



Monitoring report on public transport services in the SPT area

Committee Operations Committee

Date of meeting 24 August 2018

Date of report 8 August 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 4 (21 July 2018) for Subway and up to the 4 week period ending 7 July 2018 for other SPT services.

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

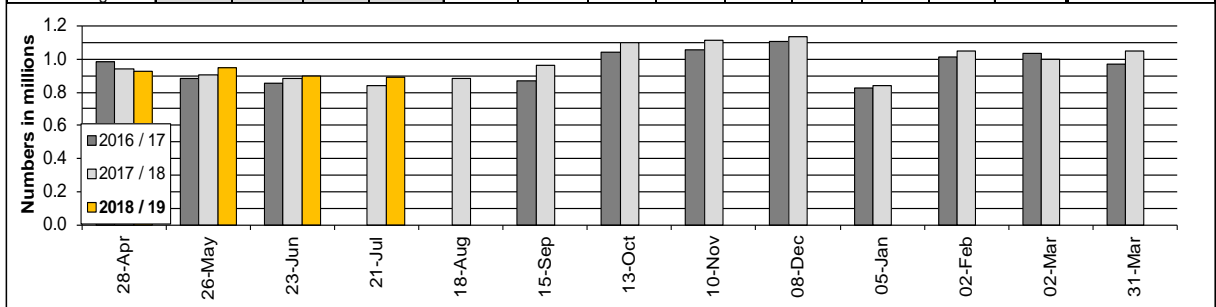
3.1.1 Subway patronage

Periods 1 to 4 of 2018/19 show an aggregate increase of 2.8% against 2017/18.

Please note that period 1 of 2018-19 contains 1 day less than period 1 in 2017/18 while period 13 contains 1 day more.

Table 1A. Subway patronage in millions.

Period	1	2	3	4	5	6	7	8	9	10	11	12	13	Annual total
end date	28-Apr	26-May	23-Jun	21-Jul	18-Aug	15-Sep	13-Oct	10-Nov	08-Dec	05-Jan	02-Feb	02-Mar	31-Mar	
2016 / 17	0.98	0.88	0.85	Subway Suspension		0.87	1.04	1.05	1.11	0.83	1.01	1.04	0.97	
2017 / 18	0.94	0.91	0.88	0.84	0.88	0.96	1.10	1.11	1.13	0.84	1.05	1.00	1.05	12.68
2018 / 19	0.93	0.95	0.90	0.89										Aggregate movement
% change	-1.5%	4.9%	2.2%	6.0%										2.8%

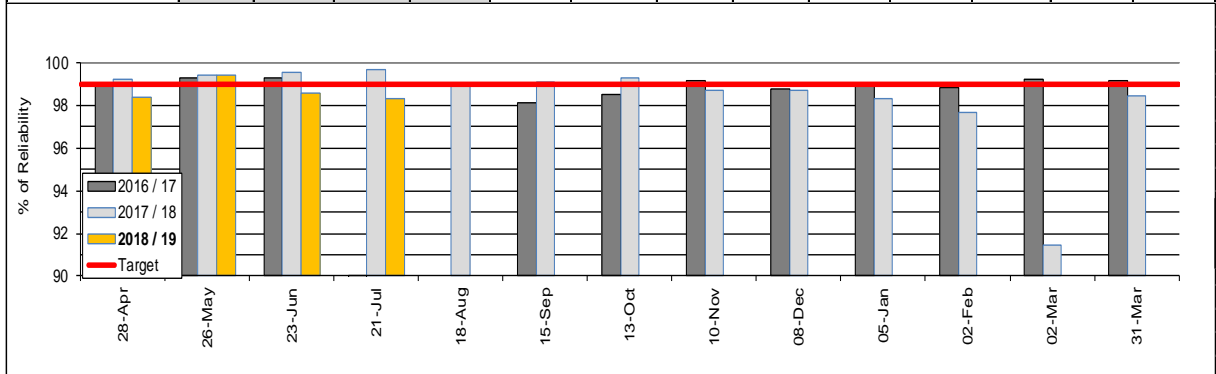


3.1.2 Subway reliability

Of the 4 latest periods to be reported on for 2018/19, only period 2 is above target.

