



## **Monitoring report on public transport services in the SPT area**

**Committee**            Operations Committee

**Date of meeting**    25 August 2017

**Date of report**    17 August 2017

**Report by Assistant Chief Executive (Operations)**

### **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 and the ScotRail services operating in the SPT area.

### **2. Applicable period**

Up to financial period 4 (22 July 2017) for Subway and ScotRail. Up to the 4 week period ending 8 July 2017 for other SPT services.

### **3. Content and detail**

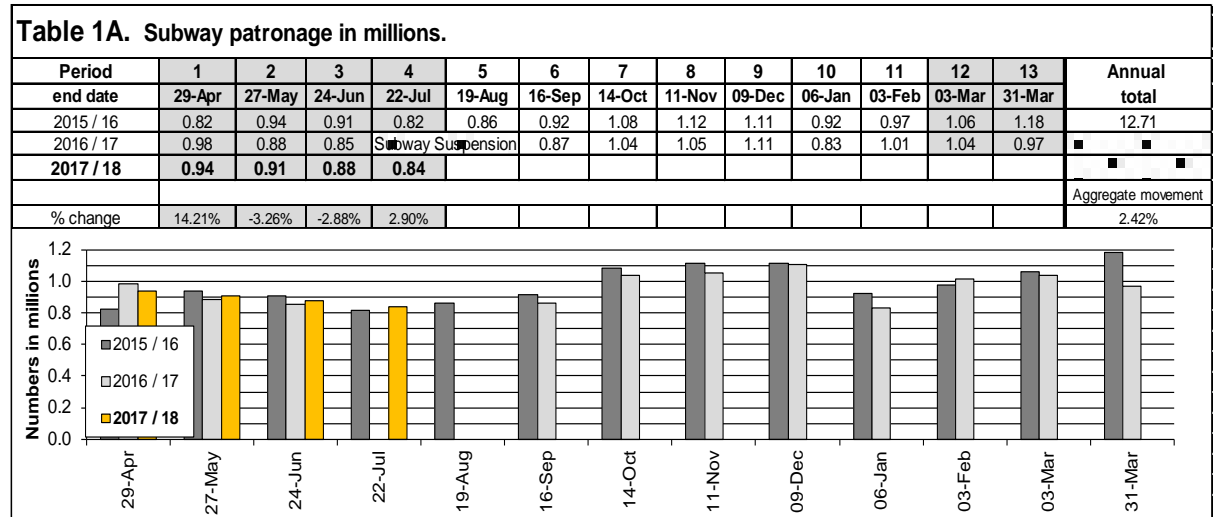
This report has been compiled on the basis of information supplied by the relevant operator/department responsible for each of the services or, where appropriate, by the relevant SPT records.

### 3.1 SPT Subway services

#### 3.1.1 Subway patronage

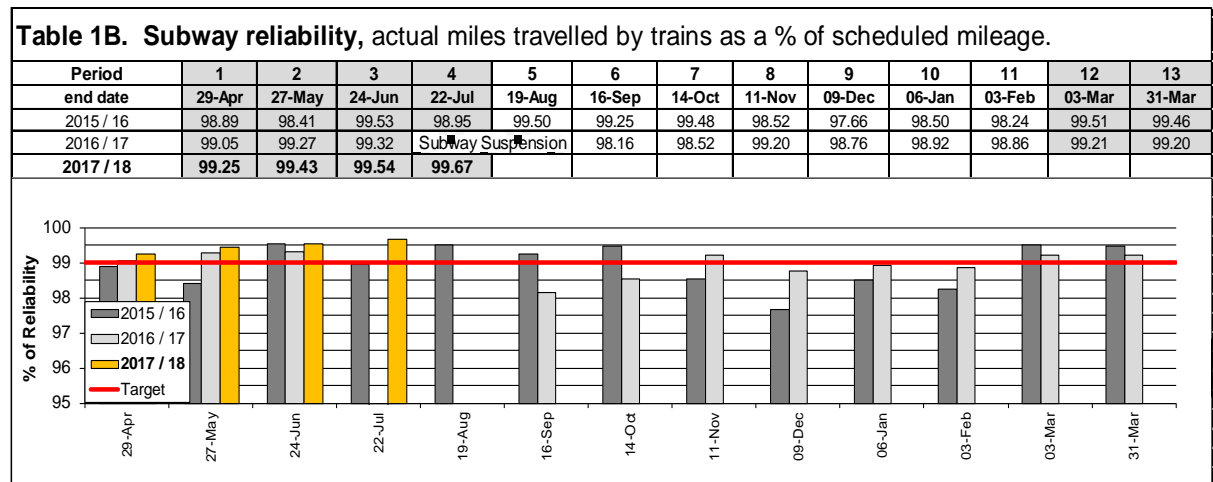
Due to the Subway suspension in 2016/17 the figures for 2015/16 are being used for current comparisons. Please note that period 1 of 2017-18 contains 4 days more than period 1 in 2015/16.

Periods 1 to 4 of 2017/18 are showing an aggregate increase of 2.42% against 2015/16.



