



Monitoring report on public transport services in the SPT area

Committee Operations Committee

Date of meeting 26 August 2016 **Date of report** 17 August 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 financial period 3 (25 June 2016) for Subway and ScotRail and up to the 4 weekly period ending 11 June 2016 for other SPT services. 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 Subway data, ScotRail data, Fleet Profile data and the Bus 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 financial period 3 (25 June 2016) for Subway and ScotRail and up to the 4 weekly period ending 11 June 2016 for all other SPT services.

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1. SPT Subway services

Patronage, reliability and Park & Ride figures have been received up to the financial period ending 25 June 2016.

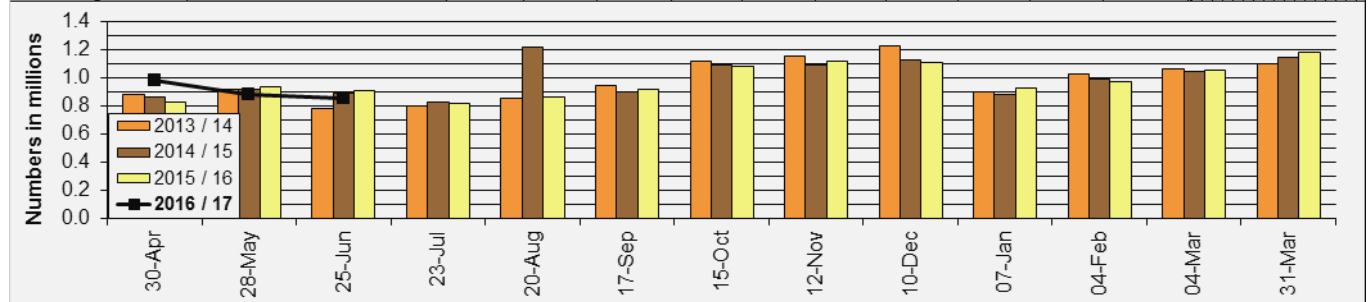
1.1 Subway patronage

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

The patronage figure for financial period 3 is 0.85M which has shown a decrease when compared with the figure for the corresponding period in the previous year. The rolling trend for patronage up to the end of 25 June 2016 (i.e. including periods 1, 2 and 3) is -3.36%.

Table 1A. Subway patronage in millions.

Period	1	2	3	4	5	6	7	8	9	10	11	12	13	Annual total
end date	30-Apr	28-May	25-Jun	23-Jul	20-Aug	17-Sep	15-Oct	12-Nov	10-Dec	07-Jan	04-Feb	04-Mar	31-Mar	
2013 / 14	0.88	0.92	0.78	0.80	0.85	0.94	1.12	1.15	1.23	0.90	1.03	1.06	1.10	12.76
2014 / 15	0.87	0.91	0.89	0.83	1.22	0.90	1.09	1.09	1.13	0.88	0.99	1.05	1.15	13.00
2015 / 16	0.82	0.94	0.91	0.82	0.86	0.92	1.08	1.12	1.11	0.92	0.97	1.06	1.18	12.71
2016 / 17	0.98	0.88	0.85											
Rolling trend	-3.36%													



Please note that the Commonwealth Games took place during period 5 ending 16 August 2014 (2014/15) and would have contributed to the very large increase in patronage in this period.

Due to the Subway suspension period in July 2016 the patronage for periods 4 and 5, which cover the suspension period, will be replaced with the replacement bus passenger usage and hence an overall target is not included for this financial year to compare against previous years.

1.2 Subway reliability

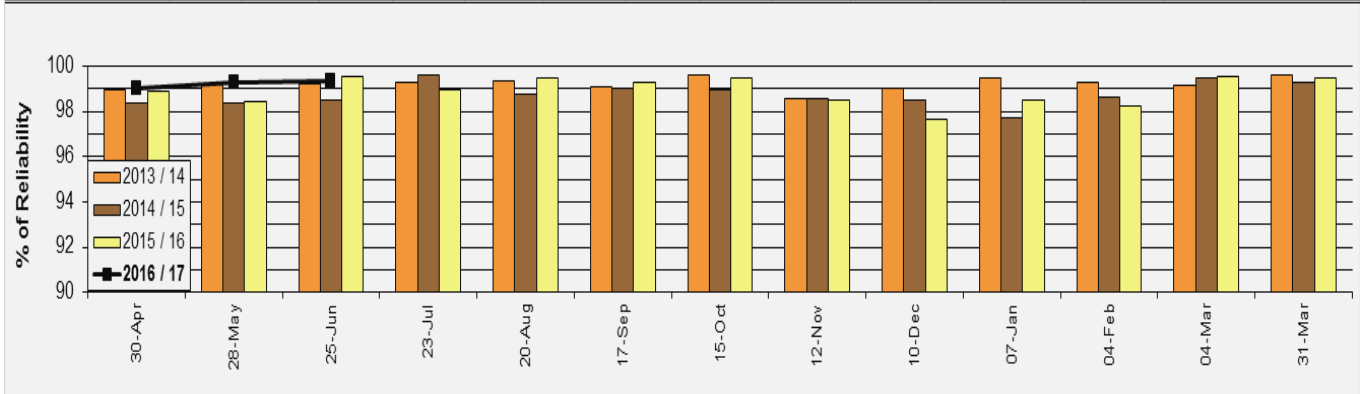
Table 1B below details the trend in reliability on SPT Subway services.

