



Monitoring report on public transport services in the SPT area

Committee Operations Committee

Date of meeting 22 January 2016

Date of report 15 January 2016

Report by Assistant Chief Executive (Operations)

1. Object of report

To inform the committee of the latest trends in the numbers of passengers carried and the reliability and punctuality of the public transport services provided directly and supported by SPT and the ScotRail services operating in the SPT area.

2. Background

The report presents statistics on all public transport services supported by SPT and on the ScotRail services operating in the SPT area, up to the 4 weekly period ending 28 November 2015 (period 9 is 12 December 2015 for ScotRail). The layout of the report continues previous practice for the main areas but also includes newly collated statistics relating to SPT's plans for bus improvements. The report will continue to develop as new information is incorporated. With the exception of ScotRail data, Fleet Profile data and the Five Point Action Plan table, the data in the other sections of the report has been aligned to four weekly traffic return dates (every 4 weekly period from year 2012/13 will contain 28 days) with effect from 25 March 2012.

3. Content and detail

This report has been compiled on the basis of information supplied by the relevant operator/department responsible for each of the services or, where appropriate, by the relevant SPT information technology records. The following pages show the monitoring report based on the information available and received up to the 4 weekly period ending 28 November 2015 (period 9 is 12 December 2015 for ScotRail).

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1. SPT Subway services

Patronage, reliability, punctuality and Park & Ride figures have been received up to the 4 weekly period ending 28 November 2015.

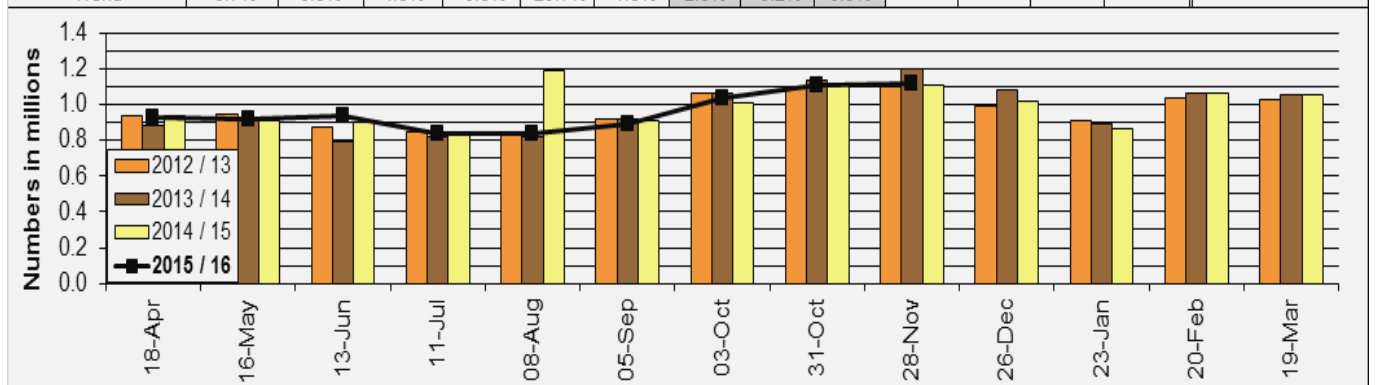
1.1 Subway patronage

Table 1A below details the trend of 4 weekly passenger patronage on SPT Subway services.

The patronage figures for the 4 weekly periods ending 3 October 2015, 31 October 2015 and 28 November 2015 at 1.04M, 1.11M and 1.12M have shown an increase of 2.8%, a slight decrease of 0.2% and an increase 0.9% respectively when compared with the figures for the corresponding periods in the previous year.

Table 1A. Subway patronage in millions.

4 weekly end date	18-Apr	16-May	13-Jun	11-Jul	08-Aug	05-Sep	03-Oct	31-Oct	28-Nov	26-Dec	23-Jan	20-Feb	19-Mar	Annual Total
2012 / 13	0.93	0.95	0.88	0.85	0.84	0.92	1.07	1.10	1.11	1.00	0.91	1.04	1.03	12.60
2013 / 14	0.88	0.93	0.79	0.82	0.82	0.92	1.07	1.14	1.21	1.09	0.89	1.07	1.06	12.70
2014 / 15	0.94	0.91	0.90	0.84	1.20	0.91	1.01	1.11	1.11	1.02	0.87	1.06	1.06	12.95
Trend	6.3%	-2.4%	14.0%	2.5%	45.5%	-1.1%	-5.0%	-2.9%	-7.9%	-5.7%	-3.3%	-0.4%	-0.1%	Moving annual total
2015 / 16	0.93	0.92	0.94	0.84	0.84	0.90	1.04	1.11	1.12					12.66
Trend	-0.7%	0.8%	4.8%	-0.5%	-29.7%	-1.3%	2.8%	-0.2%	0.9%					



Please note that the Commonwealth Games took place during the period ending 9 August 2014 (2014/15) and would have contributed to the very large increase in patronage in this period.

The moving annual total of 12.66 million passenger journeys is below the figures shown for the last 2 years and it is also below the revised target figure of 12.75 million established for 2015/16.

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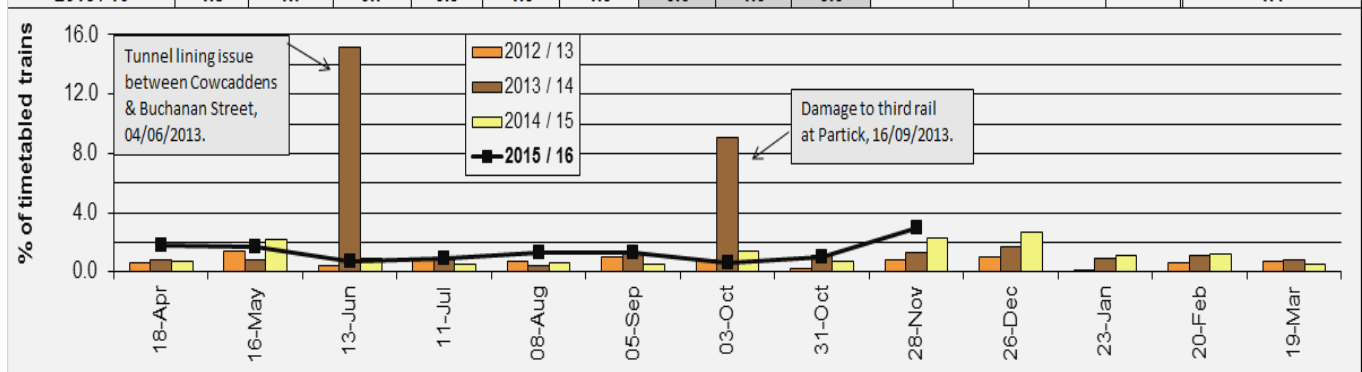
1.2 Subway reliability and punctuality

Tables 1B and 1C below detail the trend in 4 weekly reliability and punctuality expressed as a percentage of timetabled / operated trains on SPT Subway services.

Cancellations. Table 1B. The train cancellation figure for the 4 weekly period ending 3 October 2015 at 0.6% has shown a decrease while the figures for the 4 weekly periods ending 31 October 2015 and 28 November 2015 at 1.0% and 3.0% have both shown an increase respectively when compared with the figures for the corresponding periods in the previous year.

Table 1B. Subway cancellations, as a % of timetabled trains.

4 weekly end date	18-Apr	16-May	13-Jun	11-Jul	08-Aug	05-Sep	03-Oct	31-Oct	28-Nov	26-Dec	23-Jan	20-Feb	19-Mar	Annual average
2012 / 13	0.6	1.4	0.4	0.9	0.7	1.0	0.8	0.2	0.8	1.0	0.1	0.6	0.7	0.7
2013 / 14	0.8	0.8	15.2	0.8	0.4	1.2	9.1	1.1	1.3	1.7	0.9	1.1	0.8	2.7
2014 / 15	0.7	2.2	1.0	0.6	0.6	0.5	1.4	0.7	2.3	2.7	1.1	1.2	0.5	1.2
														Moving annual average
2015 / 16	1.8	1.7	0.7	0.9	1.3	1.3	0.6	1.0	3.0					1.4



The moving annual average at 1.4% is higher than the figure shown for last year but it is lower than the revised target figure of 1.5% established for 2015/16.

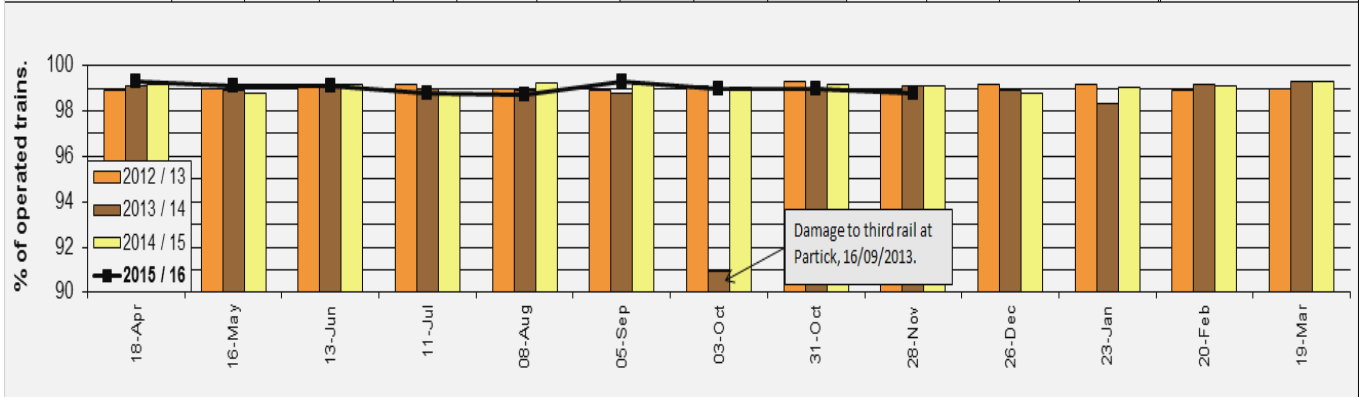
The main incidents section on page 4 details the particular causes of suspensions.