#### 3.1.2 Subway reliability

Periods 1 to 4 of 2017/18 are all above target.



### 3.1.3 Subway Park and Ride

Periods 1 to 4 of 2017/18 are showing an aggregate increase of 20.02% in comparison to 2015/16.

Table 1C. Subway Park and Ride - totals.														
Period	1	2	3	4	5	6	7	8	9	10	11	12	13	Annual total
end date	29-Apr	27-May	24-Jun	22-Jul	19-Aug	16-Sep	14-Oct	11-Nov	09-Dec	06-Jan	03-Feb	03-Mar	31-Mar	
2015 / 16	14,406	19,441	19,885	17,779	18,007	19,775	21,793	23,255	25,283	22,435	20,535	22,841	26,070	271,505
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	
<i>Individual Park and Ride Station Totals 2017 / 18</i>														
Bridge Street	4,079	4,003	4,229	4,193										
Kelvinbridge	3,976	3,895	4,166	3,363										
Shields Road	13,546	13,791	13,762	12,826										
<b>2017 / 18</b>	<b>21,601</b>	<b>21,689</b>	<b>22,157</b>	<b>20,382</b>										
														<i>Aggregate movement</i>
% change	49.94%	11.56%	11.43%	14.64%										20.02%

Period	2015 / 16	2016 / 17	2017 / 18
29-Apr	14,406	22,619	21,601
27-May	19,441	20,614	21,689
24-Jun	19,885	20,694	22,157
22-Jul	17,779	Subway Suspension	20,382
19-Aug	18,007		
16-Sep	19,775	20,395	
14-Oct	21,793	22,025	
11-Nov	23,255	23,303	
09-Dec	25,283	24,674	
06-Jan	22,435	20,281	
03-Feb	20,535	22,587	
03-Mar	22,841	23,338	
31-Mar	26,070	23,141	

### 3.1.4 Subway main incidents (including service suspensions)

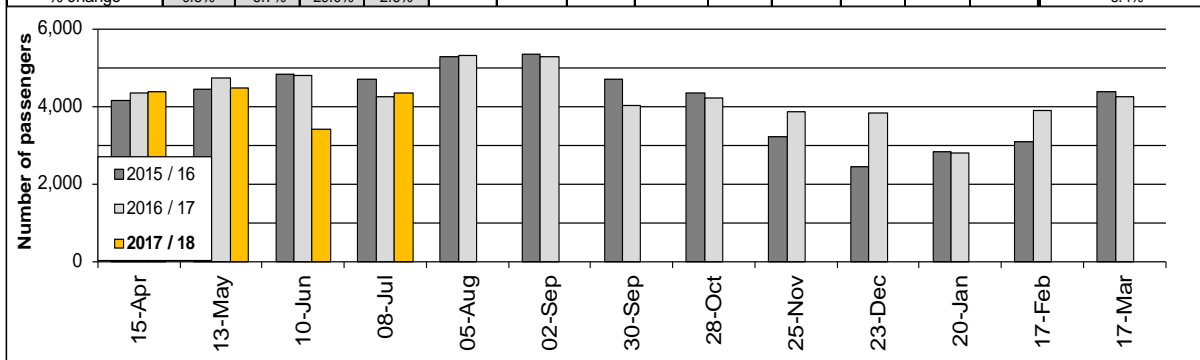
No incidents of note for periods 1-4 of 2017/18.

### 3.2 Gourock-Kilcreggan ferry service

The full year change of 2016/17 was a 3.5% increased patronage compared to 2015/16. The first 4 periods of 2017/18 highlight the impact of recent service cancellations as a result of vessel technical problems (an aggregate 8.4% reduction), including damage as a result of hitting river debris as well as the MCA withdrawing the vessel after an inspection. The operator has been invited to attend a service review meeting to agree an improvement plan. This will be robustly monitored.

**Table 2. Gourock / Kilcreggan patronage.**

4 weekly end date	15-Apr	13-May	10-Jun	08-Jul	05-Aug	02-Sep	30-Sep	28-Oct	25-Nov	23-Dec	20-Jan	17-Feb	17-Mar	Annual total
2015 / 16	4,138	4,425	4,811	4,695	5,288	5,339	4,707	4,336	3,201	2,437	2,813	3,072	4,363	53,625
2016 / 17	4,333	4,735	4,784	4,243	5,291	5,267	4,004	4,205	3,856	3,838	2,805	3,885	4,251	55,497
<b>2017 / 18</b>	<b>4,369</b>	<b>4,464</b>	<b>3,397</b>	<b>4,354</b>										<b>53,986</b>
														Moving annual total
														Aggregate movement
% change	0.8%	-5.7%	-29.0%	2.6%										-8.4%



