Committee report
SPT

Monitoring report on public transport services in the SPT area

Committee   Operations Committee

Date of meeting   4 November 2016   **Date of report**   27 October 2016

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. Background

The report presents statistics on all public transport services supported by SPT and on the ScotRail services operating in the SPT area, up to financial period 7 (15 October 2016) for Subway, up to period 6 (17 September 2016) for ScotRail and up to the 4 weekly period ending 3 September 2016 for other SPT services. The layout of the report continues previous practice for the main areas but also includes newly collated statistics relating to SPT's plans for bus improvements. The report will continue to develop as new information is incorporated. With the exception of Subway data, ScotRail data, Fleet Profile data and the Bus Action Plan table, the data in the other sections of the report has been aligned to four weekly traffic return dates (every 4 weekly period from year 2012/13 will contain 28 days) with effect from 25 March 2012.

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 information technology records. The following pages show the monitoring report based on the information available and received up to financial period 7 (15 October 2016) for Subway, up to period 6 (17 September 2016) for ScotRail and up to the 4 weekly period ending 3 September 2016 for all other SPT services.

1. SPT Subway services

Patronage, reliability and Park & Ride figures have been received up to the financial period ending 15 October 2016.
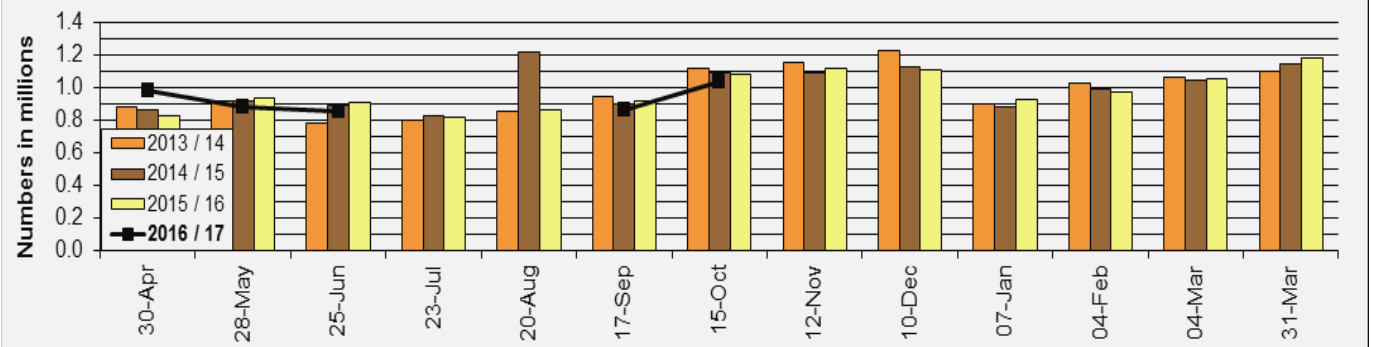
1.1 Subway patronage

Table 1A below details the trend of passenger patronage on SPT Subway services.

The patronage figures for financial periods 6 and 7 are 0.87M and 1.04M respectively. This is 5.42% and 3.93% less than the figures for the corresponding periods in the previous year. This is likely to be partly related to the residual effects of the suspension during the summer period and various actions are being undertaken to minimise any further impact and recover to previous levels.

Table 1A. Subway patronage in millions.

Period	1	2	3	4	5	6	7	8	9	10	11	12	13	Annual
end date	30-Apr	28-May	25-Jun	23-Jul	20-Aug	17-Sep	15-Oct	12-Nov	10-Dec	07-Jan	04-Feb	04-Mar	31-Mar	total
2013 / 14	0.88	0.92	0.78	0.80	0.85	0.94	1.12	1.15	1.23	0.90	1.03	1.06	1.10	12.76
2014 / 15	0.87	0.91	0.89	0.83	1.22	0.90	1.09	1.09	1.13	0.88	0.99	1.05	1.15	13.00
2015 / 16	0.82	0.94	0.91	0.82	0.86	0.92	1.08	1.12	1.11	0.92	0.97	1.06	1.18	12.71
2016 / 17	0.98	0.88	0.85			0.87	1.04							
Rolling trend		-3.36%		Subway Suspension		-5.42%	-3.93%							

Please note that the Commonwealth Games took place during period 5 ending 16 August 2014 (2014/15) and would have contributed to the very large increase in patronage in this period.

1.2 Subway reliability

Table 1B below details the trend in reliability on SPT Subway services.

Reliability. Table 1B. The train reliability figures for periods 6 and 7 are 98.16% and 98.52% respectively. Periods 6 and 7 have shown a decrease when compared with the figures for the corresponding periods in the previous year. The figures for periods 6 and 7 are slightly lower than the Subway reliability target of 99.0%.

Table 1B. Subway reliability, actual miles travelled by trains as a % of scheduled mileage.