Reliability. Table 1B. The train reliability figure for period 3 is 99.32% which has shown a decrease when compared with the figure for the corresponding period in the previous year albeit it has shown an increase in the year to date. This figure for period 3 is higher than the Subway reliability target of 99.0%.

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Table 1B. Subway reliability, actual miles travelled by trains as a % of scheduled mileage.

Period	1	2	3	4	5	6	7	8	9	10	11	12	13	Annual average
end date	30-Apr	28-May	25-Jun	23-Jul	20-Aug	17-Sep	15-Oct	12-Nov	10-Dec	07-Jan	04-Feb	04-Mar	31-Mar	
2013 / 14	98.96	99.20	99.21	99.27	99.32	99.08	99.59	98.54	99.03	99.47	99.26	99.18	99.59	99.21
2014 / 15	98.40	98.35	98.51	99.58	98.77	99.04	98.97	98.59	98.50	97.69	98.63	99.47	99.28	98.75
2015 / 16	98.89	98.41	99.53	98.95	99.50	99.25	99.48	98.52	97.66	98.50	98.24	99.51	99.46	98.92
2016 / 17	99.05	99.27	99.32											



1.3 Subway main incidents

The main incidents section below provides details of particular causes of suspensions up to the period ending 25 June 2016 as follows:

Period ending 25 June 2016

There were no incidents of note during this period.

1.4 Park and Ride

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

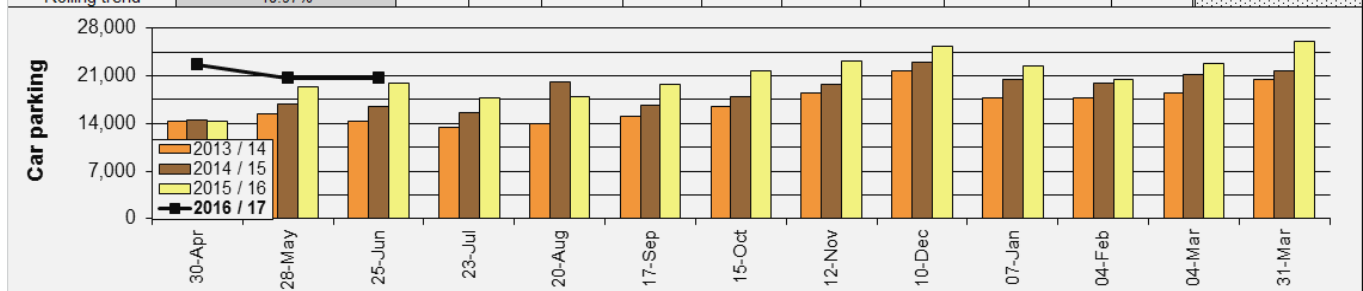
The Park and Ride figure for period 3 is 20,694 which has shown an increase when compared with the figure for the corresponding period in the previous year. The rolling trend for parking up to 25 June 2016 (i.e. including periods 1, 2 and 3) is 18.97%.

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	30-Apr	28-May	25-Jun	23-Jul	20-Aug	17-Sep	15-Oct	12-Nov	10-Dec	07-Jan	04-Feb	04-Mar	31-Mar	
2013 / 14	14,393	15,416	14,342	13,425	13,980	15,051	16,557	18,498	21,716	17,728	17,820	18,521	20,430	217,877
2014 / 15	14,496	16,816	16,576	15,513	20,051	16,614	17,900	19,764	23,051	20,497	19,985	21,275	21,723	244,261
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

Individual Park and Ride Station Totals 2016 / 17

Bridge Street	4,375	4,151	4,240											
Kelvinbridge	3,780	3,570	3,460											
Shields Road	14,464	12,893	12,994											
2016 / 17	22,619	20,614	20,694											
Rolling trend		18.97%												



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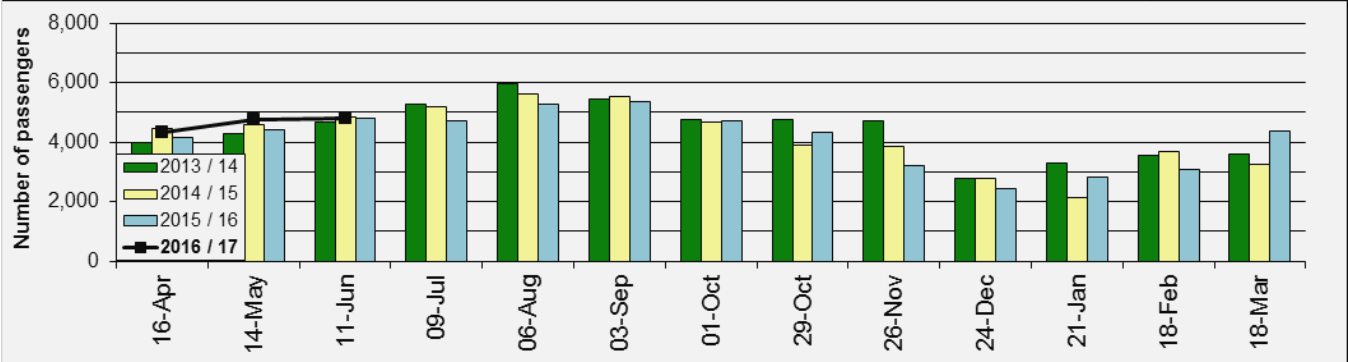
2. Gourock - Kilcreggan ferry patronage

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 11 June 2016.

