



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

Committee Operations

Date of meeting 29 January 2021

Date of report 13 January 2021

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

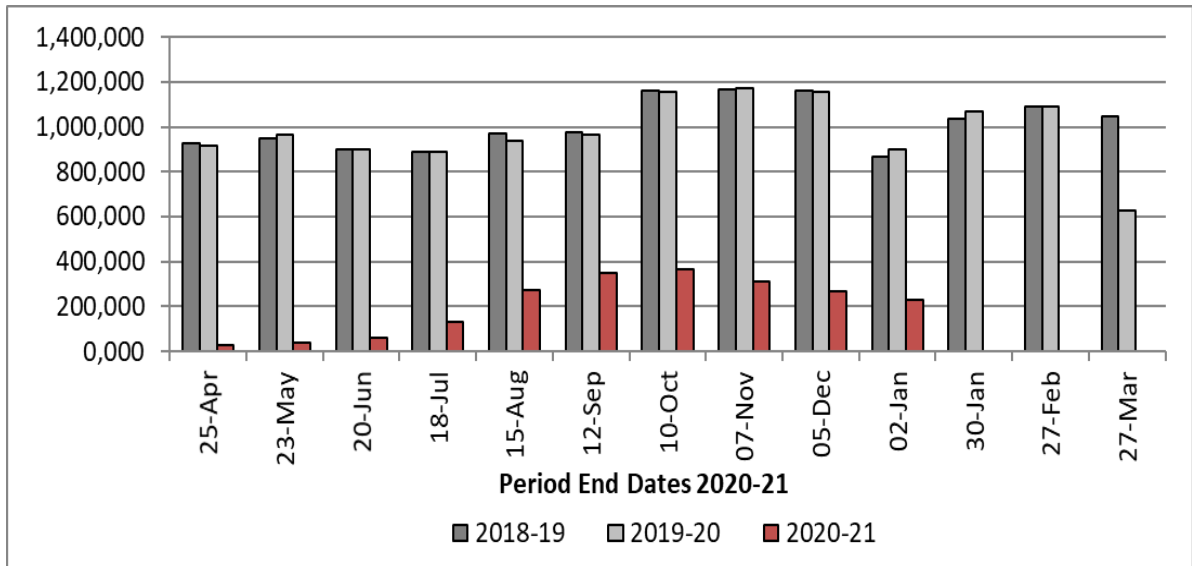
The last Monitoring Report was presented to the Operations Committee on 6 November 2020.

The Coronavirus pandemic and resulting restrictions have continued to significantly impact the delivery of services during recent months:

- At the time of the last Operations Committee on 6 November 2020, 11 out of 12 SPT authorities were in Level 3 restrictions, and Argyll & Bute in Level 2.
- From 20 November 2020, most of the Level 3 authorities moved into Level 4. North Ayrshire and Inverclyde remained in Level 3 and Argyll & Bute remained in Level 2.
- From 11 December 2020, those authorities which had been in Level 4 were returned to Level 3. Inverclyde moved from Level 3 to Level 2. North Ayrshire and Argyll & Bute remained at Level 3 and Level 2 respectively.
- Restrictions were eased for one day on 25 December 2020, allowing some travel and limited indoor mixing.
- All SPT authorities moved into Level 4 from 26 December 2020.
- Restrictions were further increased from 5 January 2021 onwards, summarised as “stay at home as much as possible”.

