



### Monitoring report on public transport services in the SPT area

**Committee** Operations Committee

**Date of meeting** 4 May 2018

**Date of report** 26 April 2018

### Report by Senior Director

#### 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.

#### 2. Applicable period

Up to financial period 13 (31 March 2018) for Subway and up to the 4 week period ending 17 March 2018 for other SPT services. Please note the figures in the 4 week period ending 17 March 2018, and in period 12 for Subway, reflect the widespread disruption to public transport in Scotland during the period of severe weather at the beginning of March.

#### 3. Content and detail

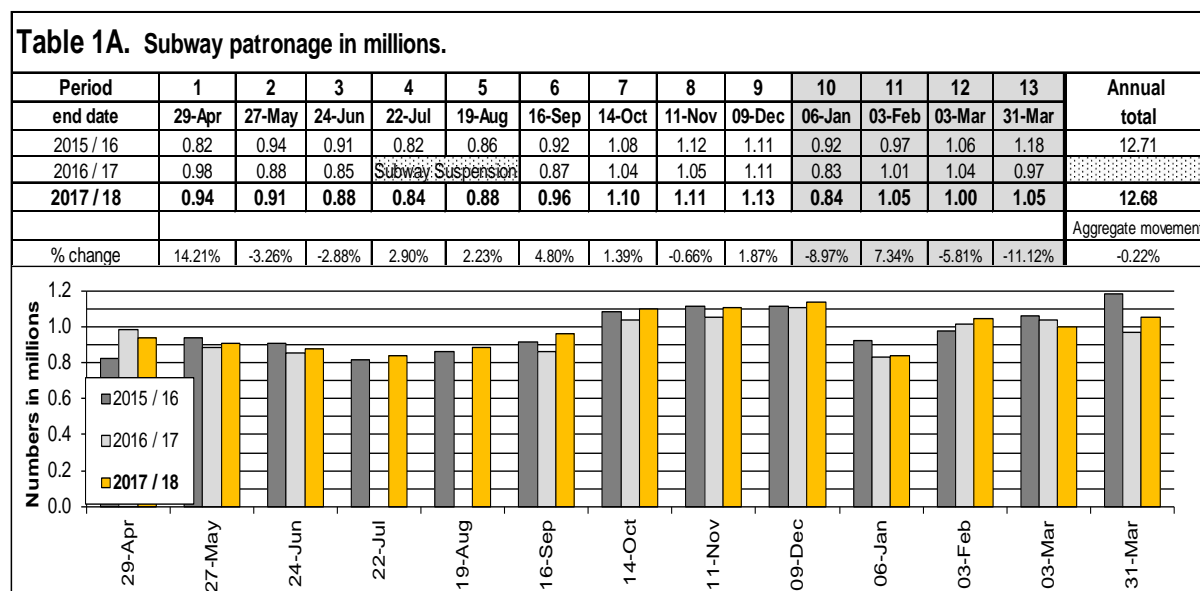
This report has been compiled on the basis of information supplied by the relevant operator/department responsible for each of the services or, where appropriate, by the relevant SPT records.

### 3.1 SPT Subway services

#### 3.1.1 Subway patronage

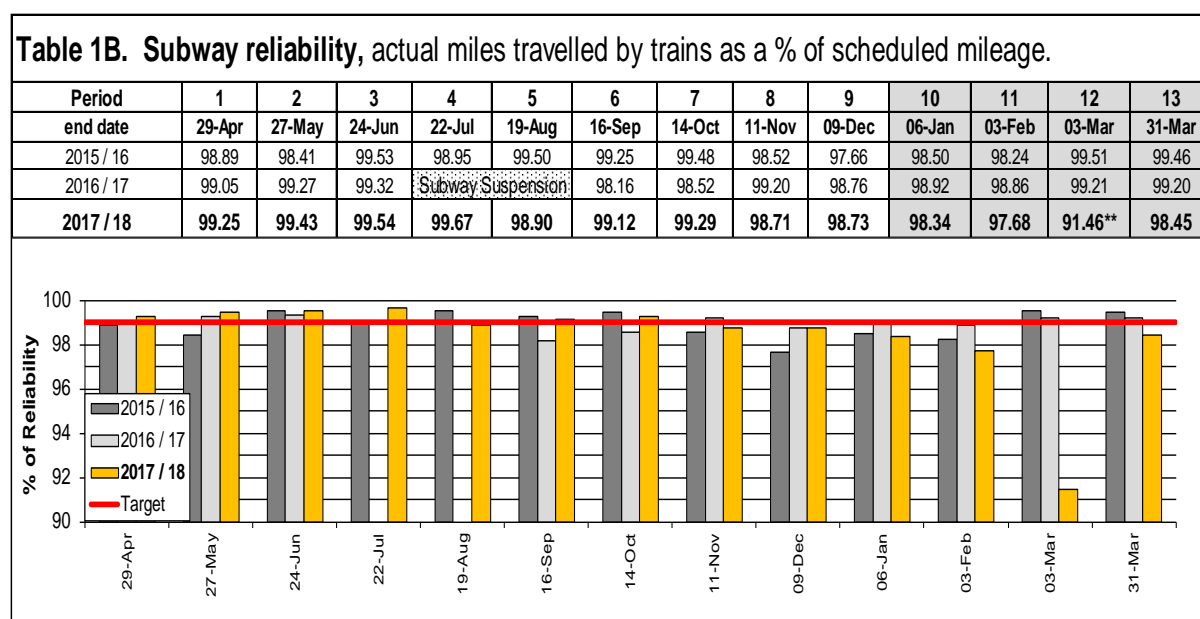
Due to the Subway suspension in 2016/17 the figures for 2015/16 are being used for current comparisons. Please note that period 1 of 2017-18 contains 4 days more than period 1 in 2015/16 while period 13 contains 5 days less.