Period	1	2	3	4	5	6	7	8	9	10	11	12	13	Annual
end date	30-Apr	28-May	25-Jun	23-Jul	20-Aug	17-Sep	15-Oct	12-Nov	10-Dec	07-Jan	04-Feb	04-Mar	31-Mar	average
2013 / 14	98.96	99.20	99.21	99.27	99.32	99.08	99.59	98.54	99.03	99.47	99.26	99.18	99.59	99.21
2014 / 15	98.40	98.35	98.51	99.58	98.77	99.04	98.97	98.59	98.50	97.69	98.63	99.47	99.28	98.75
2015 / 16	98.89	98.41	99.53	98.95	99.50	99.25	99.48	98.52	97.66	98.50	98.24	99.51	99.46	98.92
2016 / 17	99.05	99.27	99.32			98.16	98.52							
				Subway Suspension										
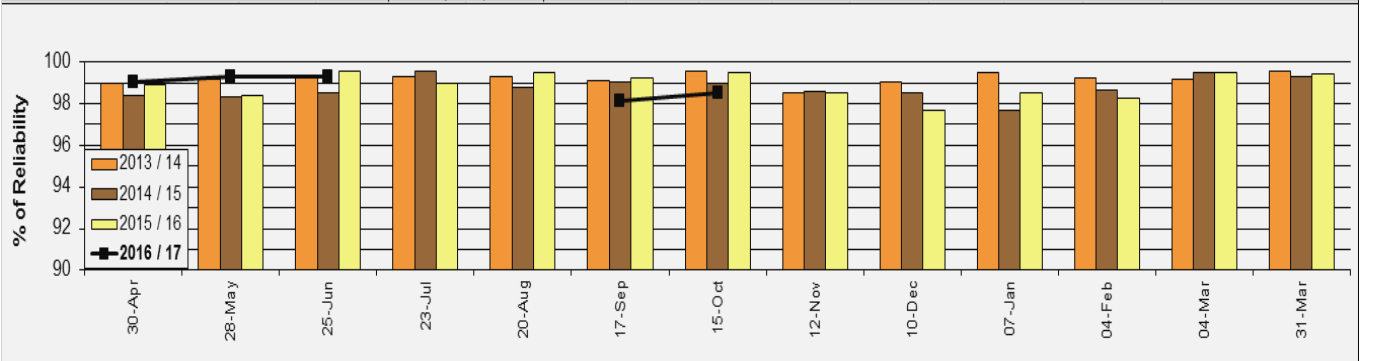
1.3 Subway main incidents

The main incidents section below provides details of particular causes of suspensions up to the period ending 15 October 2016 as follows:

Period ending 17 September 2016

Fire alarm activation (false alarm) at Govan on the 6 September 2016 caused a 21 minute delay to services on both Circles due to requirement to suspend services for the fire service to attend and the necessary safety checks to be undertaken before return to service.

Period ending 15 October 2016

On 27 September a train became disabled between Shields Rd and Kinning Park causing the Outer Circle to be suspended for approximately 1 hour and 15 minutes.

On 14 October both Circles were suspended due to a track circuit problem in the turnout chambers at Broomloan. The Outer Circle was suspended for approximately 1 hour 25 minutes and the Inner Circle was suspended for approximately 1 hour 35 minutes.

1.4 Park and Ride

Table 1C below details the trend in parking totals at Subway station Park and Ride facilities.

The Park and Ride figures for periods 6 and 7 are 20,395 and 22,025 respectively. Both figures are an increase of 3.14% and 1.06% when compared with the figures for the corresponding periods in the previous year.

Table 1C. Subway Park and Ride - totals.

| Period	1	2	3	4	5	6	7	8	9	10	11	12	13	Annual
end date	30-Apr	28-May	25-Jun	23-Jul	20-Aug	17-Sep	15-Oct	12-Nov	10-Dec	07-Jan	04-Feb	04-Mar	31-Mar	total
2013 / 14	14,393	15,416	14,342	13,425	13,980	15,051	16,557	18,498	21,716	17,728	17,820	18,521	20,430	217,877
2014 / 15	14,496	16,816	16,576	15,513	20,051	16,614	17,900	19,764	23,051	20,497	19,985	21,275	21,723	244,261
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
						Individual Park and Ride Station Totals 2016 /17									
Bridge Street	*4,375*	*4,151*	*4,240*			*4,277*	*4,439*							
Kelvinbridge	*3,780*	*3,570*	*3,460*			*3,801*	*3,982*							
Shields Road	*14,464*	*12,893*	*12,994*			*12,317*	*13,604*							
2016 / 17	**22,619**	**20,614**	**20,694**			**20,395**	**22,025**							
Rolling trend		18.97%		Subway Suspension		3.14%	1.06%							
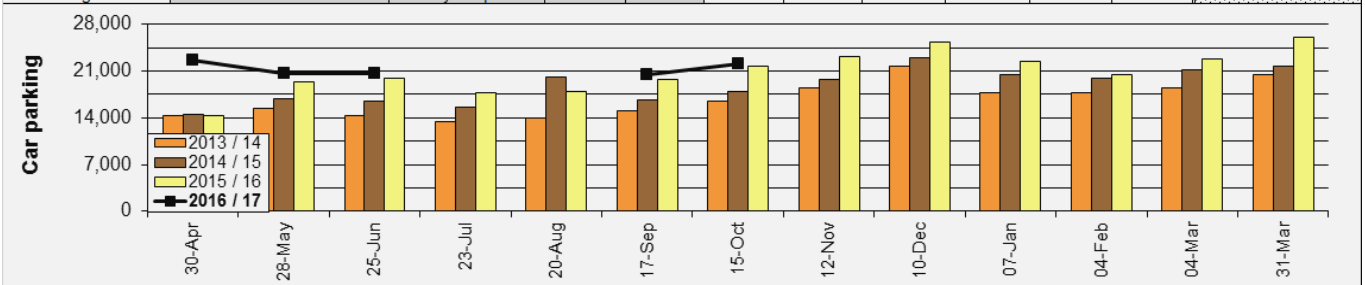
2. Gourock - Kilcreggan ferry patronage