The patronage figures for the 4 weekly periods ending 14 May 2016 and 11 June 2016 at 4,735 and 4,784 have shown an increase of 7.0% and a decrease of 0.6% respectively when compared with the figures for the corresponding periods in the previous year.

Table 2. Gourock / Kilcreggan patronage.

4 weekly end date	16-Apr	14-May	11-Jun	09-Jul	06-Aug	03-Sep	01-Oct	29-Oct	26-Nov	24-Dec	21-Jan	18-Feb	18-Mar	Annual total
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
2015 / 16	4,138	4,425	4,811	4,695	5,288	5,339	4,707	4,336	3,201	2,437	2,813	3,072	4,363	53,625
Trend	-6.9%	-3.3%	-0.5%	-9.5%	-5.7%	-3.5%	0.6%	11.7%	-17.2%	-11.7%	32.4%	-16.7%	34.5%	Moving annual total
2016 / 17	4,333	4,735	4,784											54,103
Trend	4.7%	7.0%	-0.6%											



The moving annual total of 54,103 is higher than the total shown for last year but it is lower than the revised target figure of 55,000 for 2016/17.

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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 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.

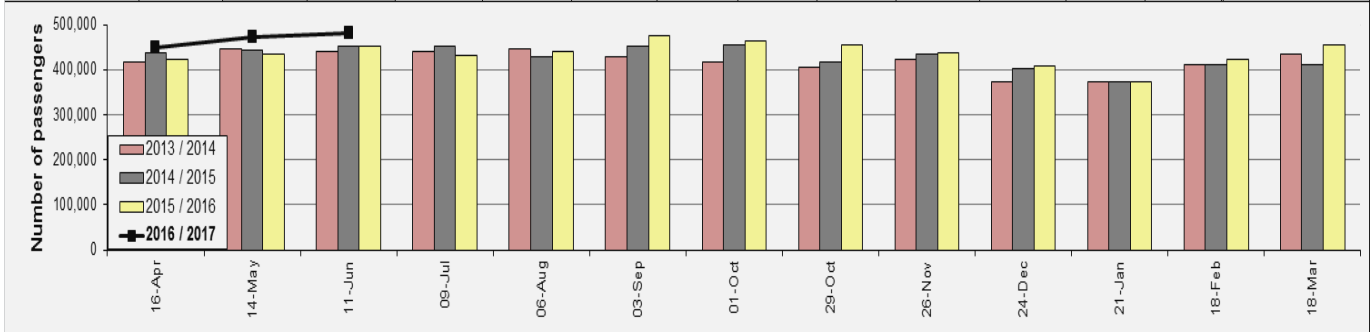
3.1 Supported bus services patronage

The patronage figures for the 4 weekly periods ending 14 May 2016 and 11 June 2016 at 472,963 and 480,978 have both shown increases of 8.8% and 6.5% respectively when compared with the figures for the corresponding periods in the previous year.

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Table 3A. Patronage on supported bus services.

4 weekly end date	16-Apr	14-May	11-Jun	09-Jul	06-Aug	03-Sep	01-Oct	29-Oct	26-Nov	24-Dec	21-Jan	18-Feb	18-Mar	Annual total
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
2015 / 2016	421,089	434,665	451,711	432,699	438,759	474,353	463,778	454,068	436,249	409,140	371,840	423,714	455,538	5,667,603
Trend	-3.7%	-2.2%	-0.3%	-4.0%	2.5%	4.8%	2.3%	9.0%	0.3%	1.5%	-0.4%	2.8%	11.1%	Moving annual total
2016 / 2017	449,730	472,963	480,978											5,763,809
Trend	6.8%	8.8%	6.5%											

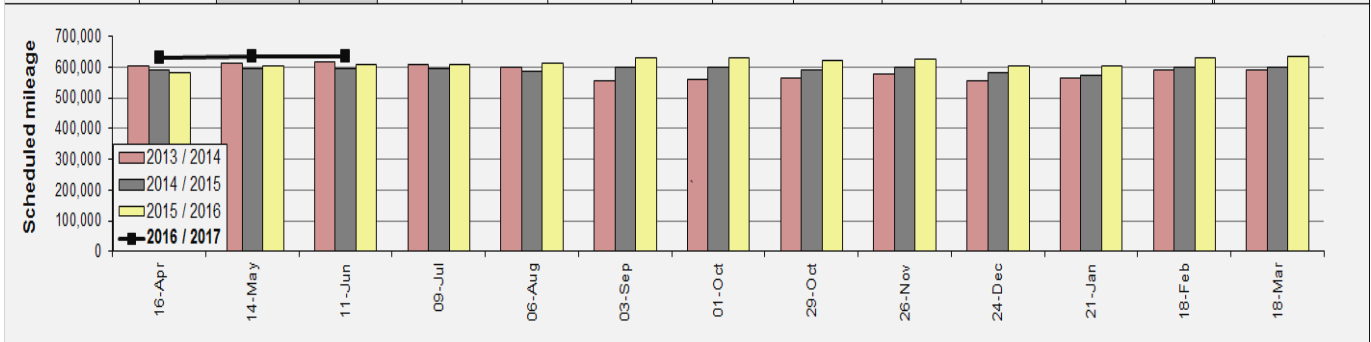


3.2 Supported services scheduled mileage

The scheduled supported bus mileage for the 4 weekly periods ending 14 May 2016 and 11 June 2016 at 633,851 and 637,010 have both shown increases of 4.8% and 4.9% 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	16-Apr	14-May	11-Jun	09-Jul	06-Aug	03-Sep	01-Oct	29-Oct	26-Nov	24-Dec	21-Jan	18-Feb	18-Mar	Annual total
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
2015 / 2016	581,424	605,064	607,230	607,244	615,224	629,046	630,405	623,627	627,577	605,817	603,347	631,635	633,237	8,000,878
Trend	-1.9%	1.7%	2.1%	1.7%	4.9%	4.8%	5.2%	5.4%	4.3%	4.3%	5.3%	5.3%	5.8%	Moving annual total
2016 / 2017	630,742	633,851	637,010											8,108,762
Trend	8.5%	4.8%	4.9%											



