



**Monitoring report on public transport services and facilities in the SPT area**

**Date of meeting** 25 August 2023

**Date of report** 9 August 2023

**Report by Director of Finance & Corporate Support**

**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. Background to report**

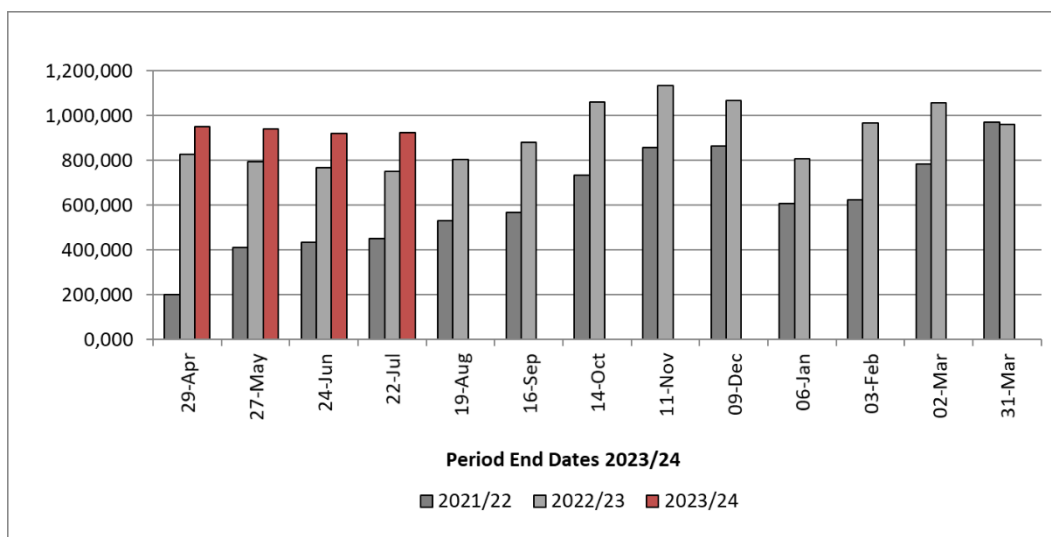
The last monitoring report was presented to the Operations Committee on 28 April 2023.

Throughout this report, comparisons have been made with data from previous years including, where appropriate, with pre-Covid performance.

Members will be aware that widespread economic challenges continue to affect both customers and public transport operators. Inflation (RPI) was 10.7% for June 2023 while CPI was 7.9%, with fuel and other energy costs remaining high.

**3. Subway**

**3.1 Subway patronage by period (gate entries)**



The graph above shows a continued improving trend from 2022/23 to 2023/24. Over the past four periods, Subway patronage totalled more than 3.6 million journeys up 19.1% year-on-year. Significantly, this is also 1.7% higher overall than the same four periods in 2019/20 (pre-Covid) and marks a full recovery in patronage over a sustained period post-Covid.

### 3.2 Subway journey patterns

The highest proportion of Subway travel is between the city centre and the west end.

During the past four periods, the most common journeys were between Buchanan Street and Hillhead which (including both directions) accounted for 11% of all Subway journeys (more than 400,000 journeys).

Travel between Buchanan Street/St Enoch and Hillhead/Kelvinbridge/Kelvinhall in total accounted for 34% of Subway journeys (more than 1.2 million journeys). This remains similar to pre-Covid travel patterns (35% for calendar year 2019).

### 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. Data is available for Period 13 of 2023/23 and Periods 1 to 4 of 2023/24:

| Period | Subway reliability | Comments  |
|--------|--------------------|---|
| 13     | 94.2%              | The main factor affecting reliability in this period is Rolling Stock Issues. Some disruption also caused by Signalling issues. |
| 1      | 95.2%              | The main factor affecting reliability in this period is Rolling Stock Issues.   |
| 2      | 94.9%              | The main factor affecting reliability in this period is Rolling Stock Issues.   |
| 3      | 96.7%              | The main factor affecting reliability in this period is Rolling Stock Issues.   |
| 4      | 95.9%              | The main factor affecting reliability in this period is Rolling Stock Issues. Several circle suspensions.                       |

