car park demand (to the end of Period 7) has increased by 5.6% on the previous year.

## 2.2 Subway patronage by station



- Over the last three periods, patronage was up at five stations and down at ten (compared to the previous year).
- For the year-to-date (to the end of Period 7), patronage was up at eight stations and down at seven stations.

## 2.3 Subway reliability

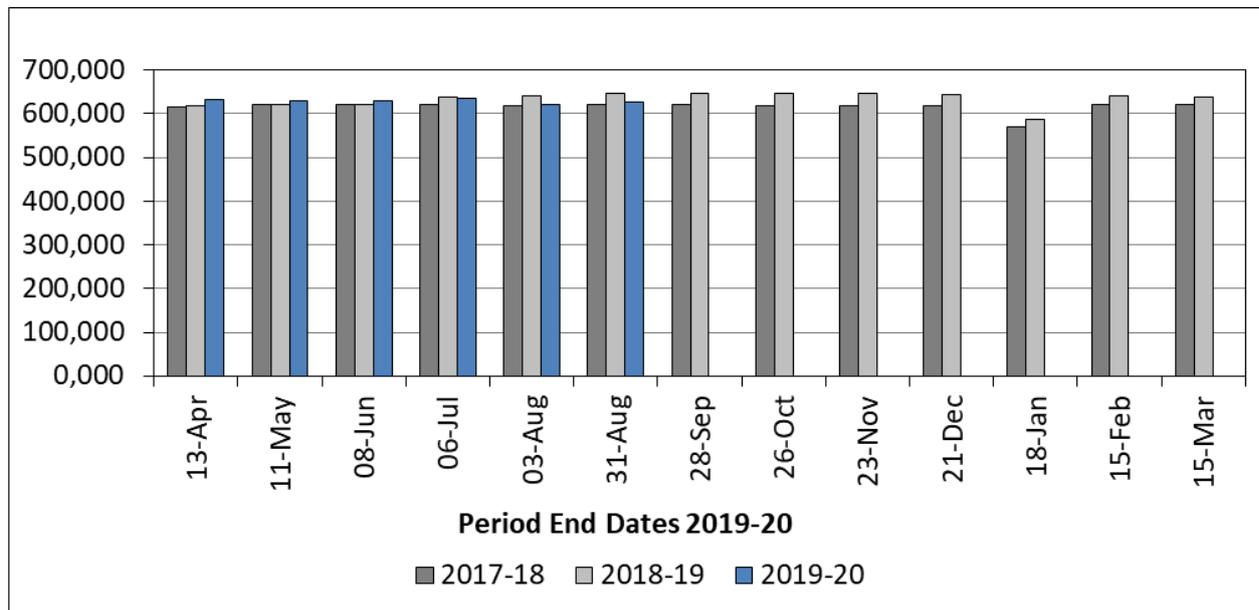
Subway reliability is measured by actual train miles travelled, as a percentage of scheduled mileage. The target is 99%, measured by four-week period. Reliability for the first six periods of 2019-20 has been:

- Period 1 98.7%
- Period 2 98.0%
- Period 3 97.7%
- Period 4 97.3%
- Period 5 97.8%
- Period 6 96.8%

The key contributory factor has continued to be a lack of wheelset stock due to a machine failure at an external contractor. This has accounted for more than half of lost mileage.