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
end date	28-Apr	26-May	23-Jun	21-Jul	18-Aug	15-Sep	13-Oct	10-Nov	08-Dec	05-Jan	02-Feb	02-Mar	31-Mar
2016 / 17	99.05	99.27	99.32	Subway Suspension		98.16	98.52	99.20	98.76	98.92	98.86	99.21	99.20
2017 / 18	99.25	99.43	99.54	99.67	98.90	99.12	99.29	98.71	98.73	98.34	97.68	91.46	98.45
2018 / 19	98.41	99.45	98.61	98.33									



3.1.3 Subway Park and Ride

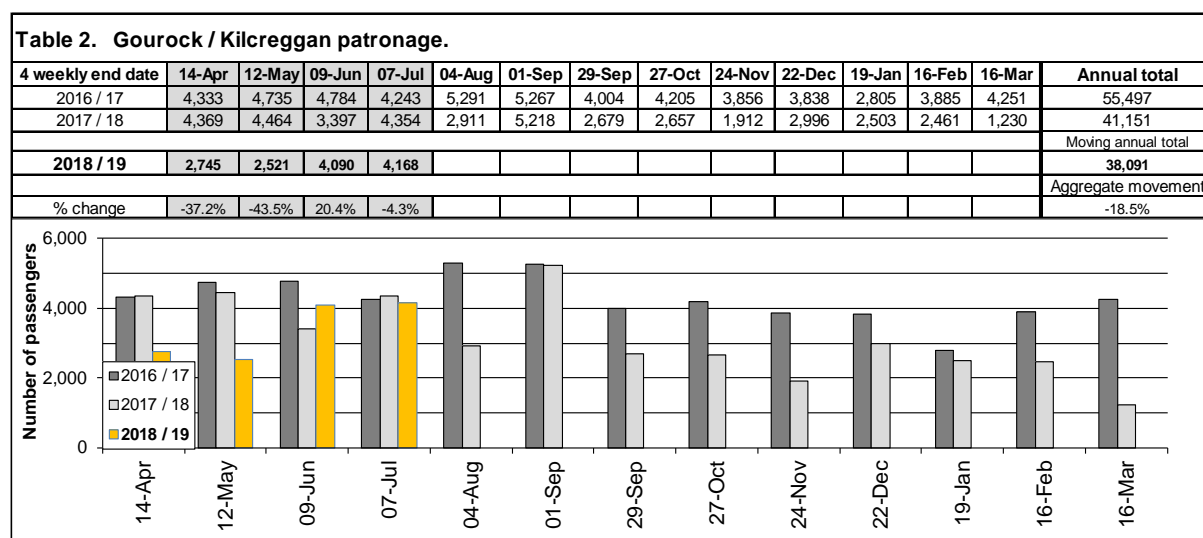
Periods 1 to 4 of 2018/19 show an aggregate increase of 5.44% in comparison to 2017/18.

Period	1	2	3	4	5	6	7	8	9	10	11	12	13	Annual total
end date	28-Apr	26-May	23-Jun	21-Jul	18-Aug	15-Sep	13-Oct	10-Nov	08-Dec	05-Jan	02-Feb	02-Mar	31-Mar	
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	
2017 / 18	21,601	21,689	22,157	20,382	22,224	23,420	24,755	25,526	27,774	21,939	24,024	19,333	20,938	295,762
<i>Individual Park and Ride Station Totals 2018 / 19</i>														
Bridge Street	3,110	4,210	4,001	3,807										
Kelvinbridge	3,841	4,029	3,996	3,460										
Shields Road	15,417	15,233	15,285	14,109										
2018 / 19	22,368	23,472	23,282	21,376										
<i>Aggregate movement</i>														
% change	3.55%	8.22%	5.08%	4.88%										5.44%