Comparing 2017/18 with 2015/16 has shown an overall aggregate decrease of 0.22%.



#### 3.1.2 Subway reliability

Periods 10 through to 13 are all below target. The overall average figure for reliability for 2017/18 is 98.35%\*.



\* Overall reliability figure excluding the severe weather is 98.9%.

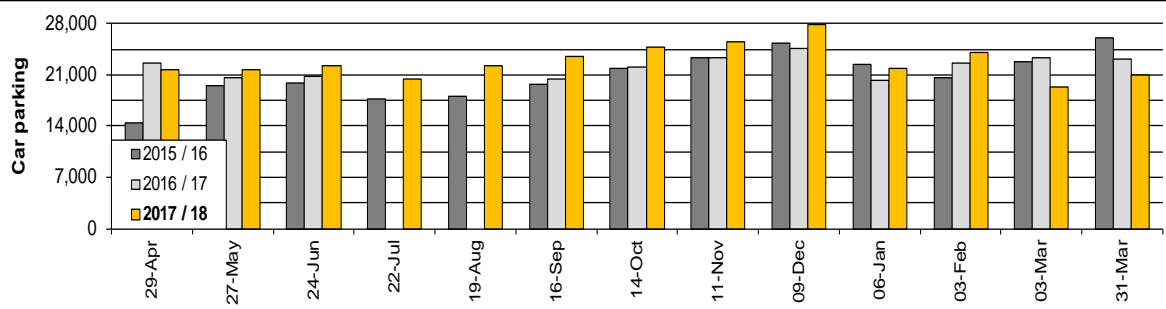
\*\* Period 12 figures reflect the disruption due to severe weather in March. Excluding the weather disruption, the figure for Period 12 would have been 98.45%.

### 3.1.3 Subway Park and Ride

Comparing 2017/18 with 2015/16 has shown an overall aggregate increase of 8.93%.

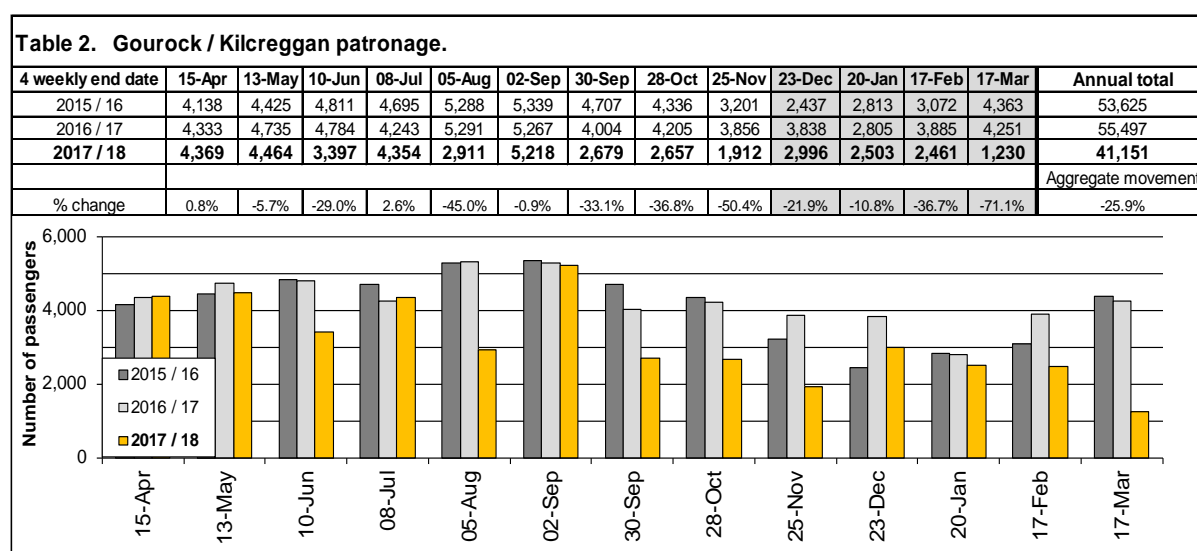
**Table 1C. Subway Park and Ride - totals.**