Table 2 below details the trend of 4 weekly passenger patronage on the Gourock - Kilcreggan ferry. Figures have been received up to the 4 weekly period ending 3 September 2016.

The patronage figures for the 4 weekly periods ending 9 July 2016, 6 August 2016 and 3 September 2016 at 4,243, 5,291 and 5,267 are a decrease of 9.6%, an increase of 0.1% and a decrease of 1.3% respectively when compared with the figures for the corresponding periods in the previous year. The decrease in the period ending 9 July 2016 can be partly attributed to 2 cancelled sailings as a result of a technical issue on 1 day during this period.

Table 2. Gourock / Kilcreggan patronage.

4 weekly end date	16-Apr	14-May	11-Jun	09-Jul	06-Aug	03-Sep	01-Oct	29-Oct	26-Nov	24-Dec	21-Jan	18-Feb	18-Mar	Annual total
2013 / 14	4,000	4,291	4,661	5,251	5,975	5,428	4,734	4,741	4,725	2,770	3,282	3,533	3,584	56,975
2014 / 15	4,446	4,576	4,836	5,187	5,608	5,532	4,679	3,881	3,868	2,761	2,124	3,687	3,245	54,430
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
Trend	-6.9%	-3.3%	-0.5%	-9.5%	-5.7%	-3.5%	0.6%	11.7%	-17.2%	-11.7%	32.4%	-16.7%	34.5%	Moving annual total
2016 / 17	4,333	4,735	4,784	4,243	5,291	5,267								53,582
Trend	4.7%	7.0%	-0.6%	-9.6%	0.1%	-1.3%								
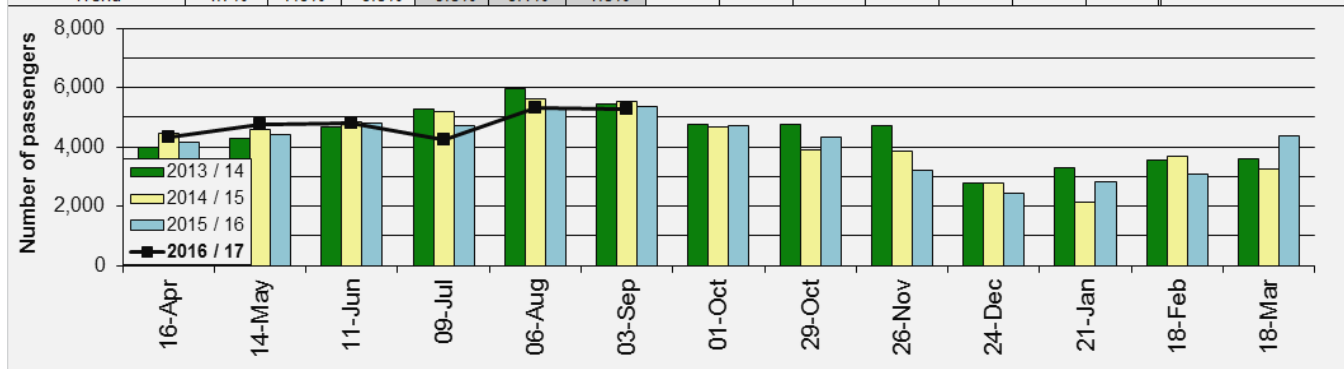
The moving annual total of 53,582 is lower than the totals shown for the last 3 years and it is also lower than the revised target figure of 55,000 for 2016/17.

3. Supported bus services

Tables 3 A, B, C and D 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.

Please note that up until the 4 weekly period ending 14 June 2014 passenger numbers on local bus services operated by Community Transport groups was recorded in the MyBus section of this report. This has been removed from the MyBus graph on page 8 from this period and is now included in the supported bus services patronage section below. Community Bus Service mileage has been included in calculations from 15 June 2014.

3.1 Supported bus services patronage

The patronage figures for the 4 weekly periods ending 9 July 2016 and 6 August 2016 at 462,680 and 452,151 are increases of 6.9% and 3.1% whilst the figure for the 4 weekly period ending 3 September 2016 at 462,205 is a decrease of 2.6% respectively when compared with the figures for the corresponding periods in the previous year.

Table 3A. Patronage on supported bus services.