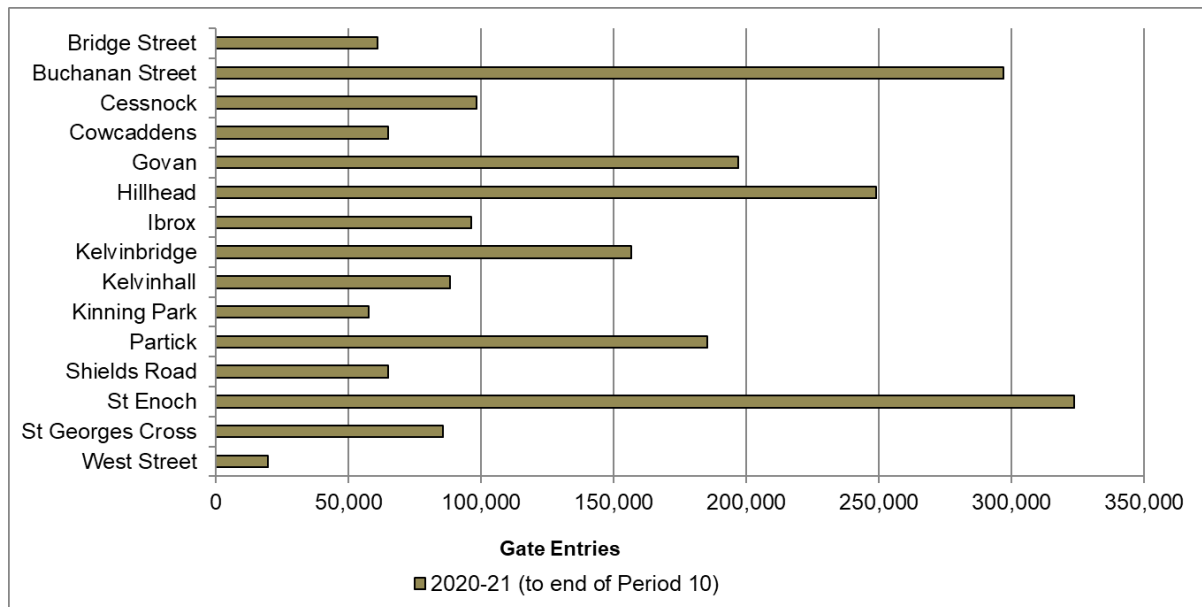
3. Subway

3.1 Subway patronage by period (gate entries)



- Period 8 (ending 07 November 2020) was down 73.5% on the previous year.
- Period 9 (ending 05 December 2020) was down 77.0% on the previous year.
- Period 10 (ending 02 January 2021) was down 74.5% on the previous year.

3.2 Subway patronage by station



The graph shows Subway patronage by station for Periods 1-10 of 2020-21. Overall St Enoch and Buchanan Street are the busiest stations followed by Hillhead.

During periods of higher restrictions, the relative importance of Govan increases compared to other stations. During the initial lockdown in March/April 2020, Govan was the busiest station. During January 2021, Govan has been one of the two busiest stations on most days.

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.

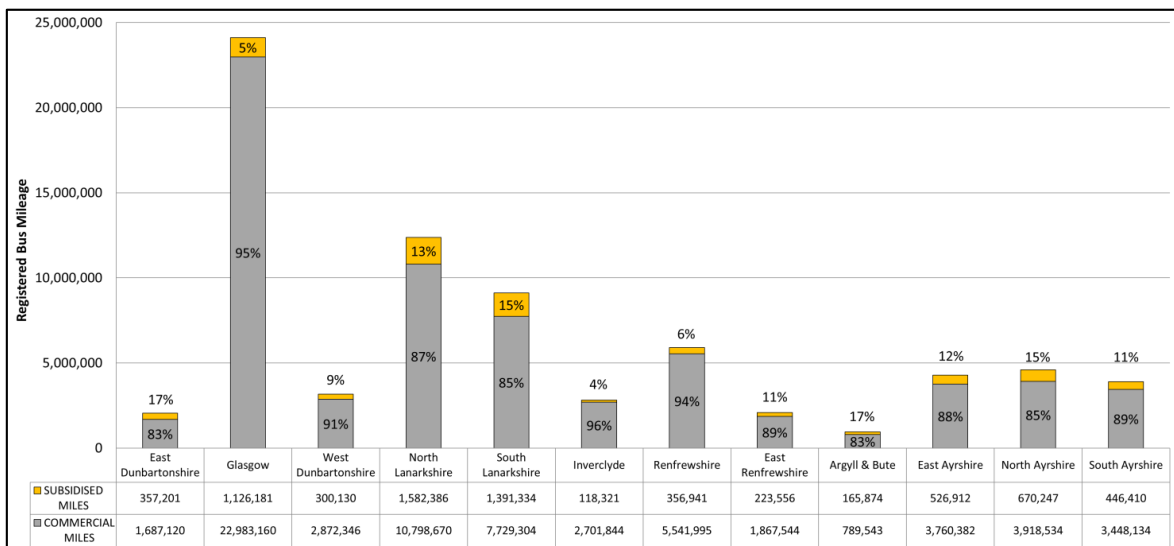
- Period 8 – 97.3%
- Period 9 – 97.8%
- Period 10 – 93.0%

The average for these three periods was 95.7% while the average for the same three periods last year was 97.0%.

Periods 9 and 10 saw a significant self-isolation impact on both Maintenance and PWay within Subway, with 12-14% of operatives across the combined Maintenance sections being unavailable (on average). In addition, there have been unusual challenges in the supply chain for both parts and services across this timeframe.

4. Supported Bus Services

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



This illustrates the share of mileage operated by subsidised and commercial services (pre-Covid).

Since March 2020, various restrictions on travel have been in effect. As a result, some commercial bus services have been revised or cancelled, and the relative importance of subsidised services has increased.

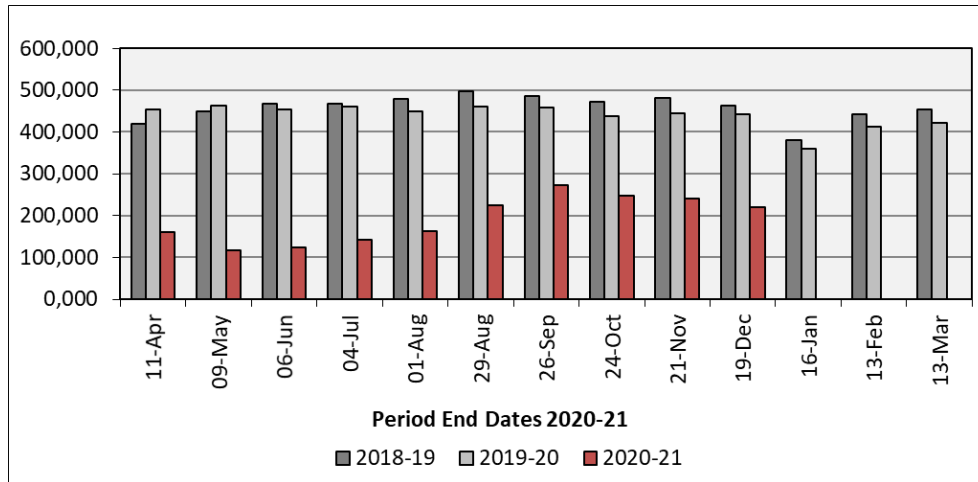
4.2 Supported Bus reliability

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 all ten Periods reported far in 2020-21.