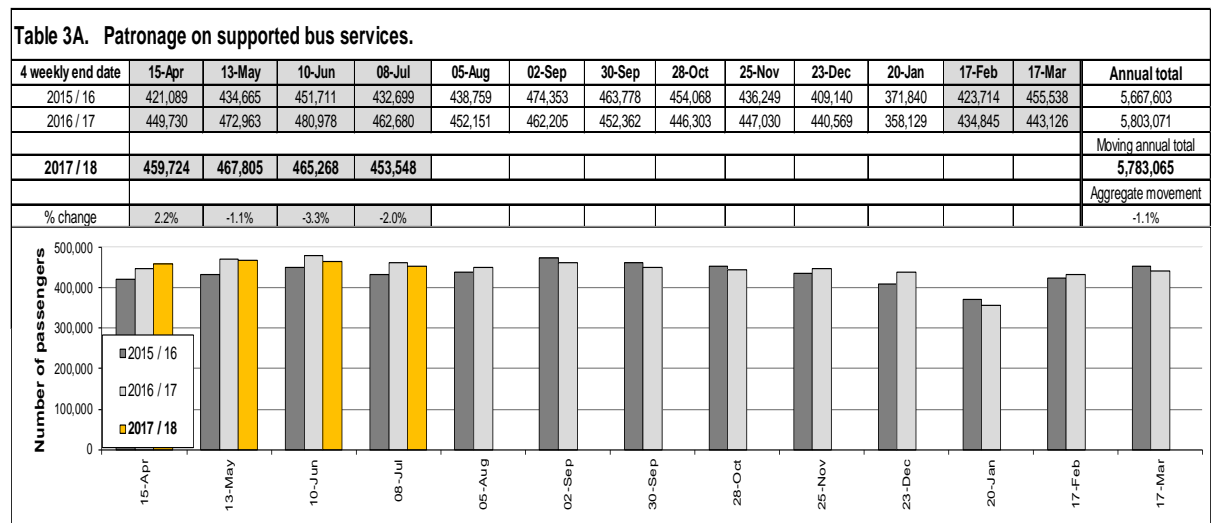
### 3.3 Supported bus services

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.

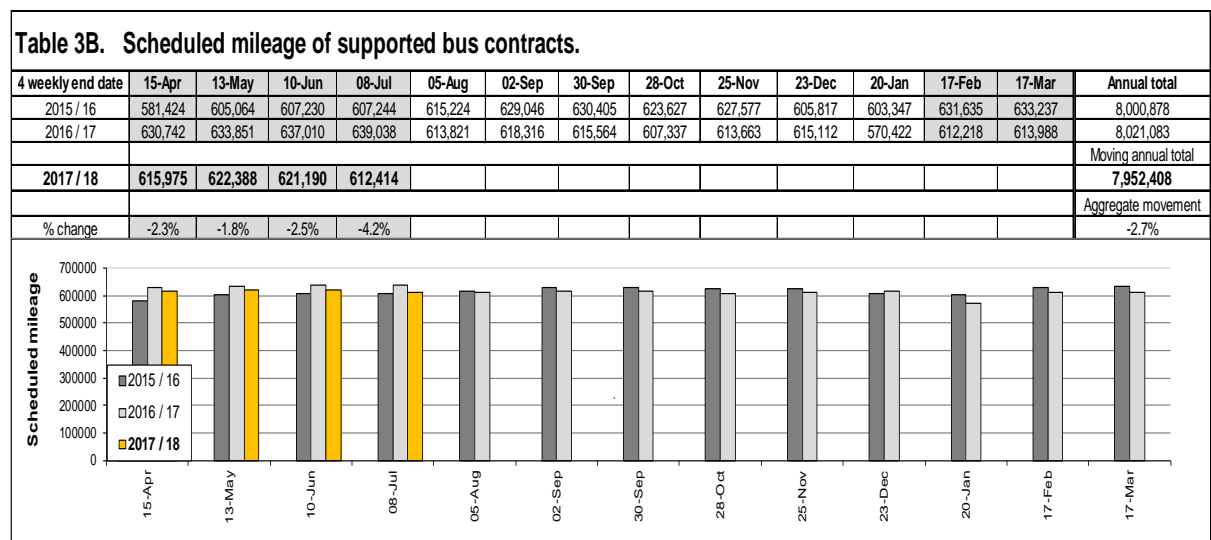
#### 3.3.1 Supported bus services patronage

The year 2016/17 was an increase of 2.4% when compared to year 2015/16. Comparing the four periods of 2017/18 with the corresponding periods from 2016/17, the aggregate movement is showing a decrease of 1.1%.