4 weekly end date	16-Apr	14-May	11-Jun	09-Jul	06-Aug	03-Sep	01-Oct	29-Oct	26-Nov	24-Dec	21-Jan	18-Feb	18-Mar	Annual total
2013 / 2014	417,513	446,754	441,110	439,303	444,759	428,380	415,904	405,511	423,442	373,105	371,765	411,196	434,991	5,453,733
2014 / 2015	437,290	444,222	453,168	450,867	428,078	452,601	453,279	416,738	435,013	402,929	373,421	412,144	409,988	5,569,738
2015 / 2016	421,089	434,665	451,711	432,699	438,759	474,353	463,778	454,068	436,249	409,140	371,840	423,714	455,538	5,667,603
Trend	-3.7%	-2.2%	-0.3%	-4.0%	2.5%	4.8%	2.3%	9.0%	0.3%	1.5%	-0.4%	2.8%	11.1%	Moving annual total
2016 / 2017	449,730	472,963	480,978	462,680	452,151	462,205								5,795,034
Trend	6.8%	8.8%	6.5%	6.9%	3.1%	-2.6%								
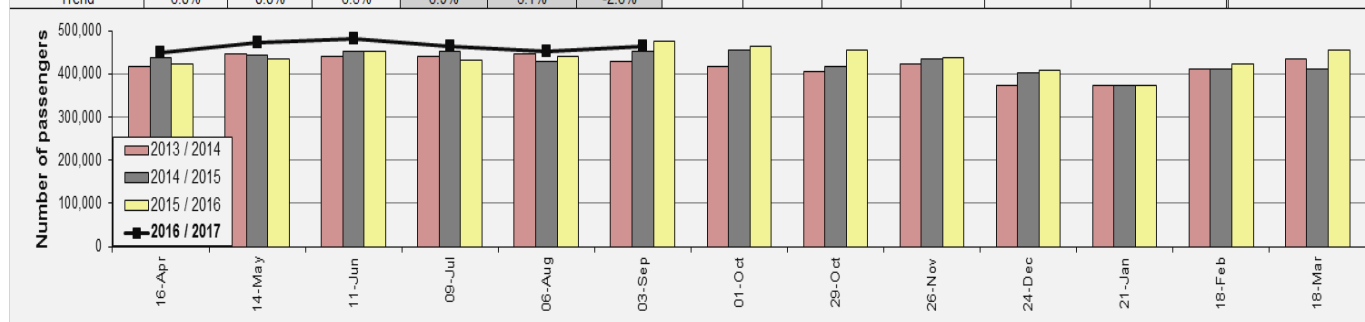
## 3.2 Supported services scheduled mileage

The scheduled supported bus mileage for the 4 weekly period ending 9 July 2016 at 639,038 is an increase of 5.2% whilst the figures for the 4 weekly periods ending 6 August 2016 and 3 September 2016 at 613,821 and 618,316 are both decreases of 0.2% and 1.7% respectively when compared with the figures for the corresponding periods in the previous year.

Table 3B. Scheduled mileage of supported bus contracts.

| 4 weekly end date	16-Apr	14-May	11-Jun	09-Jul	06-Aug	03-Sep	01-Oct	29-Oct	26-Nov	24-Dec	21-Jan	18-Feb	18-Mar	Annual total
2013 / 2014	604,356	614,881	615,940	607,202	598,452	556,414	560,431	566,597	578,540	554,626	563,413	590,408	590,638	7,601,898
2014 / 2015	592,821	594,818	594,813	597,361	586,623	600,333	599,216	591,544	601,652	580,965	572,806	599,566	598,768	7,711,286
2015 / 2016	581,424	605,064	607,230	607,244	615,224	629,046	630,405	623,627	627,577	605,817	603,347	631,635	633,237	8,000,878
Trend	-1.9%	1.7%	2.1%	1.7%	4.9%	4.8%	5.2%	5.4%	4.3%	4.3%	5.3%	5.3%	5.8%	Moving annual total
2016 / 2017	630,742	633,851	637,010	639,038	613,821	618,316								8,128,422
Trend	8.5%	4.8%	4.9%	5.2%	-0.2%	-1.7%								
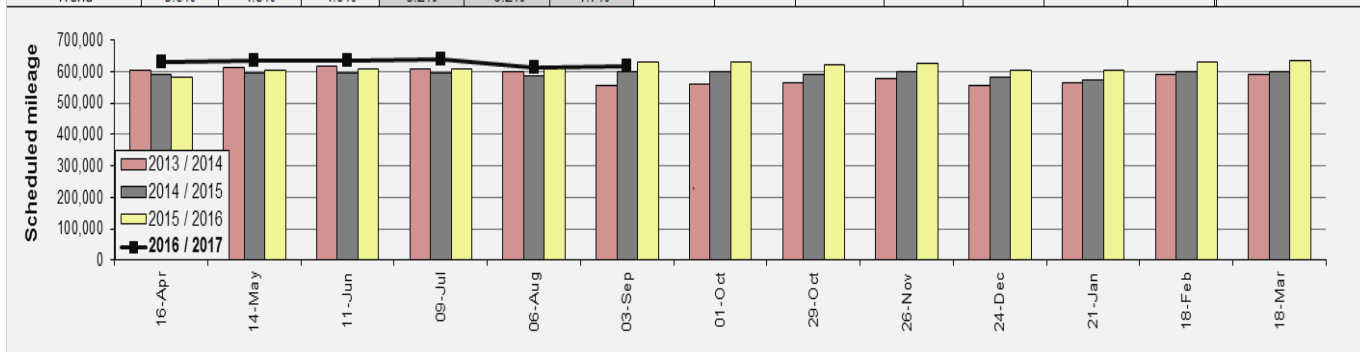
3.3 Passengers per mile on supported bus services