Period	2016 / 17	2017 / 18	2018 / 19
28-Apr	22,619	21,601	22,368
26-May	20,614	21,689	23,472
23-Jun	20,694	22,157	23,282
21-Jul	Subway Suspension	20,382	21,376
18-Aug		22,224	
15-Sep	20,395	23,420	
13-Oct	22,025	24,755	
10-Nov	23,303	25,526	
08-Dec	24,674	27,774	
05-Jan	20,281	21,939	
02-Feb	22,587	24,024	
02-Mar	23,338	19,333	
31-Mar	23,141	20,938	

3.2 Supported ferry service (Gourock – Kilcreggan)

Periods 1 to 4 of 2018/19 show an aggregate decrease of 18.5% in comparison to 2017/18. A combination of vessel technical problems and adverse weather during the 4 latest reporting periods has resulted in a total of 290 cancellations over 17 individual days. Clyde Marine Services took over the operation of this service from Clydelink on 14 May 2018. Only 8 cancellations over 2 days have occurred since Clyde Marine Services took over this service and these were due to adverse weather – please note that these figures are already included in the overall figures for these 4 latest reporting periods.



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.

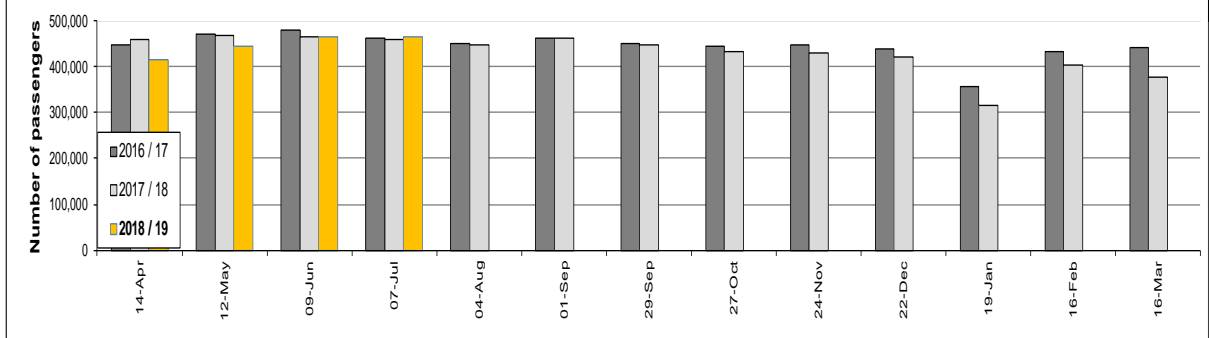
Lost mileage statistics quoted in this report are received direct from bus operators on a self-certified basis. The figures encompass supported local, and combined schools local services only, and exclude lost mileage on dedicated school services.

3.3.1 Supported bus services patronage

Periods 1 to 4 of 2018/19 show an aggregate decrease of 3.0% in comparison to 2017/18.

Table 3A. Patronage on supported bus services.

4 weekly end date	14-Apr	12-May	09-Jun	07-Jul	04-Aug	01-Sep	29-Sep	27-Oct	24-Nov	22-Dec	19-Jan	16-Feb	16-Mar	Annual total
2016 / 17	449,730	472,963	480,978	462,680	452,151	462,205	452,362	446,303	447,030	440,569	358,129	434,845	443,126	5,803,071
2017 / 18	459,724	467,805	465,268	459,538	447,488	462,727	448,352	433,734	429,934	421,902	316,701	404,623	377,524	5,595,320
2018 / 19	417,418	446,718	465,275	467,160										5,539,556
														Moving annual total
														5,539,556
														Aggregate movement
% change	-9.2%	-4.5%	0.0%	1.7%										-3.0%

