



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

Committee Operations

Date of meeting 30 April 2021

Date of report 14 April 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.

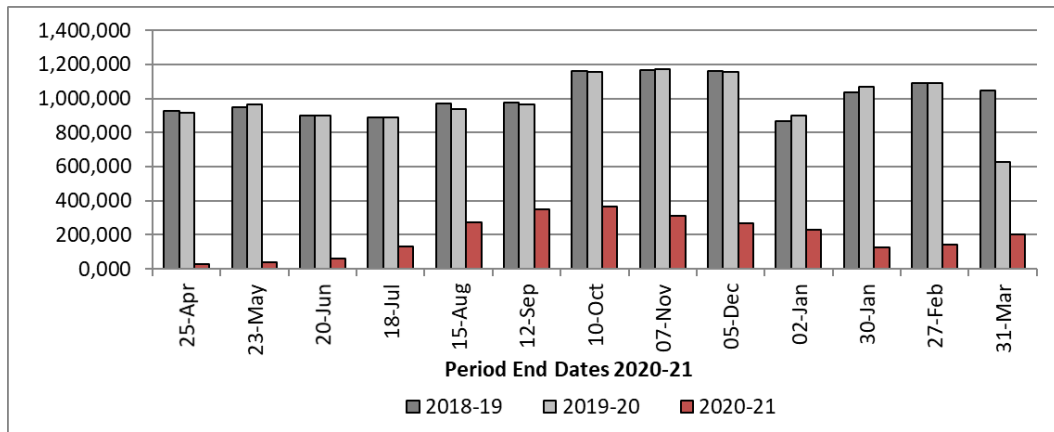
2. Context

The last Monitoring Report was presented to the Operations Committee on 29 January 2021. 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 29 January 2021, a national lockdown was in effect, including a “stay at home” order. This remained in place until 2 April 2021, when “stay at home” was amended to “stay local”.
- On 5 April 2021, a limited set of businesses were permitted to reopen.
- From 22 February 2021 some school pupils (mainly Primary 1 to Primary 3) returned to classrooms, and from 15th March 2021 all remaining Primary age pupils returned, along with Secondary pupils on a part-time basis). All senior school pupils returned full time on 19th April 2021.
- Transport restrictions were lifted for mainland Scotland on 16 April 2021.

3. Subway

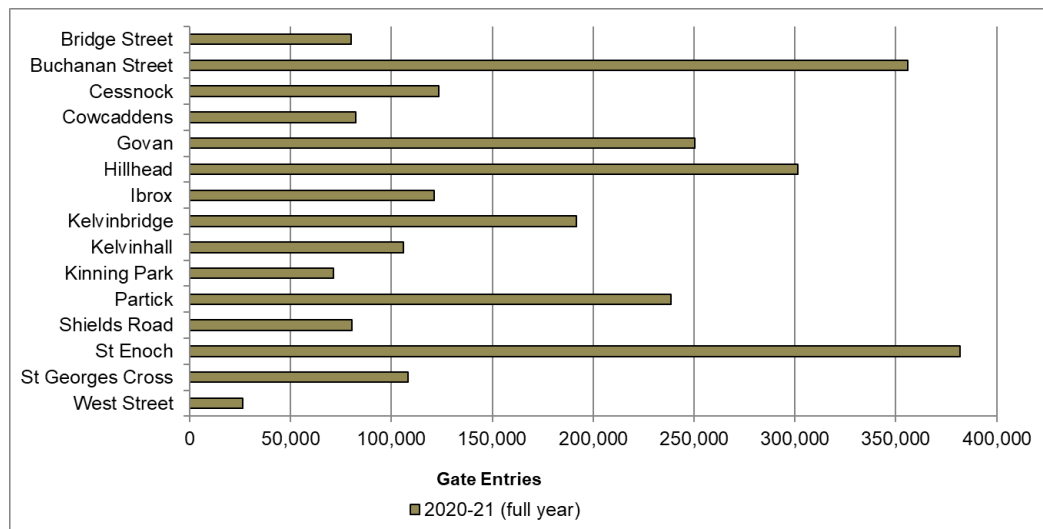
3.1 Subway patronage by period (gate entries)



- Period 11 (ending 30 January 2021) was down 88.2% on the previous year.
- Period 12 (ending 27 February 2021) was down 86.8% on the previous year.
- Period 13 (ending 31 March 2021) was down 67.7% on the previous year. Period 13 last year was the first to be affected by the start of initial lockdown measures. Period 13 (ending 31 March 2021) was down 80.7% when compared with two years earlier.