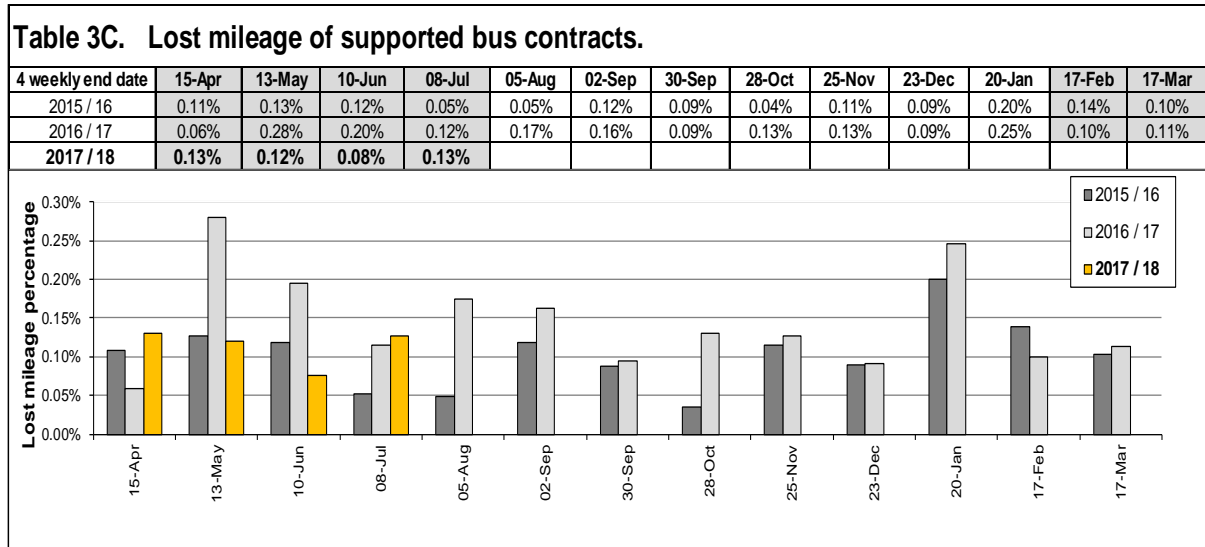


#### 3.3.2 Supported services scheduled mileage

The year 2016/17 was an increase of 0.3% when compared to year 2015/16. Comparing the four periods of 2017/18 with the corresponding periods from 2016/17, the aggregate movement is showing a decrease of 2.7%.

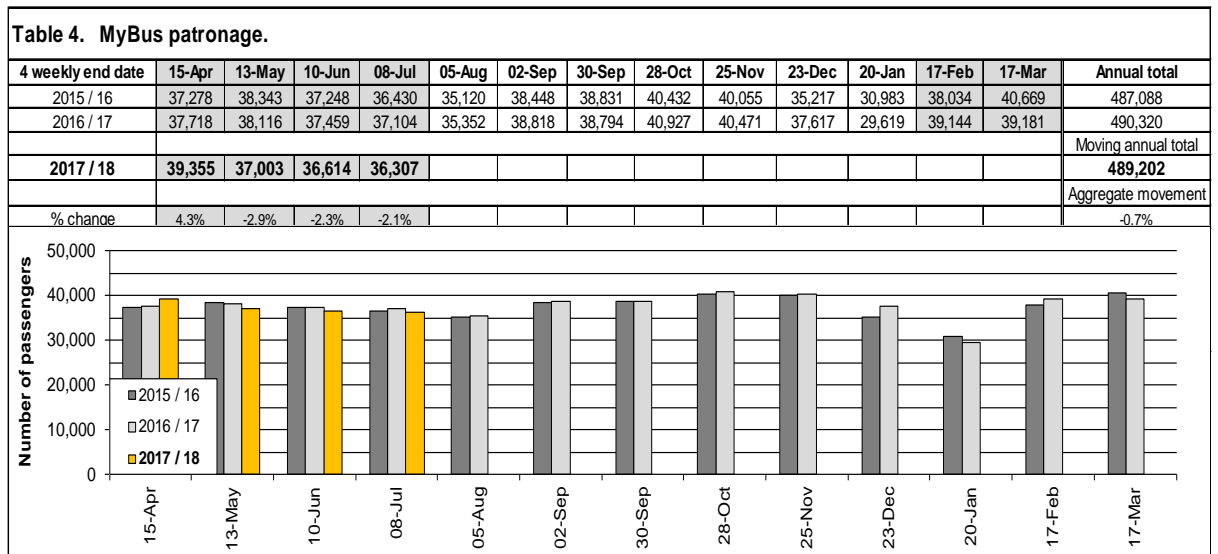


### 3.3.3 Lost mileage of supported bus contracts



### 3.4 MyBus

The year 2016/17 was an increase of 0.7% when compared with the year 2015/16. Comparing the four periods of 2017/18 with the corresponding periods from 2016/17, the aggregate movement is showing a decrease of 0.7%.



### 3.5 Update on SPT's Bus Strategy

A Strategic Priority of the Regional Transport Strategy (RTS) is to 'deliver a step-change for bus services, standards and infrastructure' for the west of Scotland.

Noted below are some of the examples of progress towards the key themes of the Bus Strategy and Outline Investment Programme. As can be seen, progress has been very positive although there still remains much to be done.

- *Delivering a comprehensive network*
  - SPT support in full or in part around 30% of local bus services in the west of Scotland.
  - MyBus patronage at highest ever level – circa 500,000 passengers per annum.