Punctuality. Table 1C. The figures for arrivals within 5 minutes of the scheduled time (as a % of operated trains) for the 4 weekly periods ending 3 October 2015 and 31 October 2015 both at 99.0% and 28 November 2015 at 98.8% have all shown a decrease respectively when compared with the figures for the corresponding periods in the previous year.

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Table 1C. Subway train arrivals, within 5 minutes of scheduled time, as a % of operated trains.

4 weekly end date	18-Apr	16-May	13-Jun	11-Jul	08-Aug	05-Sep	03-Oct	31-Oct	28-Nov	26-Dec	23-Jan	20-Feb	19-Mar	Annual average
2012 / 13	98.9	99.0	99.1	99.2	99.0	98.9	99.1	99.3	98.9	99.2	99.2	98.9	99.0	99.1
2013 / 14	99.1	98.9	99.2	99.0	98.9	98.8	90.9	99.0	99.1	98.9	98.3	99.2	99.3	98.4
2014 / 15	99.2	98.8	99.2	98.8	99.2	99.2	99.1	99.2	99.1	98.8	99.1	99.1	99.3	99.1
														Moving annual average
2015 / 16	99.3	99.1	99.1	98.8	98.7	99.3	99.0	99.0	98.8					99.0



The moving annual average at 99.0% is slightly lower than the figure shown for last year but punctuality is above the target figure which remains at 98.7% for 2015/16.

1.3 Subway main incidents

The main incidents which have been reported up to the 4 weekly period ending 28 November 2015 are:

4 Weekly period ending 3 October 2015. On Monday 7 September the fire alarm at St Enoch station was activated along with the digi-announcer (the automated emergency evacuation announcement) and this could not be cancelled which resulted in the suspension of both the inner and outer circles between 16:55 and 17:18, a duration of 23 minutes. Fire services were in attendance during this incident which turned out to be a false alarm.

On Monday 14 September a track circuit failure between Govan and Ibrox resulted in the suspension of the inner circle between 08:10 and 08:36, a duration of 26 minutes. All connections checked by Maintenance staff and fault cleared.

On Friday 2 October a track circuit failure (circuit bobbing) at Partick resulted in the suspension of the inner circle between 22:10 and 22:20, a duration of 10 minutes. Maintenance staff identified fault as broken connection pin.

4 Weekly period ending 31 October 2015. No incidents were reported during this period.

4 Weekly period ending 28 November 2015. On Monday 9 November defective points in the North turnout chamber at Broomloan Depot resulted in the suspension of the outer circle between 09:58 and 10:58, a duration of 1 hour. Points were fixed in set position (clamped) and fault was rectified by nightshift staff when stretcher bar was replaced.

On Tuesday 24 November a planned suspension to investigate a track circuit defect at Partick resulted in the suspension of the outer circle between 10:17 and 11:39, a duration of 1 hour and 22 minutes. Defect identified as a defective track circuit cable connection which was later rectified by nightshift staff.

On Wednesday 25 November a fire alarm was activated with no fire fault on the panel at Govan station which resulted in the suspension of both the inner and outer circles between 16:07 and 16:22, a duration of 15 minutes. Defect was found to be due to water ingress in the panel.

1.4 Park and Ride

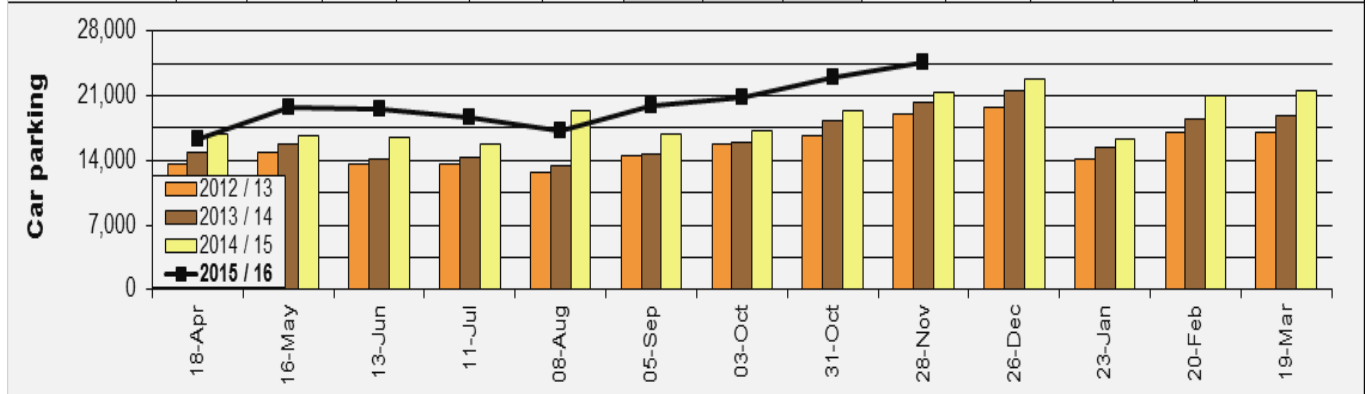
Table 1D below details the trend in 4 weekly parking totals at Subway station Park and Ride facilities.

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The Park and Ride figures for the 4 weekly periods ending 3 October 2015, 31 October 2015 and 28 November 2015 at 20,900, 23,030 and 24,632 have all shown increases of 20.9%, 19.1% and 14.9% respectively when compared with the figures for the corresponding periods in the previous year.

Table 1D. Subway Park and Ride - totals.

4 weekly end date	18-Apr	16-May	13-Jun	11-Jul	08-Aug	05-Sep	03-Oct	31-Oct	28-Nov	26-Dec	23-Jan	20-Feb	19-Mar	Annual total
2012 / 13	13,692	14,944	13,529	13,572	12,744	14,525	15,782	16,674	19,055	19,679	14,117	16,945	16,944	202,202
2013 / 14	14,839	15,733	14,233	14,271	13,390	14,713	15,940	18,366	20,209	21,572	15,440	18,544	18,907	216,157
2014 / 15	16,884	16,669	16,549	15,777	19,446	16,920	17,281	19,336	21,434	22,852	16,346	21,009	21,553	242,056
Trend	13.8%	5.9%	16.3%	10.6%	45.2%	15.0%	8.4%	5.3%	6.1%	5.9%	5.9%	13.3%	14.0%	Moving annual total
2015 / 16	16,286	19,823	19,651	18,589	17,138	19,891	20,900	23,030	24,632					261,700
Trend	-3.5%	18.9%	18.7%	17.8%	-11.9%	17.6%	20.9%	19.1%	14.9%					

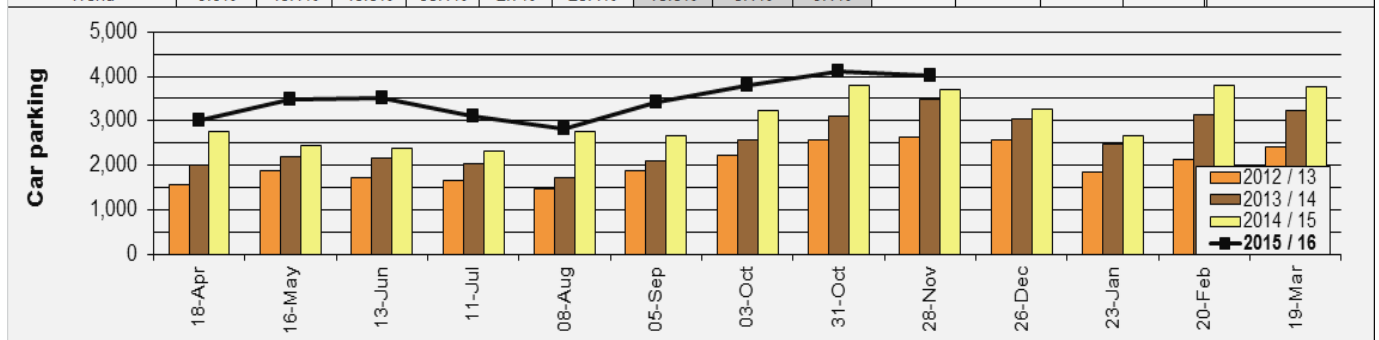


The moving annual total of 261,700 is higher than the figures shown for the last 3 years and it is also higher than the revised target figure of 250,000 established for 2015/16.

Tables 1E to 1G detail the parking totals at each individual Subway Park and Ride station.