For the full year 2020-21, Subway patronage was down 81.0% on historic levels (previous year adjusted for lockdown affecting previous year Period 13).

3.2 Subway patronage by station



The graph shows Subway patronage by station for the full year 2020-21. Overall St Enoch and Buchanan Street are the busiest stations followed by Hillhead. However, during periods of greatest restrictions, the relative importance of Govan increased compared to other stations. During Period 11 (ending 30 January 2021), Govan was the second busiest station and had passenger numbers only 1% less than the busiest station (St Enoch).

During Periods 11 and 12, Partick was busier than Hillhead making it the fourth busiest station.

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 11 – 93.4%
- Period 12 – 96.4%
- Period 13 – 98.0%

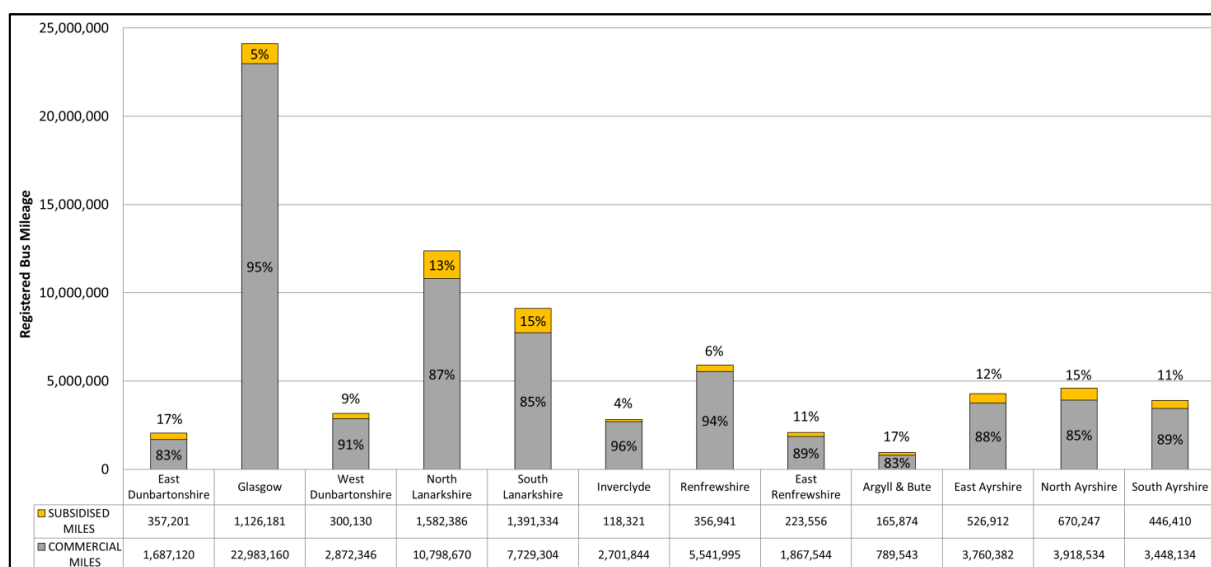
The average for these three periods was 95.9%, compared to 98.1% the previous year.

During Periods 11, 12 and 13, a factor affecting service delivery was staff availability; several Subway Maintenance and Operations staff were required to self-isolate during these Periods.

The average for the full year 2020-21 was 97.1%, compared to 97.6% the previous year.

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).

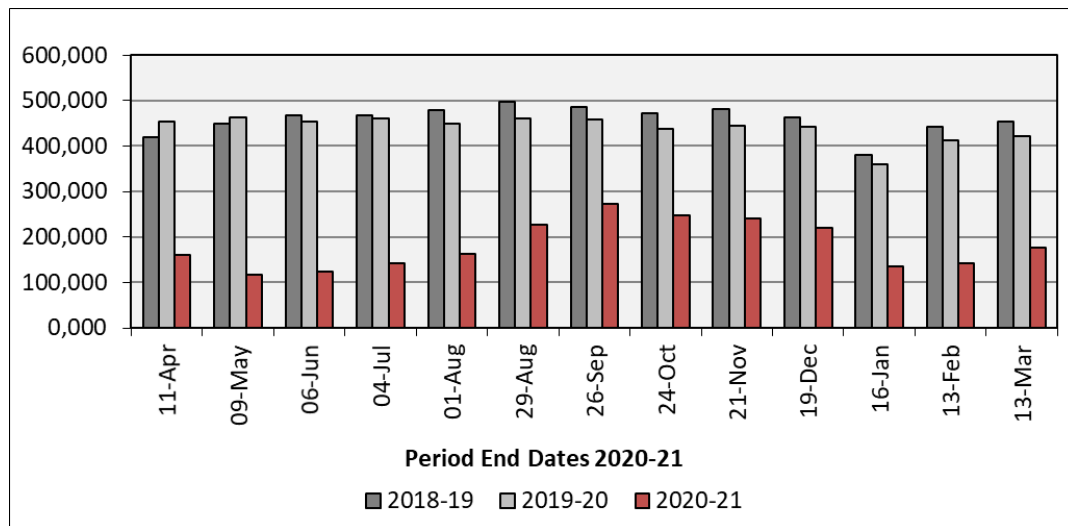
As a result of the pandemic restrictions, some commercial bus services have been revised or cancelled, and the relative importance of subsidised services has increased.