The passengers per mile figures for the 4 weekly periods ending 9 July 2016 and 6 August 2016 at 0.724 and 0.737 are both increases of 1.5% and 3.4% whilst the figure for the 4 weekly period ending 3 September 2016 at 0.748 is a decrease of 0.8% respectively when compared with the figures for the corresponding periods in the previous year.

Table 3C. Passengers per mile on supported bus services.

4 weekly end date	16-Apr	14-May	11-Jun	09-Jul	06-Aug	03-Sep	01-Oct	29-Oct	26-Nov	24-Dec	21-Jan	18-Feb	18-Mar	Annual average
2013 / 2014	0.681	0.717	0.706	0.715	0.732	0.756	0.733	0.706	0.722	0.663	0.651	0.687	0.727	0.708
2014 / 2015	0.731	0.740	0.755	0.755	0.730	0.754	0.756	0.704	0.723	0.694	0.652	0.687	0.685	0.722
2015 / 2016	0.724	0.718	0.744	0.713	0.713	0.754	0.736	0.728	0.695	0.675	0.616	0.671	0.719	0.708
Trend	-1.0%	-3.0%	-1.5%	-5.6%	-2.3%	0.0%	-2.6%	3.4%	-3.9%	-2.7%	-5.5%	-2.3%	5.0%	Moving annual average
2016 / 2017	0.713	0.746	0.755	0.724	0.737	0.748								0.713
Trend	-1.5%	3.9%	1.5%	1.5%	3.4%	-0.8%								
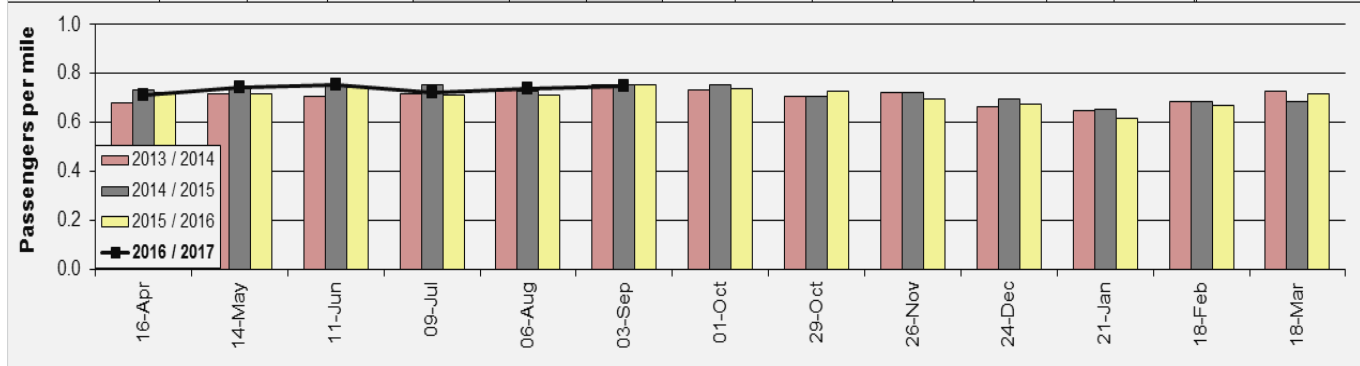
The moving annual average of 0.713 is slightly higher than the figure shown for last year but it is below the target figure of 0.725 for passengers per mile on supported bus services for 2016/17.

3.4 Lost mileage of supported bus contracts

The lost mileage figures for the 4 weekly periods ending 9 July 2016, 6 August 2016 and 3 September 2016 at 0.12%, 0.17% and 0.16% are all increases respectively when compared with the figures for the corresponding periods in the previous year.

Table 3D. Lost mileage of supported bus contracts.