Table 1E. Subway Park and Ride. Kelvinbridge

4 weekly end date	18-Apr	16-May	13-Jun	11-Jul	08-Aug	05-Sep	03-Oct	31-Oct	28-Nov	26-Dec	23-Jan	20-Feb	19-Mar	Annual total
2012 / 13	1,573	1,880	1,709	1,665	1,481	1,866	2,225	2,572	2,645	2,572	1,857	2,121	2,400	26,566
2013 / 14	2,013	2,195	2,158	2,045	1,718	2,109	2,573	3,105	3,476	3,035	2,481	3,124	3,216	33,248
2014 / 15	2,765	2,437	2,391	2,305	2,754	2,655	3,218	3,797	3,690	3,255	2,674	3,808	3,761	39,510
Trend	37.4%	11.0%	10.8%	12.7%	60.3%	25.9%	25.1%	22.3%	6.2%	7.2%	7.8%	21.9%	16.9%	Moving annual total
2015 / 16	3,014	3,487	3,506	3,115	2,827	3,409	3,808	4,105	4,025					44,794
Trend	9.0%	43.1%	46.6%	35.1%	2.7%	28.4%	18.3%	8.1%	9.1%					



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Table 1F. Subway Park and Ride. Bridge Street

4 weekly end date	18-Apr	16-May	13-Jun	11-Jul	08-Aug	05-Sep	03-Oct	31-Oct	28-Nov	26-Dec	23-Jan	20-Feb	19-Mar	Annual total
2012 / 13	2,337	2,661	2,266	2,433	2,146	2,450	2,688	2,935	3,911	3,549	2,363	3,651	3,255	36,645
2013 / 14	2,924	2,874	2,752	2,540	2,339	2,430	2,649	3,866	4,037	3,782	2,741	3,609	3,821	40,364
2014 / 15	3,542	3,111	3,157	3,091	3,441	3,039	3,103	3,798	4,263	4,203	3,051	4,431	4,675	46,905
Trend	21.1%	8.2%	14.7%	21.7%	47.1%	25.1%	17.1%	-1.8%	5.6%	11.1%	11.3%	22.8%	22.4%	Moving annual total
2015 / 16	4,053	4,040	3,928	3,831	3,910	4,064	3,787	4,270	4,483					52,726
Trend	14.4%	29.9%	24.4%	23.9%	13.6%	33.7%	22.0%	12.4%	5.2%					

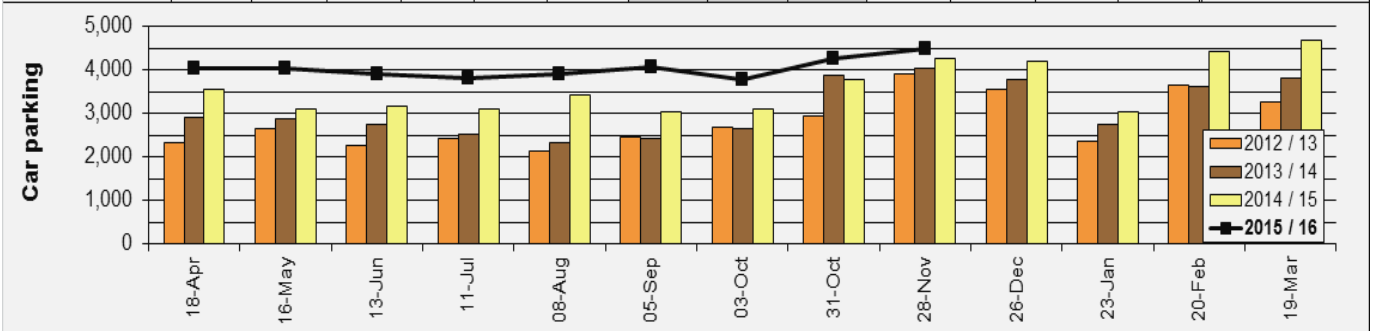
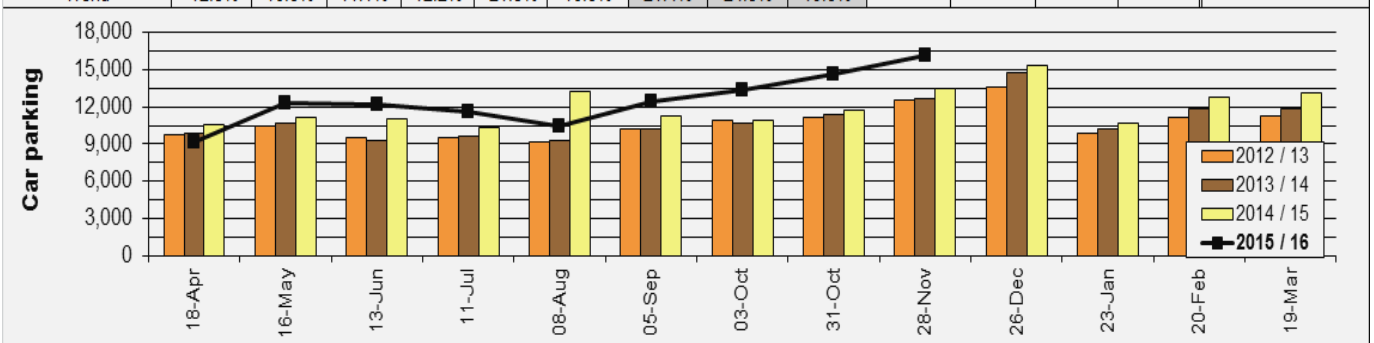


Table 1G. Subway Park and Ride. Shields Road

4 weekly end date	18-Apr	16-May	13-Jun	11-Jul	08-Aug	05-Sep	03-Oct	31-Oct	28-Nov	26-Dec	23-Jan	20-Feb	19-Mar	Annual total
2012 / 13	9,782	10,403	9,554	9,474	9,117	10,209	10,869	11,167	12,499	13,558	9,897	11,173	11,289	138,991
2013 / 14	9,902	10,664	9,323	9,686	9,333	10,174	10,718	11,395	12,696	14,755	10,218	11,811	11,870	142,545
2014 / 15	10,577	11,121	11,001	10,381	13,251	11,226	10,960	11,741	13,481	15,394	10,621	12,770	13,117	155,641
Trend	6.8%	4.3%	18.0%	7.2%	42.0%	10.3%	2.3%	3.0%	6.2%	4.3%	3.9%	8.1%	10.5%	Moving annual total
2015 / 16	9,219	12,296	12,217	11,643	10,401	12,418	13,305	14,655	16,124					164,180
Trend	-12.8%	10.6%	11.1%	12.2%	-21.5%	10.6%	21.4%	24.8%	19.6%					



2. Gourock - Kilcreggan ferry patronage

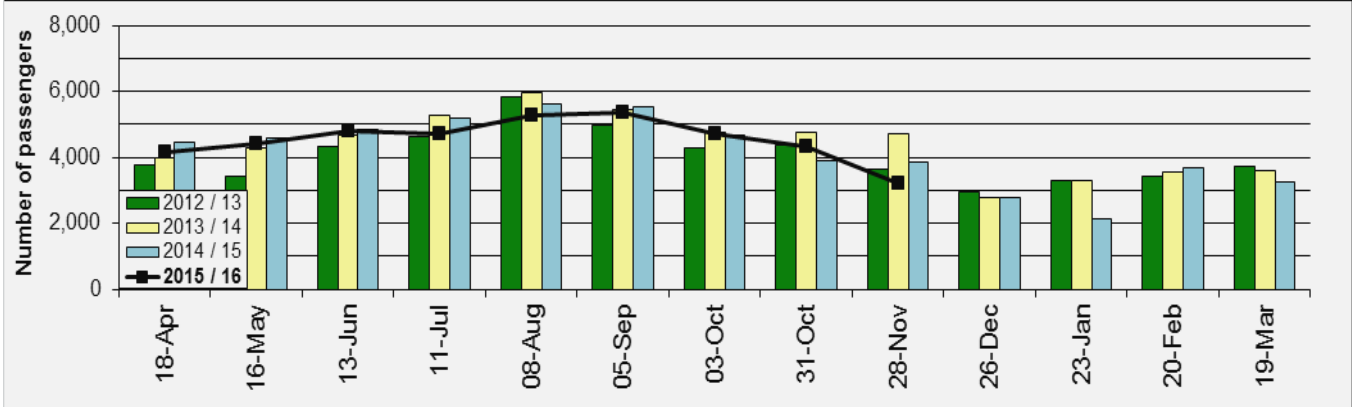
Table 2 below details the trend of 4 weekly passenger patronage on the Gourock - Kilcreggan ferry. Figures have been received up to the 4 weekly period ending 28 November 2015.

The patronage figures for the 4 weekly periods ending 3 October 2015, 31 October 2015 and 28 November 2015 at 4,707, 4,336 and 3,201 have shown increases of 0.6% and 11.7% and a decrease of 17.2% respectively when compared with the figures for the corresponding periods in the previous year. The decrease in the period ending 28 November 2015 is attributed to 51 cancelled sailings as a result of adverse weather on 6 days during this period.

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Table 2. Gourock / Kilcreggan patronage.

4 weekly end date	18-Apr	16-May	13-Jun	11-Jul	08-Aug	05-Sep	03-Oct	31-Oct	28-Nov	26-Dec	23-Jan	20-Feb	19-Mar	Annual total
2012 / 13	3,779	3,440	4,327	4,622	5,807	4,962	4,266	4,369	3,637	2,945	3,298	3,431	3,734	52,617
2013 / 14	4,000	4,291	4,661	5,251	5,975	5,428	4,734	4,741	4,725	2,770	3,282	3,533	3,584	56,975
2014 / 15	4,446	4,576	4,836	5,187	5,608	5,532	4,679	3,881	3,868	2,761	2,124	3,687	3,245	54,430
Trend	11.2%	6.6%	3.8%	-1.2%	-6.1%	1.9%	-1.2%	-18.1%	-18.1%	-0.3%	-35.3%	4.4%	-9.5%	Moving annual total
2015 / 16	4,138	4,425	4,811	4,695	5,288	5,339	4,707	4,336	3,201					52,757
Trend	-6.9%	-3.3%	-0.5%	-9.5%	-5.7%	-3.5%	0.6%	11.7%	-17.2%					



The moving annual total of 52,757 is lower than the totals shown for the last 2 years and it is also lower than the revised target figure of 57,000 established for 2015/16.

3. Supported bus services

Tables 3 A, B, C and D below detail the statistics by 4 weekly period for local and schools local services supported by the authority.

Lost mileage statistics quoted in this report are received direct from bus operators on a self-certified basis. The figures encompass supported local, and combined schools local services only, and exclude lost mileage on dedicated school services.