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 over a four-week period.

Supported Bus reliability exceeded this target for every Period in 2020-21.

4.3 Supported Bus Patronage by period



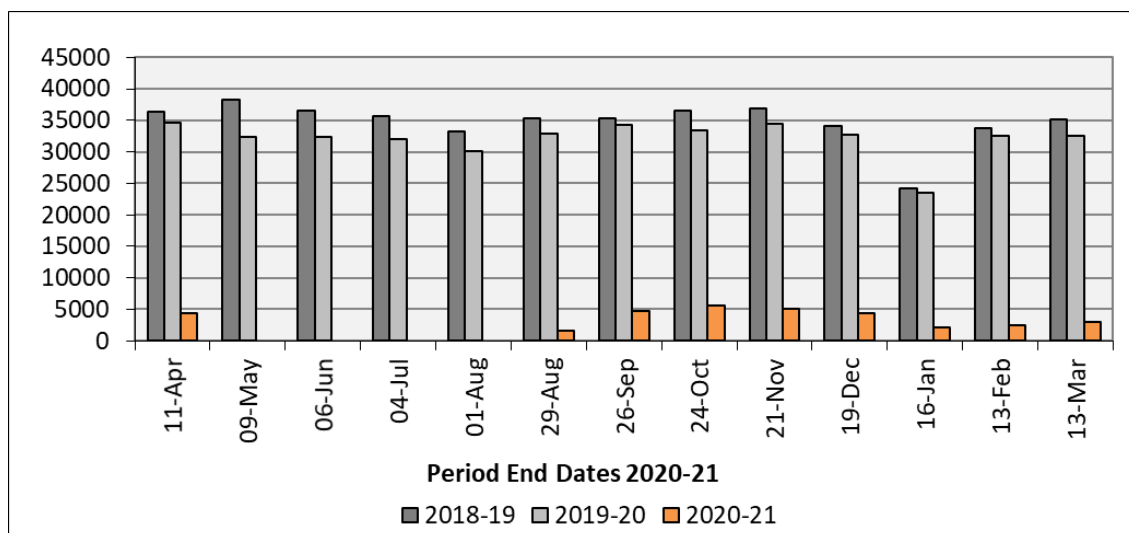
The three Periods to 13 March 2021 had supported bus patronage lower than the preceding five Periods, and down significantly on the previous year:

- Period ending 16 January 2021 was down 62.4% on the previous year.
- Period ending 13 February 2021 was down 65.2% on the previous year.
- Period ending 13 March 2021 was down 58.2% on the previous year.

For the full year (13 Periods to 13 March 2021), supported bus patronage was down 58.6% on the previous year, again in line with the government messaging and continued restrictions.

5. Demand Responsive Transport (MyBus)

5.1 MyBus Patronage



The three Periods to 13 March 2021 had MyBus patronage lower than the preceding four Periods, and much lower than the previous year:

- Period ending 16 January 2021 was down 90.7% on the previous year.
- Period ending 13 February 2021 was down 92.3% on the previous year.

- Period ending 13 March 2021 was down 90.8% on the previous year.

MyBus patronage for the full year 2020-21 was down 92.0% on the previous year (this includes four full periods when MyBus did not operate at all).