4.3 Supported Bus Patronage by period

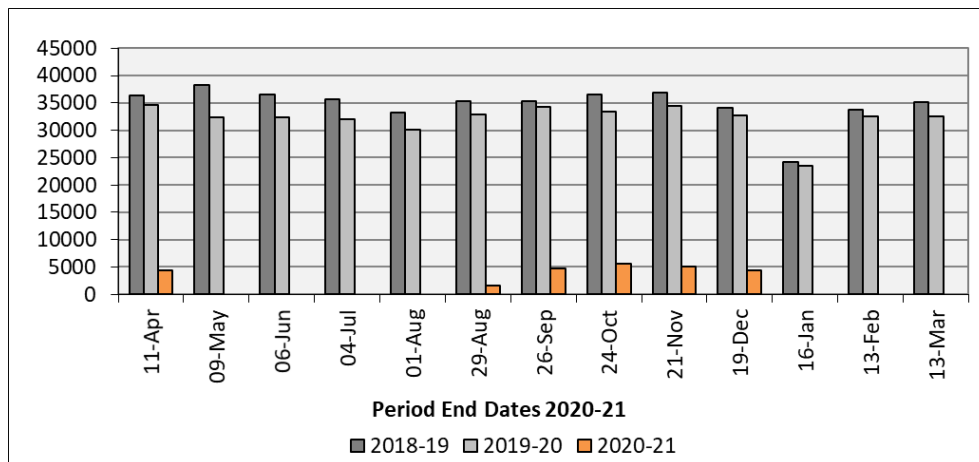


The four Periods to 21 November 2020 had supported bus patronage higher than in the earlier Periods of 2020-21, but still much lower than in previous years.

- Period ending 26 September 2020 was down 40.3% on the previous year.
- Period ending 24 October 2020 was down 43.5% on the previous year.
- Period ending 21 November 2020 was down 46.0% on the previous year.
- Period ending 19 December 2020 was down 50.0% on the previous year.

5. Demand Responsive Transport (MyBus)

5.1 MyBus Patronage



The three periods to 19 December 2020 had MyBus patronage higher than in the earlier Periods of 2020-21, but still much lower than in previous years:

- Period ending 24 October 2020 was down 83.5% on the previous year.
- Period ending 21 November 2020 was down 85.2% on the previous year.
- Period ending 19 December 2020 was down 86.5% on the previous year.

5.2 MyBus Requests Met

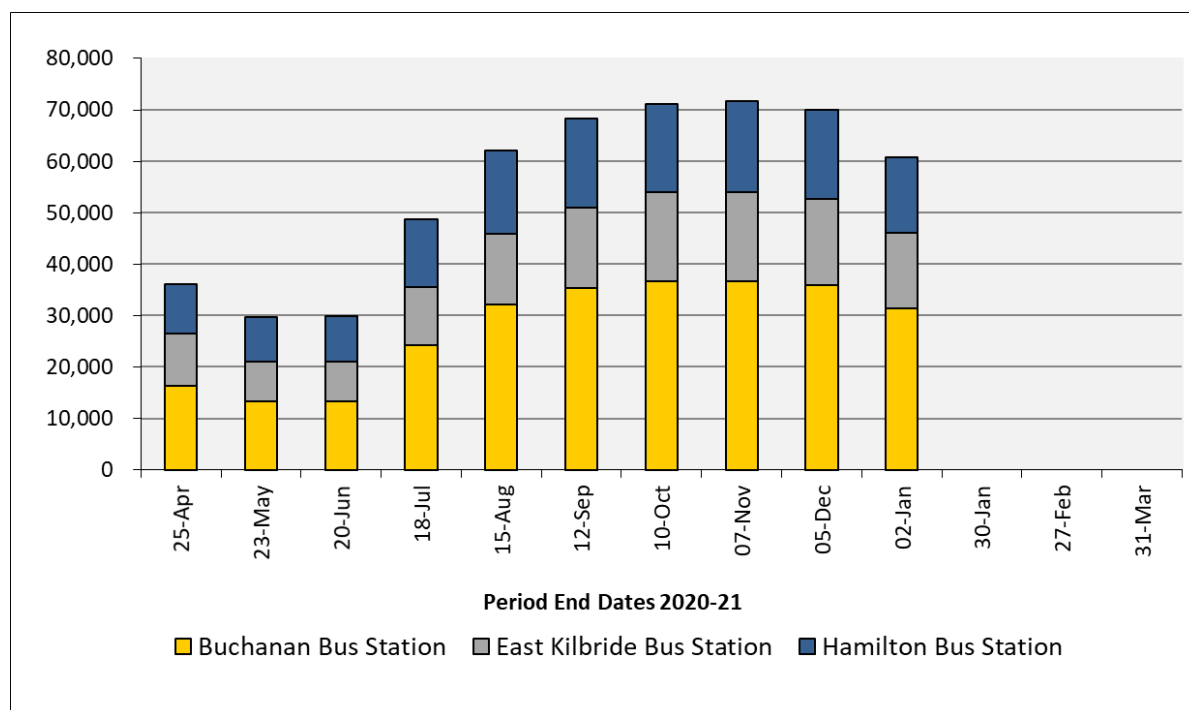
As previously reported no MyBus services operated in the four Periods to 01 August 2020, and in the following two periods 75% and 73% of MyBus requests were met with a reduced service in operation.

