



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

Committee Operations

Date of meeting 06 November 2020

Date of report 09 October 2020

Report by Assistant Chief Executive

1. Object of report

- To report on the operational performance of public transport services and public transport facilities which are delivered directly by the Partnership or by others on behalf of the Partnership; and
- To report on provision of public transport services and facilities in the Partnership area more generally.

2. Context

The last Monitoring Report was presented to the Operations Committee on 21 August 2020.

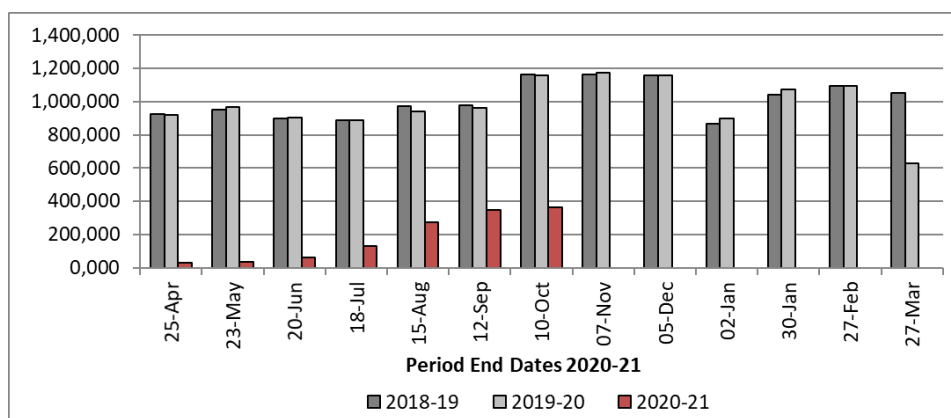
The coronavirus pandemic and resulting lockdown have continued to significantly impact the delivery of services during recent months.

Scotland has remained in Stage 3 of the Scottish Government’s roadmap for emergence from lockdown, with various changes to local and national restrictions taking effect at different times.

Notably in August 2020, pupils returned to schools across Scotland, and in September 2020 the University term started.

3. Subway

3.1 Subway patronage by period (gate entries)

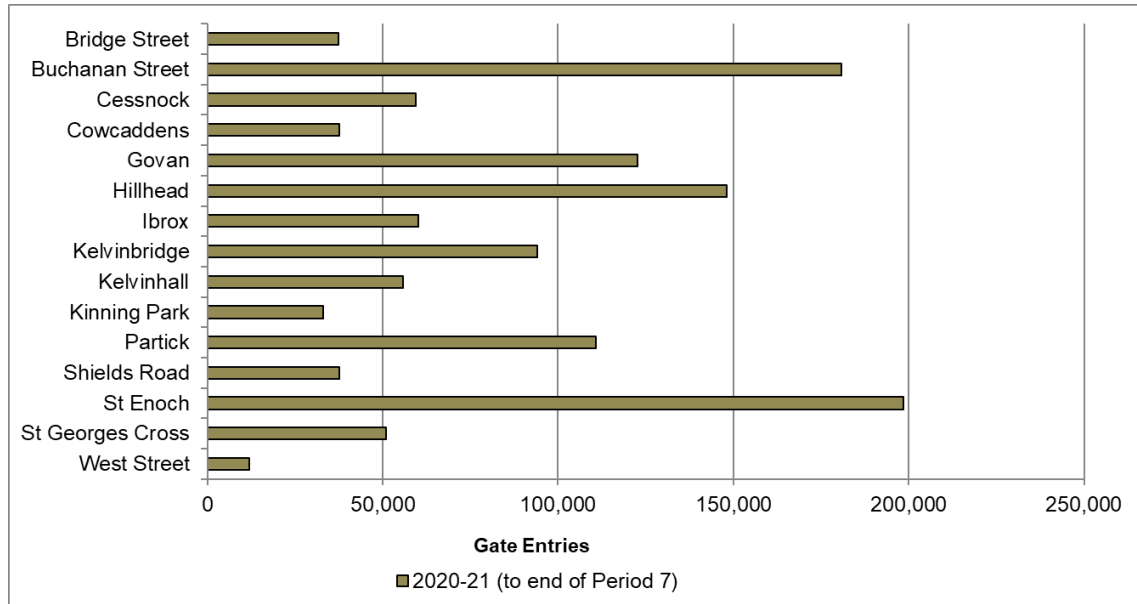


Period 5 (ending 15 August 2020) was down 71.1% on the previous year.

Period 6 (ending 12 September 2020) was down 63.8% on the previous year.

Period 7 (ending 10 October 2020) was down 68.6% on the previous year.

3.2 Subway patronage by station



The graph shows Subway patronage by station for Periods 1-7 of 2020-21. The pattern of which stations are busiest is beginning to return to normal. In the earliest periods of 2020-21, Govan was the second busiest station, in Period 7 it was the sixth busiest.

3.3 Subway reliability

Subway reliability is measured by actual train miles travelled, as a percentage of scheduled mileage. The target is 99%, measured by four-week period.