Period	1	2	3	4	5	6	7	8	9	10	11	12	13	Annual total
end date	29-Apr	27-May	24-Jun	22-Jul	19-Aug	16-Sep	14-Oct	11-Nov	09-Dec	06-Jan	03-Feb	03-Mar	31-Mar	
2015 / 16	14,406	19,441	19,885	17,779	18,007	19,775	21,793	23,255	25,283	22,435	20,535	22,841	26,070	271,505
2016 / 17	22,619	20,614	20,694	Subway Suspension		20,395	22,025	23,303	24,674	20,281	22,587	23,338	23,141	
<i>Individual Park and Ride Station Totals 2017 / 18</i>														
Bridge Street	4,079	4,003	4,229	4,193	4,281	4,306	4,399	4,224	5,093	3,957	4,351	1,072	792	
Kelvinbridge	3,976	3,895	4,166	3,363	3,729	4,083	4,115	4,155	4,270	3,064	3,821	3,461	4,108	
Shields Road	13,546	13,791	13,762	12,826	14,214	15,031	16,241	17,147	18,411	14,918	15,852	14,800	16,038	
<b>2017 / 18</b>	<b>21,601</b>	<b>21,689</b>	<b>22,157</b>	<b>20,382</b>	<b>22,224</b>	<b>23,420</b>	<b>24,755</b>	<b>25,526</b>	<b>27,774</b>	<b>21,939</b>	<b>24,024</b>	<b>19,333</b>	<b>20,938</b>	<b>295,762</b>
														<i>Aggregate movement</i>
% change	49.94%	11.56%	11.43%	14.64%	23.42%	18.43%	13.59%	9.77%	9.85%	-2.21%	16.99%	-15.36%	-19.69%	8.93%



### 3.2 Supported ferry service (Gourock – Kilcreggan)

Comparing 2017/18 with 2016/17, the aggregate movement has shown a decrease of 25.9%. A combination of vessel technical problems and adverse weather during the 4 latest reporting periods has resulted in a total of 666 cancellations over 32 individual days. A number of control measures have been implemented by SPT in response to technical problems. In addition to review meetings with the operator and contractual penalties being applied where merited, SPT engaged a firm of marine surveyors to monitor and report on the operation of the service.



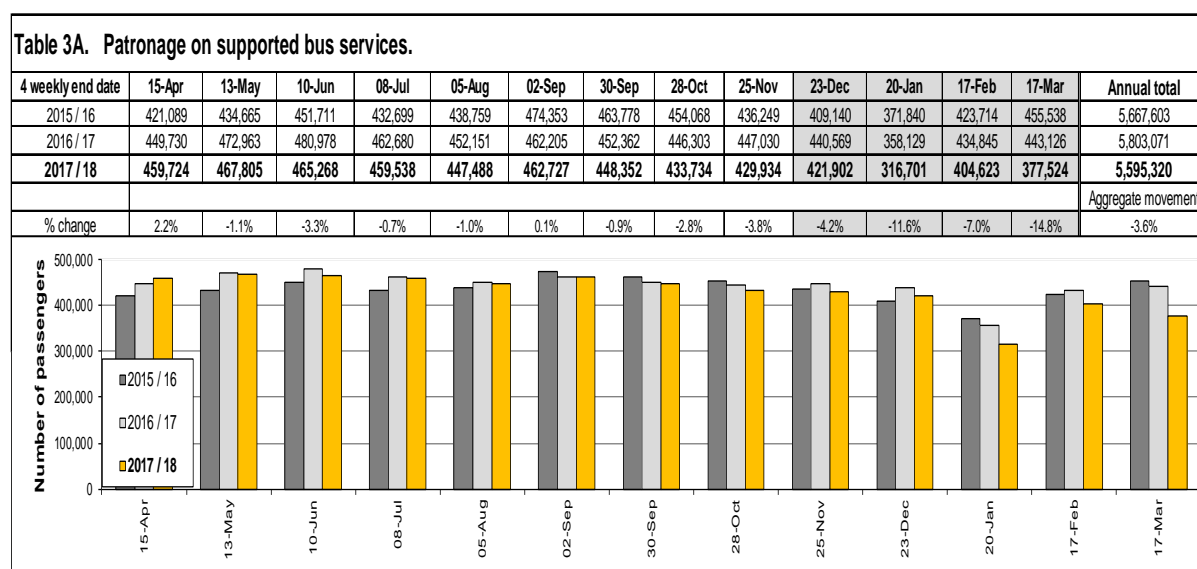
### 3.3 Supported bus services

The tables 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.

