



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

Committee Operations

Date of meeting 28 April 2023

Date of report 18 April 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.

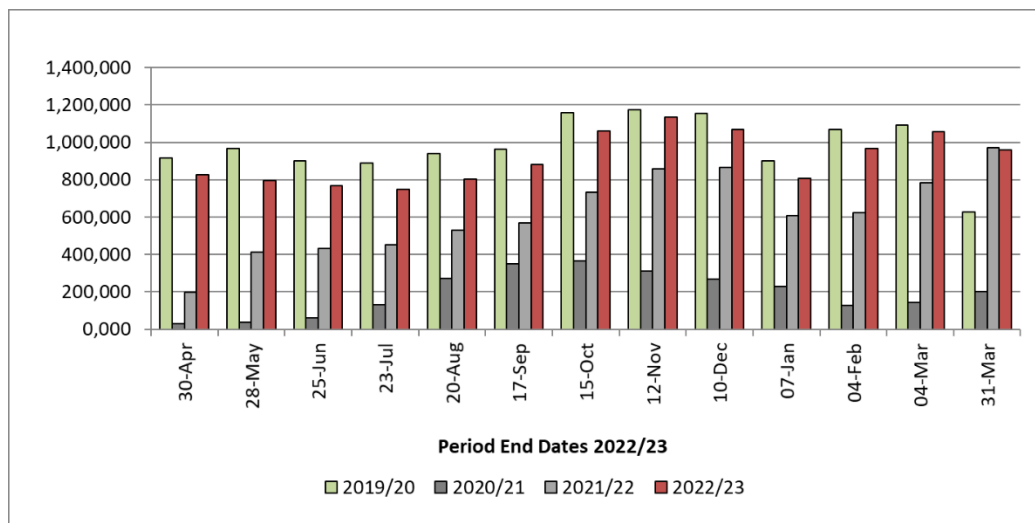
2. Background

The last Monitoring Report was presented to the Operations Committee on 27 January 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 13.8% for February 2023 while CPI was 10.4%, with fuel and other energy costs remaining high.

3. Subway

3.1 Subway patronage by period (gate entries)



Over the past three Periods (to 31 March 2023), Subway patronage has been up significantly year-on-year (up 30% on average).

Period 13 ending 31st March was 27 days long in the current year and 33 days long in the previous year leading to a slightly lower patronage figure in the current year.

When comparing with pre-Covid performance, Subway patronage was on average down 7% over these three Periods.

For the full year 2022/2023, Subway patronage was 11.9 million journeys, up 48% year-on-year and down 10% on pre-Covid (2019/2020), with an improving trend as the year went on – the last few weeks of the year saw a return to 95% of pre-Covid levels.

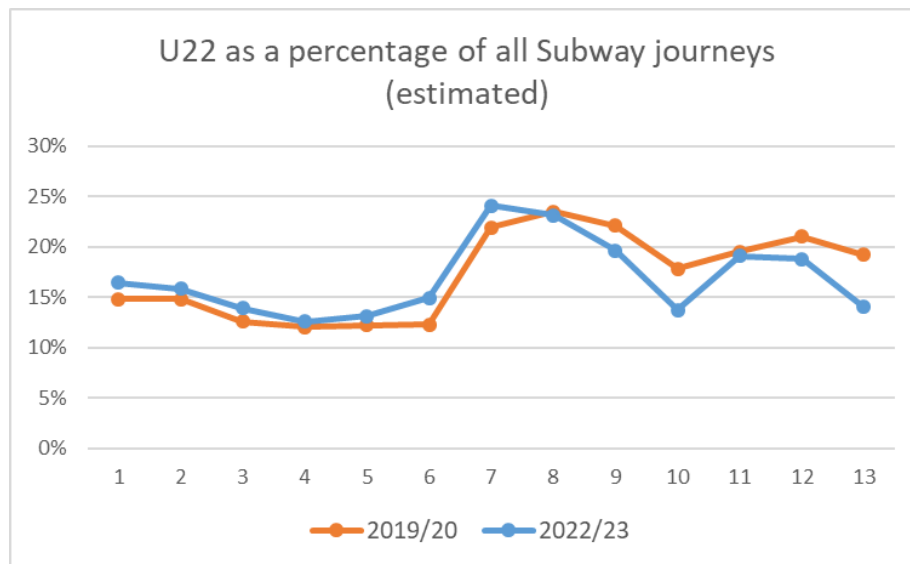
On 15 January 2023 and 22 January 2023 (both Sundays) the Subway was closed for essential works as part of the modernisation programme, having a small impact on patronage levels.