In the most recent three Periods reported, the percentage of requests met increased significantly:

- Period ending 24 October 2020 - 93% (compared to 94% in the previous year).
- Period ending 21 November 2020 - 99% (compared to 94% in the previous year).
- Period ending 19 December 2020 – 99% (compared to 96% in the previous year).

6. Bus Stations

6.1 Bus Station Bus Departures



For the five most recent Periods reported, overall departures were as follows compared to the previous year:

- Period ending 12 September 2020 – down 14%.
- Period ending 10 October 2020 – down 10%.
- Period ending 07 November 2020 – down 8%.
- Period ending 05 December 2020 – down 11%.
- Period ending 02 January 2021 – down 9%.

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 – December 2020**

Council	Contracts	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total number of Warnings
East Ayrshire	116	93 (80%)	23	23 (100%)	156	8
South Ayrshire	108	71 (65%)	20	20 (100%)	94	11
North Ayrshire	80	40 (50%)	12	10 (83%)	55	7
North Lanarkshire	244	166 (68%)	56	55 (98%)	212	42
South Lanarkshire	297	215 (72%)	49	49 (100%)	305	46
West Dunbartonshire	20	20 (100%)	4	4 (100%)	40	5
East Dunbartonshire	71	62 (87%)	14	14 (100%)	90	16
Inverclyde	52	39 (75%)	10	10 (100%)	73	28
Glasgow	47	46 (97%)	21	21 (100%)	49	18
East Renfrewshire	48	43 (89%)	12	12 (100%)	67	11
Renfrewshire	86	67 (77%)	23	23 (100%)	119	25
Totals	1169	851 (72%)	244	241 (98%)	1260	217

**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 217 warnings noted above for school contracts can be broken down as follows:

- Inspection generated warnings – contract related 60% [130];
- Customer contact (e.g. Education Dept.) generated warnings 25% [54];
- Disclosure (PVG) warnings 15% [33].

**LOCAL SUBSIDISED SERVICES
Statistics from August 2020 – December 2020**

Council	Number Contracts	of	Number Operators	of	Inspections	Total number of Warnings
Argyll & Bute	3		1		0	0
East Ayrshire	17		3		28	0
South Ayrshire	11		2		32	0
North Ayrshire	24		4		13	0
North Lanarkshire	33		9		59	0
South Lanarkshire	32		8		68	0
West Dunbartonshire	13		5		22	1
East Dunbartonshire	15		7		20	0
Inverclyde	8		4		11	0
Glasgow	37		10		80	3
East Renfrewshire	9		5		17	0
Renfrewshire	13		4		43	0
Totals					391	4

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)	Distance	Walking Requirement (Primary School)	Distance
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	