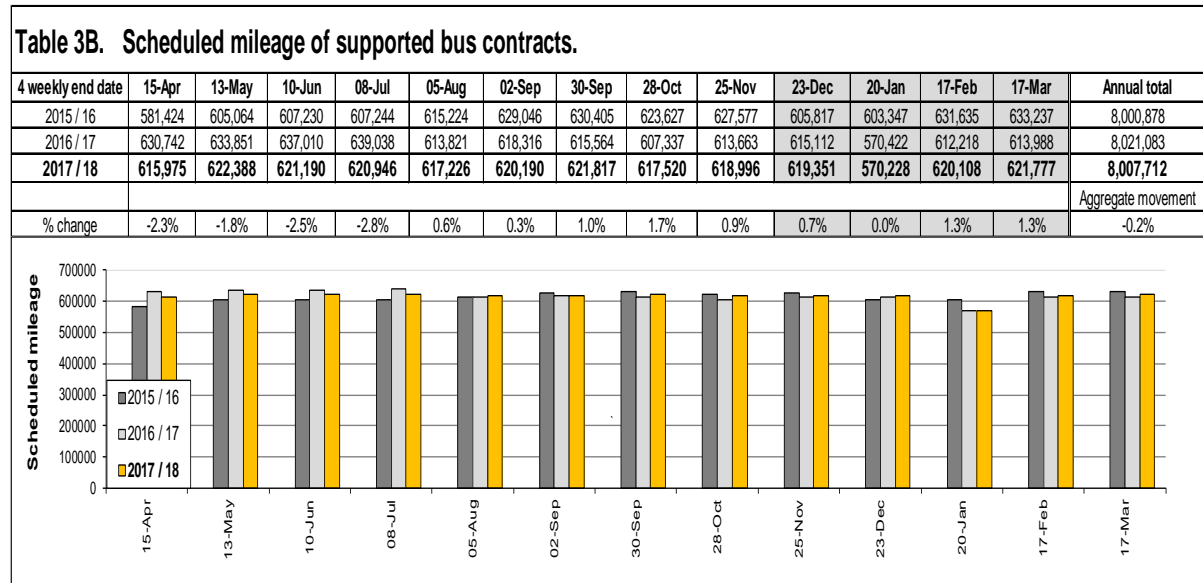
#### 3.3.1 Supported bus services patronage

Comparing 2017/18 with 2016/17 has shown an overall aggregate decrease of 3.6%.



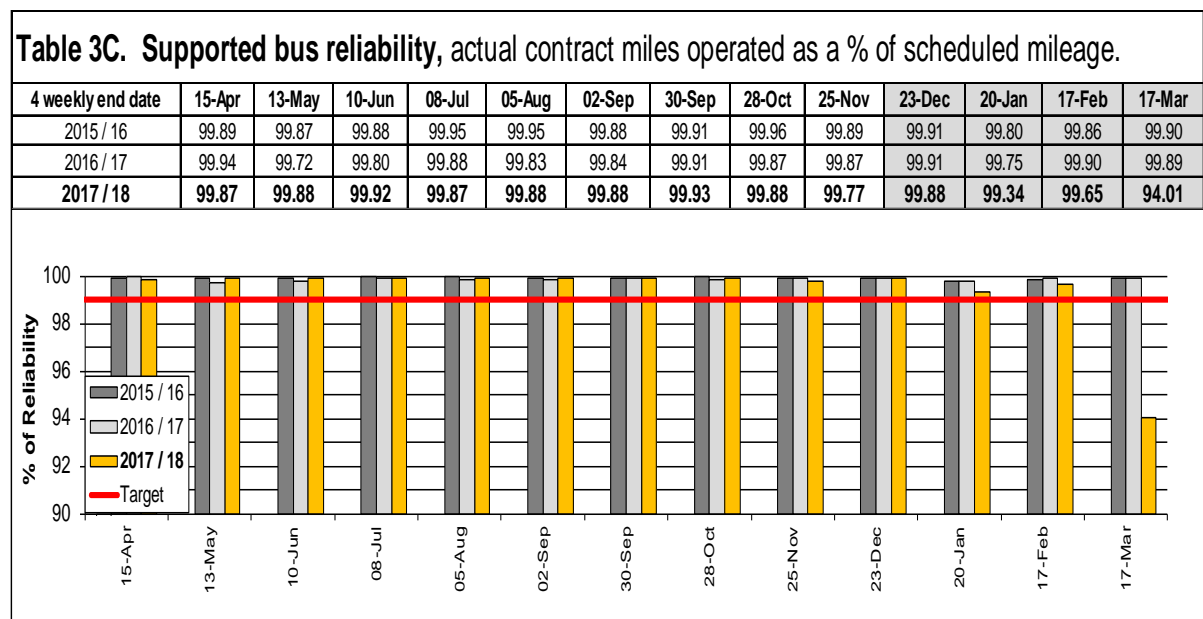
### 3.3.2 Supported services scheduled mileage

Comparing 2017/18 with 2016/17 has shown an overall aggregate decrease of 0.2%.