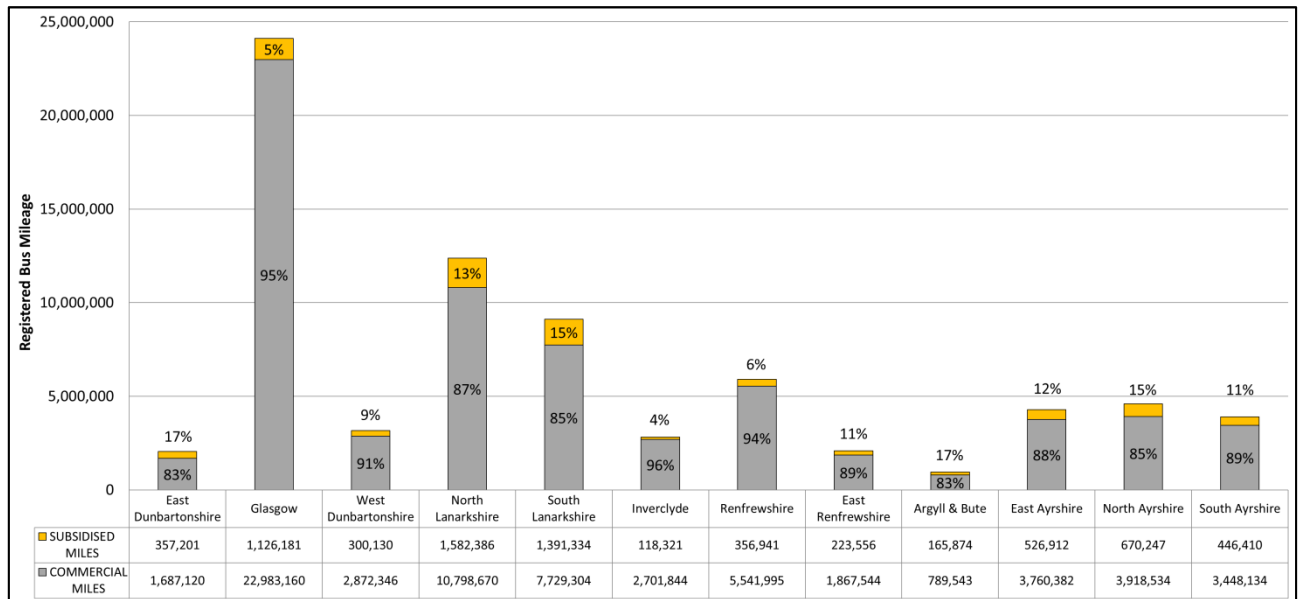
Since the last Monitoring Report, reliability has been as detailed below.

- Period 5 98.2%
- Period 6 96.5%
- Period 7 96.5%

The average for these three periods was 97.1% while the average for the same three periods last year was 97.2%.

4. Supported Bus Services

4.1 Strathclyde Region Registered Mileage for Subsidised and Commercial, 01 January 2019 to 11 December 2019



- SPT Supported bus services operate over 7 million miles per annum, representing circa 10% of registered mileage in Strathclyde (Pre Covid 19).
- Currently there are over 200 SPT Supported bus services in operation, filling critical gaps in the commercial network and enhancing wider connectivity across Strathclyde.

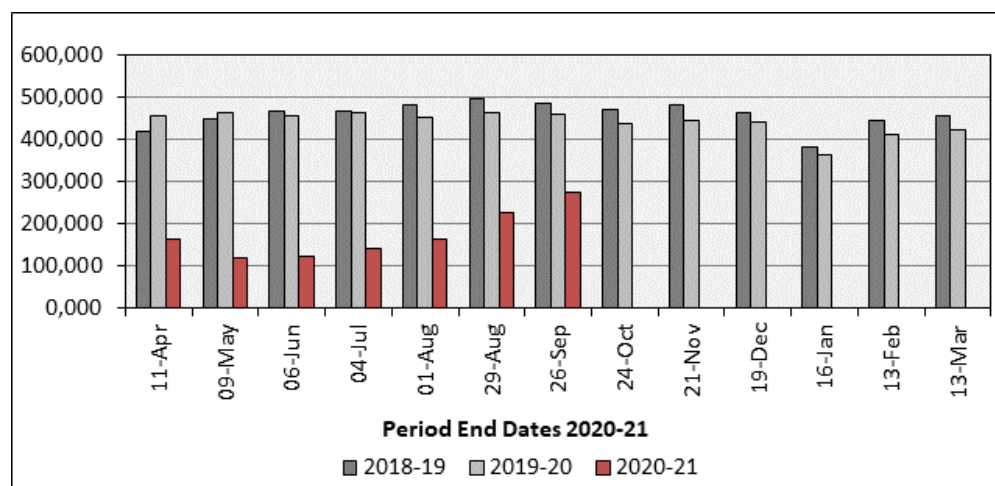
4.2 Supported Bus reliability

Supported Bus reliability is measured by actual bus miles travelled, as a percentage of scheduled mileage.

The target is 99%, measured by four-week period.

Supported Bus reliability has exceeded this target for the first six Periods in 2020-21.

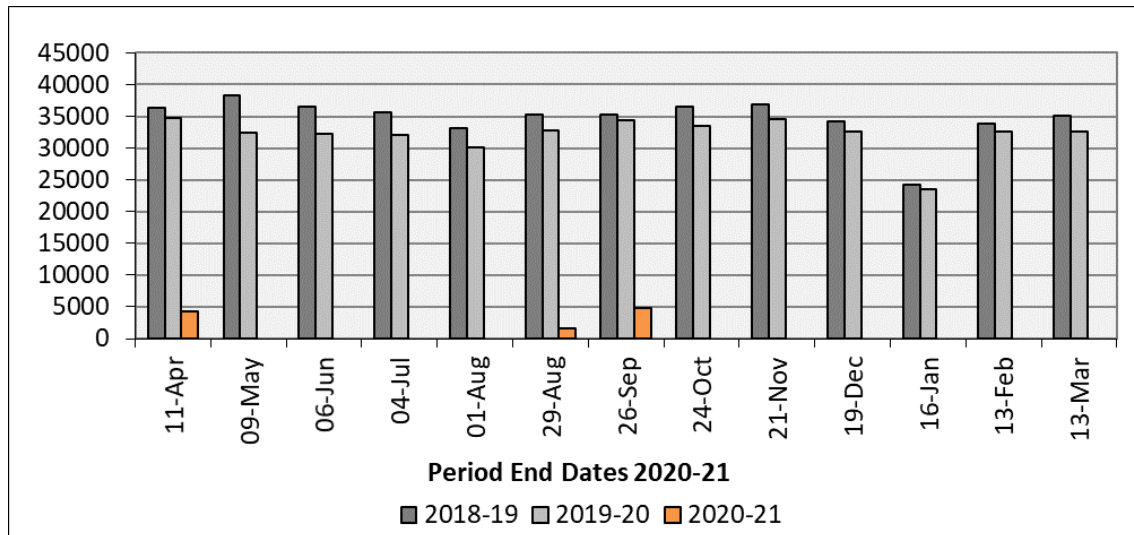
4.3 Supported Bus Patronage by period



The four Periods to 26 September 2020 showed an improving trend, though still affected by the ongoing effects of the coronavirus pandemic. Most recently Period 6, ending 29 August 2020, was down by 51% on the previous year and Period 7, ending 26 September 2020, was down 40% on the previous year.