5.2 MyBus Requests Met

In the most recent three Periods reported, the percentage of requests met remained high:

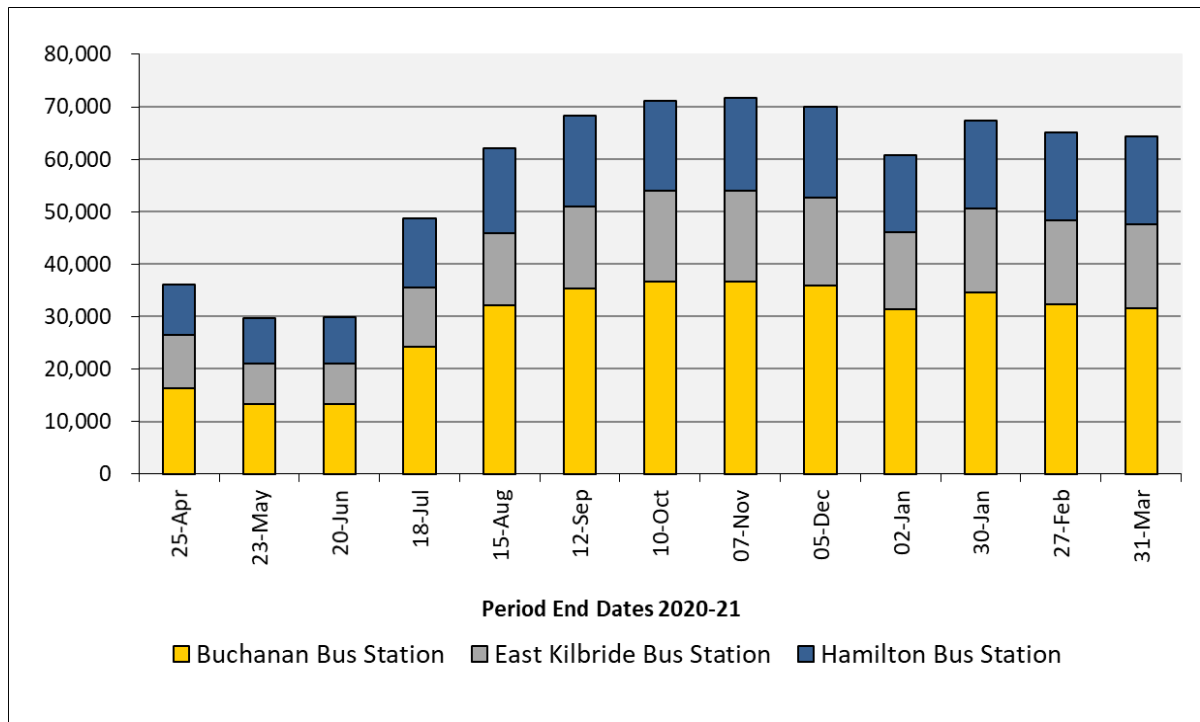
- Period ending 16 January 2021 - 97% (compared to 97% in the previous year).
- Period ending 13 February 2021 – 99% (compared to 96% in the previous year).
- Period ending 13 March 2021 – 99% (compared to 95% in the previous year).

5.3 MyBus Support to Vaccination Programme

SPT, in collaboration with the three NHS Health Boards in Strathclyde, Traveline Scotland and Community Transport Operators, prioritised vaccination trip requests through MyBus (SPT’s Demand Responsive Transport service). This commenced with the large-scale vaccination programme from February 2021, and continues to support several hundred of the Strathclyde community in reaching their vaccine appointments where Public Transport links are ineffective and a more bespoke solution is appropriate.

6. Bus Stations

6.1 Bus Station Bus Departures



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

- Period ending 30 January 2021 – down 14%
- Period ending 27 February 2021 – down 17%.

- Period ending 31 March 2021 – down 14%.

For the full year 2020-21, departures were down 25% on the previous year; however the impact was most significant in the first three periods of the year (April – June) (down 59% on average).

The reduction in bus station departures over the year (25%) is less than other indicators in this report such as Supported Bus Patronage (down 59%) and Subway patronage (down 81%). This reflects the level of service provision which has remained in place to provide safe and socially distanced travel, against a backdrop of significantly reduced passenger demand.

7. Compliance Inspections

The Compliance Section within SPT is responsible for undertaking Quality Assurance Inspections, covering a variety of subsidised bus contracts, and contracts managed and maintained in line with 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 – March 2021

Council	Contracts	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total number of Warnings
East Ayrshire	116	107 (92%)	23	23 (100%)	204	9
South Ayrshire	108	89 (82%)	20	20 (100%)	142	13
North Ayrshire	80	49 (61%)	12	12 (100%)	82	8
North Lanarkshire	244	205 (84%)	56	56 (100%)	308	46
South Lanarkshire	297	247 (83%)	49	49 (100%)	370	48
West Dunbartonshire	20	20 (100%)	4	4 (100%)	50	5
East Dunbartonshire	71	71 (100%)	14	14 (100%)	128	16
Inverclyde	52	42 (80%)	10	10 (100%)	93	28
Glasgow	47	46 (97%)	21	21 (100%)	57	8
East Renfrewshire	48	47 (97%)	12	12 (100%)	87	15
Renfrewshire	86	86 (100%)	23	23 (100%)	181	33
Totals	1169	1009 (86%)	244	244 (100%)	1702	239

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

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

The 239 warnings noted above for school contracts can be broken down as follows:

- Inspection generated warnings – contract related 60% [143];
- Customer contact (e.g. Education Dept.) generated warnings 25% [60];
- Disclosure (PVG) warnings 15% [36].