4 weekly end date	16-Apr	14-May	11-Jun	09-Jul	06-Aug	03-Sep	01-Oct	29-Oct	26-Nov	24-Dec	21-Jan	18-Feb	18-Mar	Annual average
2013 / 2014	0.63%	0.36%	0.37%	0.12%	0.20%	0.15%	0.15%	0.08%	0.13%	0.67%	0.42%	0.37%	0.32%	0.31%
2014 / 2015	0.22%	0.34%	0.24%	0.61%	0.42%	0.17%	0.14%	0.07%	0.13%	0.15%	0.15%	0.05%	0.29%	0.23%
2015 / 2016	0.11%	0.13%	0.12%	0.05%	0.05%	0.12%	0.09%	0.04%	0.11%	0.09%	0.20%	0.14%	0.10%	0.10%
														Moving annual average
2016 / 2017	0.06%	0.28%	0.20%	0.12%	0.17%	0.16%								0.14%
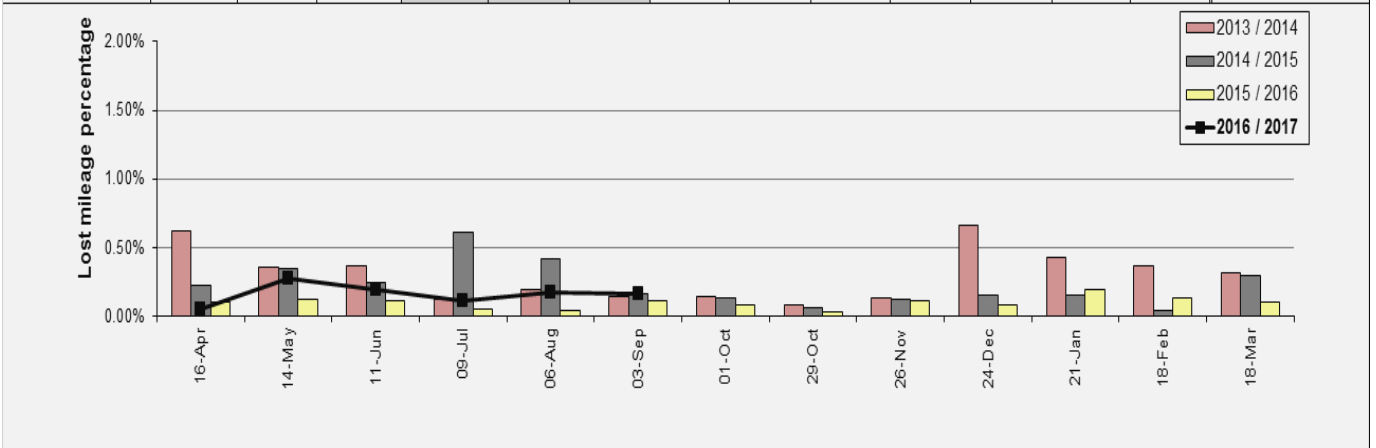
4. MyBus

Table 4 below details the trend of 4 weekly passenger patronage on SPT's MyBus services. Figures have been received up to the 4 weekly period ending 3 September 2016.

The patronage figures for the 4 weekly periods ending 9 July 2016, 6 August 2016 and 3 September 2016 at 37,104, 35,352 and 38,818 are increases of 1.9%, 0.7% and 1.0% respectively when compared with the figures for the corresponding periods in the previous year.

Table 4. MyBus patronage.

4 weekly end date	16-Apr	14-May	11-Jun	09-Jul	06-Aug	03-Sep	01-Oct	29-Oct	26-Nov	24-Dec	21-Jan	18-Feb	18-Mar	Annual total
2013 / 14	35,552	36,970	36,017	35,383	33,845	36,363	36,831	37,908	38,966	33,147	33,205	38,424	38,896	471,507
2014 / 15	38,066	36,330	36,749	36,203	36,016	38,739	39,046	39,514	40,894	34,109	31,109	39,220	39,615	485,610
2015 / 16	37,278	38,343	37,248	36,430	35,120	38,448	38,831	40,432	40,055	35,217	30,983	38,034	40,669	487,088
Trend	-2.1%	5.5%	1.4%	0.6%	-2.5%	-0.8%	-0.6%	2.3%	-2.1%	3.2%	-0.4%	-3.0%	2.7%	Moving annual total
2016 / 17	37,718	38,116	37,459	37,104	35,352	38,818								488,788
Trend	1.2%	-0.6%	0.6%	1.9%	0.7%	1.0%								

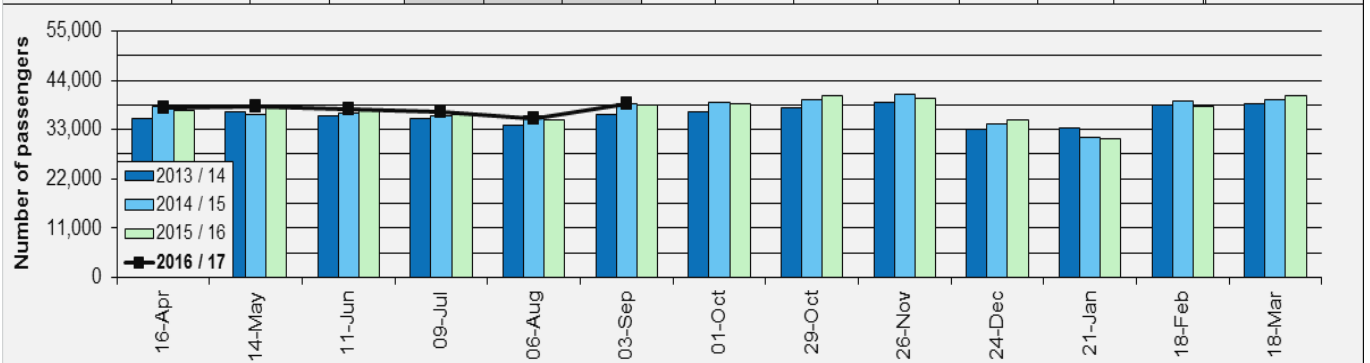
The moving annual total of 488,788 is higher than the figures shown for the last 3 years but it is lower than the target figure of 490,000 for 2016/17.