5. Demand Responsive Transport (MyBus)

5.1 MyBus Patronage



MyBus services were suspended earlier in 2020 due to lockdown travel restrictions. Services restarted on a reduced basis on 17 August 2020. For the Period ending 29 August 2020, MyBus patronage was down 95% on the previous year, and for the Period ending 26 September 2020 patronage was down 86% on the previous year.

5.2 MyBus Requests Met

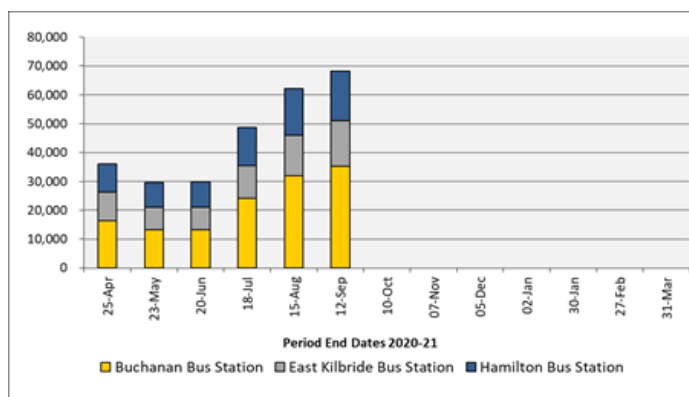
In the four Periods to 01 August 2020, no MyBus services operated.

For the Periods ending 29 August 2020 and 26 September 2020, 75% and 73% of MyBus requests were met, down from 95% and 94% in the same Periods the previous year.

These were the first two periods of MyBus operation as lockdown restrictions were eased, and a reduced service was in operation compared to the same time in 2019, leading to a lower percentage of requests being met.

6. Bus Stations

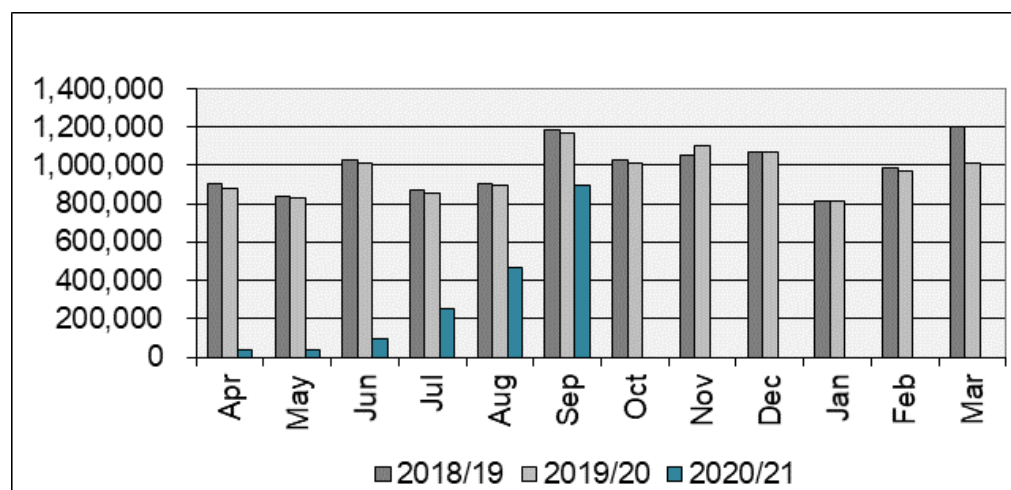
6.1 Bus Station Bus Departures



For Period ending 15 August 2020 overall departures increased by 27% and for Period ending 12 September 2020, overall departures increased by 10%. Departures for these two periods were at 82% and 86% of the levels for the previous year.

6.2 Bus Station Footfall (by month)

Footfall data is currently only available for Buchanan Bus Station.



The latest three months show an improving trend, though still significantly affected by ongoing impacts of the coronavirus pandemic:

- In July 2020 footfall was down by 71% on the previous year.
- In August 2020 footfall was down by 48% on the previous year.
- In September 2020 footfall was down by 23% on the previous year.

7. Compliance Inspections

The Compliance Department within SPT is responsible for the undertaking of Quality Assurance Inspections covering a variety of subsidised contracts and contracts managed and maintained within the agency agreement for eleven Unitary Authorities. Monitoring of the contracts is to ensure the required standard of service is being provided by operators. There are two summary tables below relating to service provision for School Contracts and Subsidised Local Services.

SCHOOL CONTRACTS (Approximately 1,200 contracts per annum) Statistics from August 2020 – September 2020

Council	Contracts	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total number of Warnings
East Ayrshire	116	37 (31%)	23	18 (78%)	49	2
South Ayrshire	108	41 (37%)	20	15 (75%)	55	3
North Ayrshire	80	21 (26%)	12	8 (66%)	30	5
North Lanarkshire	244	50 (20%)	56	27 (48%)	64	11
South Lanarkshire	297	91 (30%)	49	35 (71%)	112	12
West Dunbartonshire	20	16 (80%)	4	4 (100%)	20	2
East Dunbartonshire	71	31 (43%)	14	10 (71%)	42	8
Inverclyde	52	28 (53%)	10	9 (90%)	38	11
Glasgow	47	16 (34%)	21	10 (47%)	16	8

East Renfrewshire	48	24 (50%)	12	10 (83%)	32	3
Renfrewshire	86	37 (43%)	23	19 (82%)	53	13
Totals	1169	392 (33%)	244	165 (67%)	511	78

*Excludes Vocational and Bus/ Rail Contracts which are inspected on request.

The quality criteria of vehicle(s) are stipulated by each Unitary Authority and incorporated as part of the contract specification.