- Through and in partnership with members of the West of Scotland Community Transport Network, SPT continues to fund innovative solutions to bridge socially necessary gaps in local transport provision, through community transport.
- *Maximising network performance and standards*
  - The first 5 Statutory Quality Partnerships in Scotland – Glasgow, Paisley, Ayr/Prestwick, Inverclyde and Fastlink – were led and created by SPT and member councils.
  - Deliver on the establishment of a Strathclyde Bus Alliance in an attempt to arrest the decline in bus patronage.
- *Integrating the network*
  - SPT continuing to liaise with Clyde Valley councils regarding development and delivery of City Deal projects to integrate with new or current infrastructure and services.
  - Queen Elizabeth University Hospital local bus services continue to show stability with, 50 local bus services per hour at peak, up from the initial 14 services per hour.
  - Govan Interchange now fully operational as of 21 August 2016.
  - Partick Interchange improvement programme likely to commence Autumn 2017.
- *Promoting the network*
  - Regional Real Time Passenger Information project currently continues to be developed having been implemented in Glasgow in Spring 2017 with agreement reached to rollout to seven other Local Authority areas in due course.
- *Ensuring a safe and secure network*
  - On-going positive relationship with Police Scotland for major events e.g. British Transplant Games, Summer 2017, European Championships 2018.
- *Delivering a greener network*
  - SPT, with funding provided by and on behalf of Glasgow City Council, has delivered the first fully electric bus service in the west of Scotland, the service 100 from Glasgow City Centre to the Riverside Museum.

Table 5 shows the current status of SPT's bus action plan.

Unitary Authority	Statutory Quality Partnerships	Bus Stop Infrastructure Managed by SPT		Information Compliance & Variance		Information Compliance Comments
		Stops	Shelters	Rate	+ / -	
Argyll & Bute	No formal SQP.	Yes (part area)	No	95%		Information compliance audits are in progress and discussions are underway with local bus operators to establish appropriate Service Level Agreements (SLAs).
East Ayrshire	No formal SQP.	Yes	*Yes – (B)	80%		
East Dunbartonshire	No formal SQP.	Yes	*Yes – (C)	95%		
East Renfrewshire	No formal SQP.	Yes	*Yes – (C)	95%		
Glasgow City Council	The Statutory Quality Partnership Scheme for Glasgow Streamline Quality Bus Routes commenced 01/04/12 to operate for a period of 7 years. Monitoring on-going. There has been a measureable improvement in the quality of bus infrastructure and buses operating within the SQP area. The SQP board has been established including representatives from SPT, GCC, Bus Operators and the Confederation of Passenger Transport. Additionally, the Statutory Quality Partnership Scheme for Fastlink was formally	Yes	*Yes – (A)	80%		

	approved by SPT Chair's Committee on 13 <sup>th</sup> March 2015 and GCC Executive Committee on 19 <sup>th</sup> March 2015. The Scheme commenced on Sunday 28 June 2015.				
<b>Inverclyde</b>	The Statutory Quality Partnership Scheme for Inverclyde commenced 12/07/15 to operate for a period of 5 years. Review of potential future measures currently under consideration, with agreed amendments subject to reporting.	Yes	*Yes – (C)	95%	
<b>North Ayrshire</b>	No formal SQP.	Yes	*Yes – (C)	95%	
<b>North Lanarkshire</b>	No formal SQP.	Yes	No	82%	
<b>Renfrewshire</b>	The Statutory Quality Partnership Scheme for Paisley Town Centre set a benchmark for future Partnerships. The Scheme commenced 07/03/11 and concluded after five years. The consequence of which went far beyond the geographical boundaries of the agreement. The Scheme set out to address imbalances in operating standards, infrastructure and acknowledge concerns in air quality within Paisley Town Centre. These objectives set in motion a step change for local bus travel, with a measurable improvement in bus quality, operating standards, infrastructure and air quality.	Yes	No	83%	
<b>South Ayrshire</b>	The Statutory Quality Partnership Scheme for Ayr and Prestwick commenced 04/03/13 to operate for a period of 5 years. Review of potential future measures currently under consideration, with agreed amendments subject to reporting.	Yes	*Yes – (C)	80%	
<b>South Lanarkshire</b>	No formal SQP.	Yes	*Yes – (A)	79%	
<b>West Dunbartonshire</b>	No formal SQP.	Yes	*Yes – (C)	95%	

\*Yes – (A) = non-advertising shelters only, (B) = advertising shelters only, (C) = advertising and non-advertising shelters.

### 3.6 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 6) 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, Ayr & Prestwick and Inverclyde Statutory Quality Partnerships up to the 4 weekly period ending 8 July 2017.