3.2 Subway Under 22 customers

Since February 2022 all under 22s benefit from free bus travel across Scotland if they have applied for and received their National Entitlement Card. At the time of writing, 64.3% of those entitled within the SPT area are in receipt of an Entitlement Card.

An estimate can be made of the proportion of Subway customers who are aged under 22, based on:

- journeys made using child (under 16) tickets compared to adult tickets; and
- journeys made on registered smartcards by customers aged under 22.



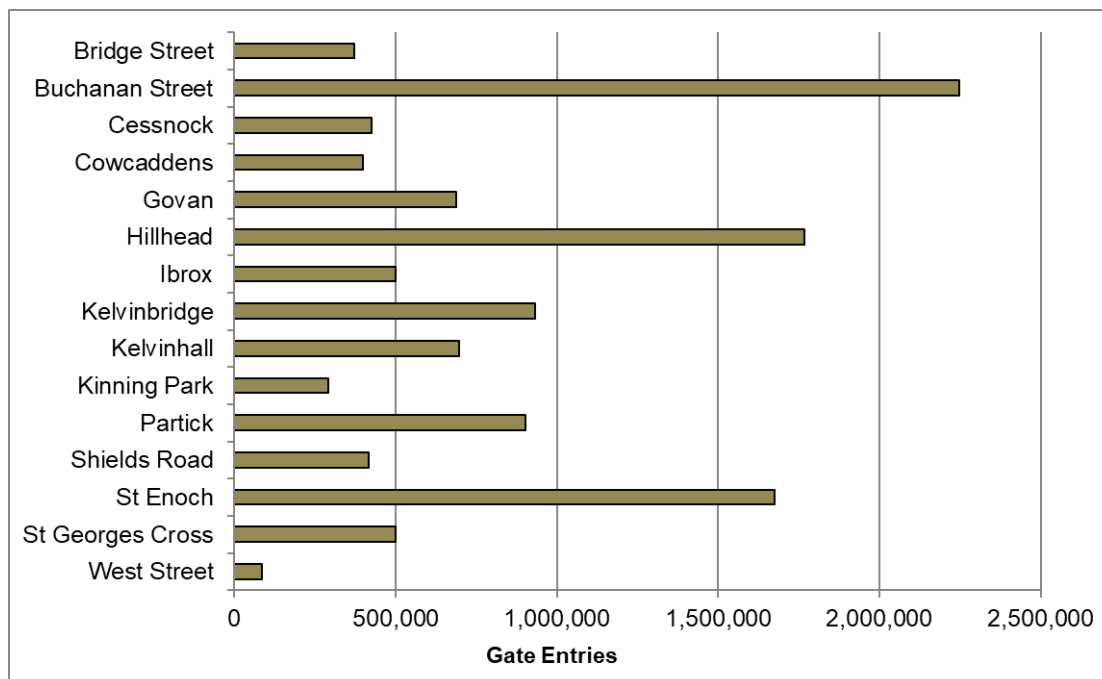
For the first seven periods of 2022/2023, there were a higher proportion of journeys made by under 22s than in 2019/2020 while in the last six periods of 2022/2023 there appears to have been some shift in travel behaviour among under 22s, with a lower percentage of Subway journeys made by this age group in 2022/2023 compared to 2019/2020.

For the full year 2022/2023, an estimated 17.3% of journeys have been made by customers aged under 22, compared to 17.5% in 2019/2020.

The impact of Under 22's will continue to be monitored to understand any unintended modal shift from the policy objective.

3.3 Subway patronage by station

Total Subway patronage by station gate entries is shown below for the full year 2022/2023:



The busiest stations over the full year 2022/2023 were Buchanan Street, Hillhead and St Enoch.

3.4 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 Periods 10 to 12 (to 4 March 2023):

Period	Subway reliability	Comments
10	96.2%	The main factor affecting reliability in this period was Rolling Stock issues.
11	94.7%	On 9 th January 2023 there was significant disruption to service as a result of Signalling issues.
12	97.7%	The main factor affecting reliability in this period was Rolling Stock issues.

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.