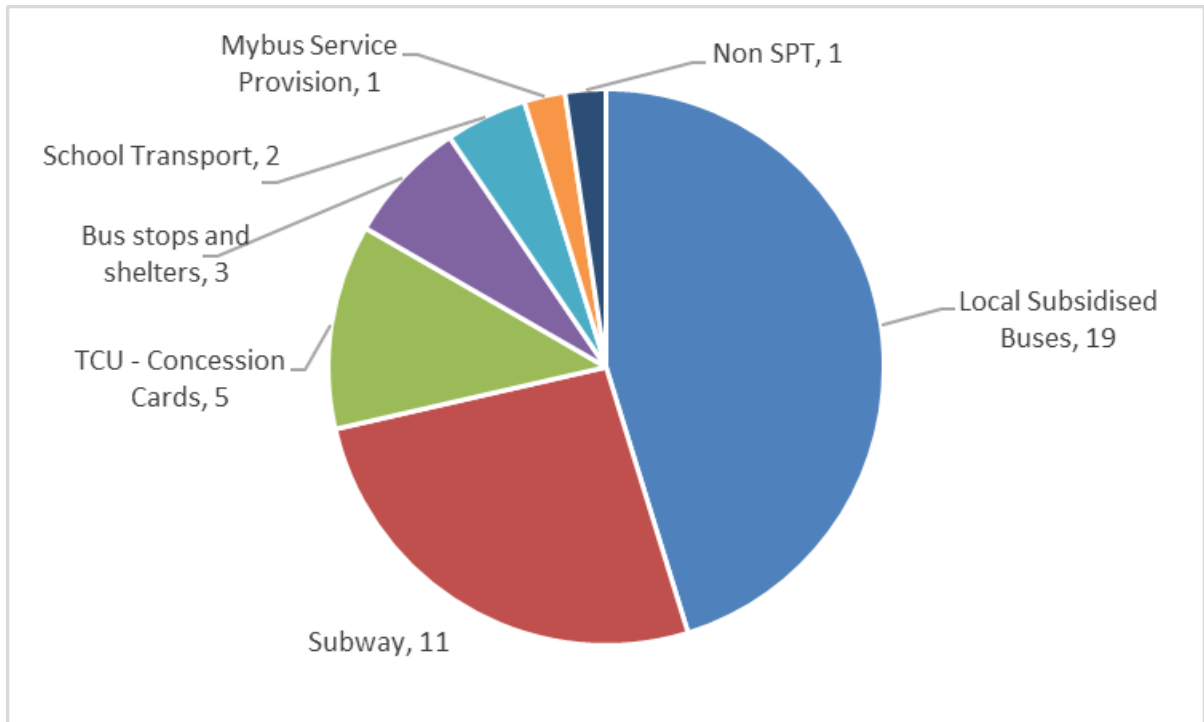
9. Complaints

9.1 Complaints received by SPT by four-week period

The previous report noted that there were 58 complaints received by SPT in Periods 5, 6 and 7 of 2020-21 (the twelve weeks ending 10 October 2020).

This figure has subsequently been adjusted to 65 complaints (an increase of 7 complaints).

For Periods 8, 9 and 10 of 2020-21 (the twelve weeks ending 2 January 2021) there were 43 complaints received by SPT, relating to the following categories:

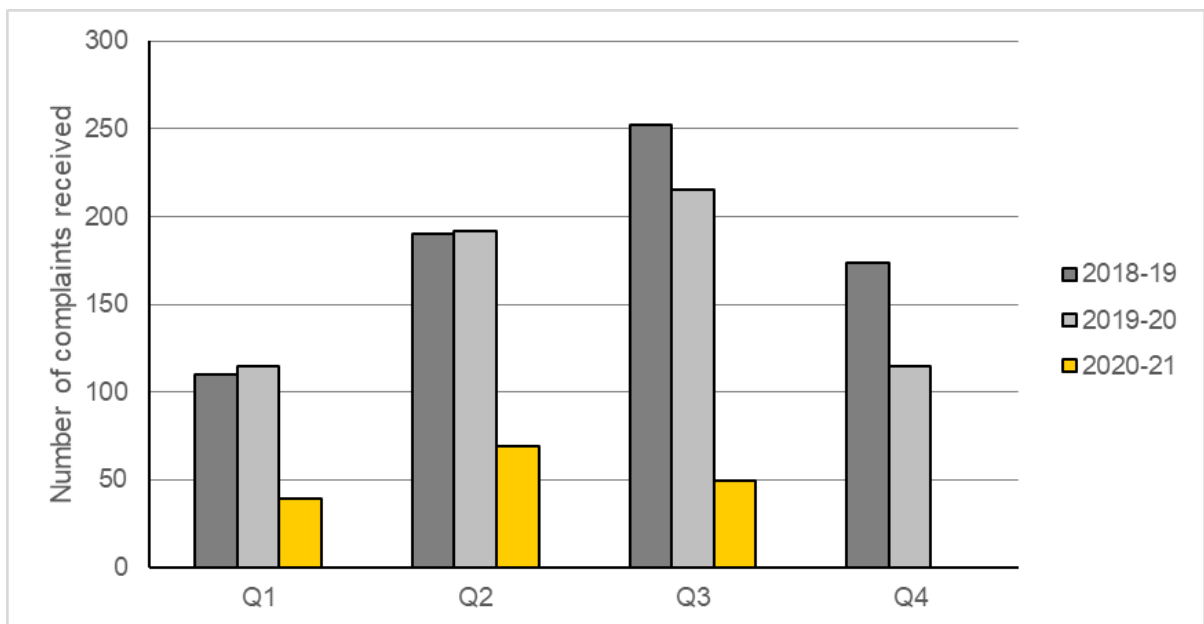


The most common categories for complaints (among an overall small number of complaints) were Local Subsidised Buses and Subway.

Six complaints related in some way to the wearing of masks/face coverings on public transport and three related to social distancing.