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 6. Regulating statistics**

4 weekly end date	15 April 2017	13 May 2017	10 June 2017	8 July 2017
<b>Local Authority Area</b>				
<b>East Ayrshire</b>	2 SPT Supported services monitored	2 SPT Supported services monitored  2 SPT MyBus services monitored	5 SPT Supported services monitored	Nothing reportable
Total Incidents/Reports	2	4	5	0
Reports to TC	0	0	0	0
Days Monitoring	0.5	2.0	2.0	1.5
<b>East Dunbartonshire</b>	2 local service complaints received and monitoring carried out	2 SPT Supported services monitored	1 SPT Supported service monitored	1 SPT Supported service monitored  1 SPT MyBus service monitored
Total Incidents/Reports	2	2	1	2
Reports to TC	0	0	0	0
Days Monitoring	2.5	0.5	1.5	1.0
<b>East Renfrewshire</b>	1 SPT Supported service monitored  2 requests received to monitor various services	4 SPT Supported services monitored	3 SPT Supported services monitored	4 SPT Supported services monitored
Total Incidents/Reports	3	4	3	4
Reports to TC	0	0	0	0
Days Monitoring	0.5	1.0	2.0	2.0
<b>Glasgow</b>	3 SPT Supported services monitored  3 requests for local service monitoring	1 SPT Supported service monitored	4 SPT Supported services monitored  1 vehicle moved on	2 SPT Supported services monitored  2 SPT MyBus services monitored  2 vehicles moved on  1 SPT Supported service monitoring request received & carried out
Total Incidents/Reports	6	1	5	7
Reports to TC	0	0	0	0
Reports to TC re TRC	0	0	0	0
SQP Vehicle Checks	706	175	124	224
Days Monitoring	6.5	5.0	4.0	8.0
<b>Inverclyde</b>	Nothing reportable	Nothing reportable	Nothing reportable	1 SPT Supported service monitored
Total Incidents/Reports	0	0	0	1
Reports to TC	0	0	0	0
SQP Vehicle Checks	90	40	60	23
Days Monitoring	1.5	0.5	2.5	1.0
<b>North Ayrshire</b>	2 SPT Supported services monitored	Nothing reportable	Nothing reportable	4 SPT Supported services monitored
Total Incidents/Reports	2	0	0	4
Reports to TC	0	0	0	0
Days Monitoring	2.0	1.0	2.0	1.5

<b>North Lanarkshire</b>	3 SPT Supported services monitored  5 SPT MyBus services monitored  5 monitoring exercises carried out on local services	9 SPT Supported services monitored  2 SPT MyBus services monitored	10 SPT Supported services monitored  2 SPT MyBus services monitored	12 SPT Supported services monitored  2 SPT MyBus services monitored  1 request to monitor all local services with regard to the Coatbridge TRC
Total Incidents/Reports	13	11	12	15
Reports to TC	0	0	0	0
Reports to TC re TRC	0	0	0	0
Days Monitoring	10.0	3.5	6.5	4.0
<b>Renfrewshire</b>	2 SPT Supported services monitored  1 SPT MyBus service monitored	3 SPT Supported services monitored  1 SPT MyBus service monitored  1 vehicle moved on	6 SPT Supported services monitored  1 SPT MyBus service monitored  1 vehicle moved on	3 SPT Supported services monitored  3 SPT MyBus services monitored  2 breaches of the Paisley TRC
Total Incidents/Reports	3	5	8	8
Reports to TC	0	0	0	0
Reports to TC re TRC	0	0	0	0
Days Monitoring	6.5	4.0	4.0	4.0
<b>South Ayrshire</b>	Nothing reportable	1 SPT MyBus service monitored	Nothing reportable	1 request for monitoring an SPT MyBus service
Total Incidents/Reports	0	1	0	1
Reports to TC	0	0	0	0
SQP Vehicle Checks	26	39	43	66
Days Monitoring	0.5	1.5	2.0	1.5
<b>South Lanarkshire</b>	3 SPT Supported services monitored  1 SPT MyBus service monitored	6 SPT Supported services monitored	7 SPT Supported services monitored  1 SPT MyBus service monitored	4 SPT Supported services monitored  1 SPT MyBus service monitored
Total Incidents/Reports	4	6	8	5
Reports to TC	0	0	0	0
Days Monitoring	4.5	3.5	4.5	3.5
<b>West Dunbartonshire</b>	Nothing reportable	1 SPT Supported service monitored	2 SPT Supported services monitored	3 SPT Supported services monitored  2 SPT MyBus services monitored
Total Incidents/Reports	0	1	2	5
Reports to TC	0	0	0	0
Days Monitoring	0.0	0.5	1.5	2.0

### 3.7 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.

#### 3.7.1 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 9.8% 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 7A Euro standards

Category	April 2017		October 2016		April 2016		October 2015	
	No. of vehicles	% of total	No. of vehicles	% of total	No. of vehicles	% of total	No. of vehicles	% of total
Pre Euro (pre 1993)	77	2.3%	101	3.0%	109	3.0%	125	3.4%
Euro 1 (1993 - 1995)	26	0.8%	53	1.6%	57	1.6%	80	2.2%
Euro 2 (1996-1999)	213	6.4%	218	6.4%	275	7.6%	340	9.3%
Euro 3 (2000 - 2004)	1036	30.9%	1061	31.0%	1111	30.6%	1140	31.2%
Euro 4 (2005 - 2007)	488	14.6%	499	14.6%	523	14.4%	549	15.0%
Euro 5 (2008 - 2013)	1038	31.0%	1090	31.9%	1081	29.8%	1063	29.1%
Euro 6 (2014 - to date)	370	11.0%	301	8.8%	223	6.1%	90	2.5%
Hybrid	58	1.7%	53	1.6%	49	1.4%	53	1.5%
Fully electric	2	0.1%	2	0.1%	2	0.1%	2	0.1%
No response	45	1.3%	41	1.2%	198	5.5%	207	5.7%
<b>Total No. of vehicles</b>	<b>3353</b>	<b>100.0%</b>	<b>3419</b>	<b>100.0%</b>	<b>3628</b>	<b>100.0%</b>	<b>3649</b>	<b>100.0%</b>