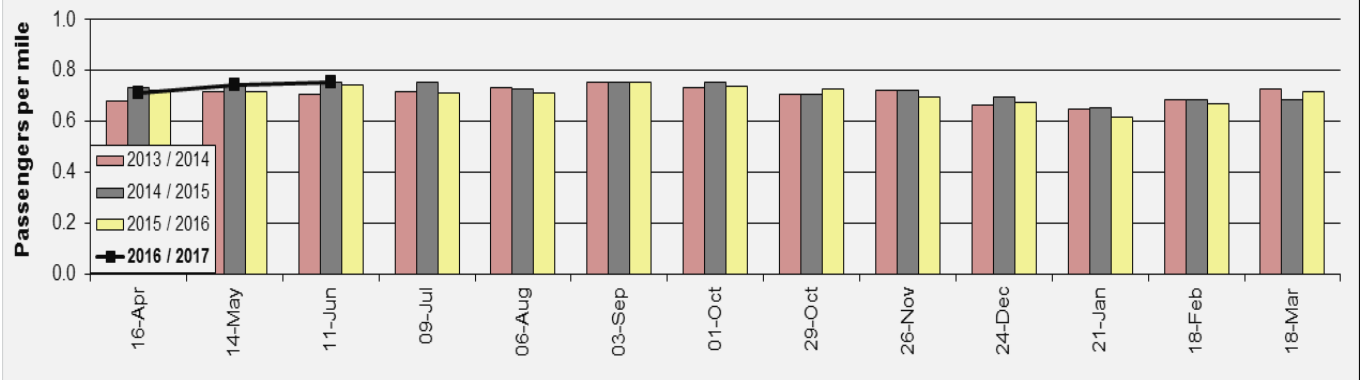
3.3 Passengers per mile on supported bus services

The passengers per mile figures for the 4 weekly periods ending 14 May 2016 and 11 June 2016 at 0.746 and 0.755 have both shown increases of 3.9% and 1.5% 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	16-Apr	14-May	11-Jun	09-Jul	06-Aug	03-Sep	01-Oct	29-Oct	26-Nov	24-Dec	21-Jan	18-Feb	18-Mar	Annual average
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
2015 / 2016	0.724	0.718	0.744	0.713	0.713	0.754	0.736	0.728	0.695	0.675	0.616	0.671	0.719	0.708
Trend	-1.0%	-3.0%	-1.5%	-5.6%	-2.3%	0.0%	-2.6%	3.4%	-3.9%	-2.7%	-5.5%	-2.3%	5.0%	Moving annual average
2016 / 2017	0.713	0.746	0.755											0.710
Trend	-1.5%	3.9%	1.5%											



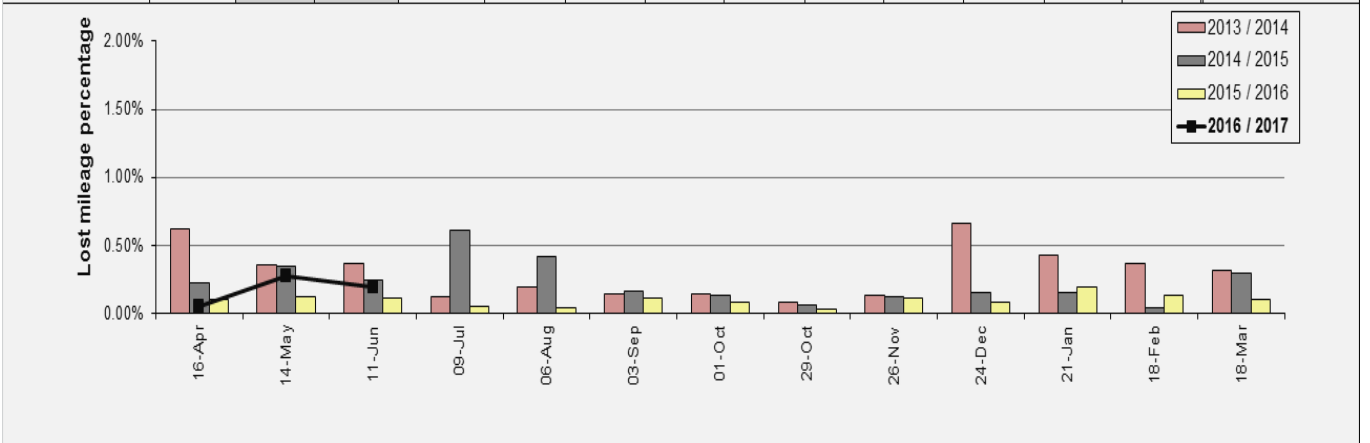
The moving annual average of 0.710 is slightly higher than the figure shown for last year but it is below the target figure of 0.725 for passengers per mile on supported bus services for 2016/17.