Please note that up until the 4 weekly period ending 14 June 2014 passenger numbers on local bus services operated by Community Transport groups was recorded in the MyBus section of this report. This has been

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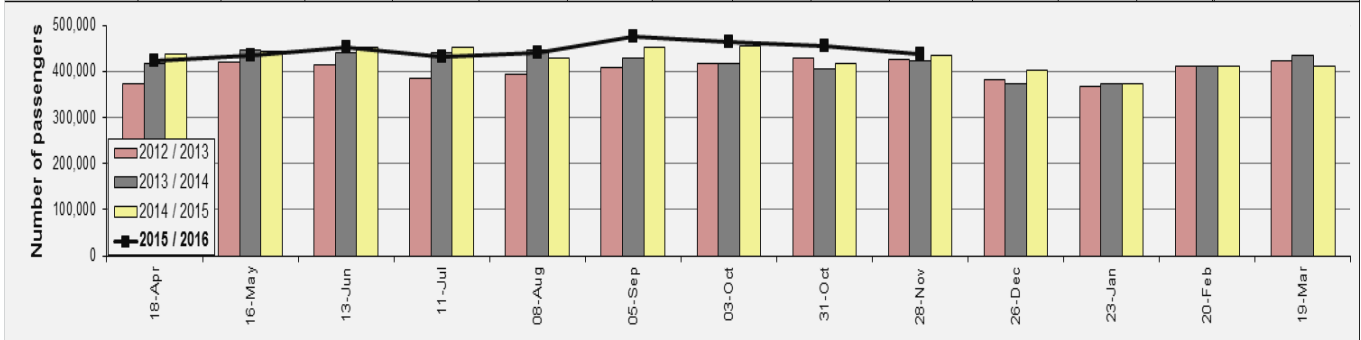
removed from the MyBus graph on page 8 from this period and is now included in the supported bus services patronage section below. Community Bus Service mileage has been included in calculations from 15 June 2014.

3.1 Supported bus services patronage

The patronage figures for the 4 weekly periods ending 3 October 2015, 31 October 2015 and 28 November 2015 at 463,778, 454,068 and 436,249 have all shown increases of 2.3%, 9.0% and 0.3% respectively when compared with the figures for the corresponding periods in the previous year.

Table 3A. Patronage on supported bus services.

4 weekly end date	18-Apr	16-May	13-Jun	11-Jul	08-Aug	05-Sep	03-Oct	31-Oct	28-Nov	26-Dec	23-Jan	20-Feb	19-Mar	Annual total
2012 / 2013	372,238	419,175	413,943	385,598	393,718	407,156	415,487	428,900	424,769	382,880	367,576	409,526	421,857	5,242,823
2013 / 2014	417,513	446,754	441,110	439,303	444,759	428,380	415,904	405,511	423,442	373,105	371,765	411,196	434,991	5,453,733
2014 / 2015	437,290	444,222	453,168	450,867	428,078	452,601	453,279	416,738	435,013	402,929	373,421	412,144	409,988	5,569,738
Trend	4.7%	-0.6%	2.7%	2.6%	-3.8%	5.7%	9.0%	2.8%	2.7%	8.0%	0.4%	0.2%	-5.7%	Moving annual total
2015 / 2016	421,089	434,665	451,711	432,699	438,759	474,353	463,778	454,068	436,249					5,605,853
Trend	-3.7%	-2.2%	-0.3%	-4.0%	2.5%	4.8%	2.3%	9.0%	0.3%					

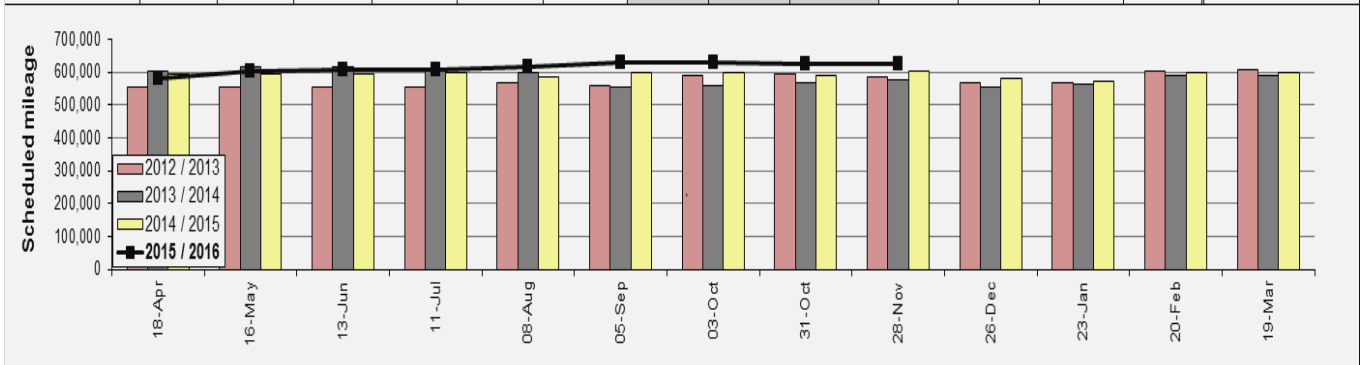


3.2 Supported services scheduled mileage

The scheduled supported bus mileage for the 4 weekly periods ending 3 October 2015, 31 October 2015 and 28 November 2015 at 630,405, 623,627 and 627,577 have all shown increases of 5.2%, 5.4% and 4.3% respectively when compared with the figures for the corresponding periods in the previous year.

Table 3B. Scheduled mileage of supported bus contracts.

4 weekly end date	18-Apr	16-May	13-Jun	11-Jul	08-Aug	05-Sep	03-Oct	31-Oct	28-Nov	26-Dec	23-Jan	20-Feb	19-Mar	Annual total
2012 / 2013	554,707	557,095	556,859	554,236	566,245	561,081	588,516	595,407	587,396	570,290	570,246	601,458	608,096	7,471,632
2013 / 2014	604,356	614,881	615,940	607,202	598,452	556,414	560,431	566,597	578,540	554,626	563,413	590,408	590,638	7,601,898
2014 / 2015	592,821	594,818	594,813	597,361	586,623	600,333	599,216	591,544	601,652	580,965	572,806	599,566	598,768	7,711,286
Trend	-1.9%	-3.3%	-3.4%	-1.6%	-2.0%	7.9%	6.9%	4.4%	4.0%	4.7%	1.7%	1.6%	1.4%	Moving annual total
2015 / 2016	581,424	605,064	607,230	607,244	615,224	629,046	630,405	623,627	627,577					7,878,948
Trend	-1.9%	1.7%	2.1%	1.7%	4.9%	4.8%	5.2%	5.4%	4.3%					



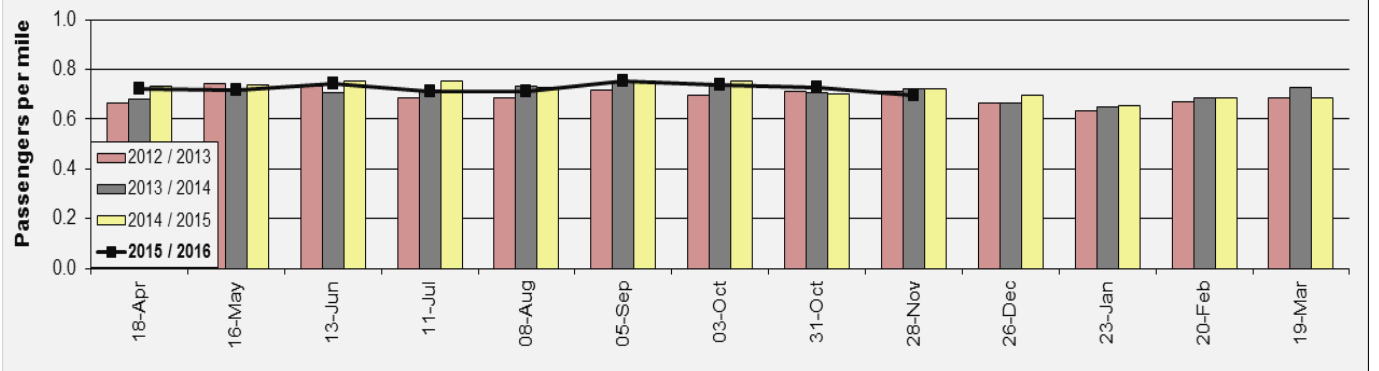
3.3 Passengers per mile on supported bus services

The passengers per mile figures for the 4 weekly periods ending 3 October 2015, 31 October 2015 and 28 November 2015 at 0.736, 0.728 and 0.695 have shown a decrease of 2.6%, an increase of 3.4% and a decrease of 3.9% respectively when compared with the figures for the corresponding periods in the previous year.

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Table 3C. Passengers per mile on supported bus services.