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.

SPT has for many years been working with partners to seek to deliver this, including through the original Five Point Plan on which progress has previously been noted in the report. Building on this, and in continued furtherance of the RTS, in September 2014, an updated Bus Strategy and Outline Investment Programme was approved by the SPT board.

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*
  - o SPT support in full or in part around 30% of bus service in the west of Scotland.
  - o MyBus patronage at highest ever level – circa 500,000 passengers per annum.
  - o Through and in partnership with members of the West of Scotland Community Transport Network, SPT continues to fund innovative solutions to bridge network gaps through community transport.

- *Maximising network performance and standards*
  - o The first 5 Statutory Quality Partnerships in Scotland – Glasgow, Paisley, Ayr/Prestwick, Inverclyde and Fastlink – were led and created by SPT and member councils.

- *Integrating the network*
  - o 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.
  - o Queen Elizabeth University Hospital bus services now in place, 54 services per hour at peak, up from 14 services per hour.
  - o Govan Interchange now operational as of 21 August 2016.

- *Promoting the network*
  - o Regional Real Time Passenger Information project currently in development, with implementation on-going.

- *Ensuring a safe and secure network*
  - o On-going positive relationship with Police Scotland for major events e.g. T in the Park.

- *Delivering a greener network*
  - o 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)	76%	+1%	Information compliance audits are in progress and discussions are underway with local bus operators to establish appropriate Service Level Agreements (SLAs)
East Dunbartonshire	No formal SQP.	Yes	*Yes – (C)	95%		Information compliance audits are in progress and discussions are underway with local bus operators to establish appropriate Service Level Agreements (SLAs)
East Renfrewshire	No formal SQP.	Yes	*Yes – (C) From 01/06/15	95%		Information compliance audits are in progress and discussions are underway with local bus operators to establish appropriate Service Level Agreements (SLAs).

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. SQP monitoring reports are produced annually and, following approvals, shared with key stakeholders. Additionally, the Statutory Quality Partnership Scheme for Fastlink was formally approved by SPT Chair's Committee on 13th March 2015 and GCC Executive Committee on 19th March 2015. The Scheme commenced on Sunday 28 June 2015.	Yes	*Yes – (A)	80%	+1%	Information compliance audits are in progress and discussions are underway with local bus operators to establish appropriate Service Level Agreements (SLAs)
Inverclyde	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. Information gathering exercise has commenced in relation to the annual report, which will be based on the broad parameters of the Glasgow report.	Yes	*Yes – (C)	95%		Information compliance audits are in progress and discussions are underway with local bus operators to establish appropriate Service Level Agreements (SLAs)
North Ayrshire	No formal SQP.	Yes	*Yes – (C)	95%		Information compliance audits are in progress and discussions are underway with local bus operators to establish appropriate Service Level Agreements (SLAs)
North Lanarkshire	No formal SQP.	Yes	No	82%		Information compliance audits are in progress and discussions are underway with local bus operators to establish appropriate Service Level Agreements (SLAs)
Renfrewshire	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. Key aspirations fulfilled, Paisley Town Centre and surrounding areas still benefit from such a Partnership approach, with future developments reflecting recent investment in the area.	Yes	No	83%	+1%	Information compliance audits are in progress and discussions are underway with local bus operators to establish appropriate Service Level Agreements (SLAs)
South Ayrshire	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. Information gathering exercise has commenced in relation to the annual report, which will be based on the broad parameters of the Glasgow report.	Yes	*Yes – (C)	80%		Information compliance audits are in progress and discussions are underway with local bus operators to establish appropriate Service Level Agreements (SLAs)
South Lanarkshire	No formal SQP.	Yes	*Yes – (A)	79%		Information compliance audits are in progress and discussions are underway with local bus operators to establish appropriate Service Level Agreements (SLAs)
West Dunbartonshire	No formal SQP.	Yes	*Yes – (C)	95%		Information compliance audits are in progress and discussions are underway with local bus operators to establish appropriate Service Level Agreements (SLAs)

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

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 and Ayr & Prestwick Statutory Quality Partnerships up to the 4 weekly period ending 3 September 2016.