3.4 Lost mileage of supported bus contracts

The lost mileage figures for the 4 weekly periods ending 14 May 2016 and 11 June 2016 at 0.28% and 0.20% have both shown increases 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	16-Apr	14-May	11-Jun	09-Jul	06-Aug	03-Sep	01-Oct	29-Oct	26-Nov	24-Dec	21-Jan	18-Feb	18-Mar	Annual average
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%	0.09%	0.20%	0.14%	0.10%	0.10%
2016 / 2017	0.06%	0.28%	0.20%											0.12%



4. MyBus

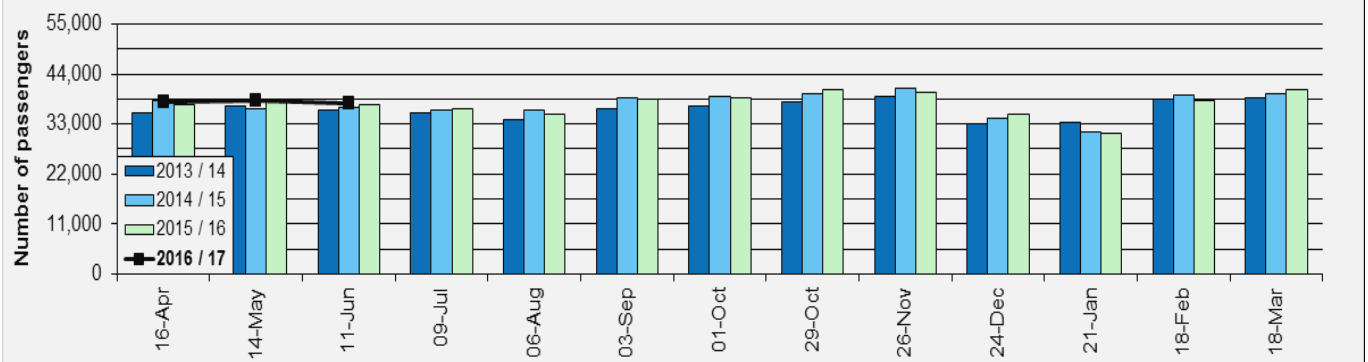
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Table 4 below details the trend of 4 weekly passenger patronage on SPT's MyBus services. Figures have been received up to the 4 weekly period ending 11 June 2016.

The patronage figures for the 4 weekly periods ending 14 May 2016 and 11 June 2016 at 38,116 and 37,459 have shown a decrease of 0.6% and an increase of 0.6% respectively when compared with the figures for the corresponding periods in the previous year.

Table 4. MyBus patronage.

4 weekly end date	16-Apr	14-May	11-Jun	09-Jul	06-Aug	03-Sep	01-Oct	29-Oct	26-Nov	24-Dec	21-Jan	18-Feb	18-Mar	Annual total
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
2015 / 16	37,278	38,343	37,248	36,430	35,120	38,448	38,831	40,432	40,055	35,217	30,983	38,034	40,669	487,088
Trend	-2.1%	5.5%	1.4%	0.6%	-2.5%	-0.8%	-0.6%	2.3%	-2.1%	3.2%	-0.4%	-3.0%	2.7%	Moving annual total
2016 / 17	37,718	38,116	37,459											487,512
Trend	1.2%	-0.6%	0.6%											



The moving annual total of 487,512 is higher than the figures shown for the last 3 years but it is lower than the target figure of 490,000 for 2016/17.

5. Update on SPT's Bus Strategy

A Strategic Priority of the Regional Transport Strategy (RTS) is to 'deliver a step-change for bus services, standards and infrastructure' for the west of Scotland.

SPT has for many years been working with partners to seek to deliver this, including through the original Five Point Plan on which progress has previously been noted in the report. Building on this, and in continued furtherance of the RTS, in September 2014, an updated Bus Strategy and Outline Investment Programme was approved by the SPT board.

Noted below are some of the examples of progress towards the key themes of the Bus Strategy and Outline Investment Programme. As can be seen, progress has been very positive although there still remains much to be done.

- *Delivering a comprehensive network*
 - SPT support in full or in part around 30% of bus service in the west of Scotland.
 - MyBus patronage at highest ever level – circa 500,000 passengers per annum.
 - Through and in partnership with members of the West of Scotland Community Transport Network, SPT continues to fund innovative solutions to bridge network gaps through community transport.
- *Maximising network performance and standards*
 - The first 5 Statutory Quality Partnerships in Scotland – Glasgow, Paisley, Ayr/Prestwick, Inverclyde and Fastlink – were led and created by SPT and member councils.
- *Integrating the network*
 - SPT continuing to liaise with Clyde Valley councils regarding development and delivery of City Deal projects to integrate with new or current infrastructure and services.
 - Queen Elizabeth University Hospital bus services now in place, 54 services per hour at peak, up from 14 services per hour.
 - Works underway on bus infrastructure at Govan Interchange.
- *Promoting the network*

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- Regional Real Time Passenger Information project currently in development, with implementation planned in 2016.
- *Ensuring a safe and secure network*
 - On-going positive relationship with Police Scotland for major events e.g. T in the Park.
- *Delivering a greener network*
 - SPT, with funding provided by and on behalf of Glasgow City Council, has delivered the first fully electric bus service in the west of Scotland, the service 100 from Glasgow City Centre to the Riverside Museum.