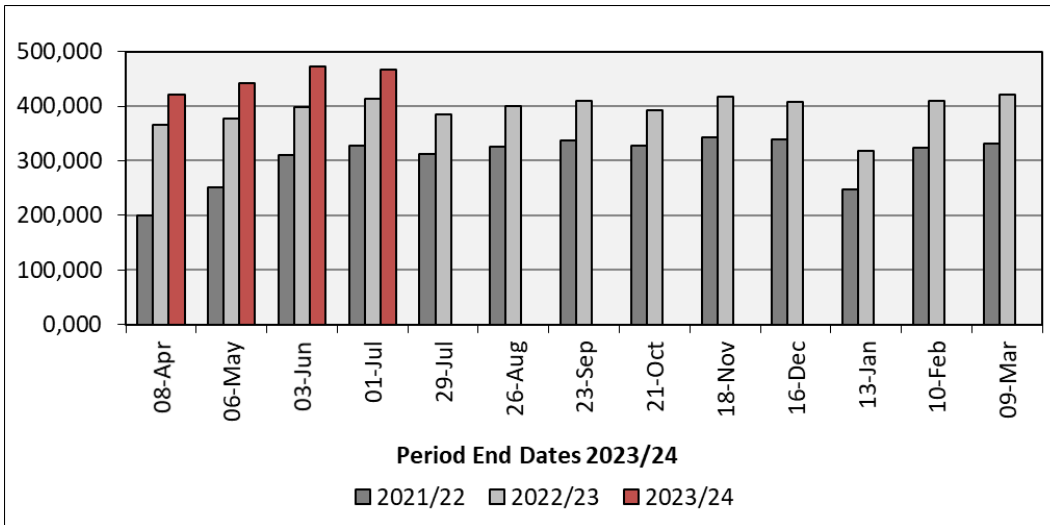
## 4. Supported Bus Services

### 4.1 Subsidised and Commercial Bus Markets in the Strathclyde region

Most bus services in the Strathclyde region are operated on a commercial basis. In 2019 (pre-Covid), between 4% and 17% of mileage in each local authority area was operated on a subsidised basis, with 83% to 96% in every local authority area operated commercially. The average across Strathclyde being 10% subsidised by SPT and 90% operated commercially.

While the relative importance of subsidised services has increased following pandemic restrictions and changing travel patterns, the majority of mileage is still operated commercially.

## 4.2 Supported Bus Patronage by Period

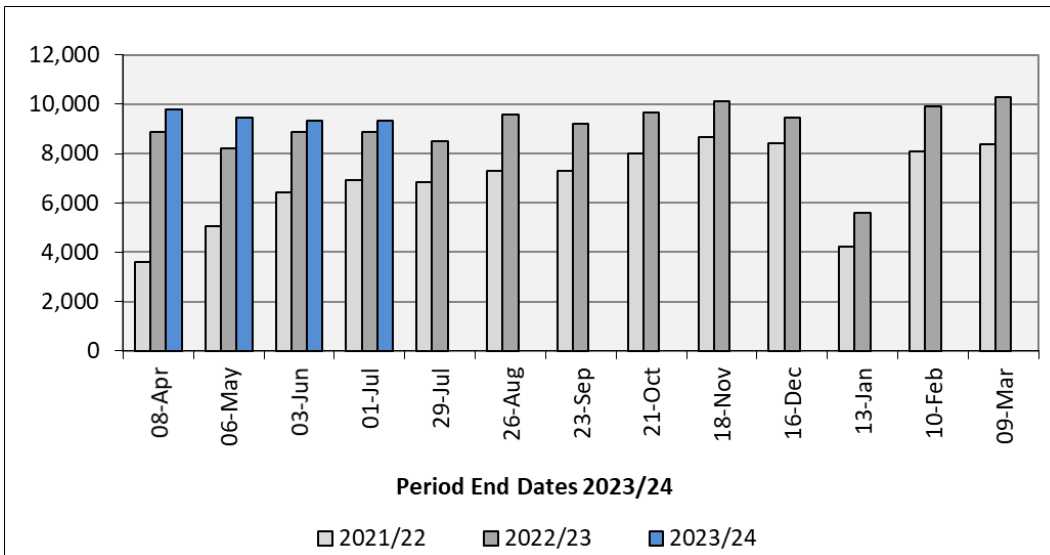


The graph above shows a continued improving trend from 2022/23 to 2023/24. Over the past four periods, SPT delivered more than 1.8 million supported bus journeys, up 15.9% year-on-year. This figure is just 1.6% lower overall than the same four periods in 2019/20 (pre-Covid).