4 weekly end date	18-Apr	16-May	13-Jun	11-Jul	08-Aug	05-Sep	03-Oct	31-Oct	28-Nov	26-Dec	23-Jan	20-Feb	19-Mar	Annual average
2012 / 2013	0.663	0.743	0.731	0.685	0.686	0.717	0.698	0.711	0.714	0.663	0.636	0.672	0.684	0.692
2013 / 2014	0.681	0.717	0.706	0.715	0.732	0.756	0.733	0.706	0.722	0.663	0.651	0.687	0.727	0.708
2014 / 2015	0.731	0.740	0.755	0.755	0.730	0.754	0.756	0.704	0.723	0.694	0.652	0.687	0.685	0.722
Trend	7.3%	3.2%	6.9%	5.6%	-0.3%	-0.3%	3.1%	-0.3%	0.1%	4.7%	0.2%	0.0%	-5.8%	Moving annual average
2015 / 2016	0.724	0.718	0.744	0.713	0.713	0.754	0.736	0.728	0.695					0.711
Trend	-1.0%	-3.0%	-1.5%	-5.6%	-2.3%	0.0%	-2.6%	3.4%	-3.9%					



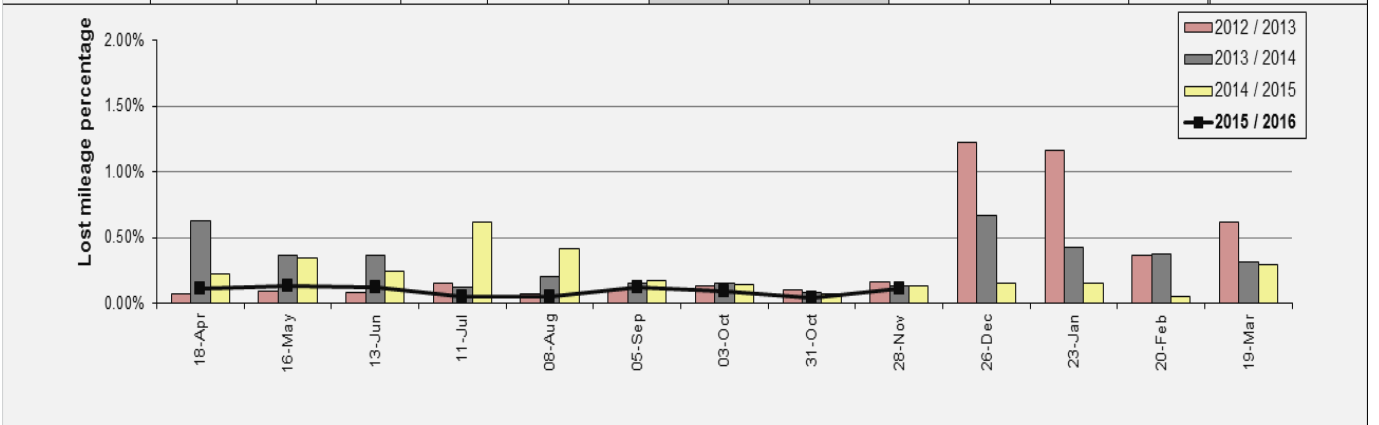
The moving annual average of 0.711 is below the figure shown for last year and it is also below the revised target figure of 0.725 for passengers per mile on supported bus services established for 2015/16.

3.4 Lost mileage of supported bus contracts

The lost mileage figures for the 4 weekly periods ending 3 October 2015, 31 October 2015 and 28 November 2015 at 0.09%, 0.04% and 0.11% have all shown decreases respectively when compared with the figures for the corresponding periods in the previous year.

Table 3D. Lost mileage of supported bus contracts.

4 weekly end date	18-Apr	16-May	13-Jun	11-Jul	08-Aug	05-Sep	03-Oct	31-Oct	28-Nov	26-Dec	23-Jan	20-Feb	19-Mar	Annual average
2012 / 2013	0.07%	0.09%	0.08%	0.15%	0.07%	0.11%	0.13%	0.11%	0.16%	1.22%	1.17%	0.36%	0.62%	0.34%
2013 / 2014	0.63%	0.36%	0.37%	0.12%	0.20%	0.15%	0.15%	0.08%	0.13%	0.67%	0.42%	0.37%	0.32%	0.31%
2014 / 2015	0.22%	0.34%	0.24%	0.61%	0.42%	0.17%	0.14%	0.07%	0.13%	0.15%	0.15%	0.05%	0.29%	0.23%
2015 / 2016	0.11%	0.13%	0.12%	0.05%	0.05%	0.12%	0.09%	0.04%	0.11%					0.11%



4. MyBus

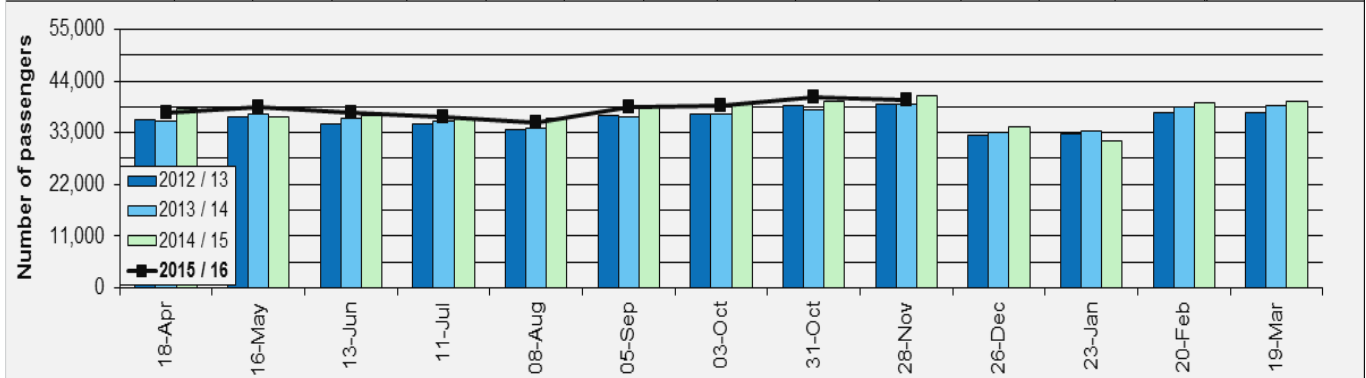
Table 4 below details the trend of 4 weekly passenger patronage on SPT's MyBus services. Figures have been received up to the 4 weekly period ending 28 November 2015.

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The total patronage figures for the 4 weekly periods ending 3 October 2015, 31 October 2015 and 28 November 2015 at 38,831, 40,432 and 40,055 have shown a decrease of 0.6%, an increase of 2.3% and a decrease of 2.1% respectively when compared with the figures for the corresponding periods in the previous year.

Table 4. MyBus patronage.

4 weekly end date	18-Apr	16-May	13-Jun	11-Jul	08-Aug	05-Sep	03-Oct	31-Oct	28-Nov	26-Dec	23-Jan	20-Feb	19-Mar	Annual total
2012 / 13	35,696	36,343	34,712	34,928	33,521	36,697	37,039	38,687	39,167	32,471	32,673	37,157	37,176	466,267
2013 / 14	35,552	36,970	36,017	35,383	33,845	36,363	36,831	37,908	38,966	33,147	33,205	38,424	38,896	471,507
2014 / 15	38,066	36,330	36,749	36,203	36,016	38,739	39,046	39,514	40,894	34,109	31,109	39,220	39,615	485,610
Trend	7.1%	-1.7%	2.0%	2.3%	6.4%	6.5%	6.0%	4.2%	4.9%	2.9%	-6.3%	2.1%	1.8%	Moving annual total
2015 / 16	37,278	38,343	37,248	36,430	35,120	38,448	38,831	40,432	40,055					486,238
Trend	-2.1%	5.5%	1.4%	0.6%	-2.5%	-0.8%	-0.6%	2.3%	-2.1%					



The moving annual total of 486,238 is higher than the figures shown for the last 3 years but it is lower than the revised target figure of 490,000 established for 2015/16.

5. Status of five point bus action plan

A key element of the SPT regional transport strategy is a step change in the quality of bus service delivery in the west of Scotland. The first commitment is the roll out of SPT's five point bus action plan. For background information noted below is an extract from the standard letter sent to member councils as follows:

- that member councils appoint SPT as agent to regulate compliance requirements for the operators of registered local bus services including the application of Traffic Regulation Conditions when these become introduced in the area.
- that member councils invite SPT to undertake a survey of existing bus provision detailing accessibility at peak times, inter-peak, evening and Sundays and highlighting gaps in this provision dealing with imperatives noted in both the LTS and the RTS where access to health care, employment opportunities, leisure, education and regeneration remain.
- that member councils work with the Network Design team from SPT to scope the optimum integrated bus provision network based on member councils' policy on access to public transport.
- that the work undertaken above forms the basis of SPT leading on members' councils behalf in developing a range of Statutory Quality Partnerships (SQPs), Performance Improvement Plans (PIPs) and where appropriate, where market failure remains, Quality Contracts (QCs).
- to run concurrent with the above, SPT agree with member councils a programme to accelerate and enhance the provision of quality public information through an expanded range of information points, timetables and bus stop information.

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Table 5 shows the current status of the five point bus action plan.