The 78 warnings noted above for school contracts can be broken down as follows:

- Inspection generated warnings – contract related 51%; [40]
- Customer contact (e.g. Education Dept.) generated warnings 34%; [26]
- Disclosure (PVG) warnings 15%; [12]
- Inspection generated warnings – vehicle related 0%. [0]

LOCAL SUBSIDISED SERVICES Statistics from August 2019 – September 2020

Council	Number of Contracts	Number of Operators	Inspections	Total number of Warnings
Argyll & Bute	3	1	0	0
East Ayrshire	16	3	8	0
South Ayrshire	11	2	15	0
North Ayrshire	24	4	5	0
North Lanarkshire	34	8	18	0
South Lanarkshire	31	8	25	0
West Dunbartonshire	14	5	11	0
East Dunbartonshire	17	7	9	1
Inverclyde	8	4	7	0
Glasgow	40	9	21	1
East Renfrewshire	10	5	8	0
Renfrewshire	14	4	20	0
Totals	222		147	2

The two warnings noted above relate to contractual compliance issues.

8. School Transport

SPT acts as an Agent for eleven Unitary Authorities in the provision of school transport. The remit of this section is to manage and maintain school transport on a day to day basis. The table below relates to statistics for home-to-school transport of mainstream pupils.

Council	Contracts	Total number of HS Schools	Total number of HS pupils	Total number of PS Schools	Total number of PS pupils
East Ayrshire	116	8	2846	30	727
South Ayrshire	108	8	1643	28	371
North Ayrshire	80	9	1645	24	271
North Lanarkshire	244	21	6245	71	2216
South Lanarkshire	297	18	5218	78	1801
West Dunbartonshire	20	5	1161	7	100
East Dunbartonshire	71	7	753	17	1207
Inverclyde	52	6	1051	11	294

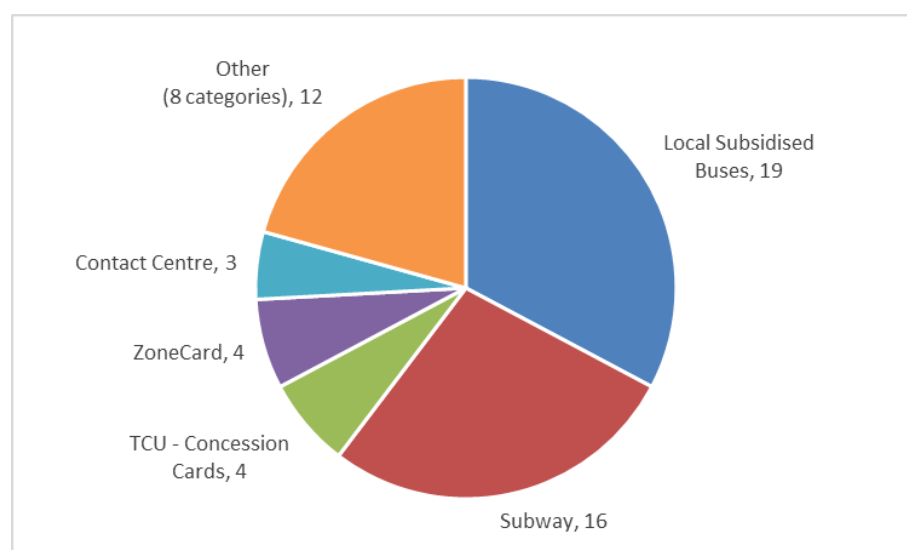
Glasgow	47	32	1888	21	750
East Renfrewshire	48	4	1008	15	599
Renfrewshire	86	10	2680	28	1142
Totals	1169	128	26138	330	9478

Council	Walking Requirement (High School)	Walking Distance Requirement (Primary School)
East Ayrshire	3 miles	1.5 miles
South Ayrshire	3 miles	2 miles
North Ayrshire	3 miles	2 miles
North Lanarkshire	2 miles	1 mile
South Lanarkshire	2 miles	1 mile
West Dunbartonshire	2 miles	1 mile
East Dunbartonshire	3 miles	1 mile
Inverclyde	2 miles	1 mile
Glasgow	2.2 miles	1.2 miles
East Renfrewshire	3 miles	2 miles
Renfrewshire	2 miles	1 mile

9. Complaints

9.1 Complaints received by SPT by four-week period

There were 58 complaints received by SPT in Periods 5, 6 and 7 of 2020-21 (the twelve weeks ending 10 October 2020). These complaints were categorised as shown below:



The most common categories for complaints were Local Subsidised Buses and Subway.

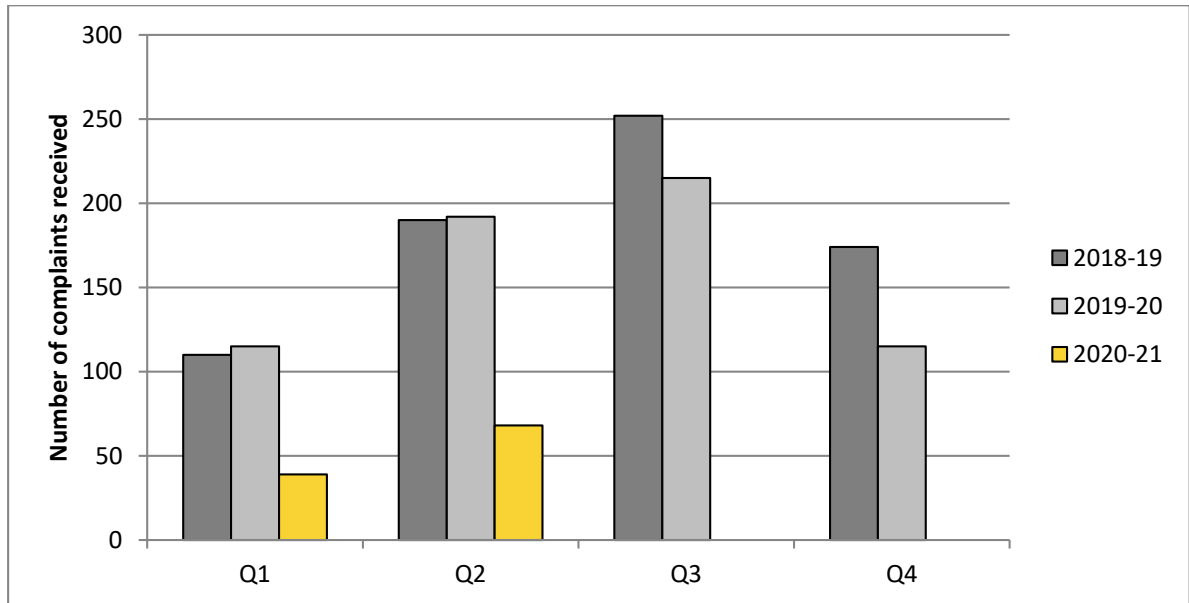
Five complaints related in some way to the wearing of masks/face coverings on Subway (including complaints about other passengers not wearing masks).