Table 5 shows the current status of SPT's 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)	76%	+1%	
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)	80%	+1%	
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 set a benchmark for future Partnerships. The Scheme commenced 07/03/11 and concluded after five years. The consequence of which went far beyond the geographical boundaries of the agreement. The Scheme set out to address imbalances in operating standards, infrastructure and acknowledge concerns in air quality within Paisley Town Centre. These objectives set in motion a step change for local bus travel, with a measurable improvement in bus quality, operating standards, infrastructure and air quality. Key aspirations fulfilled, Paisley Town Centre and surrounding areas still benefit from such a Partnership approach, with future developments reflecting recent investment in the area.	Yes	No	83%	+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%		

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West Dunbartonshire	No formal SQP.	Yes	*Yes – (C)	95%		Bus stop audit carried out and deficiencies addressed October/November 2013 and during subsequent visits.
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*Yes – (A) = non-advertising shelters only, (B) = advertising shelters only, (C) = advertising and non-advertising shelters.

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 and Ayr & Prestwick Statutory Quality Partnerships up to the 4 weekly period ending 11 June 2016.

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	14 – May 2016	11 – June 2016
Local Authority Area		
East Ayrshire	<ul style="list-style-type: none"> Nothing reportable 	<ul style="list-style-type: none"> Nothing reportable
Total Incidents/Reports	0	0
Reports to TC	0	0
Days Monitoring	1.5	1.5
East Dunbartonshire	<ul style="list-style-type: none"> Nothing reportable 	<ul style="list-style-type: none"> Nothing reportable
Total Incidents/Reports	0	0
Reports to TC	0	0
Days Monitoring	1.0	1.0
East Renfrewshire	<ul style="list-style-type: none"> Nothing reportable 	<ul style="list-style-type: none"> Nothing reportable
Total Incidents/Reports	0	0
Reports to TC	0	0
Days Monitoring	1.5	2.0
Glasgow	<ul style="list-style-type: none"> One vehicle moved on One report sent to Traffic Commissioner re. Glasgow TRC 	<ul style="list-style-type: none"> Two vehicles moved on Two local service complaints received with monitoring commenced
Total Incidents/Reports	2	4
Reports to TC	0	0
Reports to TC re TRC	1	0
SQP Vehicle Checks	333	193
Days Monitoring	13.0	18.5
Inverclyde	<ul style="list-style-type: none"> One vehicle not displaying a PSV Operators Licence disc Report sent to the Traffic Commissioner re missing PSV Disc 	<ul style="list-style-type: none"> One vehicle observed with engine idling, complied
Total Incidents/Reports	2	1

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Reports to TC	1	0
Days Monitoring	2.0	3.0
North Ayrshire	<ul style="list-style-type: none"> Nothing reportable 	<ul style="list-style-type: none"> Nothing reportable
Total Incidents/Reports	0	0
Reports to TC	0	0
Days Monitoring	2.5	1.5
North Lanarkshire	<ul style="list-style-type: none"> Two driver change overs observed in breach of TRC One vehicle observed with destination screen irregularities One local service complaint received Monitoring carried out for previous local service complaints received 	<ul style="list-style-type: none"> Six breaches of TRC for prolonged stopping time Six reports sent to the Traffic Commissioner re TRC breaches One local service complaint received, monitoring commenced Monitoring carried out for previous local service complaint received
Total Incidents/Reports	4	13
Reports to TC	0	0
Reports to TC re TRC	0	6
Days Monitoring	9.5	16.0
Renfrewshire	<ul style="list-style-type: none"> One vehicle moved on Monitoring carried out for previous local service complaints received 	<ul style="list-style-type: none"> Two vehicles observed with engine idling, complied Four vehicles moved on One vehicle displayed the wrong service number One local service complaint received
Total Incidents/Reports	1	8
Reports to TC	0	0
Reports to TC re TRC	0	0
Days Monitoring	11.0	10.5
South Ayrshire	<ul style="list-style-type: none"> Nothing reportable 	<ul style="list-style-type: none"> Nothing reportable
Total Incidents/Reports	0	0
Reports to TC	0	0
SQP Vehicle Checks	72	48
Days Monitoring	2.0	2.0
South Lanarkshire	<ul style="list-style-type: none"> Monitoring carried out for previous local service complaint received 	<ul style="list-style-type: none"> Nothing reportable
Total Incidents/Reports	0	0
Reports to TC	0	0
Days Monitoring	4.5	4.0
West Dunbartonshire	<ul style="list-style-type: none"> Nothing reportable 	<ul style="list-style-type: none"> Nothing reportable
Total Incidents/Reports	0	0
Reports to TC	0	0
Days Monitoring	1.0	1.0

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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 48 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 48 operators who responded is 3,430. It is estimated that those operators who did not respond account for approximately 198 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 an 8.0% 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 an 8.1% 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	April 2016		October 2015		April 2015		October 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)	109	3.0%	125	3.4%	157	4.3%	170	4.6%
Euro 1 (1993 - 1995)	57	1.6%	80	2.2%	63	1.7%	79	2.1%
Euro 2 (1996-1999)	275	7.6%	340	9.3%	427	11.6%	502	13.5%
Euro 3 (2000 - 2004)	1111	30.6%	1140	31.2%	1128	30.7%	1103	29.7%
Euro 4 (2005 - 2007)	523	14.4%	549	15.0%	565	15.4%	584	15.7%
Euro 5 (2008 - 2013)	1081	29.8%	1063	29.1%	1064	29.0%	1018	27.4%
Euro 6 (2014 - to date)	223	6.1%	90	2.5%	38	1.0%	25	0.7%
Hybrid	49	1.4%	53	1.5%	27	0.7%	29	0.8%
Fully electric	2	0.1%	2	0.1%	2	0.1%	2	0.1%
No response	198	5.5%	207	5.7%	198	5.4%	202	5.4%
Total number of vehicles	3628	100.0%	3649	100.0%	3669	100.0%	3714	100.0%