In the period ending 3 June 2023 SPT delivered more than 470,000 supported bus journeys, this is the highest figure since Spring 2020 (pre-Covid).

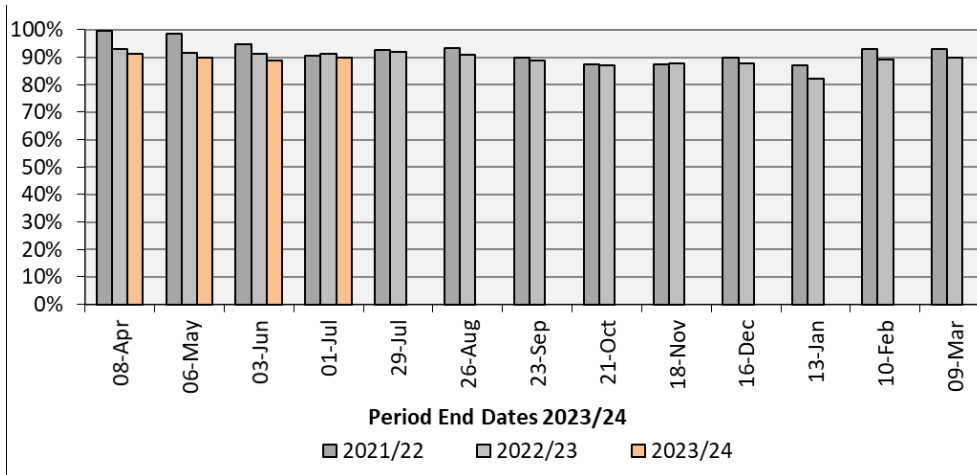
## 5 Demand Responsive Transport (MyBus)

### 5.1 MyBus Patronage



The graph above shows a continued improving trend from 2022/23 to 2023/24. Over the past four periods, SPT delivered more than 37,000 MyBus journeys, up 8.9% year-on-year. This figure is however 71.2% lower overall than the same four periods in 2019/20 (pre-Covid).

## 5.2 MyBus Requests Met



In the most recent four periods reported, the percentage of requests met was as follows:

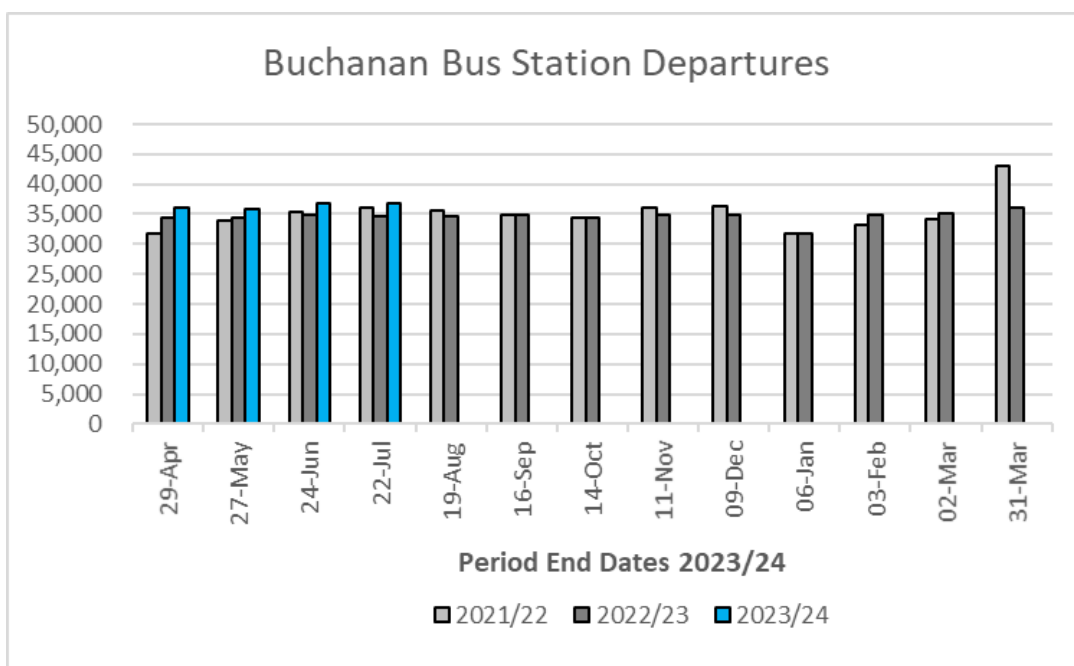
- Period ending 8 April January 2023 – 91%
- Period ending 6 May February 2023 – 90%
- Period ending 3 June 2023 – 89%
- Period ending 1 July 2023 – 90%.