### 3. Supported Bus Services

#### 3.1 Supported Bus scheduled mileage by period



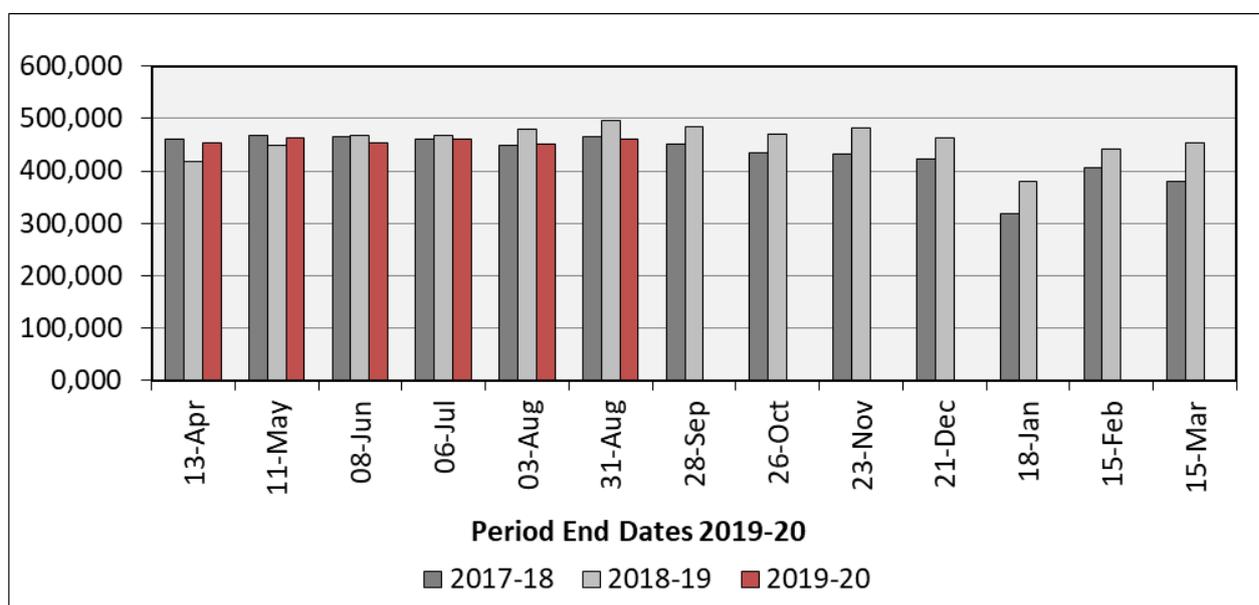
Supported bus mileage has decreased year-on-year for last three periods, following a full year (thirteen consecutive periods) of growth. The average decrease over the past three periods was 2.3%.

For the year-to-date (after six periods), mileage has decreased 0.3% compared to the previous year.

#### 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 has exceeded this target for the first six periods in 2019-20, and for every period in 2018-19.

#### 3.3 Supported Bus patronage by period



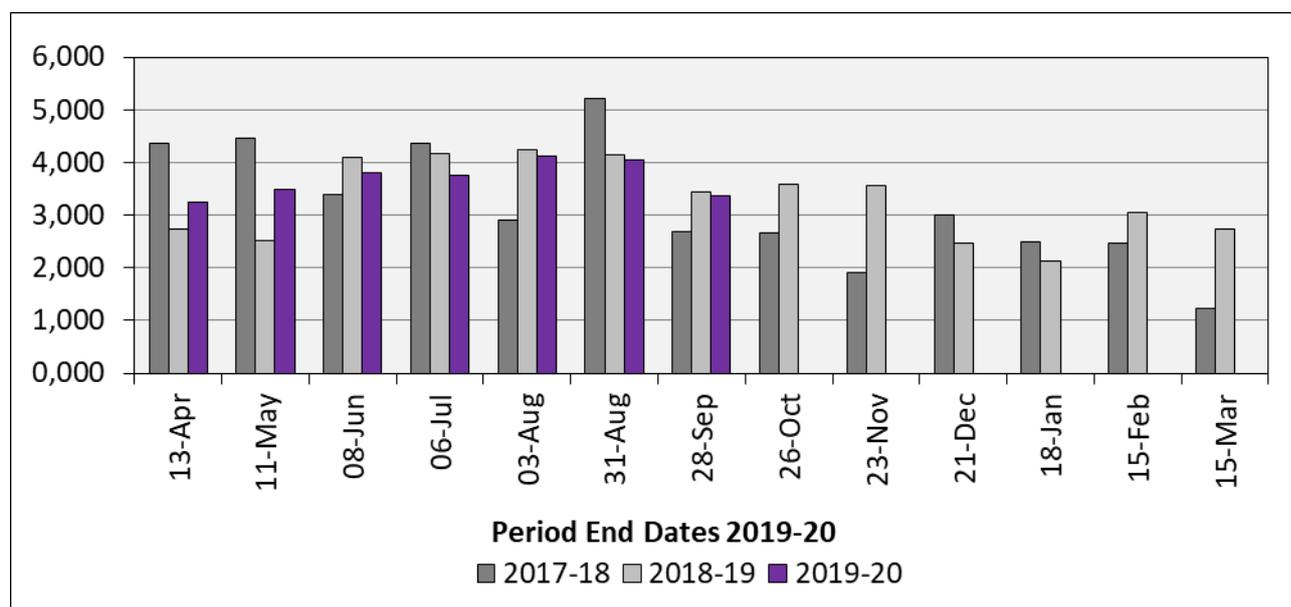
Patronage on supported bus services declined in the past three periods, by an average of 4.9% compared to the previous year.

For the year-to-date (after six periods), patronage decreased by 1.2% compared to the previous year.