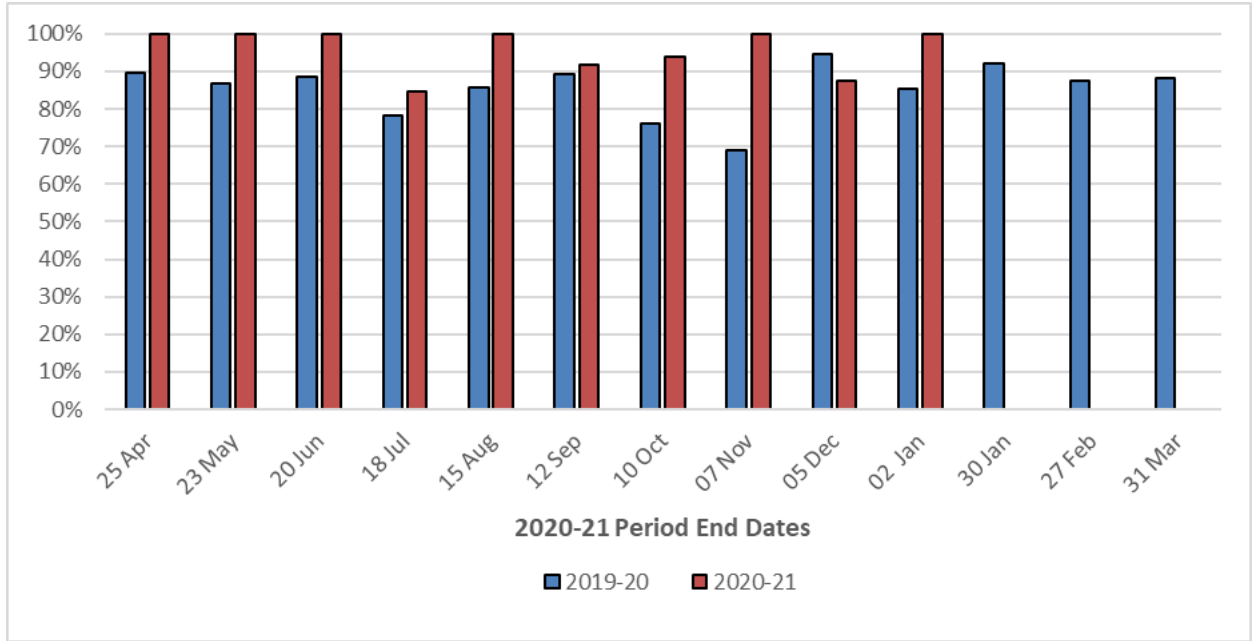
9.2 Complaints received by SPT by quarter

Historic complaints data is available on a quarterly basis, the third quarter of the year includes October, November and December.



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.

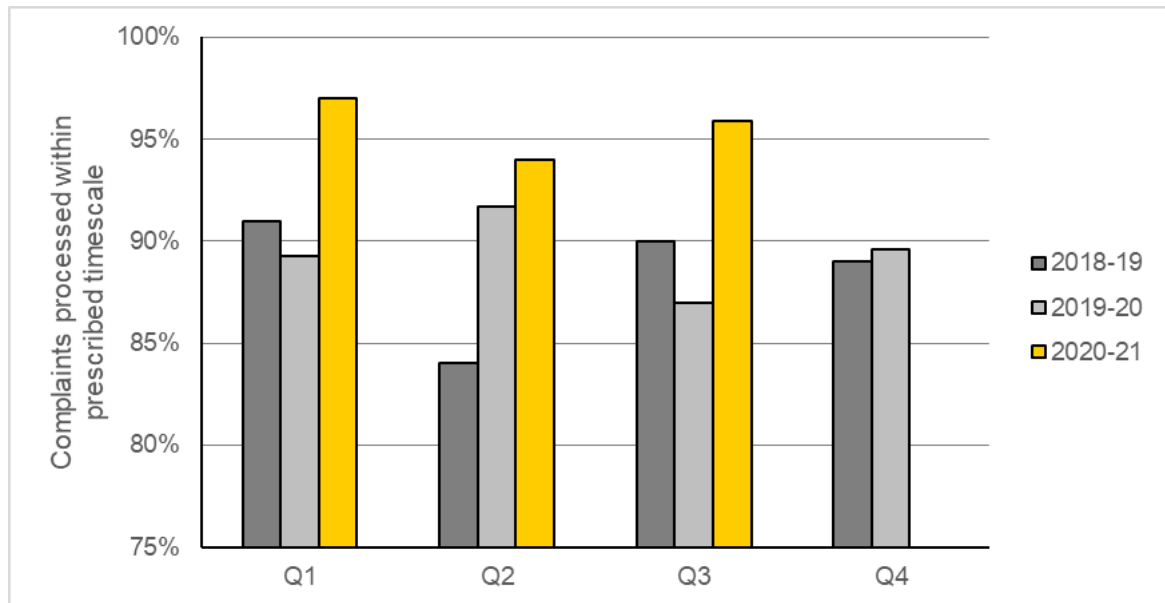
9.3 Complaints processed within prescribed time period, by four-week period



During Periods 8 to 10, 42 out of 43 complaints (98%) 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 third quarter of 2020-21, 96% of complaints were responded to in the prescribed timescale, higher than in the previous two years.