LOCAL SUBSIDISED SERVICES
Statistics from August 2020 – March 2021

Council	Number of Contracts	Number of Operators	Inspections	Total number of Warnings
Argyll & Bute	3	1	0	0
East Ayrshire	16	3	30	0
South Ayrshire	11	2	34	0
North Ayrshire	24	4	16	0
North Lanarkshire	34	8	73	0
South Lanarkshire	31	8	76	0
West Dunbartonshire	14	5	23	0
East Dunbartonshire	17	7	22	1
Inverclyde	8	4	12	0
Glasgow	40	9	82	5
East Renfrewshire	10	5	15	0
Renfrewshire	14	4	47	0
Totals			430	6

8. School Transport

SPT acts as the 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 High Schools	Total number of High School pupils	Total number of Primary Schools	Total number of Primary School 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

The table shows the numbers of pupils eligible for school transport in each Local Authority area. Eligibility is based on a pupil's home address being further from school than the designated Walking Distance for the Local Authority, shown in the table below.

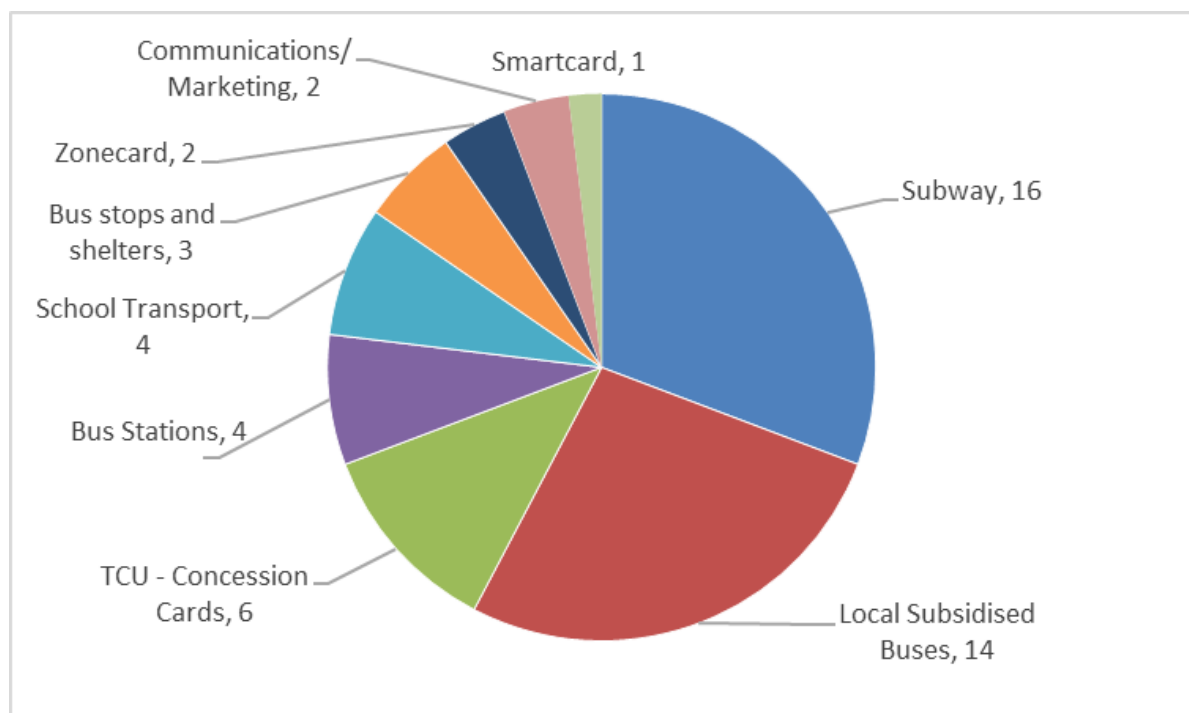
Other mitigating factors for free school transport may include clothing allowance, free school meals as per council policy.

Council	Walking Distance 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

For Periods 11, 12 and 13 of 2021 (to the end of March 2021), there were 52 complaints received by SPT in the following categories:



While the total number of complaints is small, the most common categories related to Subway and Local Subsidised Bus services.