The summer of 2018<sup>1</sup> was reported as one of the warmest recorded<sup>2</sup> and the sustained spell of good weather contributed to higher bus patronage, including in coastal and holiday areas (such as Helensburgh, Arran and Troon). Bus patronage in the summer of 2019 has returned to a level similar to 2017.

#### 4. Gourock-Kilcreggan Ferry

##### 4.1 Gourock-Kilcreggan Ferry patronage



- For the three periods to 28<sup>th</sup> September, patronage was down by an average of 2.7% compared to the previous year.
- For the year-to-date (after seven periods), patronage was up by 1.8% overall compared to the previous year.

##### 4.2 Gourock-Kilcreggan Ferry reliability

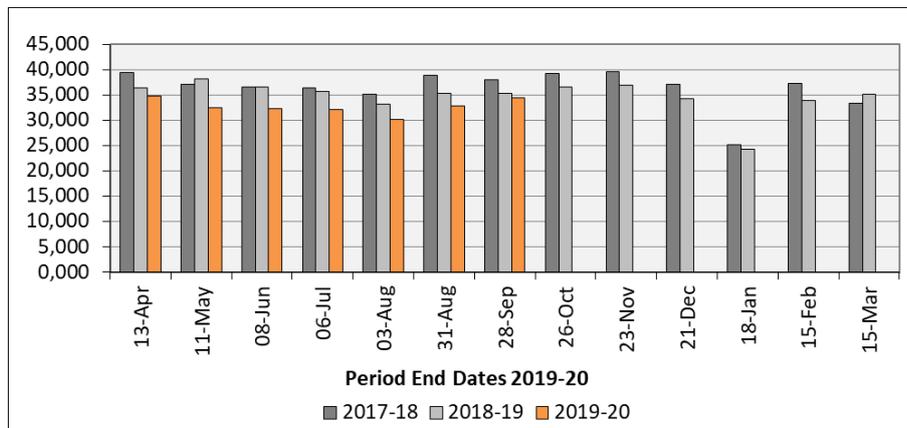
- For the three periods since the last report, reliability has been 100%, 99% and 96%.
- For the period ending 3<sup>rd</sup> August there were no missed sailings.
- For the period ending 31<sup>st</sup> August there were 6 missed sailings, all due to adverse weather.
- For the period ending 28<sup>th</sup> September there were 27 missed sailings, 16 due to a mechanical fault and 11 due to adverse weather.

<sup>1</sup> <https://www.metoffice.gov.uk/weather/learn-about/weather/types-of-weather/temperature/heatwave>

<sup>2</sup> <https://www.bbc.co.uk/news/amp/uk-45399134>

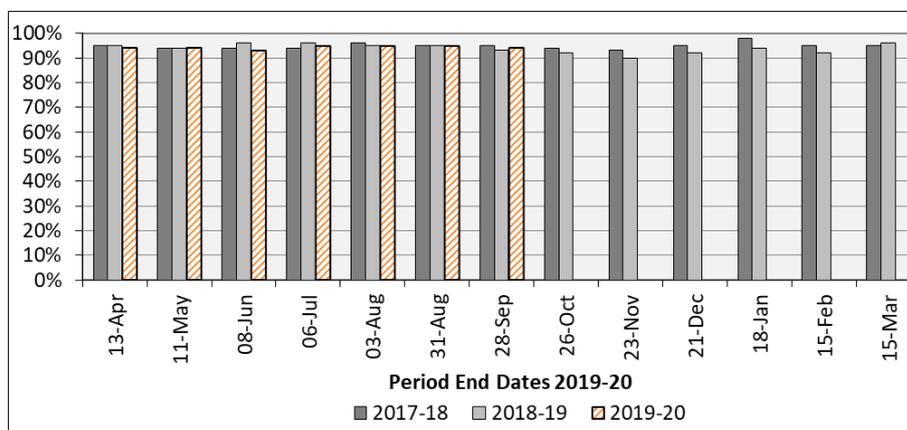
## 5. Demand Responsive Transport (MyBus)

### 5.1 MyBus Patronage



- MyBus patronage for the last three periods was down by an average of 6.3% year-on-year.
- For nine out of 33 MyBus services, patronage increased during these three periods, while for 24 services patronage decreased. Some of the decrease appears to be weather related when compared to the summer of 2018 (as described in section 3.3).
- For the year-to-date (after seven periods), patronage was down by 8.6% compared to the previous year.