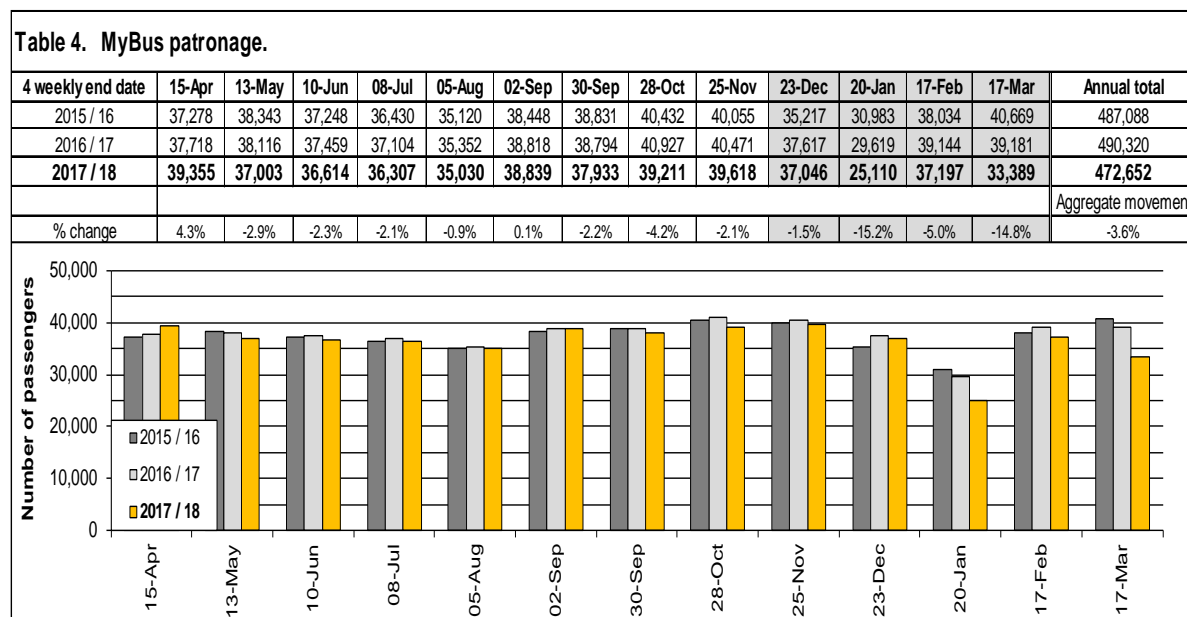
### 3.3.3 Supported bus contracts reliability

Of the 4 latest periods to be reported on, 3 are above target while the final period of 17 March 2018 is below target. The overall average figure for reliability for 2017/18 is 99.37%.



### 3.4 MyBus

Comparing 2017/18 with 2016/17, the aggregate movement has shown a decrease of 3.6%.



### 3.5 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 5) 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, Ayr & Prestwick and Inverclyde Statutory Quality Partnerships up to the 4 weekly period ending 17 March 2018.

A detailed report of non-compliance categories/checks for each local authority area can be provided on request. This includes the number of 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 5. Regulating statistics**

4 weekly end date	23 December 2017	20 January 2018	17 February 2018	17 March 2018
<b>Local Authority Area</b>				
<b>East Ayrshire</b>	2 SPT Supported services monitored  1 SPT MyBus service monitored	5 SPT Supported services monitored	3 SPT Supported services monitored	4 SPT Supported services monitored  1 SPT MyBus service monitored
Total Incidents/Reports	3	5	3	5
Reports to TC	0	0	0	0
Days Monitoring	1.0	1.0	1.0	1.5
<b>East Dunbartonshire</b>	6 SPT Supported services monitored	3 SPT Supported services monitored  4 requests for MyBus monitoring received and carried out	4 SPT Supported services monitored	3 SPT Supported services monitored  1 SPT MyBus service monitored
Total Incidents/Reports	6	7	4	4
Reports to TC	0	0	0	0
Days Monitoring	1.5	1.5	1.5	1.5
<b>East Renfrewshire</b>	1 SPT Supported service monitored	Nothing reportable	3 SPT Supported services monitored	Nothing reportable
Total Incidents/Reports	1	0	3	0
Reports to TC	0	0	0	0
Days Monitoring	0.5	1.0	0.5	0.5
<b>Glasgow</b>	4 SPT Supported services monitored  1 SPT MyBus service monitored  1 local service request with monitoring carried out  1 complaint received and monitoring carried out	9 SPT Supported services monitored  2 SPT MyBus services monitored  3 requests for MyBus monitoring received and carried out	6 SPT Supported services monitored	4 SPT Supported services monitored  1 request for SPT Supported service monitoring received and carried out
Total Incidents/Reports	7	14	6	5
Reports to TC	0	0	0	0
Reports to TC re TRC	0	0	0	0
SQP Vehicle Checks	234	115	135	170
Days Monitoring	6.0	2.5	4.5	4.0
<b>Inverclyde</b>	Nothing reportable	Nothing reportable	1 request for MyBus monitoring received and carried out	1 SPT Supported service monitored  3 SPT MyBus services monitored  2 requests for MyBus monitoring received and carried out
Total Incidents/Reports	0	0	1	6
Reports to TC	0	0	0	0
SQP Vehicle Checks	18	26	109	167
Days Monitoring	0.5	0.5	3.0	3.0
<b>North Ayrshire</b>	Nothing reportable	2 SPT Supported services monitored	6 SPT Supported services monitored	Nothing reportable
Total Incidents/Reports	0	2	6	0
Reports to TC	0	0	0	0
Days Monitoring	0.5	0.5	1.0	0.0