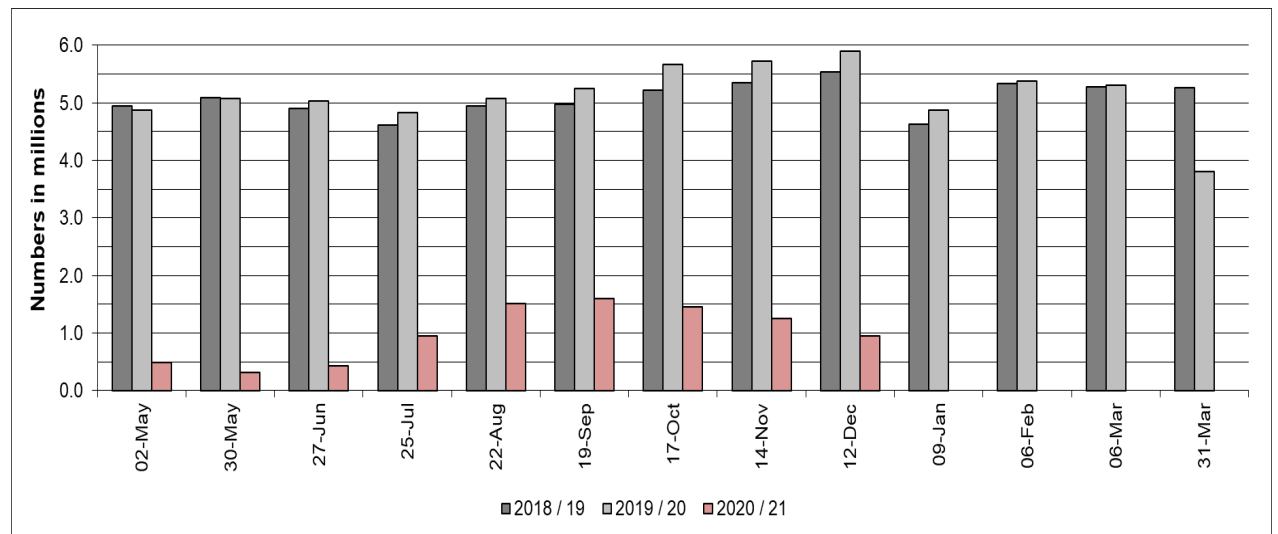
10. Wider Public Transport Context

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

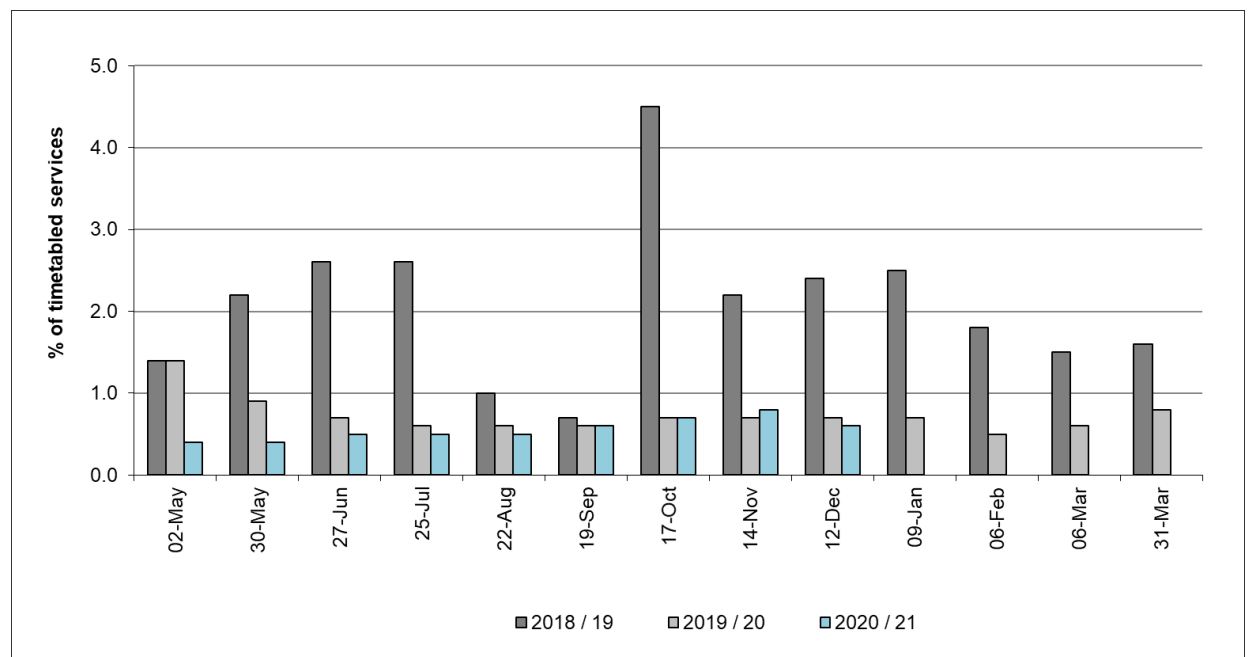
Information within section 10.1 has been provided by Abellio ScotRail

ScotRail patronage in the SPT area (in millions)