### 5.2 MyBus Requests Met



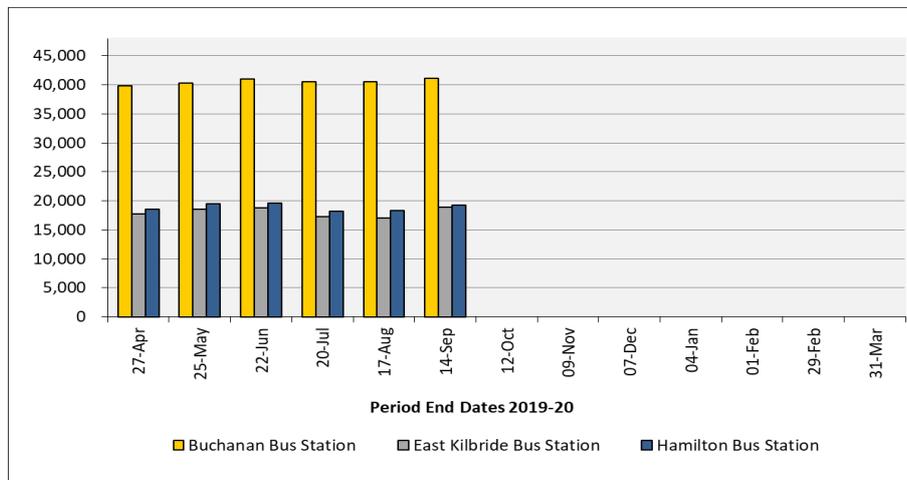
For the year-to-date (after seven periods), the following percentages of MyBus requests have been met:

- Period 1 94%
- Period 2 94%
- Period 3 93%
- Period 4 95%
- Period 5 95%
- Period 6 95%
- Period 7 94%.

The average over seven periods is 94%, compared to 95% for the same periods last year.

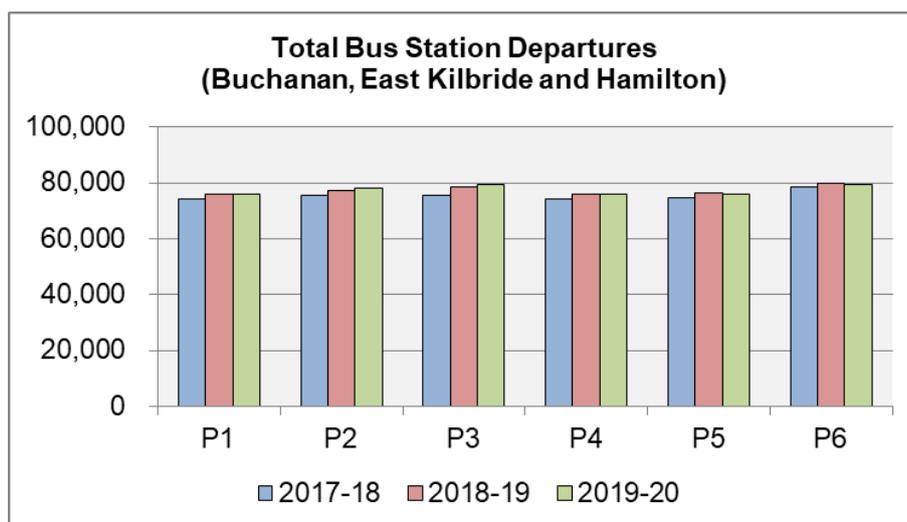
## 6. Bus Stations

### 6.1 Bus Station Bus Departures



For past two periods:

- Departures at Buchanan Bus Station were up 0.9% and then up 0.1% (in periods 5 and 6 respectively).
- Departures at East Kilbride were down 2.3% and then down 0.4% (in periods 5 and 6 respectively).
- Departures at Hamilton were down 1.2% then down 0.6% (in periods 5 and 6 respectively).
- In period 6 of 2018-19, ScotRail operated some rail replacement buses from Hamilton Bus Station. This accounts for some of the decrease in 2019-20.