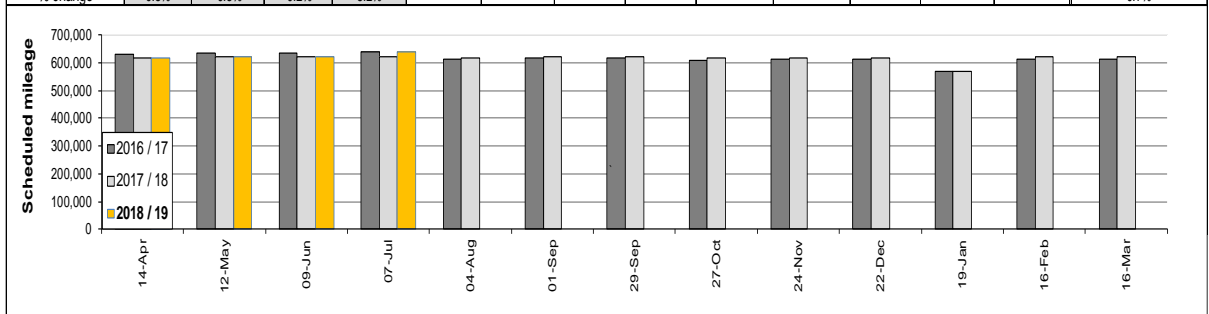


3.3.2 Supported services scheduled mileage

Periods 1 to 4 of 2018/19 show an aggregate increase of 0.7% in comparison to 2017/18.

Table 3B. Scheduled mileage of supported bus contracts.

4 weekly end date	14-Apr	12-May	09-Jun	07-Jul	04-Aug	01-Sep	29-Sep	27-Oct	24-Nov	22-Dec	19-Jan	16-Feb	16-Mar	Annual total
2016 / 17	630,742	633,851	637,010	639,038	613,821	618,316	615,564	607,337	613,663	615,112	570,422	612,218	613,988	8,021,083
2017 / 18	615,975	622,388	621,190	620,946	617,226	620,190	621,817	617,520	618,996	619,351	570,228	620,108	621,777	8,007,712
2018 / 19	617,706	620,225	620,193	640,940										8,026,277
														Moving annual total
														8,026,277
														Aggregate movement
% change	0.3%	-0.3%	-0.2%	3.2%										0.7%

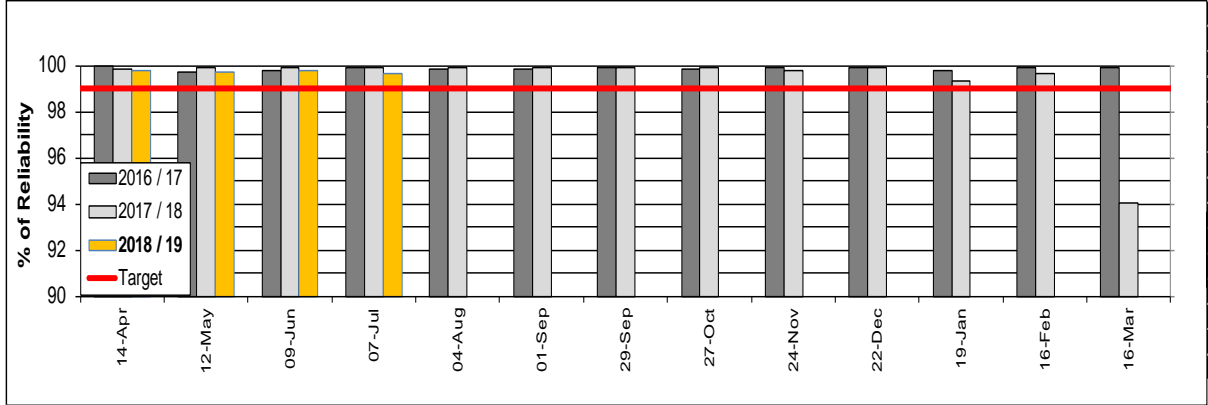


3.3.3 Supported bus contracts reliability

Periods 1 to 4 of 2018/19 are all above target.