One complaint related to social distancing on Subway.

One complaint related to social distancing on a Local Subsidised Bus.

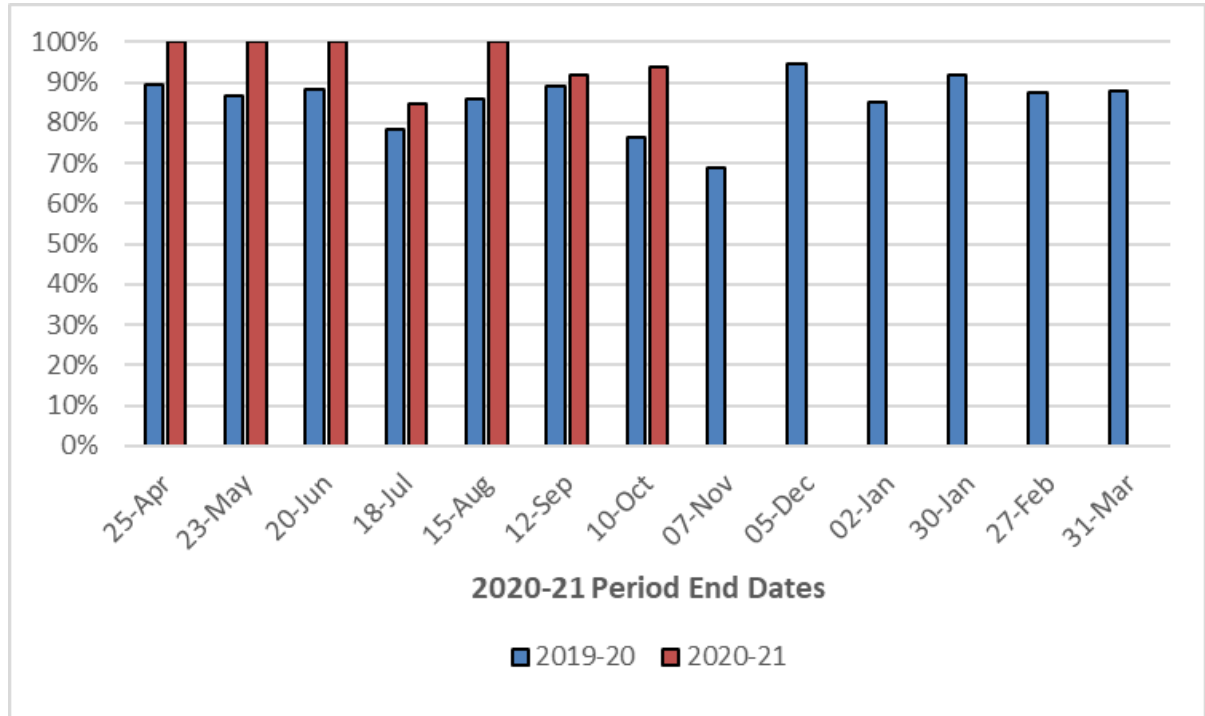
9.2 Complaints received by SPT by quarter

Historic complaints data is available on a quarterly basis.



So far in 2020-21, fewer complaints have been received than in the previous year. It is likely that this is related to reduced transport activity due to lockdown.

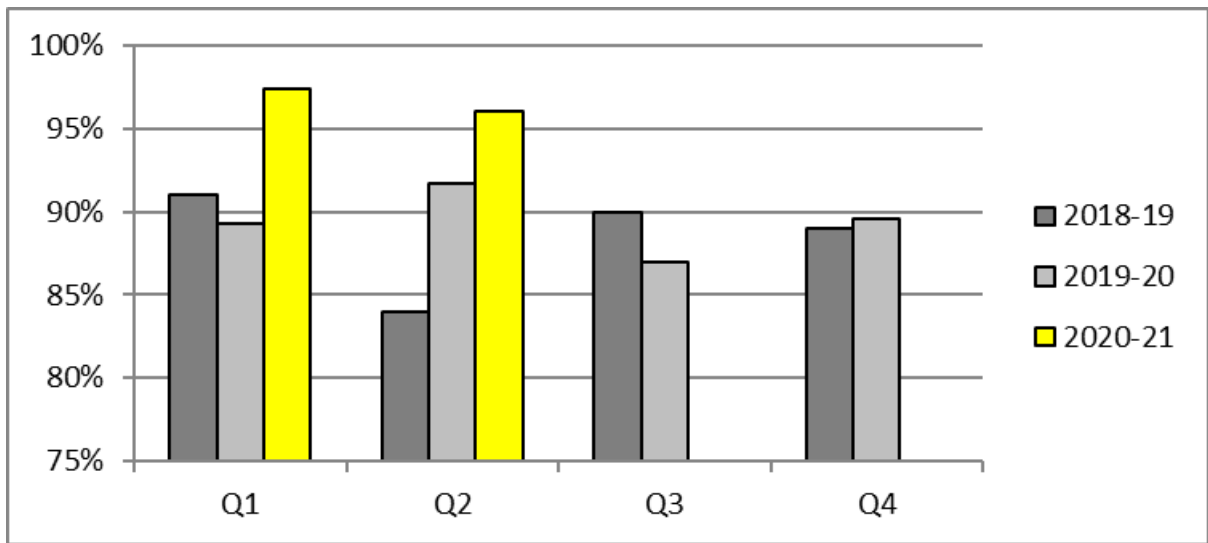
9.3 Complaints processed within prescribed time period, by four-week period



During Periods 5 to 7, 55 out of 58 complaints (95%) were responded to within the prescribed time period.