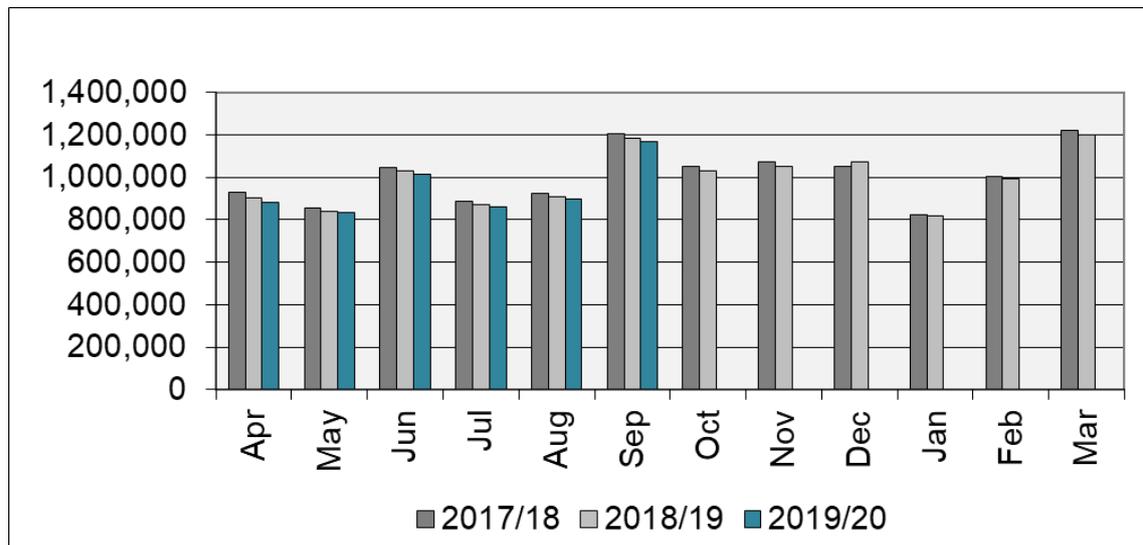


Overall departures across the three bus stations, for these two periods, were down by 0.5% from 2018-19.

For the year-to-date (after six periods), overall departures across the three bus stations were up by 0.4% compared to the previous year.

## 6.2 Bus Station Footfall (by month)

Footfall data is currently only available for Buchanan Bus Station.



Footfall for the past two periods was down by 1.4% on the previous year.

Footfall for the year-to-date is 5.65m, down 1.5% year-on-year.

## 7. 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 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.

Warnings are generated from a number of sources including compliance inspection checks, customer contacts and via the SPT Axiom system.

For School bus services, warnings may be issued for issues including driver Protection of Vulnerable Groups (PVG) certification compliance, contract specification compliance (e.g. timings, seating capacity, seat belts, signage), vehicle condition compliance, and vehicle documentation (e.g. MOT and Tax).

For subsidised local bus services inspection generated warnings may be issued in relation to contract and vehicle specification compliance.

## 7.1 School Contracts

### School Contracts (Approximately 1,200 contracts per annum) Statistics from August 2019 – September 2019

Council	Contracts	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total number of Warnings
East Ayrshire	123	50 (40%)	27	21 (77%)	67	12
South Ayrshire	103	36 (34%)	20	13 (65%)	51	10
North Ayrshire	86	28 (32%)	18	12 (66%)	34	3
North Lanarkshire	241	72 (29%)	62	34 (54%)	100	55
South Lanarkshire	293	79 (26%)	50	35 (70%)	87	21
West Dunbartonshire	20	13 (65%)	4	3 (75%)	15	7
East Dunbartonshire	64	26 (40%)	15	10 (66%)	28	7
Inverclyde	54	23 (42%)	11	9 (81%)	29	25
Glasgow	44	17 (38%)	22	12 (54%)	13	8
East Renfrewshire	37	18 (48%)	13	8 (61%)	15	3
Renfrewshire	78	37 (47%)	23	14 (60%)	56	31
<b>Totals</b>	<b>1143*</b>	<b>399 (34%)</b>	<b>265</b>	<b>171 (64%)</b>	<b>495</b>	<b>182</b>

\*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 182 warnings noted above for school contracts can be broken down as follows:

- Inspection generated warnings - contract related 47%;
- Customer contact (e.g. Education Dept.) generated warnings 43%;
- Disclosure (PVG) warnings 8%; and
- Inspection generated warnings - vehicle related 2%.

## 7.2 Local Subsidised Services

### Local Subsidised Services Statistics from August 2019 – September 2019

Council	Number of Contracts	Number of Operators	Inspections	Total number of Warnings
Argyll & Bute	3	1	0	0
East Ayrshire	15	3	4	1
South Ayrshire	12	2	4	1
North Ayrshire	21	4	3	0
North Lanarkshire	29	8	9	11
South Lanarkshire	30	7	10	8
West Dunbartonshire	12	4	3	7
East Dunbartonshire	13	7	3	6
Inverclyde	6	2	1	0
Glasgow	37	7	10	13
East Renfrewshire	6	3	3	2
Renfrewshire	13	4	4	0
<b>Totals</b>	<b>197</b>		<b>54</b>	<b>49</b>