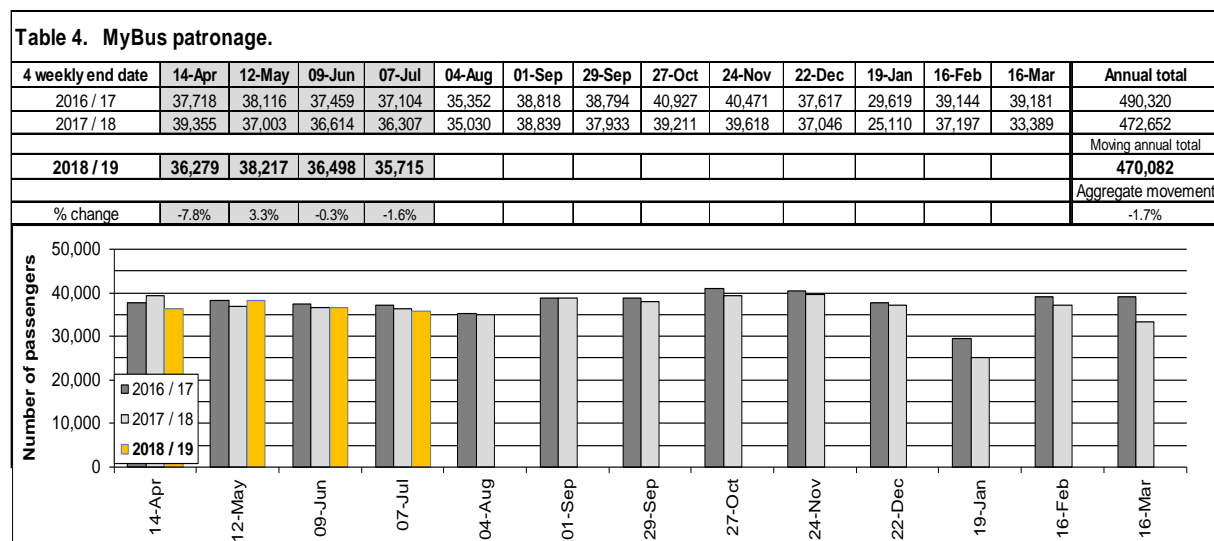
Table 3C. Supported bus reliability, actual contract miles operated as a % of scheduled mileage.

4 weekly end date	14-Apr	12-May	09-Jun	07-Jul	04-Aug	01-Sep	29-Sep	27-Oct	24-Nov	22-Dec	19-Jan	16-Feb	16-Mar
2016 / 17	99.94	99.72	99.80	99.88	99.83	99.84	99.91	99.87	99.87	99.91	99.75	99.90	99.89
2017 / 18	99.87	99.88	99.92	99.87	99.88	99.88	99.93	99.88	99.77	99.88	99.34	99.65	94.01
2018 / 19	99.77	99.74	99.79	99.66									



3.4 MyBus

Periods 1 to 4 of 2018/19 show an aggregate decrease of 1.7% in comparison to 2017/18.



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 and Inverclyde Statutory Quality Partnerships up to the 4 weekly period ending 7 July 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	14 April 2018	12 May 2018	9 June 2018	7 July 2018
Local Authority Area				
East Ayrshire	One MyBus and 2 SPT supported services monitored.	Three MyBus and 2 SPT supported services monitored.	Five SPT supported services monitored.	Three MyBus and 9 SPT supported services monitored.
Total Incidents/Reports	3	5	5	12
Reports to TC	0	0	0	0