7.2 Equality Act compliance

Table 7B Equality Act compliance

Category	April 2016			October 2015			April 2015			October 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	322	206	64.0%	307	196	63.8%	301	200	66.4%	259	146	56.4%
Midi	384	354	92.2%	388	340	87.6%	370	286	77.3%	387	270	69.8%
Single deck	1275	1179	92.5%	1288	1120	87.0%	1276	1145	89.7%	1319	1113	84.4%
Double deck	821	716	87.2%	846	725	85.7%	862	721	83.6%	880	713	81.0%
Articulated	16	16	100.0%	16	16	100.0%	16	16	100.0%	16	16	100.0%
Coach	612	343	56.0%	597	327	54.8%	646	348	53.9%	651	363	55.8%
No response	198	n/a	n/a	207	n/a	n/a	198	n/a	n/a	202	n/a	n/a
Total number of vehicles	3628	2814	77.6%	3649	2724	74.7%	3669	2716	74.0%	3714	2621	70.6%

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

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 11 June 2016. 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	16-Apr	14-May	11-Jun	09-Jul	06-Aug	03-Sep	01-Oct	29-Oct	26-Nov	24-Dec	21-Jan	18-Feb	18-Mar	Annual totals & year to date	
Operator Visits	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	5	2	2	8	122
	2016 / 2017	17	7	3											27
Vehicles checked for defects	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	9	4	4	16	174
	2016 / 2017	23	10	3											36
Vehicles with no defects	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	2	0	4	11	43
	2016 / 2017	8	4	1											13
Inspection notice defects	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	40	15	0	32	794
	2016 / 2017	67	33	13											113
Delayed prohibition applied	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	0	0	0	1	15
	2016 / 2017	0	0	0											0
Immediate prohibition applied	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	0	0	0	0	14
	2016 / 2017	2	4	1											7
Immediate prohibition "S" marked	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	0	0	0	0
	2016 / 2017	0	0	0											0

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9. SPT area ScotRail services

Patronage, reliability and punctuality figures have been received up to period 3 ending 25 June 2016.

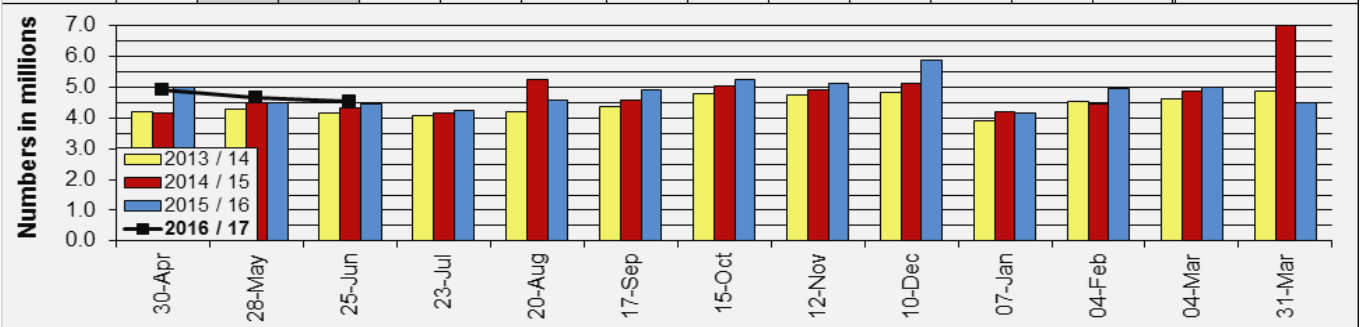
9.1 ScotRail patronage in the SPT area

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

The patronage figures for periods 2 and 3 at 4.65M and 4.53M have both shown increases of 3.4% and 1.8% 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	30-Apr	28-May	25-Jun	23-Jul	20-Aug	17-Sep	15-Oct	12-Nov	10-Dec	07-Jan	04-Feb	04-Mar	31-Mar	
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
2015 / 16	5.02	4.50	4.45	4.24	4.59	4.92	5.26	5.14	5.87	4.17	4.95	5.02	4.49	62.62
Trend	-2.3%	0.0%	3.0%	2.2%	-12.6%	7.0%	4.1%	4.3%	14.6%	-0.8%	10.8%	3.0%	-23.5%	Moving annual total
2016 / 17	4.94	4.65	4.53											62.77
Trend	4.9%	3.4%	1.8%											



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 62.77 million passenger journeys is higher than the figures shown for the last 3 years.