The time required to respond to complaints can vary based on complexity and some complaints by their nature require more work and more time for a response to be provided.

9.4 Complaints processed within prescribed time period, by quarter



In the second quarter of 2020-21, 96% of complaints were responded to in the prescribed timescale, higher than in the previous two years.

10. Wider Public Transport Context

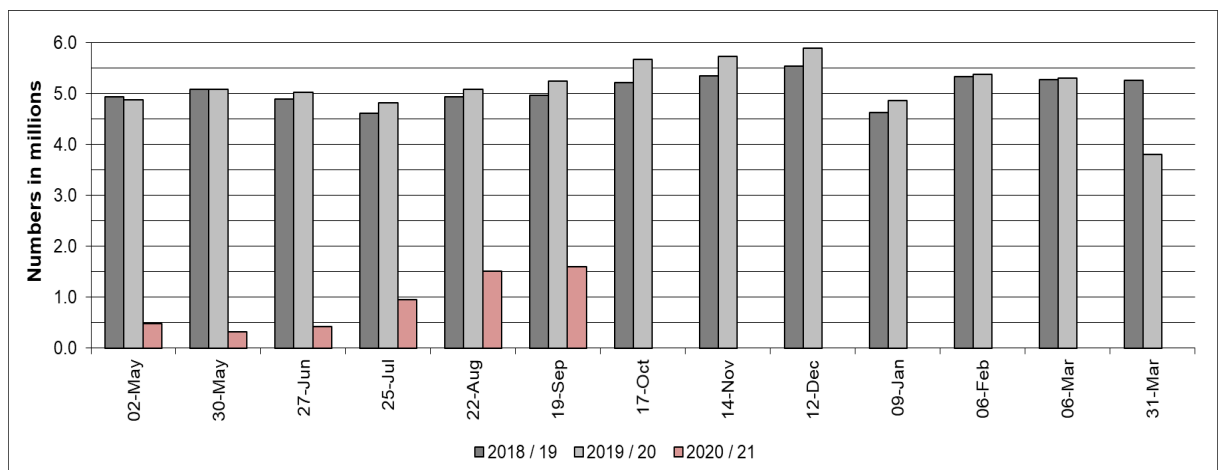
This section provides information relating to public transport services and facilities not delivered directly by the Partnership, or by others on behalf of the Partnership.

10.1 Update on rail services within the Partnership area

Information within section 10.1 has been provided by Abellio ScotRail

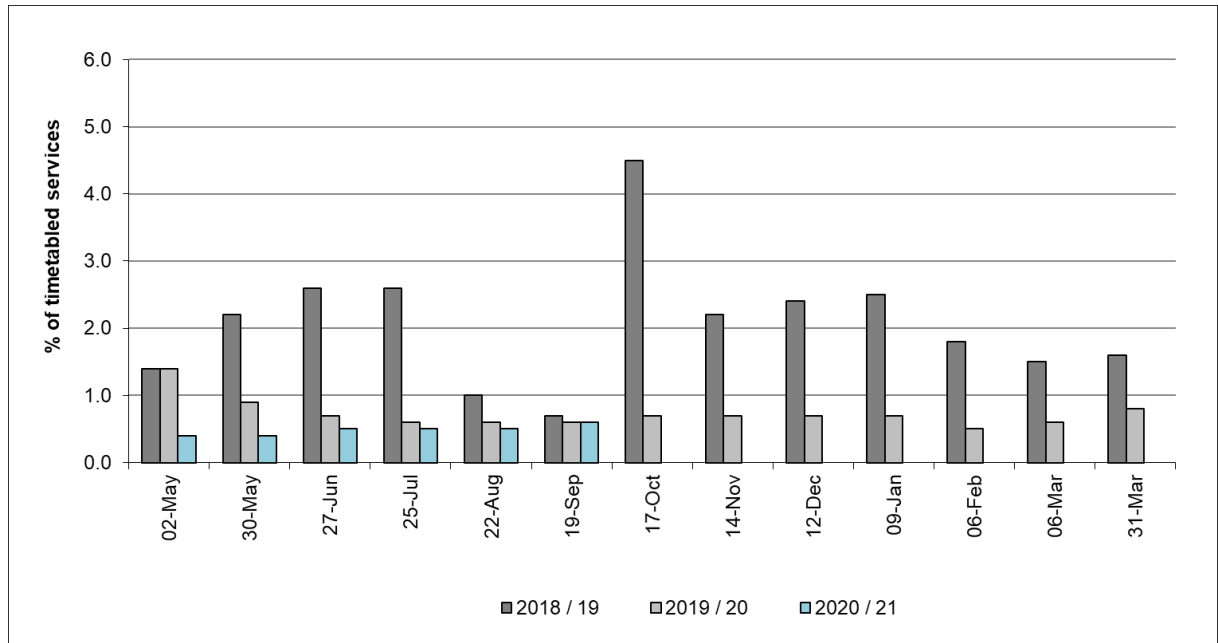
Appendix 1 supplied by Abellio Scotrail provides additional information on timetabling changes and impact of Covid-19 on passenger demand.

ScotRail patronage in the SPT area (in millions)