#### 3.7.2 Equality Act compliance

Table 7B Equality Act compliance

Category	April 2017			October 2016			April 2016			October 2015		
	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	410	299	72.9%	369	256	69.4%	322	206	64.0%	307	196	63.8%
Midi	430	409	95.1%	460	432	93.9%	384	354	92.2%	388	340	87.6%
Single deck	1092	1021	93.5%	1119	1039	92.9%	1275	1179	92.5%	1288	1120	87.0%
Double deck	784	740	94.4%	800	719	89.9%	821	716	87.2%	846	725	85.7%
Articulated	14	14	100.0%	16	16	100.0%	16	16	100.0%	16	16	100.0%
Coach	578	344	59.5%	614	346	56.4%	612	343	56.0%	597	327	54.8%
No response	45	n/a	n/a	41	n/a	n/a	198	n/a	n/a	207	n/a	n/a
<b>Total No. of vehicles</b>	<b>3353</b>	<b>2827</b>	<b>84.3%</b>	<b>3419</b>	<b>2808</b>	<b>82.1%</b>	<b>3628</b>	<b>2814</b>	<b>77.6%</b>	<b>3649</b>	<b>2724</b>	<b>74.7%</b>

Please note that the "mini" category in Table 7B above includes vehicles with varied seating capacity, including vehicles with up to 22 seats.

### 3.8 Vehicle Checks

The tables below provide 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 8A Quality Assurance Audits (number of vehicles checked)

4 weekly end date	15-Apr	13-May	10-Jun	08-Jul	05-Aug	02-Sep	30-Sep	28-Oct	25-Nov	23-Dec	20-Jan	17-Feb	17-Mar	Annual total
2016 / 2017											149	197	166	512
														Total to date
<b>2017 / 2018</b>	<b>107</b>	<b>140</b>	<b>78</b>	<b>48</b>										<b>373</b>

Table 8B Compliance Checks (number of vehicles checked)

4 weekly end date	15-Apr	13-May	10-Jun	08-Jul	05-Aug	02-Sep	30-Sep	28-Oct	25-Nov	23-Dec	20-Jan	17-Feb	17-Mar	Annual total
2016 / 2017											186	341	277	804
														Total to date
<b>2017 / 2018</b>	<b>161</b>	<b>220</b>	<b>195</b>	<b>83</b>										<b>659</b>

### 3.9 SPT area ScotRail Services

#### 3.9.1 ScotRail patronage in the SPT area

The year 2016/17 was an increase of 2.9% when compared with the year 2015/16. Periods 1 to 4 of 2017/18 are showing an aggregate movement of 12.5% when compared with the corresponding 4 periods from last year. Please note that period 1 of 2017-18 contains 1 day less than period 1 in 2016/17.

Please note that the passenger journey figures in table 9A 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.

Period	1	2	3	4	5	6	7	8	9	10	11	12	13	Annual total
end date	29-Apr	27-May	24-Jun	22-Jul	19-Aug	16-Sep	14-Oct	11-Nov	09-Dec	06-Jan	03-Feb	03-Mar	31-Mar	
2015 / 16	5.10	4.27	4.19	4.15	4.83	4.88	5.10	4.99	4.92	4.46	4.61	4.70	4.12	60.33
2016 / 17	4.67	4.33	4.18	4.09	4.79	4.86	5.08	5.09	5.21	4.60	4.81	5.27	5.08	62.06
														Moving annual total
<b>2017 / 18</b>	<b>5.03</b>	<b>5.01</b>	<b>4.77</b>	<b>4.63</b>										<b>64.22</b>
														Aggregate movement
% change	7.7%	15.8%	14.0%	13.1%										12.5%