The average over these three periods was 90%, compared to 92% the previous year. In 2019/20 (pre-Covid) the equivalent average was 94%.

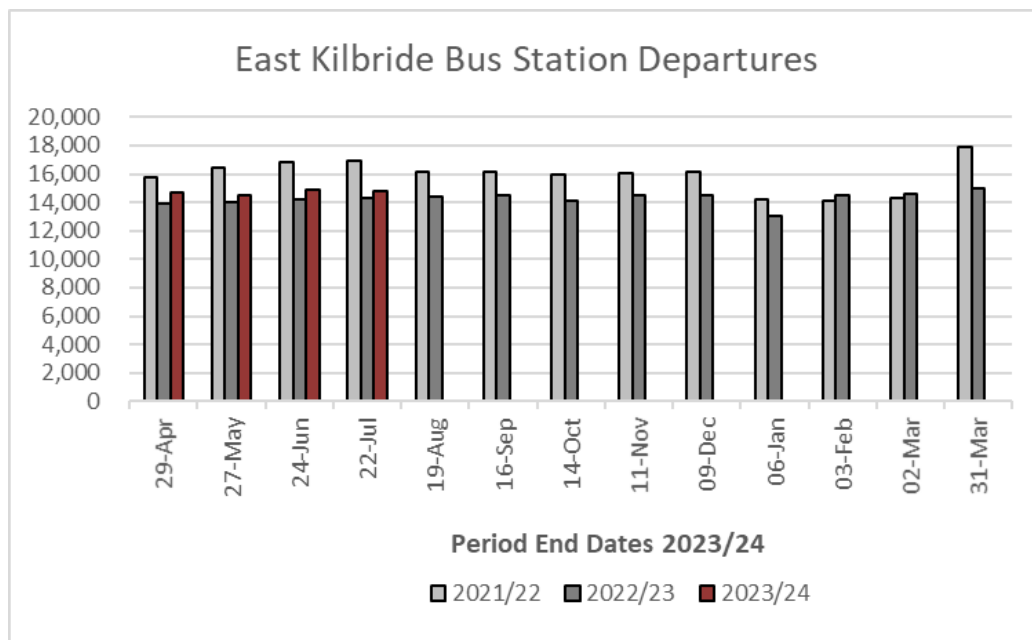
## 6. Bus Stations

### 6.1 Bus Station Bus Departures

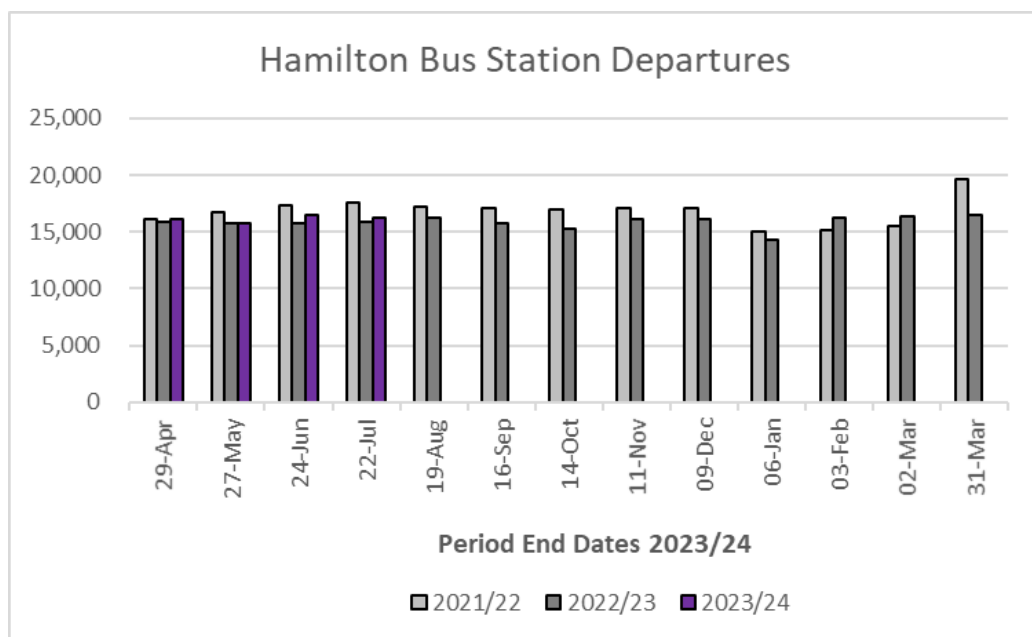
The graphs below shows Buchanan, East Kilbride and Hamilton Bus Station departures for the current year and previous two years.