<b>North Lanarkshire</b>	13 SPT Supported services monitored  4 SPT MyBus services monitored  1 request and monitoring carried out for Coatbridge TRC	2 SPT Supported services monitored  2 SPT MyBus services monitored  1 request for Supported service monitoring received and carried out	12 SPT Supported services monitored  4 SPT MyBus services monitored  1 request for Supported service monitoring and carried out	8 SPT Supported services monitored  1 request for Supported service monitoring and carried out
Total Incidents/Reports	18	5	17	9
Reports to TC	0	0	0	0
Reports to TC re TRC	0	0	0	0
Days Monitoring	10.0	1.0	6.5	4.0
<b>Renfrewshire</b>	4 SPT Supported services monitored  1 SPT MyBus service monitored  1 complaint and monitoring carried out for SPT Supported service	4 SPT Supported services monitored	5 SPT Supported services monitored	3 SPT Supported services monitored
Total Incidents/Reports	6	4	5	3
Reports to TC	0	0	0	0
Reports to TC re TRC	0	0	0	0
Days Monitoring	3.0	1.5	2.5	3.0
<b>South Ayrshire</b>	2 SPT Supported services monitored	1 SPT Supported service monitored  2 SPT MyBus services monitored	4 SPT Supported services monitored  1 SPT MyBus service monitored	Nothing reportable
Total Incidents/Reports	2	3	5	0
Reports to TC	0	0	0	0
SQP Vehicle Checks	153	46	76	96
Days Monitoring	3.0	2.0	3.0	2.0
<b>South Lanarkshire</b>	7 SPT Supported services monitored  2 SPT MyBus services monitored	8 SPT Supported services monitored	8 SPT Supported services monitored  1 request for SPT Supported service monitoring	10 SPT Supported services monitored  2 SPT MyBus service monitored
Total Incidents/Reports	9	8	9	12
Reports to TC	0	0	0	0
Days Monitoring	3.0	2.0	3.5	3.5
<b>West Dunbartonshire</b>	3 SPT Supported services monitored  1 SPT MyBus service monitored	2 SPT Supported services monitored  2 requests for MyBus monitoring received and carried out  1 request for SPT Supported service monitoring received and carried out	2 SPT Supported services monitored	Nothing reportable
Total Incidents/Reports	4	5	2	0
Reports to TC	0	0	0	0
Days Monitoring	0.5	1.0	1.0	0.0



### 3.6 Fleet profile of Bus operations

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 46 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.

#### 3.6.1 Euro standards

Members are asked to note that SPT's policy of procuring only vehicles which comply with the Equality Act including a number of hybrid vehicles, has contributed to a 2.0% 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 6A Euro standards

Category	April 2018		October 2017		April 2017		October 2016	
	No. of vehicles	% of total	No. of vehicles	% of total	No. of vehicles	% of total	No. of vehicles	% of total
Pre Euro (pre 1993)	76	2.3%	76	2.3%	77	2.3%	101	3.0%
Euro 1 (1993 - 1995)	29	0.9%	34	1.0%	26	0.8%	53	1.6%
Euro 2 (1996-1999)	125	3.8%	156	4.8%	213	6.4%	218	6.4%
Euro 3 (2000 - 2004)	922	28.0%	896	27.6%	1036	30.9%	1061	31.0%
Euro 4 (2005 - 2007)	460	14.0%	479	14.8%	488	14.6%	499	14.6%
Euro 5 (2008 - 2013)	1048	31.9%	1064	32.8%	1038	31.0%	1090	31.9%
Euro 6 (2014 - to date)	466	14.2%	415	12.8%	370	11.0%	301	8.8%
Hybrid	58	1.8%	58	1.8%	58	1.7%	53	1.6%
Fully electric	2	0.1%	2	0.1%	2	0.1%	2	0.1%
No response	101	3.1%	62	1.9%	45	1.3%	41	1.2%
<b>Total No. of vehicles</b>	<b>3287</b>	<b>100.0%</b>	<b>3242</b>	<b>100.0%</b>	<b>3353</b>	<b>100.0%</b>	<b>3419</b>	<b>100.0%</b>

#### 3.6.2 Equality Act compliance

Table 6B Equality Act compliance

Category	April 2018			October 2017			April 2017			October 2016		
	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	395	282	71.4%	390	281	72.1%	410	299	72.9%	369	256	69.4%
Midi	415	396	95.4%	416	398	95.7%	430	409	95.1%	460	432	93.9%
Single deck	1065	990	93.0%	1051	982	93.4%	1092	1021	93.5%	1119	1039	92.9%
Double deck	733	686	93.6%	746	711	95.3%	784	740	94.4%	800	719	89.9%
Articulated	7	7	100.0%	13	13	100.0%	14	14	100.0%	16	16	100.0%
Coach	571	315	55.2%	564	326	57.8%	578	344	59.5%	614	346	56.4%
No response	101	n/a	n/a	62	n/a	n/a	45	n/a	n/a	41	n/a	n/a
<b>Total No. of vehicles</b>	<b>3287</b>	<b>2676</b>	<b>81.4%</b>	<b>3242</b>	<b>2711</b>	<b>83.6%</b>	<b>3353</b>	<b>2827</b>	<b>84.3%</b>	<b>3419</b>	<b>2808</b>	<b>82.1%</b>

Please note that the "mini" category in Table 6B above includes vehicles with varied seating capacity, including vehicles with up to 22 seats.