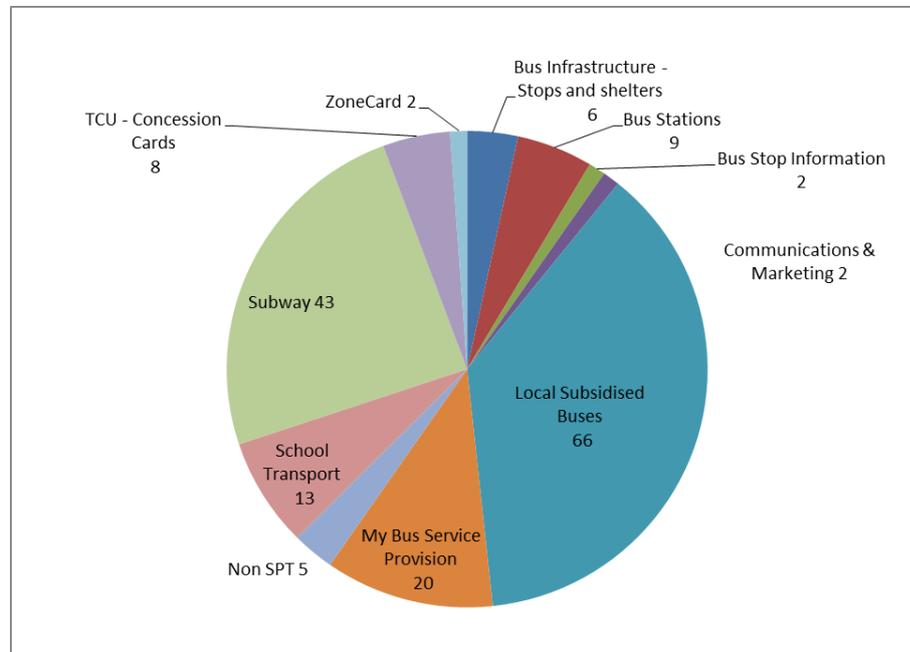
The 49 warnings noted above for local subsidised services can be broken down as follows:

- Customer contact (i.e. public) generated warnings 98%; and
- Inspection generated warnings - contract related 2%.

## 8. Complaints

### 8.1 Complaints received by SPT by Period

There were 176 complaints received during Periods 5, 6 and 7 of 2019-20. These were categorised as shown below:

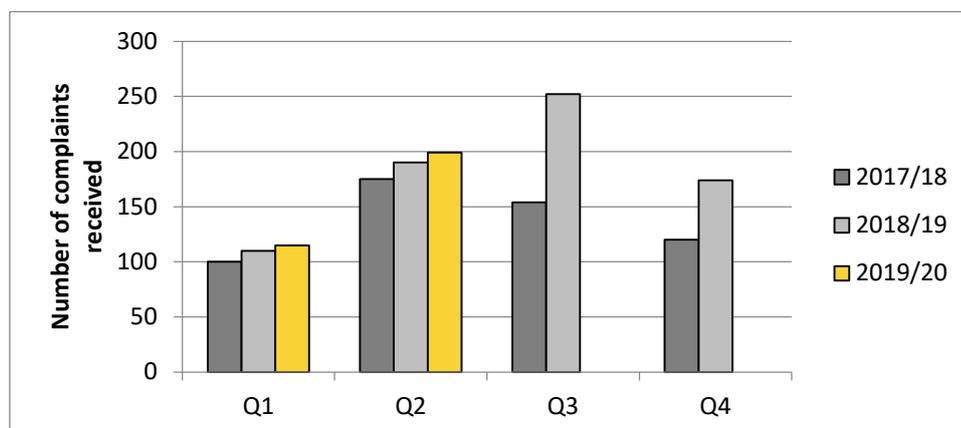


The categories with the most complaints are Local Subsidised Bus and Subway. During Period 5 to Period 7, total Subsidised Bus patronage was more than 1.37m. There were complaints for 0.005% of Subsidised Bus journeys.

During Period 5 to Period 7, total Subway patronage was more than 3.0m. There were complaints for 0.001% of Subway journeys.

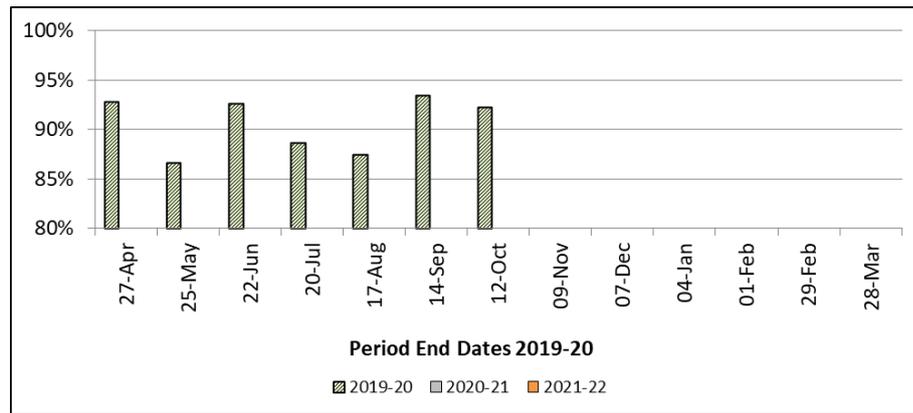
### 8.2 Complaints received by SPT by quarter

Historic complaints data is available on a quarterly basis.