Days Monitoring	3.0	6.5	4.0	6.5
East Dunbartonshire	Two MyBus and 1 SPT supported services monitored.	Three SPT supported services monitored.	Two SPT supported services monitored.	Seven SPT supported services monitored.
Total Incidents/Reports	3	3	2	7
Reports to TC	0	0	0	0
Days Monitoring	3.0	2.0	1.0	4.0
East Renfrewshire	One SPT supported service monitored.	Nothing Reportable	Nothing Reportable	One SPT supported services monitored.
Total Incidents/Reports	1	0	0	1
Reports to TC	0	0	0	0
Days Monitoring	3.0	2.0	0.0	2.0
Glasgow	Three SPT supported services monitored.	Five SPT supported services monitored.	Four SPT supported services monitored.	Twenty two SPT supported services monitored.
Total Incidents/Reports	3	5	4	22
Reports to TC	0	0	0	0
Reports to TC re TRC	0	0	0	0
SQP Vehicle Checks	42	232	103	95
Days Monitoring	5.0	16.0	7.5	7.5
Inverclyde	One MyBus service monitored.	Nothing Reportable	Two SPT supported services monitored.	Five SPT supported services monitored.
Total Incidents/Reports	1	0	2	5
Reports to TC	0	0	0	0
SQP Vehicle Checks	19	52	8	14
Days Monitoring	1.0	4.5	3.5	4.0
North Ayrshire	Nothing reportable	One SPT supported service monitored.	Five SPT supported services monitored.	Four SPT supported services monitored.
Total Incidents/Reports	0	1	5	4
Reports to TC	0	0	0	0
Days Monitoring	1.5	2.5	2.0	0.5
North Lanarkshire	One MyBus and 6 SPT supported services monitored.	Four SPT supported services monitored.	Five SPT supported services monitored.	Twenty seven SPT supported services monitored.
Total Incidents/Reports	7	4	5	27
Reports to TC	0	0	0	0
Reports to TC re TRC	0	0	0	0
Days Monitoring	8.0	9.5	5.0	4.5
Renfrewshire	Nothing reportable	Four SPT supported services monitored.	Four SPT supported services monitored.	Nine SPT supported services monitored.
Total Incidents/Reports	0	4	5	9
Reports to TC	0	0	0	0
Reports to TC re TRC	0	0	0	0
Days Monitoring	4.0	7.0	8.0	5.5
South Ayrshire	Nothing reportable	Three SPT supported services monitored.	One SPT supported service monitored.	Eight SPT supported services monitored.
Total Incidents/Reports	0	3	1	8
Reports to TC	0	0	0	0
Days Monitoring	1.0	3.5	2.0	4.5
South Lanarkshire	One MyBus and 3 SPT supported services monitored.	Seven SPT supported services monitored.	Five SPT supported services monitored.	Twenty SPT supported services monitored.
Total Incidents/Reports	4	7	5	20
Reports to TC	0	0	0	0
Days Monitoring	5.5	9.5	7.0	11.0
West Dunbartonshire	One MyBus and 2 SPT supported services monitored.	One SPT supported service monitored.	One SPT supported service monitored.	Four SPT supported services monitored.
Total Incidents/Reports	3	1	1	4
Reports to TC	0	0	0	0
Days Monitoring	1.0	1.0	1.0	2.5

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%
Total No. of vehicles	3287	100.0%	3242	100.0%	3353	100.0%	3419	100.0%

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
Total No. of vehicles	3287	2676	81.4%	3242	2711	83.6%	3353	2827	84.3%	3419	2808	82.1%

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	14-Apr	12-May	09-Jun	07-Jul	04-Aug	01-Sep	29-Sep	27-Oct	24-Nov	22-Dec	19-Jan	16-Feb	16-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
														Total to date
2018 / 2019	207	268	253	204										932

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.