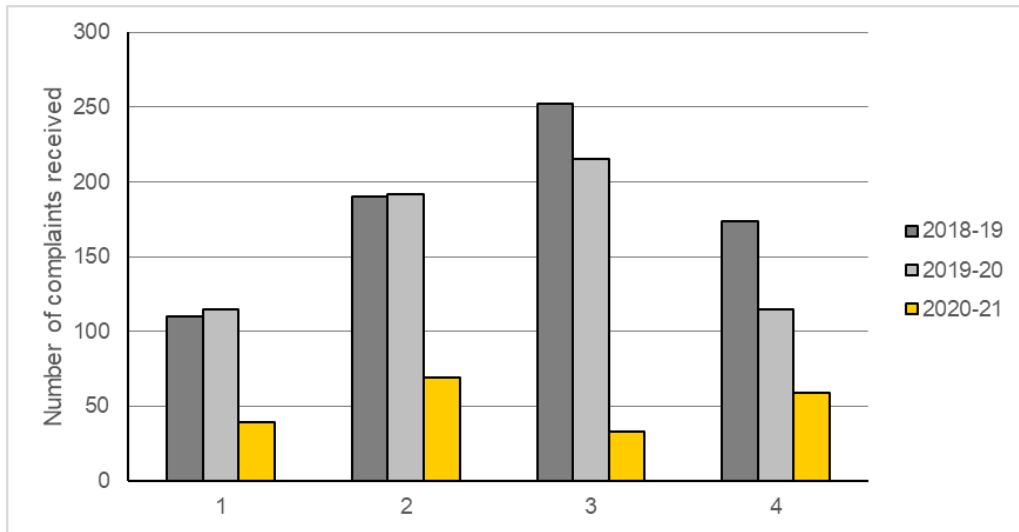
In Periods 11, 12 and 13 there were 473,519 Subway journeys and 16 complaints about Subway were received (complaints received for 0.003% of journeys).

In Periods 11, 12 and 13 there were 455,062 subsidised bus journeys and 14 complaints about subsidised bus services were received (complaints received for 0.003% of journeys).

Two complaints related to social distancing and no complaints this period related to the non-wearing of face masks (a reduction from earlier periods in the year).

9.2 Complaints received by SPT by quarter

Historic complaints data is available on a quarterly basis. The fourth quarter of the year includes January, February and March.



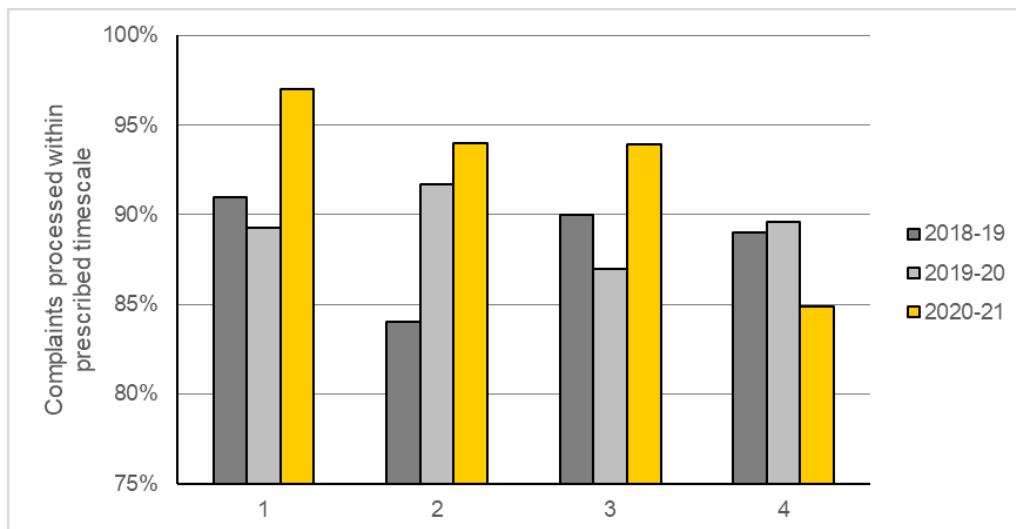
Throughout 2020-21, fewer complaints were received than in the previous year. It is likely that this is related to reduced transport activity due to lockdown.

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

During Periods 11 to 13, 85% of complaints were responded to on time (8 out of 52 complaints not responded to on time). This percentage is lower than for the previous year (89%).

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 fourth quarter of 2020-21, 85% of complaints (44 out of 52) were responded to in the prescribed timescale, a lower percentage than in the previous two years.