9.2 ScotRail reliability and punctuality

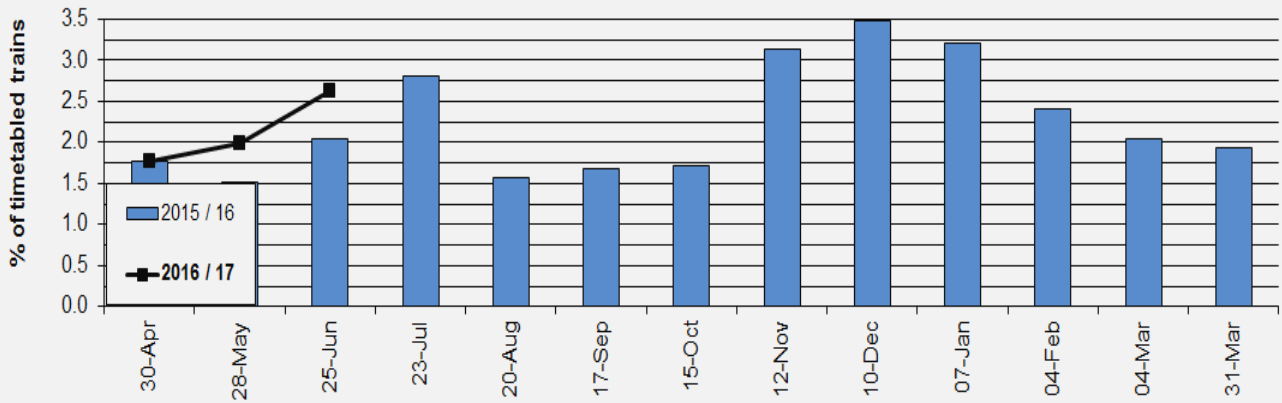
Table 9B below details the trend in reliability as a percentage of timetabled trains on ScotRail services in the SPT area. Table 9C details the rail Public Performance Measure (PPM).

Cancellations. Table 9B. The train cancellation figures for periods 2 and 3 at 1.99% and 2.63% have both shown increases when compared to the figures for the corresponding periods in the previous year.

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Table 9B. ScotRail cancellations for West Suburban Sector, as a % of timetabled trains.

Period	1	2	3	4	5	6	7	8	9	10	11	12	13	Annual average
end date	30-Apr	28-May	25-Jun	23-Jul	20-Aug	17-Sep	15-Oct	12-Nov	10-Dec	07-Jan	04-Feb	04-Mar	31-Mar	
2015 / 16	1.77	1.51	2.04	2.81	1.57	1.68	1.71	3.14	3.48	3.20	2.41	2.04	1.94	2.25
2016 / 17	1.77	1.99	2.63											Moving annual average 2.34



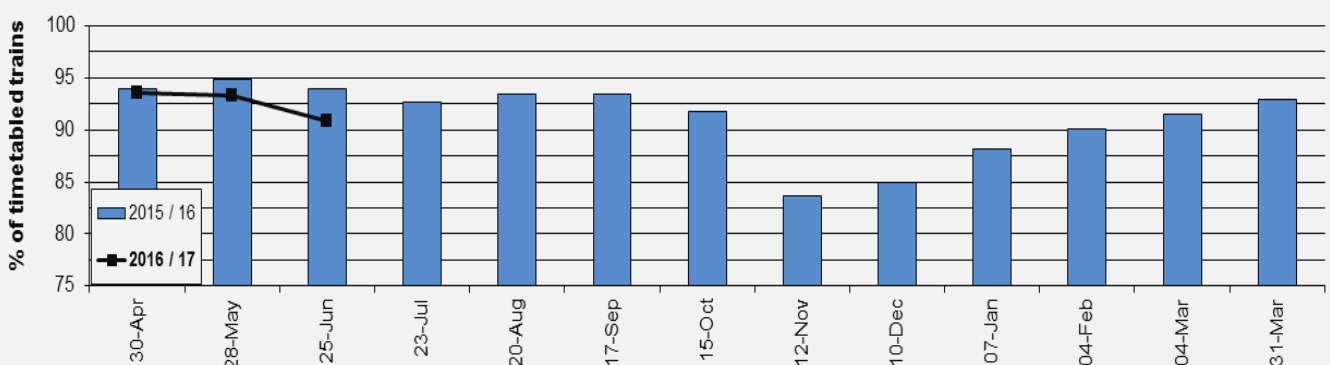
Please note that the figures from 2015/16 above relate to the new West Suburban Sector of the ScotRail Performance Update Section. Suburban West services were formerly the Strathclyde and Central Groups. Figures include full and part cancellation information.

The moving annual average for cancellations at 2.34% is slightly above the figure shown for last year.

Public Performance Measure (PPM). Table 9C. 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 2 and 3 at 93.29% and 90.80% have both shown decreases when compared to the figures for the corresponding periods in the previous year.

Table 9C. 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	30-Apr	28-May	25-Jun	23-Jul	20-Aug	17-Sep	15-Oct	12-Nov	10-Dec	07-Jan	04-Feb	04-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	91.18
2016 / 17	93.54	93.29	90.80											Moving annual average 90.79



*Please note that the figures from 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.

The moving annual average for PPM at 90.79% is slightly below the figure shown for last year.

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

9.3 ScotRail main incidents

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The main incidents which have been reported up to and including 25 June 2016 are:

Period 2. On Wednesday 4 May a points failure occurred at Glasgow Central.

On Monday 9 May a points failure occurred at Newton West Junction.

On Saturday 28 May a set failure occurred at Partick.

Period 3.

On Monday 6 June a points failure occurred at Uddingston Junction.

On Wednesday 22 June a track circuit failure occurred at Charing Cross.

On Friday 24 June a points failure occurred at Exhibition Centre.

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 Maclennan
Title	Assistant Chief Executive (Operations)	Title	Chief Executive

For further information, please contact: Gerry Irvine, *Ops and Security Manager (Bus)* on 0141-333-3217.