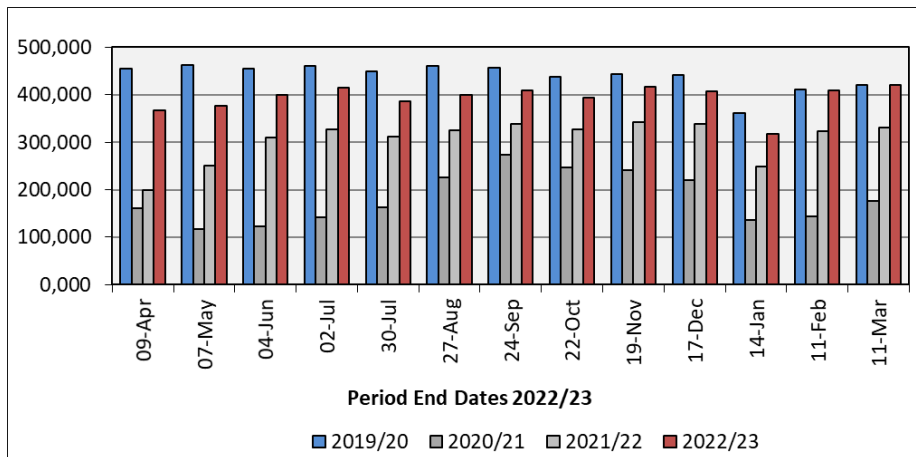
While the relative importance of subsidised services has increased following pandemic restrictions and changing travel patterns, the majority of mileage is still operated commercially.

4.2 Supported Bus 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 99% for the three Periods to 11 March 2023.

4.3 Supported Bus Patronage by period

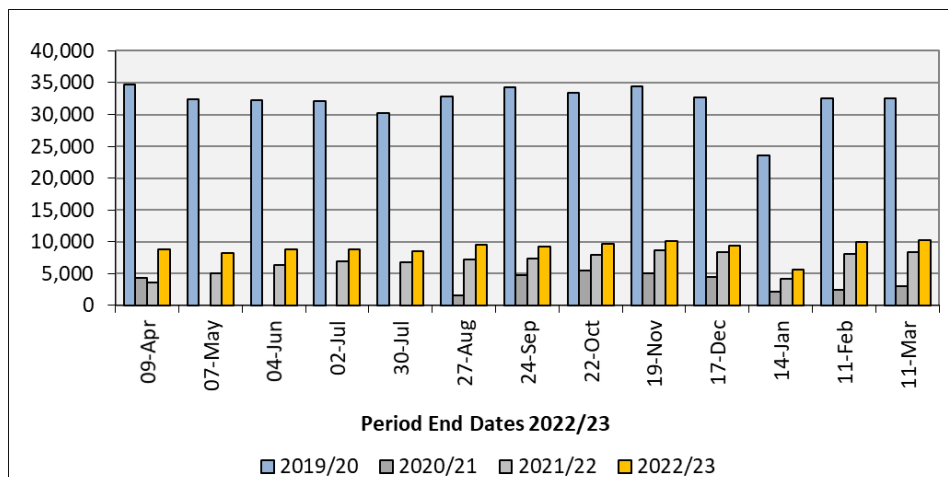


Supported bus patronage for the past three Periods (to 11 March 2023) has increased by an average of 27.3% year-on-year. When comparing with pre-Covid performance, supported bus patronage was on average down by 4.2% over these three Periods (an improving trend).

For the full year 2022/2023, supported bus patronage was 5.1 million journeys, up 28.8% on the previous year and down 10.5% on pre-Covid (2019/2020).