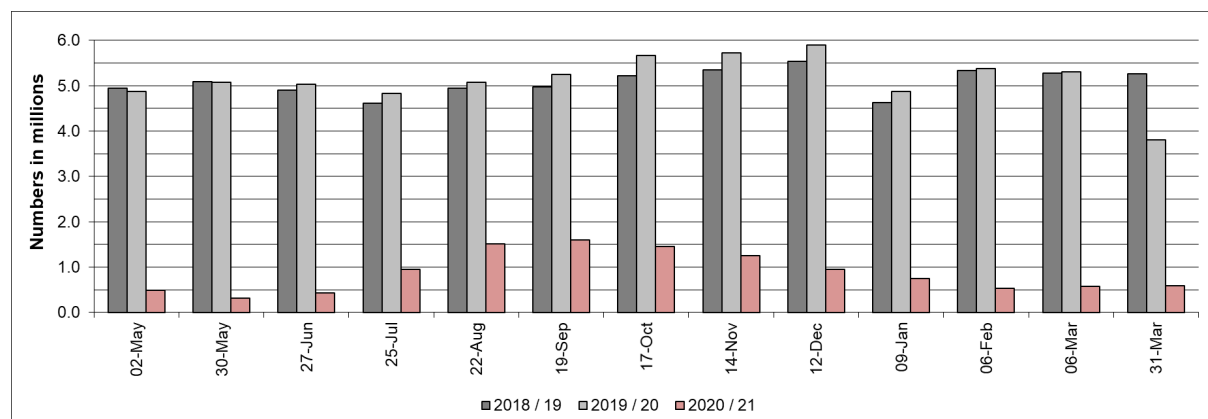
10. Wider Public Transport Context

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

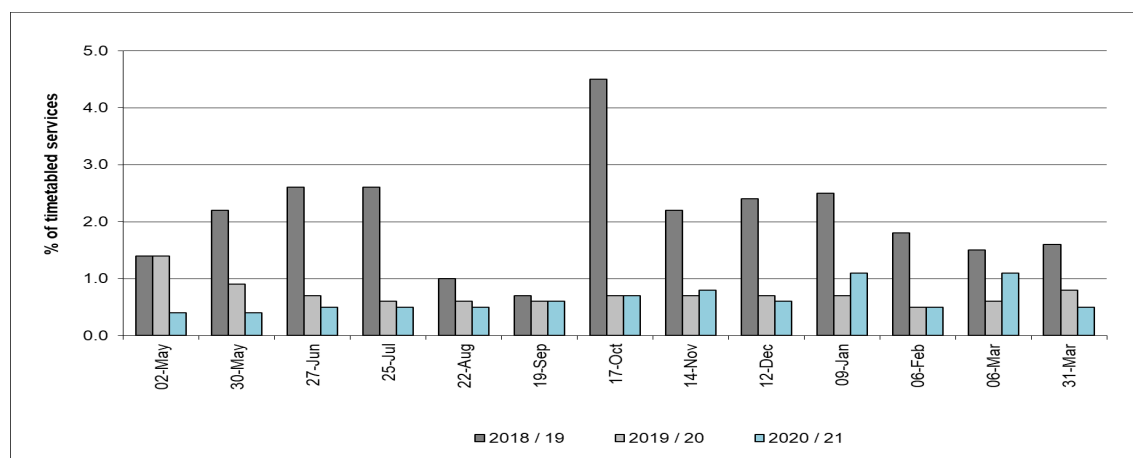
Information within section 10.1 has been provided by Abellio ScotRail

ScotRail patronage in the SPT area (in millions)