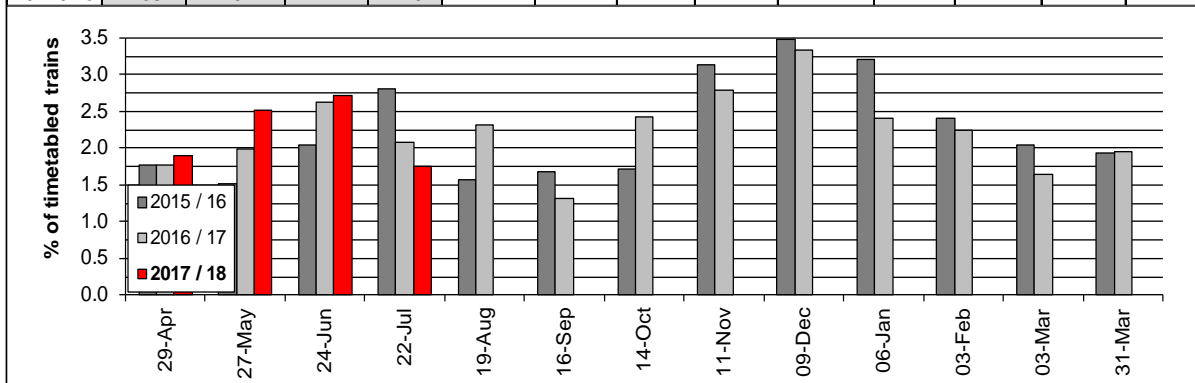
  

Period	2015 / 16	2016 / 17	2017 / 18
29-Apr	5.10	4.67	5.03
27-May	4.27	4.33	5.01
24-Jun	4.19	4.18	4.77
22-Jul	4.15	4.09	4.63
19-Aug	4.83		
16-Sep	4.88		
14-Oct	5.10		
11-Nov	4.99		
09-Dec	4.92		
06-Jan	4.46		
03-Feb	4.61		
03-Mar	4.70		
31-Mar	4.12		

### 3.9.2 ScotRail reliability and punctuality

**Table 9B. ScotRail cancellations for West Suburban Sector, as a % of timetabled trains.**

Period	1	2	3	4	5	6	7	8	9	10	11	12	13
end date	29-Apr	27-May	24-Jun	22-Jul	19-Aug	16-Sep	14-Oct	11-Nov	09-Dec	06-Jan	03-Feb	03-Mar	31-Mar
2015 / 16	1.77	1.51	2.04	2.81	1.57	1.68	1.71	3.14	3.48	3.20	2.41	2.04	1.94
2016 / 17	1.77	1.99	2.63	2.08	2.31	1.31	2.42	2.79	3.34	2.41	2.25	1.65	1.96
2017 / 18	1.89	2.52	2.72	1.75									

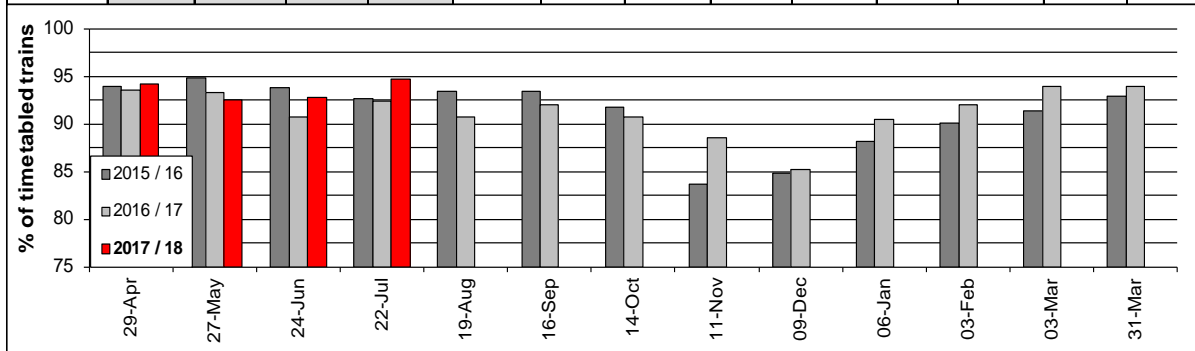


Please note that the figures from 2015/16 above relate to the new West Suburban Sector of the ScotRail Performance Update Section. Suburban West services were formerly the Strathclyde and Central Groups. Figures include full and part cancellation information.

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 9C. Public Performance Measure (PPM) for West Suburban Sector.**

Period	1	2	3	4	5	6	7	8	9	10	11	12	13
end date	29-Apr	27-May	24-Jun	22-Jul	19-Aug	16-Sep	14-Oct	11-Nov	09-Dec	06-Jan	03-Feb	03-Mar	31-Mar
2015 / 16	93.92	94.85	93.88	92.69	93.49	93.46	91.76	83.67	84.89	88.21	90.12	91.44	92.94
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									



Please note that the figures from 2015/16 above relate to the new West Suburban Sector of the ScotRail Performance Update Section. Suburban West services were formerly the Strathclyde and Central Groups.

### 3.9.3 ScotRail main incidents (causing cancellations and delays)

#### Period ending 29 April 2017

4 April – the retaining wall at the Possilpark side of Lochburn tunnel collapsed.

6 April – a signal failure occurred at Yoker.

#### Period ending 27 May 2017

11 May – a track defect occurred at Bellgrove.

25 May – a signal failure occurred at Rutherglen.

Period ending 24 June 2017

2 June – a points failure occurred at Finnieston Junction.

7 June – an overhead line trip occurred at Shields Junction.

Period ending 22 July 2017

8 July – a points failure occurred at Cowlairs Junction.

18 July – a track circuit failure occurred at Glasgow Central.

**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>  <i>It enables SPT to work with Scottish Ministers in scrutinising and assessing “value for money” invested in rail services.</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** Eric Stewart  
**Title** Assistant Chief Executive  
(Operations)

**Name** Gordon MacLennan  
**Title** Chief Executive

For further information, please contact Alex Scott, Bus Services Manager (SPT) on 0141 333 3388 or Charles Hoskins, Senior Director (SPT) on 0141 333 3285.