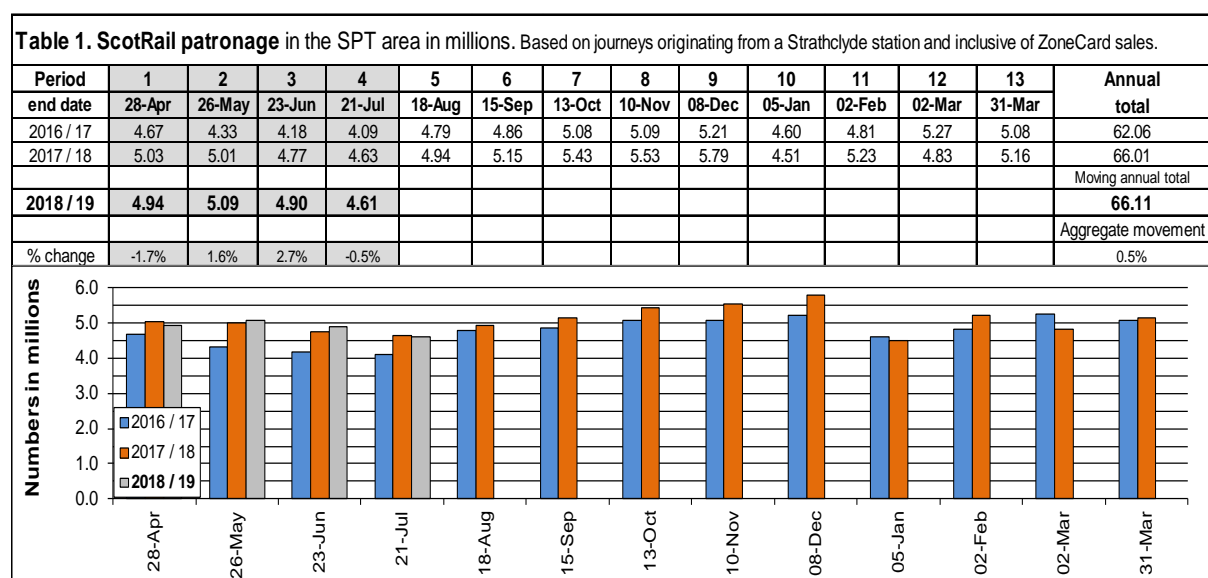
SPT area ScotRail Services (data provided by Abellio / ScotRail Alliance)

1.1 ScotRail patronage in the SPT area

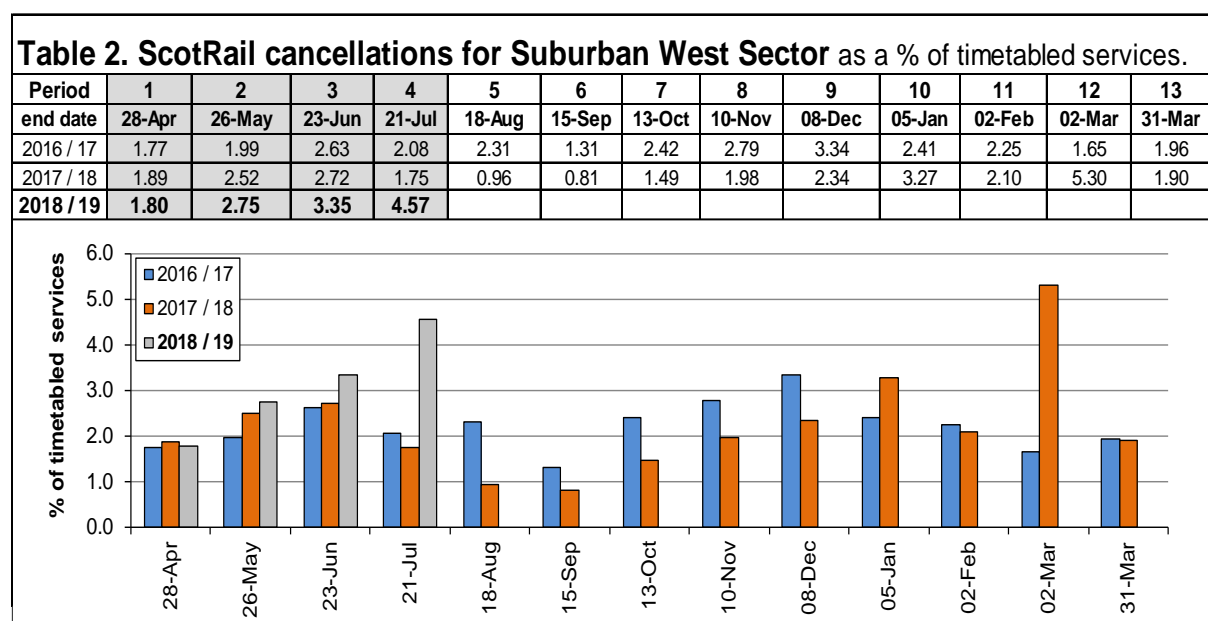
Periods 1 to 4 of 2018/19 show an aggregate increase of 0.5% against 2017/18.