5. Demand Responsive Transport (MyBus)

5.1 MyBus Patronage



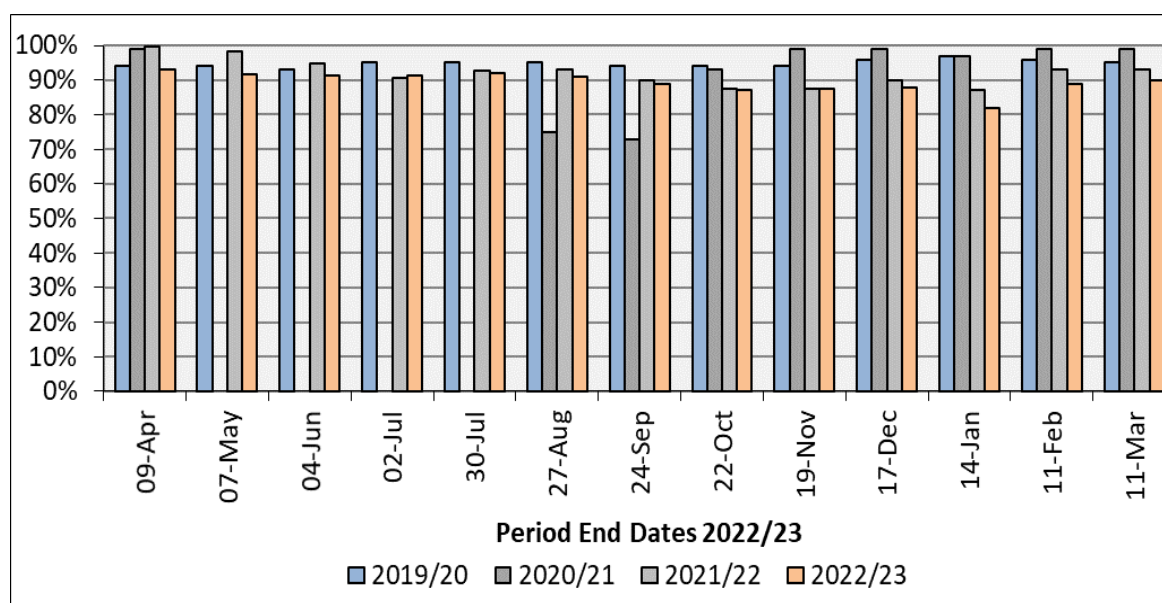
MyBus patronage for the past three Periods (to 11 March 2023) has been up by an average of 26% year-on-year.

When comparing with pre-Covid performance, MyBus patronage was on average down by 77% over these three Periods.

MyBus patronage for Period 13 ending 11 March 2023 was the highest since before the Covid lockdown in March 2020.

For the full year 2022/2023, MyBus patronage was 117,049 journeys, up 31% on the previous year and down 72% on pre-Covid (2019/2020).

5.2 MyBus Requests Met



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

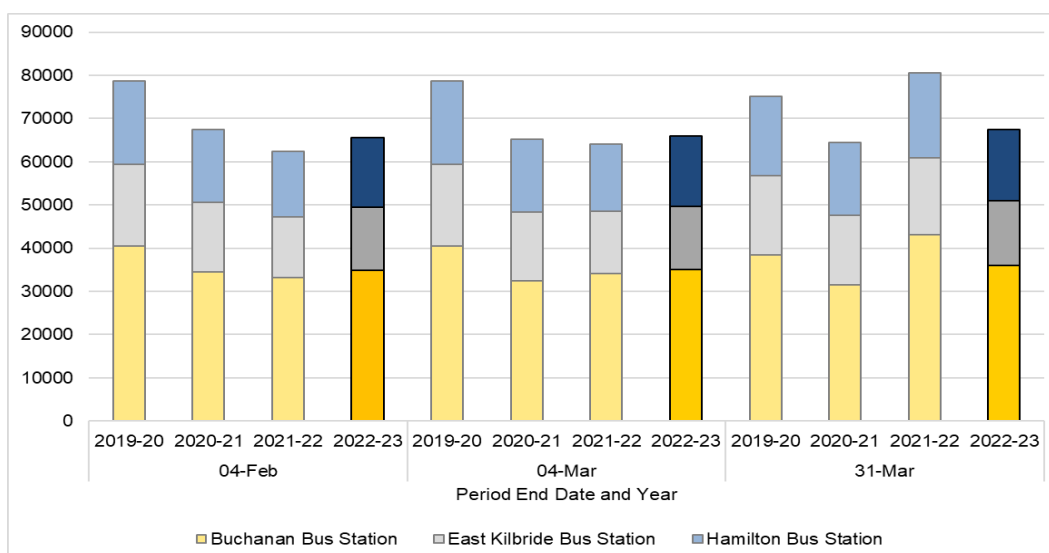
- Period ending 14 January 2023 – 82%
- Period ending 11 February 2023 – 89%
- Period ending 11 March 2023 – 90%

For the full year 2022/2023, 89% of requests have been met, compared with 92% the previous year and 94% in 2019/2020.