There were more than 145,000 bus departures from Buchanan Bus Station in the first four periods of 2023/24, up 5.1% year-on-year and down 10.0% on 2019/20 (pre-Covid).



There were more than 58,000 bus departures from East Kilbride Bus Station in the same four periods, up 4.2% year-on-year but down 18.5% on 2019/20 (pre-Covid).



There were more than 46,000 bus departures from Hamilton Bus station in the same four periods, up 2.2% year-on-year but down 14.8% on 2019/20 (pre-Covid).

## 7. Compliance Inspections

The Bus Contracts Compliance team 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 contracted standard of service is being provided by operators.

## 7.1 School Contract Inspections (Approximately 1,200 contracts per annum)

Statistics from June 2022 to June 2023

| Council             | Contracts*   | Contracts Inspected | Operators  | Operators Inspected | Total Inspections | Total number of Warnings |
|---------------------|--------------|---------------------|------------|---------------------|-------------------|--------------------------|
| East Ayrshire       | 116          | 116                 | 22         | 22                  | 182               | 20                       |
| South Ayrshire      | 104          | 104                 | 17         | 17                  | 263               | 22                       |
| North Ayrshire      | 80           | 80                  | 17         | 17                  | 135               | 12                       |
| North Lanarkshire   | 220          | 220                 | 58         | 58                  | 399               | 130                      |
| South Lanarkshire   | 270          | 270                 | 49         | 49                  | 426               | 86                       |
| West Dunbartonshire | 19           | 19                  | 4          | 4                   | 73                | 8                        |
| East Dunbartonshire | 65           | 65                  | 19         | 19                  | 117               | 11                       |
| Inverclyde          | 42           | 42                  | 11         | 11                  | 93                | 53                       |
| Glasgow             | 56           | 56                  | 23         | 23                  | 76                | 14                       |
| East Renfrewshire   | 48           | 48                  | 9          | 9                   | 89                | 22                       |
| Renfrewshire        | 77           | 77                  | 23         | 19                  | 238               | 122                      |
| <b>Totals</b>       | <b>1,097</b> | <b>1,097</b>        | <b>252</b> | <b>252</b>          | <b>2,091</b>      | <b>500</b>               |

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

The quality criteria for vehicles is stipulated by each Unitary Authority and incorporated as part of the contract specification.

The warnings noted above for School Contracts can be broken down as follows:

- Inspection generated warnings – contract related: 260 (52%);
- Customer contact (e.g. Education Dept) generated warnings: 185 (37%);
- Disclosure (PVG) warnings: 55 (11%).

## 7.2 Local Subsidised Service Inspections

Statistics from June 2022 to June 2023.

| Council             | Number of Contracts | Number of Operators | Inspections  | Total number of Warnings |
|---------------------|---------------------|---------------------|--------------|--------------------------|
| Argyll & Bute       | 4                   | 2                   | 7            | 1                        |
| East Ayrshire       | 13                  | 3                   | 97           | 1                        |
| South Ayrshire      | 13                  | 2                   | 87           | 3                        |
| North Ayrshire      | 22                  | 4                   | 60           | 0                        |
| North Lanarkshire   | 28                  | 9                   | 180          | 8                        |
| South Lanarkshire   | 29                  | 9                   | 205          | 16                       |
| West Dunbartonshire | 12                  | 4                   | 73           | 1                        |
| East Dunbartonshire | 10                  | 7                   | 83           | 2                        |
| Inverclyde          | 11                  | 2                   | 35           | 0                        |
| Glasgow             | 29                  | 11                  | 207          | 14                       |
| East Renfrewshire   | 6                   | 4                   | 37           | 1                        |
| Renfrewshire        | 12                  | 2                   | 129          | 2                        |
| <b>Totals</b>       |                     |                     | <b>1,200</b> | <b>49</b>                |

## 8. Complaints

The format of this section reflects mandatory complaints KPI (Key Performance Indicator) reporting requirements as determined by the Scottish Public Services Ombudsman. Data is for the four periods to 22 July 2023.