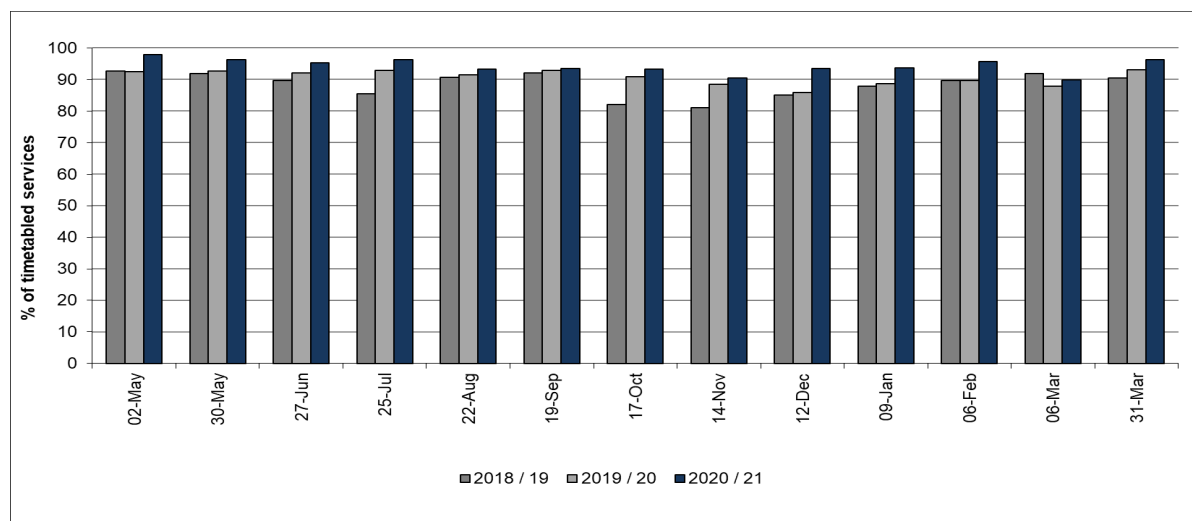
For the four most recent Periods reported (to 31 March 2021), patronage was down between 84.3% and 90.2% on the previous year, averaging 87.1% down.

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



Cancellations for the four most recent Periods (to 31 March 2021) were between 0.5% and 1.1%, averaging 0.8%. The average for these Periods in the previous year was 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 four most recent Periods (to 31 March 2021) was between 89.9% and 96.3%, averaging 93.9%. The average for these Periods in the previous year was 89.8%.

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

Period ending 9 January 2021

- 17/12/2020 – Track defect near Coatdyke station.
- 23/12/2020 – Points failure Hyndland East Junction.
- 23/12/2020 – Signalling failure Corkehill to Dumbreck stations.
- 09/01/2021 – Trip on electrical section Parkhead – Finnieston.

Period ending 6 February 2021

- 18/01/2021 – Points failure at Shields Junction.
- 24/01/2021 – Points failure at Hyndland East Junction,

Period ending 6 March 2021

- 10/02/2021 – Points failure Newton West Junction.
- 11/02/2021 – Yoker severe weather.
- 11/02/2021 – Axle counter failure Bishopton station.
- 23/02/2021 – Severe weather speed restrictions affecting several lines of the rail network.

Period ending 31 March 2021

- 18/03/2021 – Suspicious package Singer station.
- 19/03/2021 – Points failure Shields Junction.
- 26/03/2021 – Track defect Glasgow Central Low Level.
- 29/03/2021 – Overhead line trip Howwood.
- 31/03/2021 – Overhead line trip Glasgow High Street.

10.2 Update on ferry services within the Partnership area

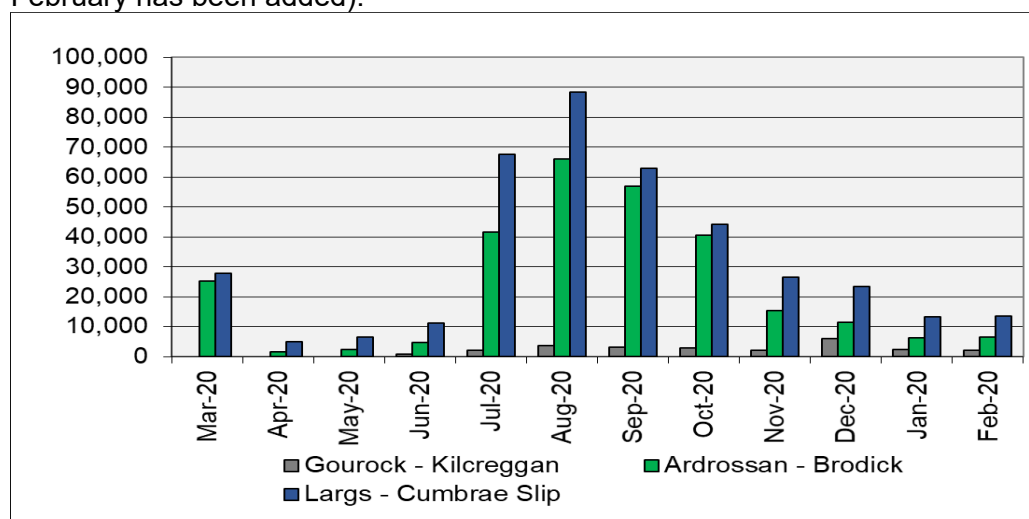
SPT has no responsibility for the delivery of ferry services.

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 (since the last report, data for December, January and February has been added).



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>

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, Head of Service Operations & Security (Subway) on 0141 333 3626.*