6. Bus Stations

Bus Station Bus Departures

The figure below shows bus station departures for the current year and previous three years.



For the three most recent periods reported (to 31 March 2023), overall departures were as follows:

- Period ending 4 February 2023 – up 5.4% year-on-year
- Period ending 4 March 2023 – up 3.0% year-on-year
- Period ending 31 March 2023 – down 16.3% year-on-year. Please note the same period last year was 33 days long compared to 27 this year – with a more direct comparison the current year would be around 2.0% higher.

Total bus station departures for 2022/2023 overall were 841,199, down 4.6% compared to the previous year. When comparing to pre-Covid performance (2019/2020), overall bus station departures were down 15.8%. This reflects the reduction in services operated across the network.

7. Schools Statistics

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 and shows the numbers of pupils eligible for school transport in each Local Authority area.

Council	Contracts	Total High Schools	Total High School pupils	Total Primary Schools	Total Primary School pupils
East Ayrshire	117	7	2,577	27	444
South Ayrshire	104	8	1,681	29	337
North Ayrshire	81	8	1,603	23	274
North Lanarkshire	226	22	6,617	65	2,135
South Lanarkshire	273	17	5,406	74	1,898
West Dunbartonshire	33	5	1,101	7	93
East Dunbartonshire	66	8	863	18	1,270
Inverclyde	46	6	985	11	298
Glasgow	88	32	1,224	25	1,031
East Renfrewshire	50	5	1,123	15	527
Renfrewshire	82	10	2,651	28	1,012
Totals	1,166	128	25,831	322	9,319

8. 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. There are two summary tables below relating to service provision for School Contracts and Subsidised Local Services.

School Statistics from June 2022 – March 2023

Council	Contracts *	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total Warnings
East Ayrshire	116	103 (89%)	22	22 (100%)	153	18
South Ayrshire	104	97 (93%)	17	17 (100%)	183	16
North Ayrshire	80	51 (64%)	17	13 (76%)	67	7
North Lanarkshire	220	203 (92%)	58	55 (95%)	300	91
South Lanarkshire	270	223 (83%)	49	46 (94%)	288	61
West Dunbartonshire	19	19 (100%)	4	4 (100%)	56	6
East Dunbartonshire	65	56 (86%)	19	19 (100%)	83	10
Inverclyde	42	41 (98%)	11	11 (100%)	85	46
Glasgow	56	52 (93%)	23	23 (100%)	74	26
East Renfrewshire	48	48 (100%)	9	9 (100%)	77	13
Renfrewshire	77	68 (88%)	23	19 (83%)	159	79
Totals	1,097		252		1,525	373

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

- Inspection generated warnings – contract related 168 (45%);
- Customer contact (e.g. Education Dept.) generated warnings 164 (44%);
- Disclosure (PVG) warnings 41 (11%).

Local Subsidised Services Statistics from June 2022 to March 2023

Council	Number of Contracts	Number of Operators	Inspections	Total Warnings
Argyll & Bute	4	2	6	
East Ayrshire	14	3	72	1
South Ayrshire	11	2	61	1
North Ayrshire	21	4	44	
North Lanarkshire	28	10	140	2
South Lanarkshire	27	9	149	6
West Dunbartonshire	10	3	62	1
East Dunbartonshire	11	7	61	
Inverclyde	8	2	31	
Glasgow	27	11	175	5
East Renfrewshire	5	4	28	
Renfrewshire	9	2	92	2
Total			921	

9. 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 31 March 2023.

9.1 KPI 1: Total complaints received by SPT

Category	Stage 1	Stage 2 escalated	Stage 2 direct	Non-SPT complaints
Bus Infrastructure	1	0	0	1
Bus Services	52	10	0	35
Bus Stations	19	4	0	2
Bus Stop Info	1	0	0	0
Communications	0	0	0	0
Contact Centre (travel cards)	6	1	0	2
MyBus	8	0	0	0
Other	1	0	0	0
Schools Transport	0	0	0	0
Smartcard	0	0	0	0
Subway	50	4	0	0
ZoneCard	1	0	0	0
Total	139	19	0	40

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 1.5million SPT subsidised bus journeys. Stage 1 complaints were recorded for 0.003% of journeys.

Over these four Periods there were more than 3.7million Subway journeys. Stage 1 complaints were recorded for 0.001% of journeys.