### 8.1 KPI 1: Total complaints received by SPT

| Area                          | Stage 1    | Stage 2 escalated | Stage 2 direct | Non-SPT complaints |
|-------------------------------|------------|-------------------|----------------|--------------------|
| Bus Infrastructure            | 6          | 1                 | 0              | 1                  |
| Bus Services                  | 89         | 3                 | 0              | 29                 |
| Bus Stations                  | 19         | 0                 | 0              | 3                  |
| Bus Stop Info                 | 9          | 0                 | 0              | 0                  |
| Communications                | 2          | 0                 | 0              | 0                  |
| Contact Centre (travel cards) | 18         | 0                 | 0              | 0                  |
| MyBus                         | 4          | 0                 | 0              | 0                  |
| Other                         | 3          | 0                 | 0              | 0                  |
| Schools Transport             | 2          | 0                 | 0              | 2                  |
| Subway Smartcard              | 0          | 0                 | 0              | 0                  |
| Subway                        | 29         | 5                 | 0              | 2                  |
| Zonecard                      | 0          | 0                 | 0              | 0                  |
| <b>Total</b>                  | <b>181</b> | <b>9</b>          | <b>0</b>       | <b>37</b>          |

Note that complaints may be escalated to Stage 2 at the customer's request, or automatically if more than 10 working days has passed since a Stage 1 request was received.

The categories for which most complaints were received were Bus Services and Subway.

Over these four periods there were more than 1.8million SPT subsidised bus journeys. Stage 1 complaints were recorded for 0.005% of journeys.

Over these four periods there were more than 3.6 million Subway journeys. Stage 1 complaints were recorded for less than 0.001% of journeys.

### 8.2 KPI 2: Numbers and percentage closed on time (five days at Stage 1, 20 days at Stage 2)

|             | Stage 1 |     | Stage 2 escalated |     | Stage 2 direct |    |
|-------------|---------|-----|-------------------|-----|----------------|----|
| On time     | 106     | 74% | 4                 | 67% | 0              | 0% |
| Not on time | 37      | 26% | 2                 | 33% | 0              | 0% |

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

### 8.3 KPI 3: Average time in working days for a full response

|              | Stage 1 | Stage 2 escalated | Stage 2 direct |
|--------------|---------|-------------------|----------------|
| Average days | 4.1     | 17.5              | N/A            |

### 8.4 KPI 4: Outcomes as percentage of total

| Complaint Outcome | Stage 1 | Stage 2 escalated | Stage 2 direct |
|-------------------|---------|-------------------|----------------|
| Upheld            | 54.5%   | 11.1%             | N/A            |
| Not upheld        | 26.9%   | 11.1%             | N/A            |
| Part upheld       | 13.1%   | 33.3%             | N/A            |
| Resolved          | 3.5%    | 0.00%             | N/A            |
| In progress       | 2.1%    | 44.5%             | N/A            |