Unitary Authority	Statutory Quality Partnerships	Bus Stop Infrastructure Managed by SPT		Information Compliance & Variance		Information Compliance Comments
		Stops	Shelters	Rate	+ / -	
Argyll & Bute	No formal SQP.	Yes (part area)	No	95%		
East Ayrshire	No formal SQP.	Yes	*Yes – (B)	75%		
East Dunbartonshire	No formal SQP.	Yes	*Yes – (C)	95%		Bus stop audit carried out and deficiencies addressed October 2013 and during subsequent visits.
East Renfrewshire	No formal SQP.	Yes	*Yes – (C) From 01/06/15	95%		Bus stop audit carried out and deficiencies addressed January & February 2014 and during subsequent visits.
Glasgow City Council	The Statutory Quality Partnership Scheme for Glasgow Streamline Quality Bus Routes commenced 01/04/12 to operate for a period of 7 years. Monitoring on-going. There has been a measureable improvement in the quality of bus infrastructure and buses operating within the SQP area. The SQP board has been established including representatives from SPT, GCC, Bus Operators and the Confederation of Passenger Transport. SQP monitoring reports are produced annually and, following approvals, shared with key stakeholders. Additionally, the Statutory Quality Partnership Scheme for Fastlink was formally approved by SPT Chair's Committee on 13 th March 2015 and GCC Executive Committee on 19 th March 2015. The Scheme commenced on Sunday 28 June 2015.	Yes	*Yes – (A)	77%		
Inverclyde	The Statutory Quality Partnership Scheme for Inverclyde commenced 12/07/15 to operate for a period of 5 years. Review of potential future measures currently under consideration, with agreed amendments subject to reporting. Information gathering exercise has commenced in relation to the annual report, which will be based on the broad parameters of the Glasgow report.	Yes	*Yes – (C)	95%		Bus stop audit carried out and deficiencies addressed January 2014 and during subsequent visits.
North Ayrshire	No formal SQP.	Yes	*Yes – (C)	95%		Bus stop audit carried out and deficiencies addressed March/April 2014 and during subsequent visits.
North Lanarkshire	No formal SQP.	Yes	No	82%		On-going bus stop audit to address any deficiencies.
Renfrewshire	The Statutory Quality Partnership Scheme for Paisley Town Centre commenced 07/03/11 to operate for a period of 5 years. There has been a measureable improvement in the quality of bus infrastructure and buses operating within the SQP area. Monitoring on-going. Current SQP agreement ends on 06/03/2016. Need for future SQP being investigated to coincide with potential Paisley Bus Hub developments and to reflect recent investment in Quality Bus Corridors around Paisley, Renfrew and Johnstone.	Yes	No	81%	+1%	On-going bus stop audit to address any deficiencies.
South Ayrshire	The Statutory Quality Partnership Scheme for Ayr and Prestwick commenced 04/03/13 to operate for a period of 5 years. Review of potential future measures currently under consideration, with agreed amendments subject to reporting. Information gathering exercise has commenced in relation to the annual report, which will be based on the broad parameters of the Glasgow report.	Yes	*Yes – (C)	80%		
South Lanarkshire	No formal SQP.	Yes	*Yes – (A)	79%		
West Dunbartonshire	No formal SQP.	Yes	*Yes – (C)	95%		Bus stop audit carried out and deficiencies addressed October/November 2013 and during subsequent visits.

*Yes – (A) = non-advertising shelters only, (B) = advertising shelters only, (C) = advertising and non-advertising shelters.

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6. SPT regulating statistics

SPT's Compliance Inspectors carry out monitoring across all 11 councils within the SPT area and report back instances of non-compliance, including engine idling, parking issues or missing information. The Compliance Inspectors work with drivers and draw to their attention, when possible, to any failures that are found and/or submit reports, the form and content of which has been agreed with the Office of the Traffic Commissioner. This may lead to formal action being taken by the Traffic Commissioner.

Reports on engine idling can be sent to the relevant council department that deals with environmental issues. Reports on MyBus services following checks are forwarded to the DRT team to ensure the standard of service being provided by operators meets with expected standards. Monitoring arising from local service complaints that the Compliance Inspectors are requested to investigate are also included.

The summary table below (Table 6) highlights instances of non-compliance by bus operators, and includes reports for specific local regulations including the Glasgow, Paisley and Coatbridge Traffic Regulation Conditions and the Glasgow, Fastlink, Paisley and Ayr & Prestwick Statutory Quality Partnerships up to the 4 weekly period ending 28 November 2015.

A detailed report of non-compliance categories/checks for each local authority area can be provided on request. This includes the number of day/half days the Compliance Inspectors spend in each council area undertaking routine monitoring and/or specific local service monitoring. Routine monitoring is carried out to ensure continued compliance by bus operators and their drivers and the high level of compliance is reflected by the very low number of breaches found. Specific monitoring is undertaken after complaints have been received.

Table 6. Regulating statistics

4 weekly end date	03 – Oct 2015	31 – Oct 2015	28 – Nov 2015
Local Authority Area			
East Ayrshire	<ul style="list-style-type: none"> Nothing reportable 	<ul style="list-style-type: none"> One MyBus Check 	<ul style="list-style-type: none"> Nothing reportable
Total Incidents/Reports	0	1	0
Reports to TC	0	0	0
Days Monitoring	2.0	2.0	2.0
East Dunbartonshire	<ul style="list-style-type: none"> Nothing reportable 	<ul style="list-style-type: none"> Nothing reportable 	<ul style="list-style-type: none"> Nothing reportable
Total Incidents/Reports	0	0	0
Reports to TC	0	0	0
Days Monitoring	2.0	3.0	3.0
East Renfrewshire	<ul style="list-style-type: none"> Nothing reportable 	<ul style="list-style-type: none"> Nothing reportable 	<ul style="list-style-type: none"> Nothing reportable
Total Incidents/Reports	0	0	0
Reports to TC	0	0	0
Days Monitoring	1.0	2.0	1.5
Glasgow	<ul style="list-style-type: none"> Five crew reliefs (drivers changing over) at bus stops within TRC area. One vehicle not displaying a destination or service number. One vehicle left unattended while driver visited a shop. 	<ul style="list-style-type: none"> One crew relief and no destination display on the same vehicle. One vehicle with no service number and was also noted to be a Euro2 vehicle One vehicle noted as Euro2. Vehicle taking prolonged layover time at Arrivals Square, Queen Elizabeth University Hospital. 	<ul style="list-style-type: none"> Vehicle taking prolonged layover time at Arrivals Square, Queen Elizabeth University Hospital.
Total Incidents/Reports	7	4	1
Reports to TC	1	1	0
Reports to TC re TRC	4	0	1
SQP Vehicle Checks	401	570	383
Days Monitoring	21.5	17.0	21.5
Inverclyde	<ul style="list-style-type: none"> Nothing reportable 	<ul style="list-style-type: none"> One MyBus Check 	<ul style="list-style-type: none"> Nothing reportable

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Total Incidents/Reports	0	1	0
Reports to TC	0	0	0
Days Monitoring	2	2.5	3.5
North Ayrshire	<ul style="list-style-type: none"> One vehicle engine idling. One MyBus Check 	<ul style="list-style-type: none"> Nothing reportable 	<ul style="list-style-type: none"> Nothing reportable
Total Incidents/Reports	2	0	0
Reports to TC	0	0	0
Days Monitoring	2.5	2.5	2.5
North Lanarkshire	<ul style="list-style-type: none"> One vehicle engine idling. One vehicle prolonged parking. One vehicle moved on. 	<ul style="list-style-type: none"> Four vehicles noted with engine idling. One vehicle taking prolonged waiting at a bus stop clearway. Two vehicles moved on 	<ul style="list-style-type: none"> One local service complaint
Total Incidents/Reports	3	7	1
Reports to TC	0	0	0
Reports to TC re TRC	0	0	1
Days Monitoring	8.0	9.0	8.5
Renfrewshire	<ul style="list-style-type: none"> One vehicle engine idling. Two vehicles moved on. 	<ul style="list-style-type: none"> Two vehicles engine idling. One vehicle moved on. One vehicle not displaying a PSV Operators Licence disc. 	<ul style="list-style-type: none"> One vehicle moved on. One local service complaint (general complaint relating to various local services)
Total Incidents/Reports	3	4	2
Reports to TC	0	1	0
Reports to TC re TRC	0	0	0
SQP Vehicle Checks	384	584	241
Days Monitoring	9.0	13.5	8.0
South Ayrshire	<ul style="list-style-type: none"> Nothing reportable 	<ul style="list-style-type: none"> Nothing reportable 	<ul style="list-style-type: none"> Nothing reportable
Total Incidents/Reports	0	0	0
Reports to TC	0	0	0
SQP Vehicle Checks	66	75	49
Days Monitoring	2.0	2.5	2.0
South Lanarkshire	<ul style="list-style-type: none"> Nothing reportable 	<ul style="list-style-type: none"> Nothing reportable 	<ul style="list-style-type: none"> Nothing reportable
Total Incidents/Reports	0	0	0
Reports to TC	0	0	0
Days Monitoring	5.0	4.0	3.5
West Dunbartonshire	<ul style="list-style-type: none"> Nothing reportable 	<ul style="list-style-type: none"> Nothing reportable 	<ul style="list-style-type: none"> Nothing reportable
Total Incidents/Reports	0	0	0
Reports to TC	0	0	0
Days Monitoring	3.0	2.0	2.0

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7. Fleet profile of bus operators within the SPT area

To keep members informed of the latest trends in the bus industry within the SPT area, it is intended to provide bus fleet details for each level of vehicle emission standards and for number of vehicles complying with the Equality Act 2010 and subsequent Public Service Vehicle Accessibility Regulations. The tables below are based on information that has been returned to us by operators following a survey of bus operators. This survey has now been re-issued and we now have the relevant details of 47 operators. The operators who have not responded have been re-contacted with a further request for the information to be provided. These statistics will be provided twice yearly.

7.1 Euro standards

The total number of vehicles for the 47 operators who responded is 3,442. It is estimated that those operators who did not respond account for approximately 207 vehicles and these have been included in the percentage calculation. The current fleet profile of those operators who responded to date is shown in tables 7A and 7B.

A more extensive analysis of the fleet registration details accessible via the VOSA website suggest that the number of undeclared vehicles is far higher than previously thought from registered services. As a consequence the overall number of reported vehicles has increased dramatically. The survey will be re-issued to endeavour to capture more details than has previously been shown. This has become more of an imperative due to the forthcoming introduction of SQP's and the linkage to lower emission vehicles and air quality.

SPT's investment in vehicles over the last 18 months has contributed to a 9.9% decrease in the oldest vehicle categories (pre Euro, Euro 1 and Euro 2). In addition, SPT's policy of procuring only vehicles which comply with the Equality Act including a number of hybrid vehicles, has contributed to a 10.0% increase in vehicles with engine emission standards of Euro 3 or better and Equality Act compliant categories. All buses procured and leased to operators by SPT are fully compliant with Equalities Legislation.