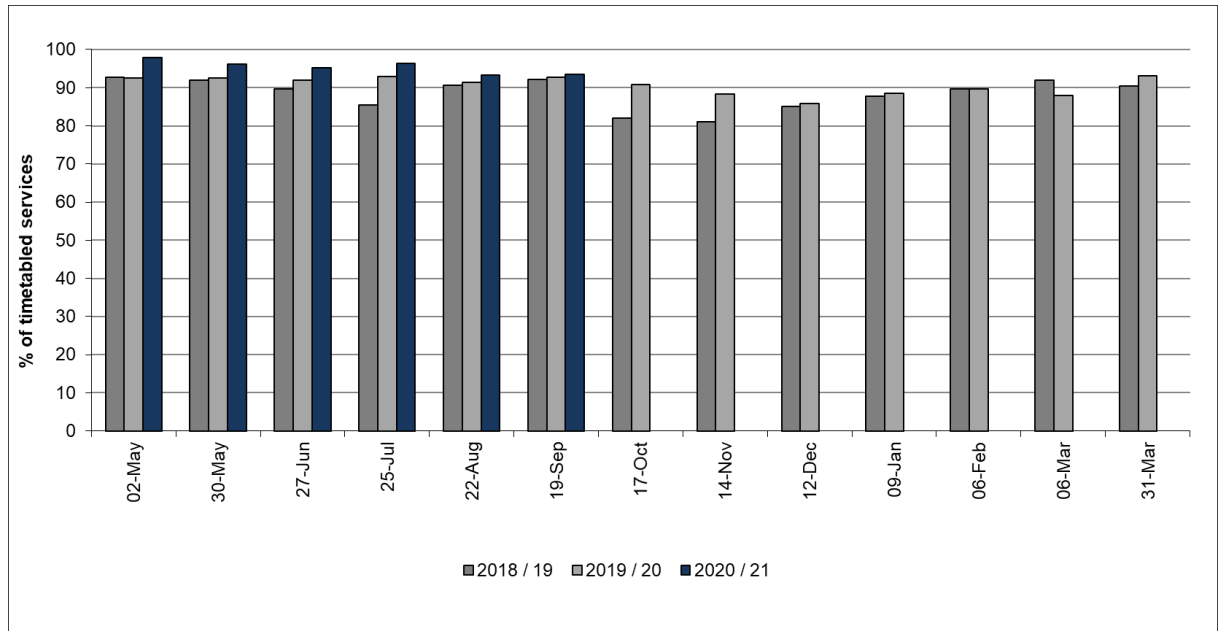
The three most recent Periods (to 12 December 2020) showed year-on-year reductions of 74%, 78% and 84%.

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



Cancellations for the three most recent Periods (to 12 December 2020) were 0.7%, 0.8% and 0.6% - almost identical to the previous year (0.7%, 0.7%, 0.7%).

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 the three most recent Periods (to 12 December 2020) was 93.3%, 90.5% and 93.4%. For all three Periods PPM was improved compared to the previous year (PPM averaged 88.4% for these three Periods in the previous year).

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

Period ending 17 October 2020

- 22/09/2020 – Overhead line obstruction Queen Street to Cowllairs.
- 02/10/2020 – Police incident Woodhall Station.
- 17/10/2020 – Person struck by train Hillington East Station.

Period ending 14 November 2020

- 09/11/2020 – Signalling failure Paisley Gilmour Street.
- 10/11/2020 – Busby Junction points failure.

Period ending 12 December 2020

- 18/11/2020 – Person struck by train Milliken Park to Johnstone.
- 04/12/2020 – Points failure Glasgow Central.

10.2 Update on ferry services within the Partnership area

SPT has no responsibility for the delivery of ferry services.

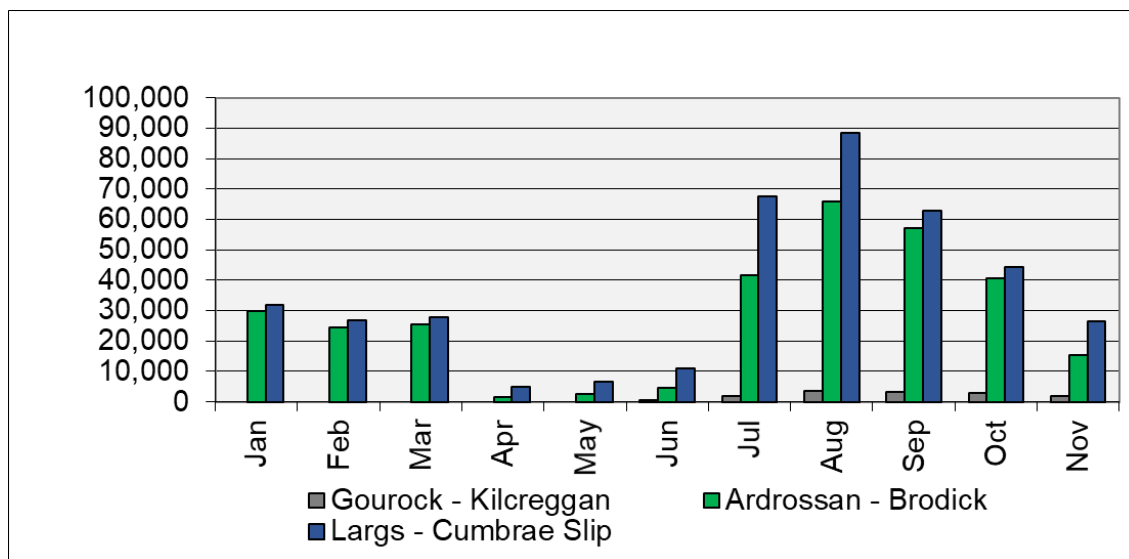
The following ferry services operate entirely within the SPT area.

- 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, for January to November 2020.



No data has been made 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>

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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.