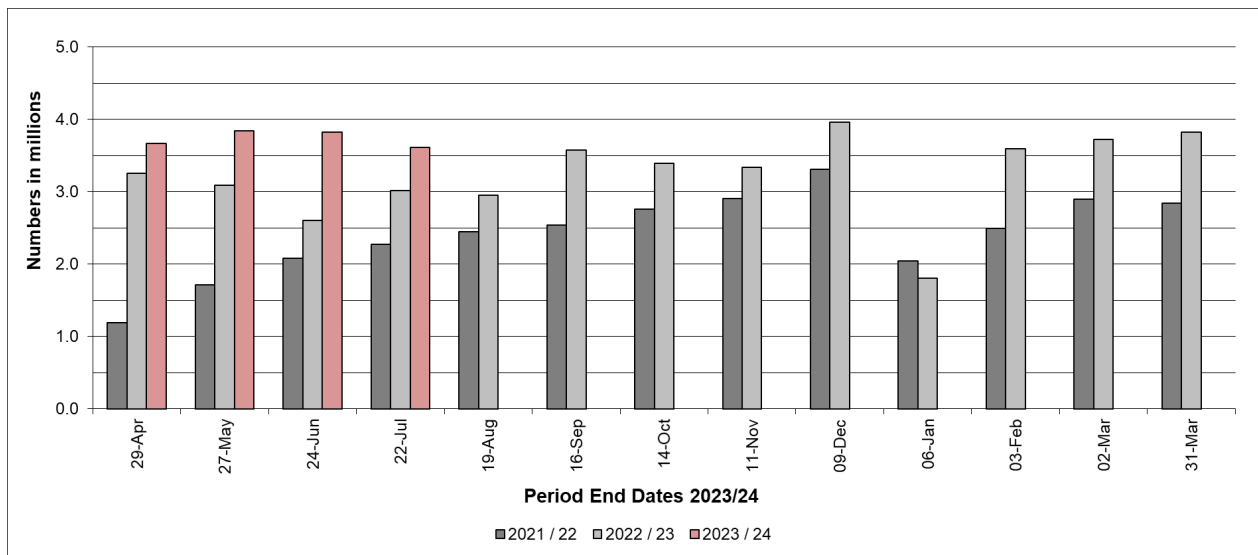
## 9. Wider Public Transport Context

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.

### 9.1 Update on rail services within the Partnership area

**Information within section 9.1 has been provided by ScotRail**

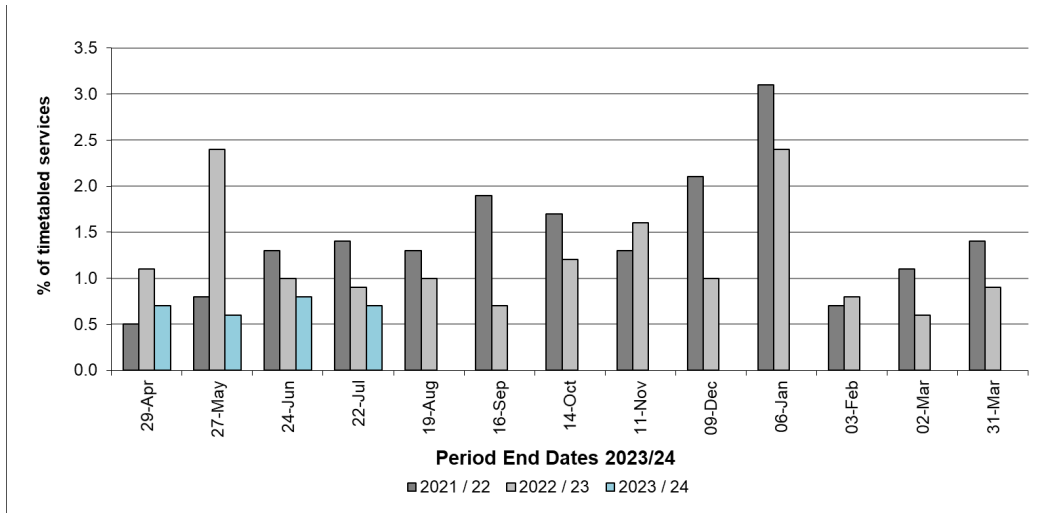
*ScotRail patronage in the SPT area (in millions)*



ScotRail patronage over the past four periods was 15.0 million journeys, up 25% year-on-year but down 25% on 2019/20 (pre-Covid).



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



Cancellations for the four most recent periods averaged 0.7%. The average of the same four periods in 2019/20 (pre-Covid) was 0.9%.

**10. 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>   |
| Climate Change, Adaptation & Carbon consequences | <i>None.</i>   |

**Name** Neil Wylie  
**Title** Director of Finance & Corporate Support

**Name** Valerie Davidson  
**Title** Chief Executive

For further information, please contact *Neil Wylie, Director of Finance & Corporate Support on 0141 333 3380, Gordon Dickson, Head of Bus Strategy & Delivery on 0141 333 3407 or Antony Smith, Director of Subway on 0141 333 3484.*