9.2 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	107	77%	12	63%	0	0
Not on time	32	23%	7	37%	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.

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

	Stage 1	Stage 2 escalated	Stage 2 direct
Average days	4	18	N/A

9.4 KPI 4: Outcomes as percentage of total

Outcome	Stage 1	Stage 2 escalated	Stage 2 direct
Upheld	60%	32%	N/A
Not upheld	22%	32%	N/A
Part upheld	14%	21%	N/A
Resolved	1%	0%	N/A
Not responded to	3%	15%	N/A

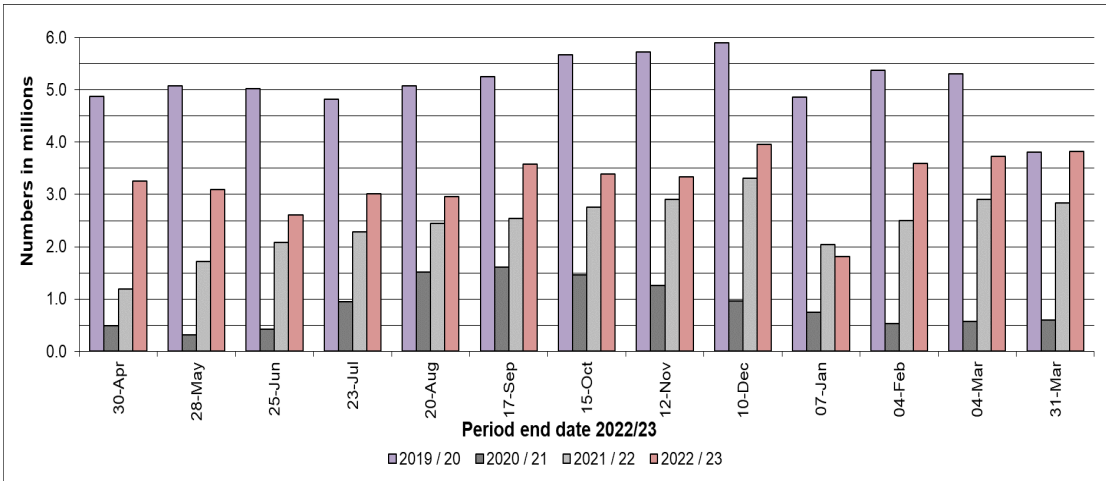
10. Wider Public Transport Context

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

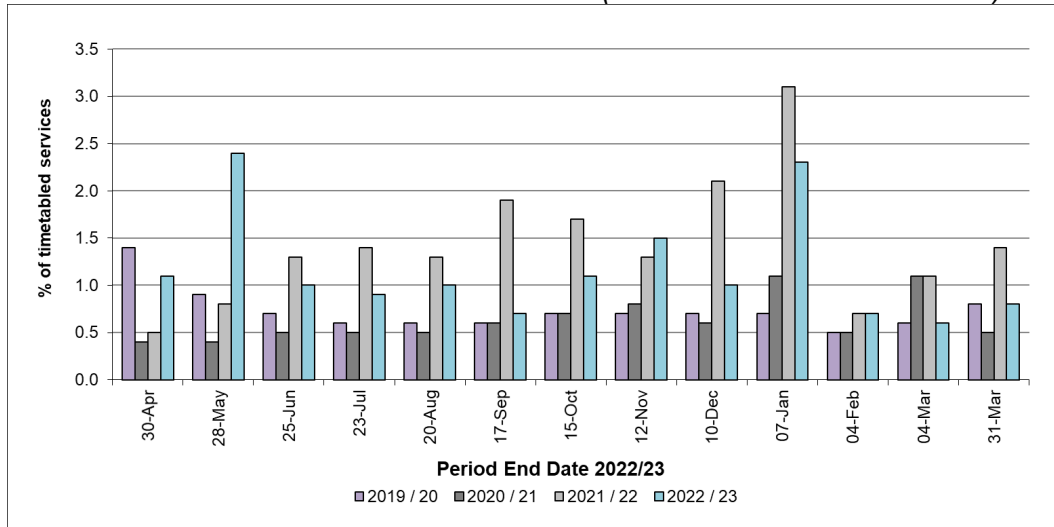
Information within section 10.1 has been provided by ScotRail

ScotRail patronage in the SPT area (in millions)