Table 7A Euro standards

Category	October 2015		April 2015		October 2014		April 2014	
	No. of vehicles	% of total	No. of vehicles	% of total	No. of vehicles	% of total	No. of vehicles	% of total
Pre Euro (pre 1993)	125	3.4%	157	4.3%	170	4.6%	167	4.4%
Euro 1 (1993 - 1995)	80	2.2%	63	1.7%	79	2.1%	93	2.5%
Euro 2 (1996-1999)	340	9.3%	427	11.6%	502	13.5%	676	17.9%
Euro 3 (2000 - 2004)	1140	31.2%	1128	30.7%	1103	29.7%	1116	29.6%
Euro 4 (2005 - 2007)	549	15.0%	565	15.4%	584	15.7%	556	14.7%
Euro 5 (2008 - 2013)	1063	29.1%	1064	29.0%	1018	27.4%	910	24.1%
Euro 6 (2014 - to date)	90	2.5%	38	1.0%	25	0.7%	7	0.2%
Hybrid	53	1.5%	27	0.7%	29	0.8%	29	0.8%
Fully electric	2	0.1%	2	0.1%	2	0.1%	n/a	n/a
No response	207	5.7%	198	5.4%	202	5.4%	216	5.7%
Total number of vehicles	3649	100.0%	3669	100.0%	3714	100.0%	3770	100.0%

7.2 Equality Act compliance

Table 7B Equality Act compliance

Category	October 2015			April 2015			October 2014			April 2014		
	No. of vehicles	No. compliant	% compliant	No. of vehicles	No. compliant	% compliant	No. of vehicles	No. compliant	% compliant	No. of vehicles	No. compliant	% compliant
Mini	307	196	63.8%	301	200	66.4%	259	146	56.4%	245	162	66.1%
Midi	388	340	87.6%	370	286	77.3%	387	270	69.8%	537	393	73.2%
Single deck	1288	1120	87.0%	1276	1145	89.7%	1319	1113	84.4%	1187	936	78.9%
Double deck	846	725	85.7%	862	721	83.6%	880	713	81.0%	926	745	80.5%
Articulated	16	16	100.0%	16	16	100.0%	16	16	100.0%	18	17	94.4%
Coach	597	327	54.8%	646	348	53.9%	651	363	55.8%	641	354	55.2%
No response	207	n/a	n/a	198	n/a	n/a	202	n/a	n/a	216	n/a	n/a
Total number of vehicles	3649	2724	74.7%	3669	2716	74.0%	3714	2621	70.6%	3770	2607	69.2%

Please note that the "mini" category in Table 7B above includes vehicles with varied seating capacity, including vehicles with up to 22 seats.

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8. Subsidised local bus service vehicle inspections

Table 8 contains statistics relating to checks carried out on operators and their vehicles used on supported bus services up to the 4 weekly period ending 28 November 2015. In addition to these inspections, a rigorous programme of operator and vehicle inspection is also carried out in relation to SPT administered school bus contracts. Defects are reported to the Traffic Commissioner when deemed relevant and are taken into account in the tendering process. The number of "S" marked immediate prohibitions are now shown in Table 8. An "S" marked prohibition is where the defect found is the result of a significant failure of the operator's maintenance system.

Table 8. Subsidised local bus service vehicle inspections.

4 weekly end date		18-Apr	16-May	13-Jun	11-Jul	08-Aug	05-Sep	03-Oct	31-Oct	28-Nov	26-Dec	23-Jan	20-Feb	19-Mar	Annual totals & year to date
Operator Visits	2012 / 2013	6	15	10	25	17	8	4	8	12	5	18	11	7	146
	2013 / 2014	5	12	10	11	9	17	8	3	14	16	12	14	6	137
	2014 / 2015	12	7	14	12	2	20	5	14	17	15	10	11	12	151
	2015 / 2016	9	14	7	24	13	1	3	18	16					105
Vehicles checked for defects	2012 / 2013	12	17	12	28	24	8	9	12	14	6	27	15	9	193
	2013 / 2014	6	25	20	19	14	20	9	4	28	25	15	24	13	222
	2014 / 2015	18	9	20	16	5	22	8	16	23	22	18	14	18	209
	2015 / 2016	9	21	11	27	16	2	4	30	21					141
Vehicles with no defects	2012 / 2013	7	4	4	8	14	4	9	5	5	4	7	2	3	76
	2013 / 2014	2	8	7	3	1	3	3	3	12	9	0	9	4	64
	2014 / 2015	3	2	7	3	4	4	0	3	10	5	11	1	5	58
	2015 / 2016	0	7	2	3	2	0	4	4	4					26
Inspection notice defects	2012 / 2013	20	63	36	135	77	24	0	49	44	7	77	65	28	625
	2013 / 2014	16	233	122	163	121	145	27	7	53	97	139	121	48	1292
	2014 / 2015	74	58	69	112	8	154	43	70	156	127	59	88	86	1104
	2015 / 2016	56	90	49	150	152	18	0	119	73					707
Delayed prohibition applied	2012 / 2013	0	3	2	1	4	1	0	1	2	0	6	0	1	21
	2013 / 2014	0	2	2	5	0	2	0	0	6	0	5	2	4	28
	2014 / 2015	3	2	6	12	0	5	4	0	0	3	8	5	3	51
	2015 / 2016	2	3	0	3	4	1	0	1	0					14
Immediate prohibition applied	2012 / 2013	0	1	0	1	0	0	0	2	2	0	3	1	1	11
	2013 / 2014	1	0	0	0	1	2	0	0	1	2	1	6	3	17
	2014 / 2015	4	2	0	2	0	2	3	0	0	0	3	10	6	32
	2015 / 2016	2	0	1	2	4	0	0	3	2					14
Immediate prohibition "S" marked	2012 / 2013	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2013 / 2014	0	0	0	0	0	0	0	0	7	0	0	0	0	7
	2014 / 2015	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2015 / 2016	0	0	0	0	0	0	0	0	0					0

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9. SPT area ScotRail services

Patronage, reliability and punctuality figures have been received up to period 9 ending 12 December 2015.

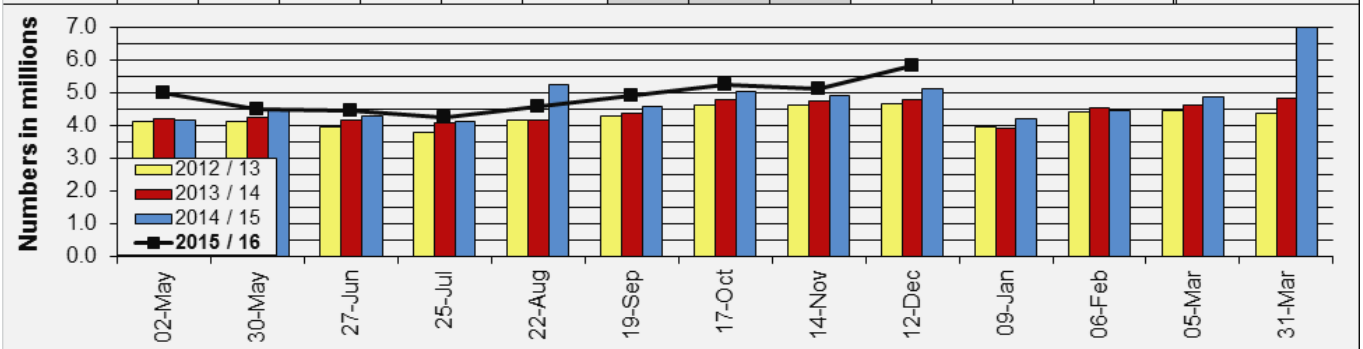
9.1 ScotRail patronage in the SPT area

Table 9A below details the trend of ScotRail passenger patronage on rail services in the SPT area.

The patronage figures for periods 7, 8 and 9 at 5.26M, 5.14M and 5.87M have all shown increases of 4.1%, 4.3% and 14.6% respectively when compared to the figures for the corresponding periods in the previous year.

Table 9A. ScotRail passenger patronage in the SPT area in millions.

Period	1	2	3	4	5	6	7	8	9	10	11	12	13	Annual total
end date	02-May	30-May	27-Jun	25-Jul	22-Aug	19-Sep	17-Oct	14-Nov	12-Dec	09-Jan	06-Feb	05-Mar	31-Mar	
2012 / 13	4.12	4.15	3.96	3.78	4.16	4.31	4.65	4.62	4.66	3.95	4.44	4.47	4.38	55.65
2013 / 14	4.22	4.27	4.16	4.08	4.19	4.39	4.79	4.76	4.82	3.91	4.54	4.64	4.86	57.63
2014 / 15	4.17	4.50	4.32	4.15	5.25	4.60	5.05	4.93	5.12	4.21	4.47	4.87	7.00	62.64
Trend	2.6%	5.4%	3.8%	1.7%	25.3%	4.8%	5.4%	3.6%	6.2%	7.6%	-1.6%	5.0%	39.4%	Moving annual total
2015 / 16	5.02	4.50	4.45	4.24	4.59	4.92	5.26	5.14	5.87					64.53
Trend	-2.3%	0.0%	3.0%	2.2%	-12.6%	7.0%	4.1%	4.3%	14.6%					



Please note that from P10 2010/11 onwards, the figures include an estimate of the GSE (Glasgow Suburban Electrics) North passenger numbers which relate to the SPT area.

The moving annual total of 64.53 million passenger journeys is above the figures shown for the last 3 years.