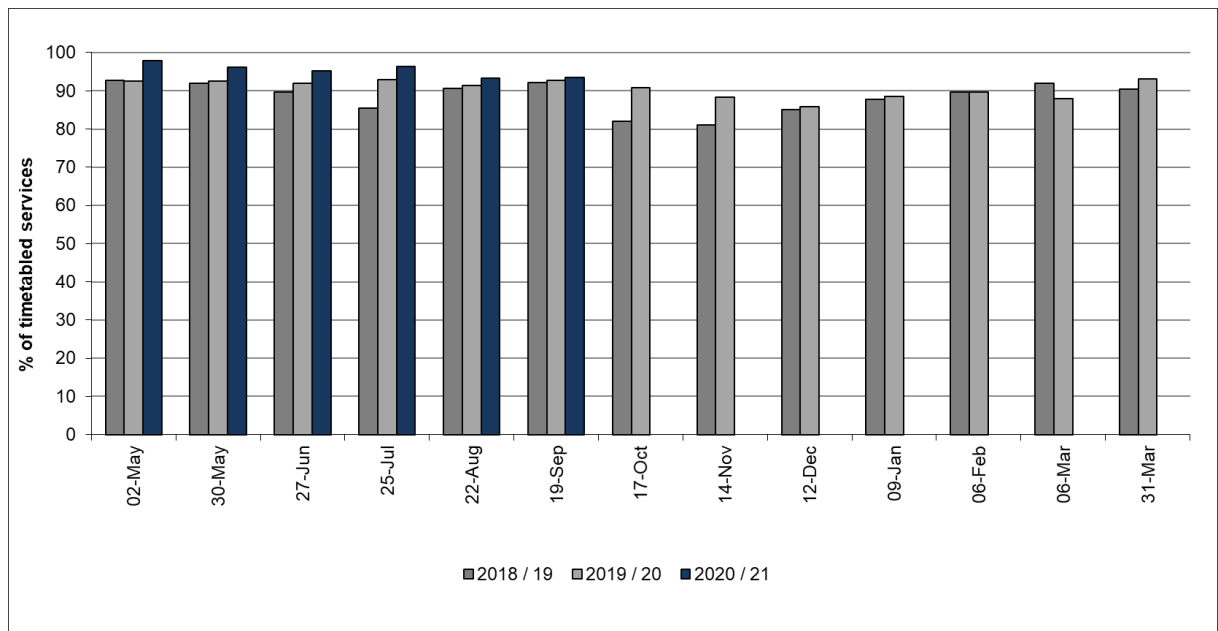
Period 5 (ending 22 August 2020) and Period 6 (ending 19 September 2020) showed year-on-year reductions of 70.1% and 69.4%, but an improving trend from the earlier part of 2020-21.

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



Cancellations for Period 5 (ending 22 August 2020) and Period 6 (ending 19 September 2020) were 0.5% and 0.6% - almost identical to the previous year (0.6% and 0.6%).

Public Performance Measure (PPM) for Suburban West Sector



The standard measure throughout Great Britain for measuring train service performance is the PPM and it is made up from both punctuality and reliability data. The PPM is the percentage of booked services which arrive within 5 minutes of their booked arrival time, having called at all booked stations on the route.

The PPM for Period 5 (ending 22 August 2020) and Period 6 (ending 19 September 2020) was 93.3% and 93.4% (up from 91.4% and 92.8% the previous year).

Of the two latest periods to be reported on, the main incidents were as follows:

Period ending 22 August 2020

- 04/08/2020 – Flooding at Glengarnock.
- 05/08/2020 – Track circuit failure at Finnieston Junction.

Period ending 19 September 2020

- 27/08/2020 – Flooding Rutherglen to Finnieston.
- 27/08/2020 – Track circuit failure at Bellgrove Junction.
- 01/09/2020 – Track defect at Finnieston East Junction.
- 02/09/2020 – Track circuit failure at Glasgow Central.
- 16/09/2020 – Overhead line wires down at Dumbarton East Station.

10.2 Update on ferry services within the Partnership area

As previously reported to Committee, on 1st June 2020, Transport Scotland took over responsibility for the Gourock-Kilcreggan ferry service from SPT. On the same date, Calmac took over operation of the service from Clyde Marine.

SPT currently has no direct responsibility for the delivery of ferry services.

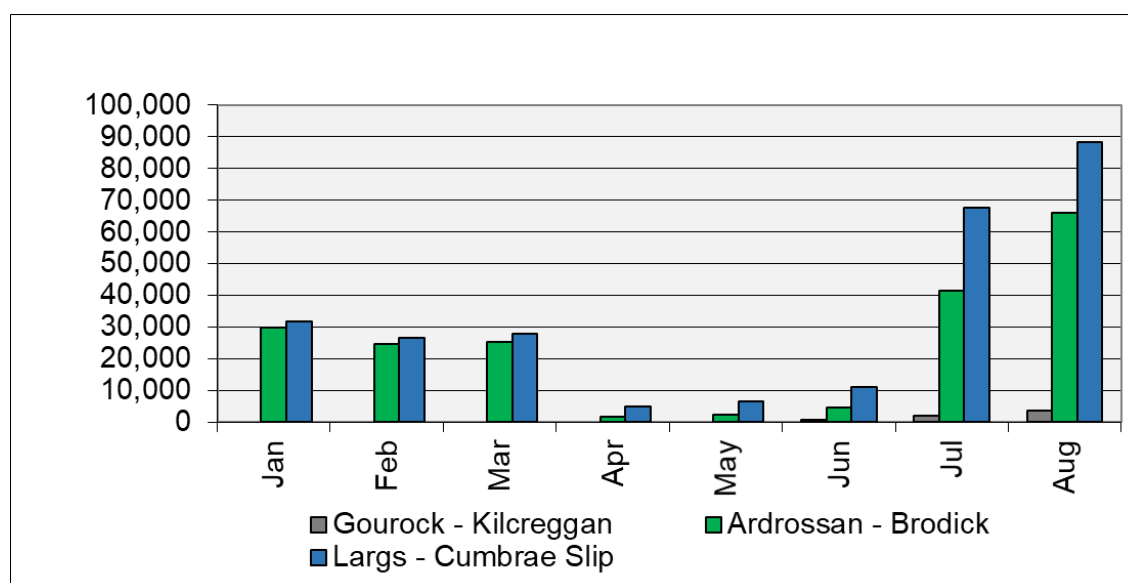
The following ferry services operate entirely within the SPT area.

- Ardrossan to Brodick (Arran), operated by Calmac.
- Largs to Cumbrae, operated by Calmac.
- Gourock to Kilcreggan, operated by Calmac.
- Yoker to Renfrew, operated by Clydelink.

Calmac publish passenger carrying statistics for all routes at:

<https://www.calmac.co.uk/corporate/carrying-statistics>

The information shown below is taken from those statistics and shows passenger numbers on the three routes in the SPT area, since the beginning of 2020-21.



No data is currently available for the Yoker to Renfrew service operated by Clydelink.