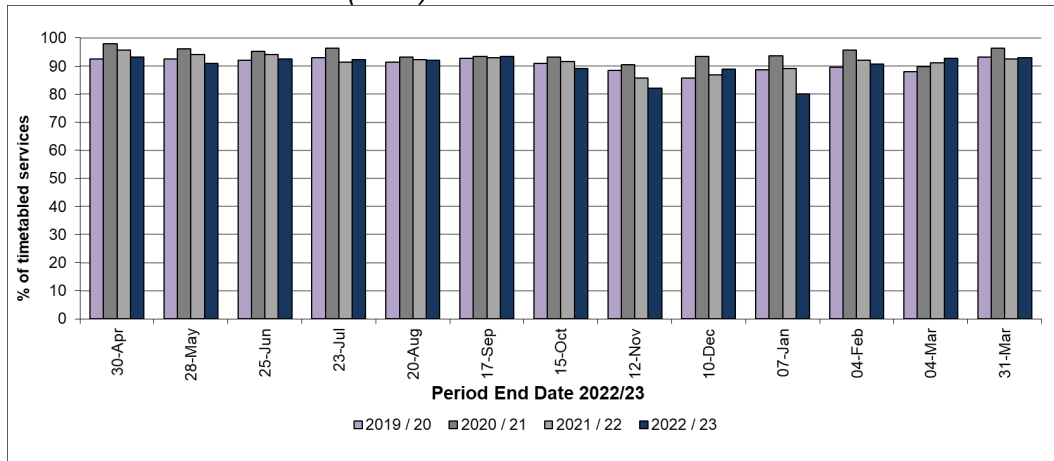
For the four most recent Periods reported (to 31 March 2023), ScotRail patronage was up by an average of 25.9% year-on-year. Comparing with pre-Covid figures, patronage was down by 33.1% on average over these four Periods.

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



Cancellations for the four most recent Periods (to 31 March 2023) averaged 1.1%.

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 2023) averaged 89.2%. Of the four latest periods to be reported on, the main incidents affecting the rail network in the area were as follows:

Period ending 7 January 2023

- 12/12/2022 – A problem with our Class 380 trains.
- 30/12/2022 – Flooding in the Bowling area.

Period ending 4 February 2023

- 09/01/2023 – A problem with signalling at Yoker.
- 19/01/2023 – A fault with one of our trains at Hyndland.
- 23/01/2023 – A track circuit failure at Dalmarnock.
- 23/01/2023 – A person struck by a train at Uddingston.

Period ending 4 March 2023

- 16/02/2023 – A damaged bridge between Lugton and Dunlop station.
- 02/03/2023 – A train fault at Rutherglen station.
- 03/03/2023 – An axle counter failure at Eglinton Street Junction.

Period ending 31 March 2023

- 12/03/2023 – A speed restriction at Croy.
- 15/03/2023 – A traction current problem between Rutherglen and Finnieston.
- 20/03/2023 – A signalling failure between Cardross and Dalreoch.

10.2 Update on ferry services within the Partnership area

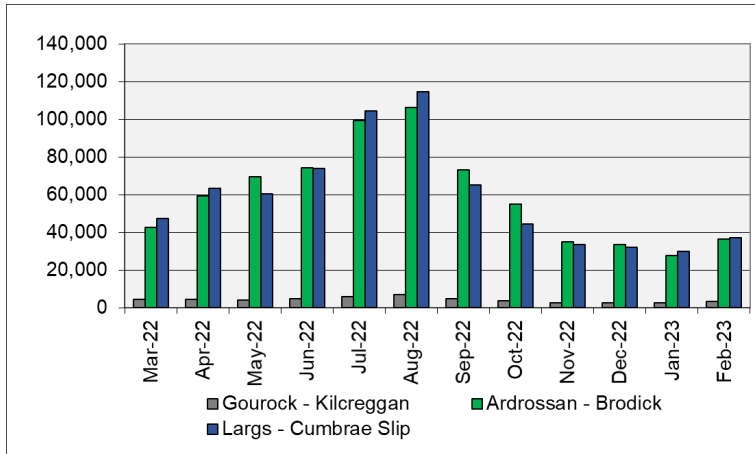
SPT has no responsibility for the delivery of ferry services. The following ferry services operate entirely within the SPT area:

- 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 2022, January 2023 and February 2023 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>
Climate Change, Adaptation & Carbon Consequences	<i>None.</i>

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