9.2 ScotRail reliability and punctuality

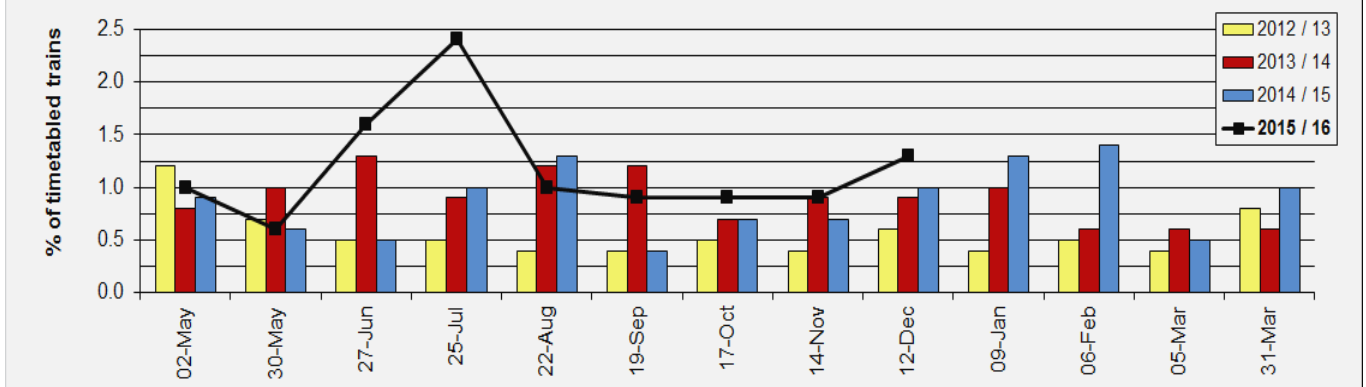
Tables 9B and 9C below detail the trend in reliability and punctuality expressed as a percentage of timetabled / operated trains on ScotRail services in the SPT area. Table 9D details the rail Public Performance Measure (PPM).

Cancellations. Table 9B. The train cancellation figures for periods 7 and 8 both at 0.9% and period 9 at 1.3% have all shown increases respectively when compared to the figures for the corresponding periods in the previous year.

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Table 9B. ScotRail cancellations, as a % of timetabled trains.

Period	1	2	3	4	5	6	7	8	9	10	11	12	13	Annual average
end date	02-May	30-May	27-Jun	25-Jul	22-Aug	19-Sep	17-Oct	14-Nov	12-Dec	09-Jan	06-Feb	05-Mar	31-Mar	
2012 / 13	1.2	0.7	0.5	0.5	0.4	0.4	0.5	0.4	0.6	0.4	0.5	0.4	0.8	0.6
2013 / 14	0.8	1.0	1.3	0.9	1.2	1.2	0.7	0.9	0.9	1.0	0.6	0.6	0.6	0.9
2014 / 15	0.9	0.6	0.5	1.0	1.3	0.4	0.7	0.7	1.0	1.3	1.4	0.5	1.0	0.9
														Moving annual average
2015 / 16	1.0	0.6	1.6	2.4	1.0	0.9	0.9	0.9	1.3					1.1



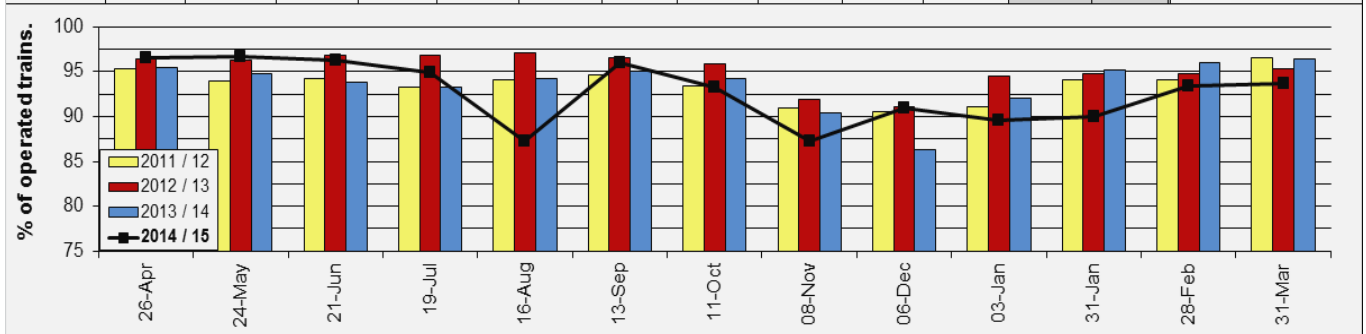
*Please note that the figures for 2015/16 above relate to the new West Suburban Sector of the ScotRail Performance Update Section. Suburban West services were formerly the Strathclyde and Central Groups. From the period ending 27 June 2015 of 2015/16 the results now include peak and off peak performance percentages, an average of these figures has been included above.

The moving annual average for cancellations at 1.1% is higher than the figures shown for the last 3 years.

Punctuality. Table 9C. Arrivals within 5 minutes of the scheduled time measured against the "actual trains operated" for periods 12 and 13 at 93.4% and 93.7% have both shown a decrease respectively when compared with the figures for the corresponding periods in the previous year. The average figure for arrivals within 5 minutes of the scheduled time has shown a decrease in 2014/15.

Table 9C. ScotRail arrivals, within 5 minutes of scheduled time, as a % of operated trains.

Period	1	2	3	4	5	6	7	8	9	10	11	12	13	Annual average
end date	26-Apr	24-May	21-Jun	19-Jul	16-Aug	13-Sep	11-Oct	08-Nov	06-Dec	03-Jan	31-Jan	28-Feb	31-Mar	
2011 / 12	95.3	94.0	94.2	93.3	94.1	94.6	93.4	90.9	90.5	91.1	94.1	94.1	96.6	93.6
2012 / 13	96.4	96.3	96.8	96.8	97.1	96.6	95.9	91.9	91.1	94.5	94.8	94.8	95.3	95.3
2013 / 14	95.4	94.8	93.8	93.3	94.2	95.0	94.2	90.4	86.3	92.0	95.2	96.0	96.4	93.6
														Annual average
2014 / 15	96.6	96.7	96.3	94.9	87.2	96.0	93.2	87.3	91.0	89.6	90.0	93.4	93.7	92.8



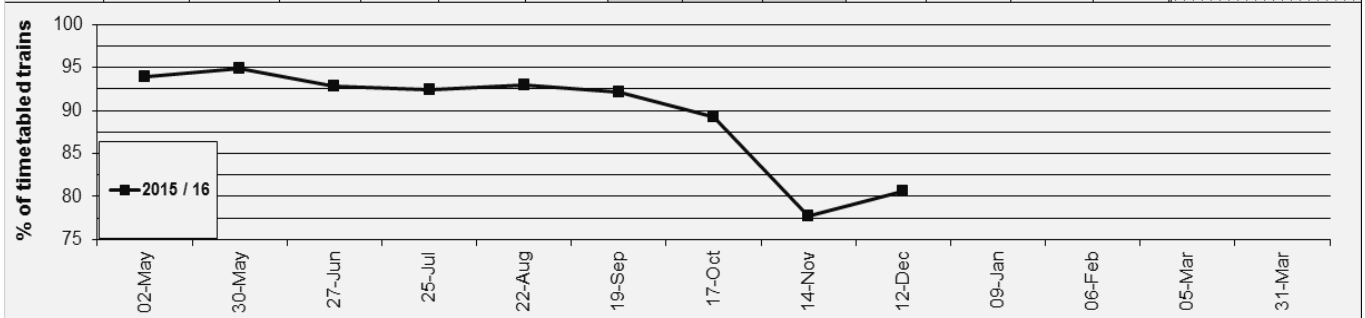
The annual average at 92.8% is lower than the figures shown for the last 3 years and punctuality is still lower than the target figure of 94.0%.

Public Performance Measure (PPM). Table 9D. 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 figures for periods 7, 8 and 9 are 89.2%, 77.8% and 80.6% respectively.

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Table 9D. Public Performance Measure (PPM) for West Suburban Sector - the percentage of booked services which arrive within 5 minutes of their booked arrival time, having called at all booked stations on the route.

Period	1	2	3	4	5	6	7	8	9	10	11	12	13	Annual average
end date	02-May	30-May	27-Jun	25-Jul	22-Aug	19-Sep	17-Oct	14-Nov	12-Dec	09-Jan	06-Feb	05-Mar	31-Mar	
2015 / 16	93.9	94.9	92.8	92.4	92.9	92.2	89.2	77.8	80.6					



*Please note that the figures for 2015/16 above relate to the new West Suburban Sector of the ScotRail Performance Update Section. Suburban West services were formerly the Strathclyde and Central Groups. From the period ending 27 June 2015 of 2015/16 the results now include peak and off peak performance percentages, an average of these figures has been included above.

The main incidents section below details particular causes of cancellations and delays.

9.3 ScotRail main incidents

The main incidents which have been reported up to and including 12 December 2015 are:

Period 7. On Saturday 26 September a points failure occurred near Glasgow Central.

On Friday 2 October a signal failure occurred at Newton.

Period 8. On Friday 6 November a track defect occurred at Croy.

On Wednesday 11 November a points failure occurred at Muirhouse.

Period 9. On Friday 4 December an overhead line fault occurred at Shettleston.

On Saturday 5 December flooding occurred at Dalmuir.

10. Committee action

The committee is asked to note the patronage, reliability, punctuality, regulating and fleet profile statistics as contained in this report.

11. Consequences

Policy consequences: None

Legal consequences: None

Financial consequences: As a measure of the quality of performance of services supported by SPT, it directs attention to possible financial implications. It enables SPT to work with Scottish Ministers in scrutinising and assessing "value for money" invested in rail services.

Personnel consequences: None

Equalities consequences: The concepts of supported services and social inclusion are directly related.

Risk consequences: None

Name Eric Stewart

Name Gordon MacIennan

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Title Assistant Chief Executive (Operations)

Title Chief Executive

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