In Q1 and Q2 the number of complaints received has been 4.7% higher in 2019/20 than in 2018/19.

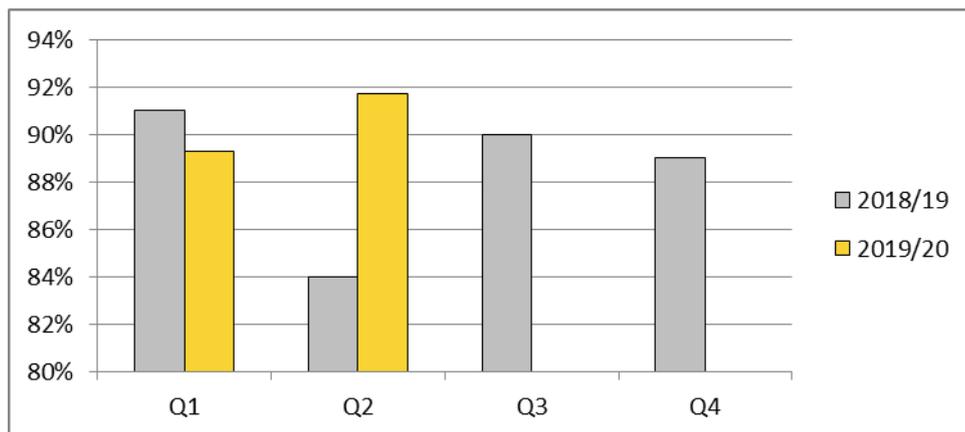
### 8.3 Complaints processed within prescribed time period, by four week period



Overall 91% of complaints were addressed within the prescribed time period in Periods 5-7 of 2019-20.

### 8.4 Complaints processed within prescribed time period, by quarter

Historic data is available on a quarterly basis.



In the second quarter of 2019-20, the percentage of complaints (92%) responded to in the prescribed time period was higher than in the same quarter of the previous year (84%).