### 3.7 Vehicle Checks

The table below provides the latest details on the number of Quality Assurance Audits and Compliance Checks carried out on all vehicles (school buses/taxis/cars/MyBus/subsidised local service buses).

Table 7 Quality Assurance Audits/Compliance Checks (number of vehicles checked)

4 weekly end date	15-Apr	13-May	10-Jun	08-Jul	05-Aug	02-Sep	30-Sep	28-Oct	25-Nov	23-Dec	20-Jan	17-Feb	17-Mar	Annual total
2016 / 2017											335	538	443	1316
2017 / 2018	268	360	273	131	22	214	266	233	284	148	130	240	214	2783

#### 4. Committee action

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

#### 5. 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

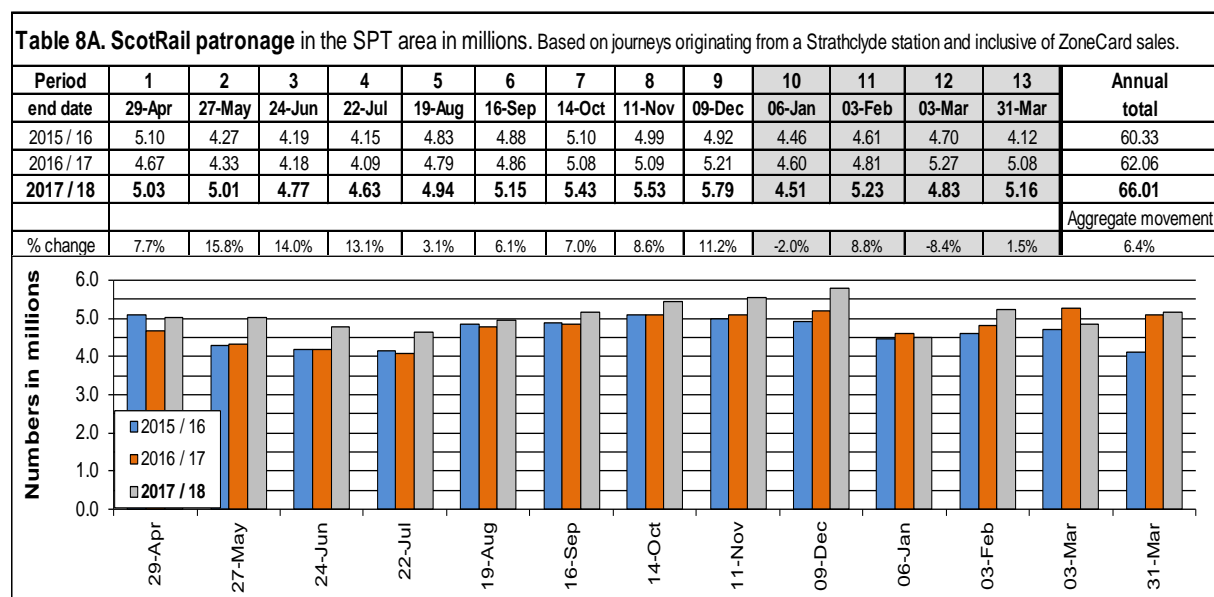
For further information, please contact Alex Scott, Bus Services Manager (SPT) on 0141 333 3388 or David Christie, Subway Ops and Security Manager (SPT) on 0141 333 3626.