Please note that period 1 of 2018-19 contains 1 day less than period 1 in 2017/18 while period 13 contains 1 day more.

Please note that the passenger journey figures in Table 1 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.



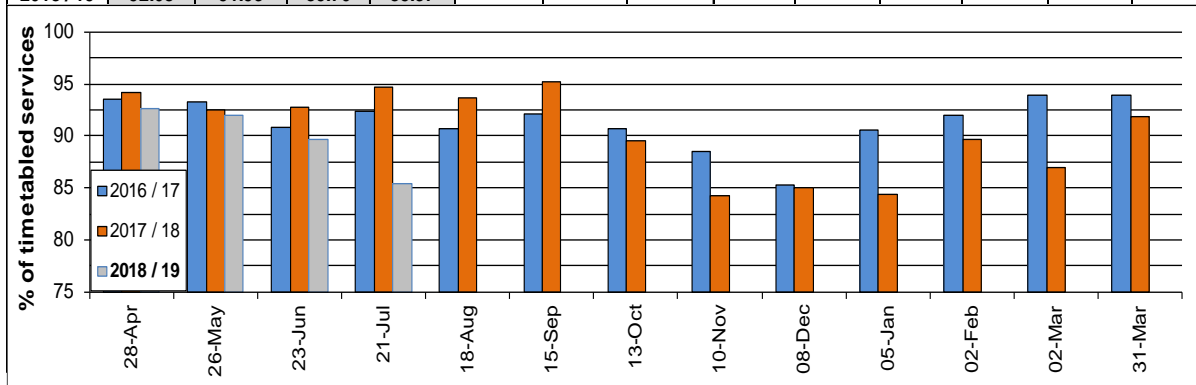
1.2 ScotRail reliability and punctuality



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 3. Public Performance Measure (PPM) for Suburban West Sector.

Period	1	2	3	4	5	6	7	8	9	10	11	12	13
end date	28-Apr	26-May	23-Jun	21-Jul	18-Aug	15-Sep	13-Oct	10-Nov	08-Dec	05-Jan	02-Feb	02-Mar	31-Mar
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
2018 / 19	92.68	91.93	89.70	85.37									



1.3 ScotRail main incidents causing delays and cancellations

Of the 4 latest periods to be reported on for 2018/19, the main incidents are as follows:

Period 2 ending 26 May 2018

06/05/2018 – Overhead line trip at Glasgow Central.

08/05/2018 – Signalling issues at Dalmuir West.

Period 3 ending 23 June 2018

28/05/2018 – Points failure at Shields Junction.

05/06/2018 – Overhead line defect affecting Glasgow Central.

14/06/2018 – Overhead line damage at Bathgate.

Period 4 ending 21 July 2018

27/06/2018 – Points failure at Glasgow Central.

28/06/2018 – Emergency speed restrictions applied due to heat, affecting the Glasgow area.

16/07/2018 – Engineering works not completed on time in the Rutherglen area.

16/07/2018 – Points failure at Shields Junction.