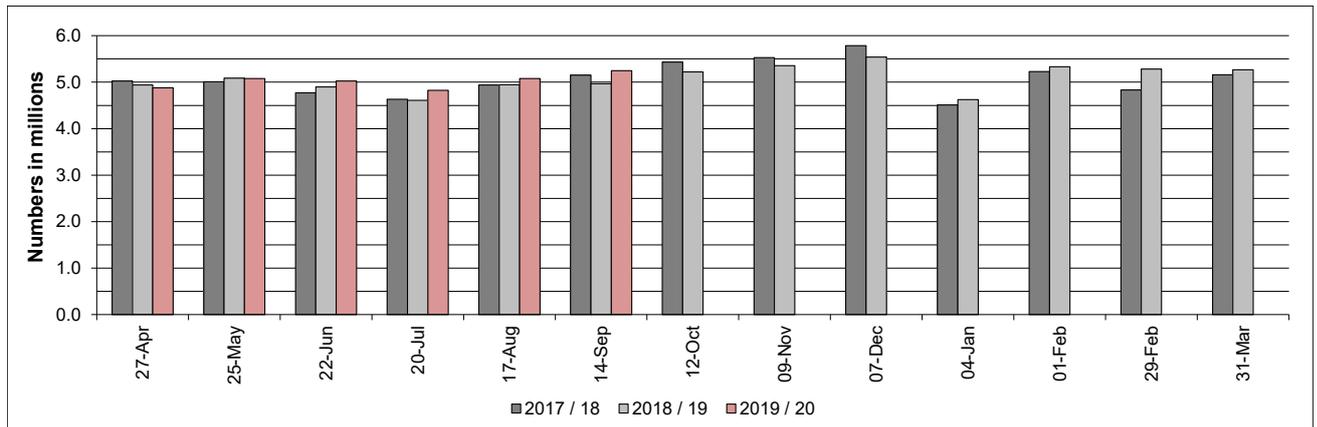
## 9. Wider Public Transport Context

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

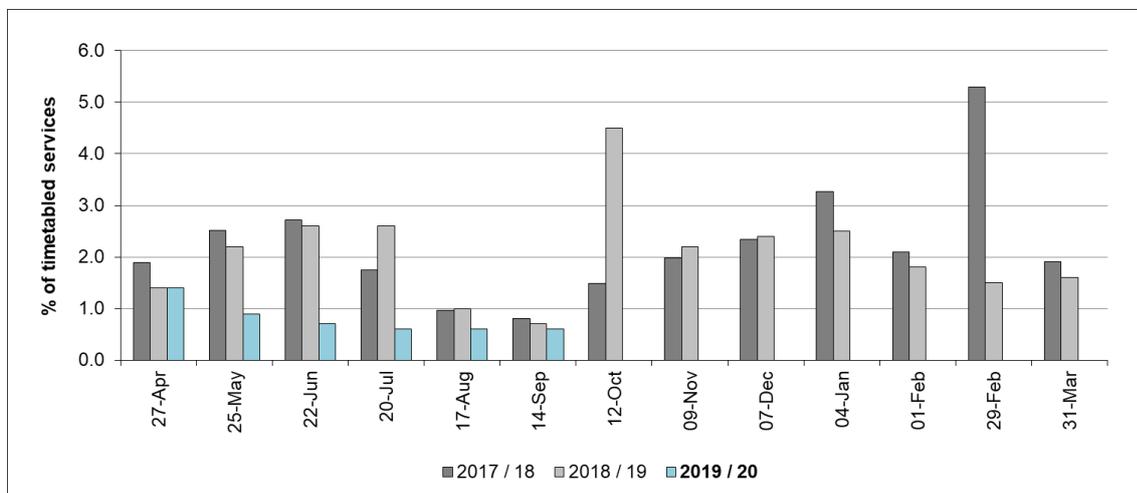
**Information within section 9.1 has been provided by Abellio ScotRail**

*ScotRail patronage in the SPT area (in millions)*



The last three periods reported show an increase on the previous year.

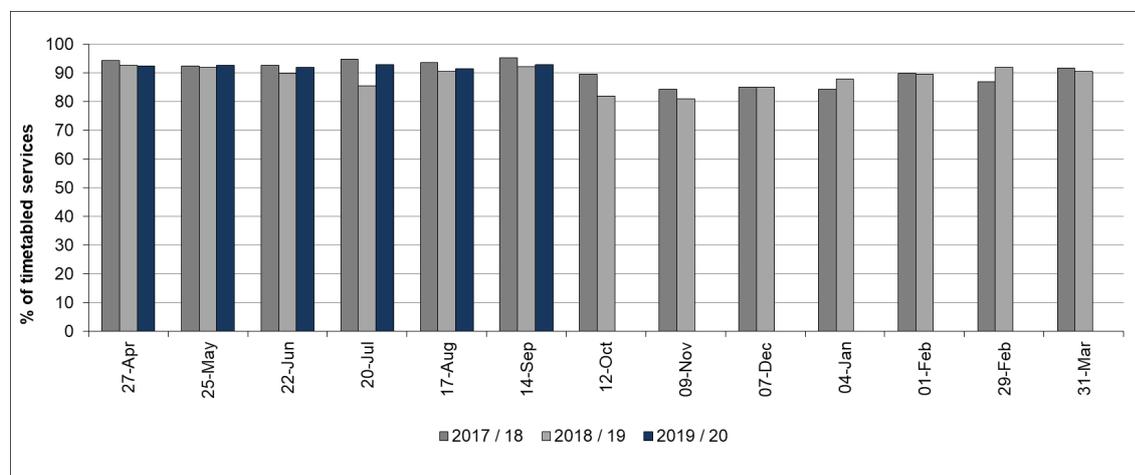
*ScotRail cancellations for Suburban West Sector (as a % of timetabled services)*



The last three periods reported show a decrease in cancellations on the previous year.

## 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 20 July 2019

- 26/06/2019 – Overhead line damage at Charing Cross.
- 27/06/2019 – Overhead line/pantograph damage at Partick.
- 05/07/2019 – Bird strike at Bellgrove Junction.

### Period ending 17 August 2019

- 09/08/2019 – Fallen tree causing overhead line damage at Bishopton.

### Period ending 14 September 2019

- 19/08/2019 – Network Rail equipment fault in the Newton area.
- 06/09/2019 – Passenger emergency button activated at Glasgow Central.
- 07/09/2019 – Train fault at Balloch.

## 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** Valerie Davidson  
**Title** Assistant Chief Executive

**Name** Gordon MacLennan  
**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.*