## SPT area ScotRail Services (data provided by Abellio / ScotRail Alliance)

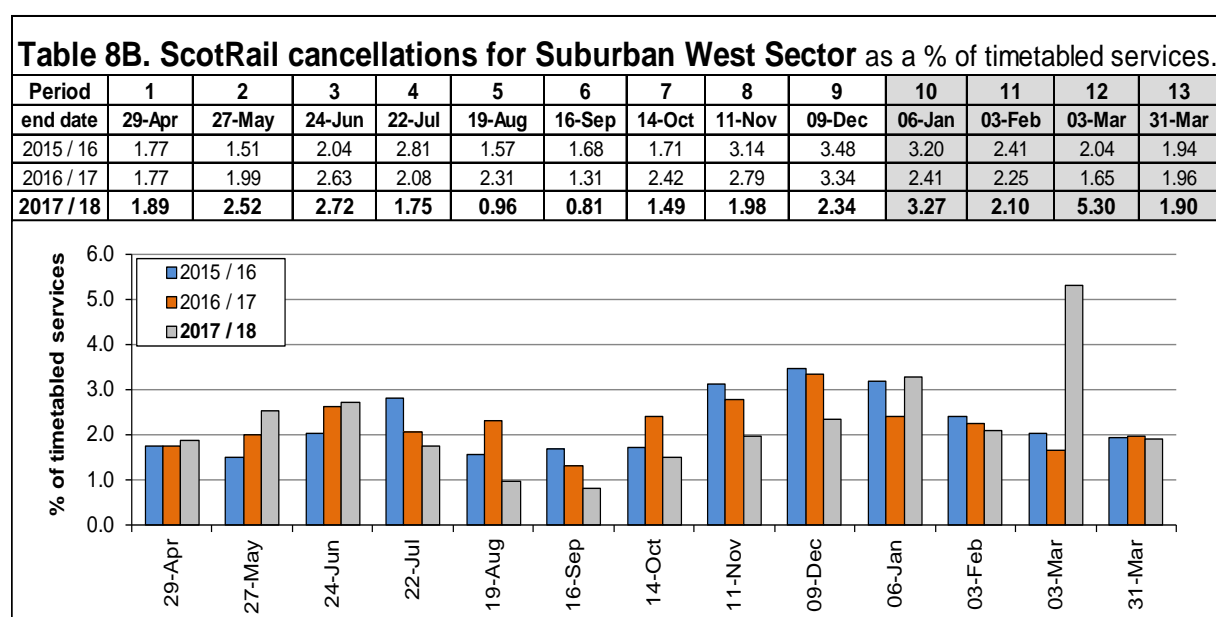
### ScotRail patronage in the SPT area

Comparing 2017/18 with 2016/17 has shown an overall aggregate increase of 6.4%. Please note that period 1 of 2017/18 contains 1 day less than period 1 in 2016/17 while period 13 of 2017/18 contains 1 day more.

Please note that the passenger journey figures in table 8A are based on sales data where the origin station (but not necessarily the destination station) is in Strathclyde and also include ZoneCard sales in the region.



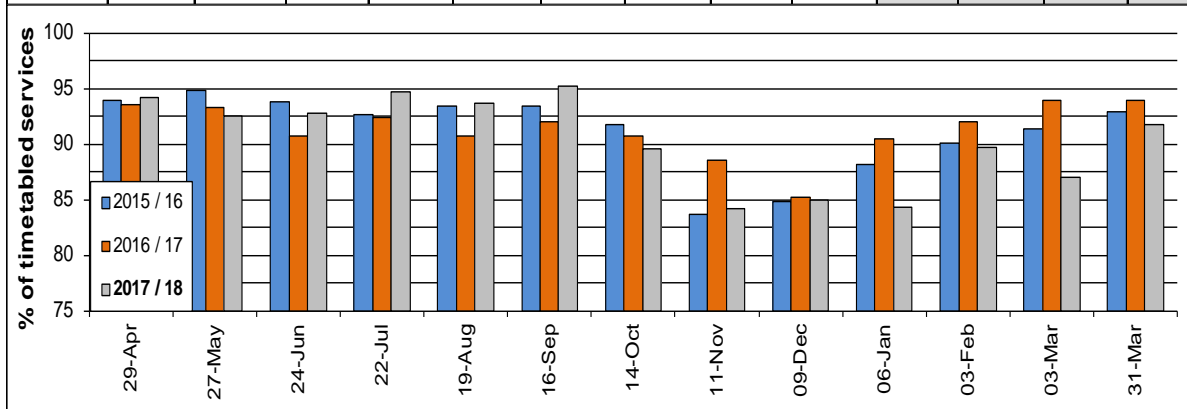
### ScotRail reliability and punctuality



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.

**Table 8C. Public Performance Measure (PPM) for Suburban West Sector.**

Period	1	2	3	4	5	6	7	8	9	10	11	12	13
end date	29-Apr	27-May	24-Jun	22-Jul	19-Aug	16-Sep	14-Oct	11-Nov	09-Dec	06-Jan	03-Feb	03-Mar	31-Mar
2015 / 16	93.92	94.85	93.88	92.69	93.49	93.46	91.76	83.67	84.89	88.21	90.12	91.44	92.94
2016 / 17	93.54	93.29	90.80	92.36	90.73	92.07	90.73	88.53	85.28	90.53	91.99	93.93	93.94
2017 / 18	94.24	92.51	92.77	94.73	93.64	95.21	89.56	84.24	85.02	84.35	89.70	87.00	91.80



### ScotRail main incidents causing delays and cancellations

#### Period 10 ending 6 January 2018

- 11/12/2017 - Unit Failure Glasgow Central
- 15/12/2017 - Signalling Failure at Muirhouse
- 15/12/2017 - Overhead Line Fault at Dumbarton Central Station
- 27/12/2017 - Points Failure at Rutherglen

#### Period 11 ending 3 February 2018

- 17/01/2018 – Finnieston track circuit failure
- 18/01/2018 – Bridge Street points failure
- 25/01/2018 – Bridge Street points failure
- 01/02/2018 – Set failure Bridge Street

#### Period 12 ending 3 March 2018

- 07/02/2018 – Elderslie person on the track
- 15/02/2018 – Barassie overhead line trip
- 19/02/2018 – Partick rope on the overhead line
- 20/02/2018 – Newton power failure
- 28/02/2018 – Heavy snow across Scotland

Period 13 ending 31 March 2018

06/03/2018 – Langside pantograph fault

08/03/2018 – Bishopbriggs track circuit failure

24/03/2018 – Rutherglen possession issue

29/03/2018 – Whifflet train fault