11. Committee action

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

12. Consequences

Policy consequences	<i>None</i>
Legal consequences	<i>None</i>
Financial consequences	<i>As a measure of the quality of performance of services supported by SPT, it directs attention to possible financial implications.</i>
Personnel consequences	<i>None</i>
Equalities consequences	<i>The concepts of supported services and social inclusion are directly related.</i>
Risk consequences	<i>None</i>

Name Valerie Davidson
Title **Assistant Chief Executive**

Name Gordon Maclennan
Title **Chief Executive**

For further information, please contact Neil Wylie, Director of Finance on 0141 333 3380, Gordon Dickson, Head of Bus Strategy & Delivery on 0141 333 3407 or David Christie, Subway Ops and Security Manager on 0141 333 3626.

APPENDIX 1

Argyle Line and North Electric Line Timetable Improvements Update from Scotrail for SPT Operations Committee 6 November 2020

Introduction

In December 2020, Abellio ScotRail (ASR) will introduce a new daytime Monday to Saturday timetable on the Argyle Line and North Electric Line through Glasgow city centre. The purpose of the new timetable is to improve the poor performance on these routes to a sustainable 92% PPM.

1.0 Background

Performance on the Argyle Line and North Electric Line through Glasgow has been in decline in recent years and the large volume of services on these routes means that poor performance has a significant impact on ASR's ability to deliver a network wide 92.5% Public Performance Measure (PPM). The table below shows how our PPM worsened:

	12/13	13/14	14/15	15/16	16/17	17/18	18/19
Argyle & NE PPM	91.3%	86.7%	84.5%	85.8%	85.1%	83.8%	81.8%

Network Rail (NR) and ASR commissioned the Donovan Review in 2017 to identify sustainable, whole system (infrastructure, trains and timetable) actions to improve performance. This recommended we:

- Urgently put in measures for right-time departures at Milngavie station
 - Delivered in Autumn 2018 – minor infrastructure works at Westerton to improve the interaction between eastbound services and westbound services to Milngavie.
 - Delivered in December 2018 – changes to the Cumbernauld timetable meant fewer trains were required to operate the timetable and these trains were used to introduce a “step-back” at Milngavie on the Argyle Line.
 - Both measures helped deliver focused performance improvements to Milngavie services.
- Co-create the Operational Delivery Plan and Recovery Plan for the Glasgow Electrics
 - The central feature of the new plan was a new timetable structure which delivered higher performance on each route and also reduced opportunity for transferring disruption between routes.

ASR have developed the new timetable structure and recruited 20 additional drivers to operate it. We plan to introduce it in December 2020 when NR complete platform extension works at Milngavie.

2.0 Current Timetable

The current timetable has services across the whole route being interdependent on each other, with services to Larkhall, Cumbernauld, Dalmuir, Whifflet and Milngavie interworking with each other. As such, a delay on one part of the network spreads across the rest of the route, and it takes much longer to restore services following disruption. Dwell times at on some services through the city centre do not allow enough time for passengers, while on other services they are longer than necessary.

The poor performance here has also resulted in a decline in passenger numbers as passenger sought more reliable modes of transport.

3.0 December 2020 Timetable

The December 2020 timetable introduces changes to improve performance, making the service more reliable and attractive for passengers. Various changes have been made, including changes to dwell times at city centre and key interchange stations to give time for boarding and disembarking.

The new timetable is designed to minimise the knock on impact of delays on different parts of the network. A train that works a service from Dalmuir to Larkhall will return to Dalmuir; a train that works a service from Dalmuir to Whifflet will return to Dalmuir. Therefore, a delay at Larkhall is less likely to impact passengers at Whifflet.

The most significant change to routes from Glasgow city centre are to Milngavie and to Dalmuir via Yoker. Currently ASR offer services from both Glasgow Central and Glasgow Queen St to Milngavie and Dalmuir via Yoker, giving passengers a choice of city centre stations.

Milngavie will continue to enjoy four trains per hour but will only be served during the day by services via Glasgow Queen St, with two trains per hour from Edinburgh, and two trains per hour from Springburn. This reduces the risk of delays by removing the interaction between Milngavie and cross-border services via Motherwell. It also enables more services to “step-back” at Milngavie. Passengers who wish to travel via Glasgow Central and the Argyle Line will be able to interchange at Hyndland.

In the new timetable all four trains per hour between Glasgow and Dalmuir via Yoker will be via Glasgow Central during the day. Passengers travelling via Glasgow Queen St will be able to interchange at Hyndland.

The timetable reduces the service frequency at Dumbarton Central from six to four trains per hour. Passenger demand at Dumbarton Central has fallen in recent years and there is no evidence that the increase in frequency encouraged more passengers to use the train.

An additional evening peak express service will be provided from Springburn to Helensburgh Central.

The timetable has been designed to minimise any impact on journey times, with some routes seeing minor increases in journey times while some routes will see a benefit. The timetable is forecast to deliver 92% PPM with medium term growth in passenger demand from pre-COVID levels.

4.0 Impact of COVID-19

The pandemic has significantly reduced passenger demand on all routes. Weekly patronage on the Strathclyde network has reduced from approximately 1.2m journeys to 0.4m (before current restrictions further reduced demand). The chart below shows weekly commuting (season and flexipass), peak (single and anytime return) and off peak journeys between 1st January and 17th October.

Journeys by Product



Commuter journeys have barely increased since lockdown, while peak journeys are 30% and off peak 45% of pre-COVID levels. As a result of the reduced demand and the current hiatus in recruiting and training new drivers, ASR is not operating a full timetable at present, with a reduced off-peak and evening service on many routes. Other than when services have been short-formed or cancelled, we have had no complaints from customers stating that they have not been able to physically distance.

This reduced service level will continue until at least May 2021 to ensure service reliability - whilst we can't recruit and train new drivers, existing staff continue to retire. It is now clear that commuting demand will not recover soon, and a review of peak services and demand is currently underway.

While performance is currently significantly better than pre-COVID, with a national MAA of 90.2% and performance on the Argyle Line and North Electric Line timetable at over 92% for the more recent period, we will introduce the new timetable structure in December as it delivers lasting performance improvements which will help encourage passenger return to public transport.

Ewan Tait
Business Development Executive, Scotrail