A detailed report of non-compliance categories/checks for each local authority area can be provided on request. This includes the number of day/half 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	9 – July 2016	6 – August 2016	3 – September 2016
Local Authority Area			
East Ayrshire	• One MyBus check	• Nothing reportable	• Nothing reportable
Total Incidents/Reports	1	0	0
Reports to TC	0	0	0
Days Monitoring	1.0	0.0	1.0
East Dunbartonshire	• Nothing reportable	• Nothing reportable	• Nothing reportable
Total Incidents/Reports	0	0	0
Reports to TC	0	0	0
Days Monitoring	1.0	0.0	1.5
East Renfrewshire	• Nothing reportable	• Nothing reportable	• Nothing reportable
Total Incidents/Reports	0	0	0
Reports to TC	0	0	0
Days Monitoring	0.0	0.0	2.0
Glasgow	• Further monitoring of service complaint	• Nothing reportable	• Request for monitoring • Monitoring carried out for previous local service request received - general monitoring at QEUH
Total Incidents/Reports	0	0	2
Reports to TC	0	0	0
Reports to TC re TRC	0	0	0
SQP Vehicle Checks	406	0	324
Days Monitoring	13.0	0.0	3.0
Inverclyde	• Nothing reportable	• Nothing reportable	• One vehicle observed with engine idling, complied
Total Incidents/Reports	0	0	1
Reports to TC	0	0	0
Days Monitoring	3.0	0.0	3.5
North Ayrshire	• Nothing reportable	• Nothing reportable	• Nothing reportable
Total Incidents/Reports	0	0	0
Reports to TC	0	0	0
Days Monitoring	1.5	0.0	1.0
North Lanarkshire	• One vehicle observed with engine idling, complied	• One local service complaint received	• Five Breaches of TRC, three for prolonged waiting time, two for uplifting passengers out with bus stop • One MyBus check
Total Incidents/Reports	1	1	11
Reports to TC	0	0	2
Reports to TC re TRC	0	0	3
Days Monitoring	12.5	0.0	3.5
Renfrewshire	• Nothing reportable	• Nothing reportable	• Nothing reportable
Total Incidents/Reports	0	0	0
Reports to TC	0	0	0

Reports to TC re TRC	0	0	0
Days Monitoring	5.0	0.0	5.0
South Ayrshire	• Nothing reportable	• Nothing reportable	• Nothing reportable
Total Incidents/Reports	0	0	0
Reports to TC	0	0	0
SQP Vehicle Checks	96	0	40
Days Monitoring	2.0	0.0	0.5
South Lanarkshire	• Nothing reportable	• Nothing reportable	• Monitoring carried out for previous local service complaint received
Total Incidents/Reports	0	0	0
Reports to TC	0	0	0
Days Monitoring	3.0	0.0	5.0
West Dunbartonshire	• Nothing reportable	• Nothing reportable	• Nothing reportable
Total Incidents/Reports	0	0	0
Reports to TC	0	0	0
Days Monitoring	2.0	0.0	1.0

7. Fleet profile of bus operators within the SPT area

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.

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 10.9% 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	October 2016		April 2016		October 2015		April 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)	101	3.0%	109	3.0%	125	3.4%	157	4.3%
Euro 1 (1993 - 1995)	53	1.6%	57	1.6%	80	2.2%	63	1.7%
Euro 2 (1996-1999)	218	6.4%	275	7.6%	340	9.3%	427	11.6%
Euro 3 (2000 - 2004)	1061	31.0%	1111	30.6%	1140	31.2%	1128	30.7%
Euro 4 (2005 - 2007)	499	14.6%	523	14.4%	549	15.0%	565	15.4%
Euro 5 (2008 - 2013)	1090	31.9%	1081	29.8%	1063	29.1%	1064	29.0%
Euro 6 (2014 - to date)	301	8.8%	223	6.1%	90	2.5%	38	1.0%
Hybrid	53	1.6%	49	1.4%	53	1.5%	27	0.7%
Fully electric	2	0.1%	2	0.1%	2	0.1%	2	0.1%
No response	41	1.2%	198	5.5%	207	5.7%	198	5.4%
Total number of vehicles	3419	100.0%	3628	100.0%	3649	100.0%	3669	100.0%

7.2 Equality Act compliance

Table 7B Equality Act compliance

Category	October 2016			April 2016			October 2015			April 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	369	256	69.4%	322	206	64.0%	307	196	63.8%	301	200	66.4%
Midi	460	432	93.9%	384	354	92.2%	388	340	87.6%	370	286	77.3%
Single deck	1119	1039	92.9%	1275	1179	92.5%	1288	1120	87.0%	1276	1145	89.7%
Double deck	800	719	89.9%	821	716	87.2%	846	725	85.7%	862	721	83.6%
Articulated	16	16	100.0%	16	16	100.0%	16	16	100.0%	16	16	100.0%
Coach	614	346	56.4%	612	343	56.0%	597	327	54.8%	646	348	53.9%
No response	41	n/a	n/a	198	n/a	n/a	207	n/a	n/a	198	n/a	n/a
Total number of vehicles	3419	2808	82.1%	3628	2814	77.6%	3649	2724	74.7%	3669	2716	74.0%

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

8. Subsidised local bus service vehicle inspections

Table 8 contains statistics relating to checks carried out on operators and their vehicles used on supported bus services up to the 4 weekly period ending 3 September 2016. In addition to these inspections, a rigorous programme of operator and vehicle inspection is also carried out in relation to SPT administered school bus contracts. Defects are reported to the Traffic Commissioner when deemed relevant and are taken into account in the tendering process. The number of "S" marked immediate prohibitions are now shown in Table 8. An "S" marked prohibition is where the defect found is the result of a significant failure of the operator's maintenance system.

Table 8.   Subsidised local bus service vehicle inspections.

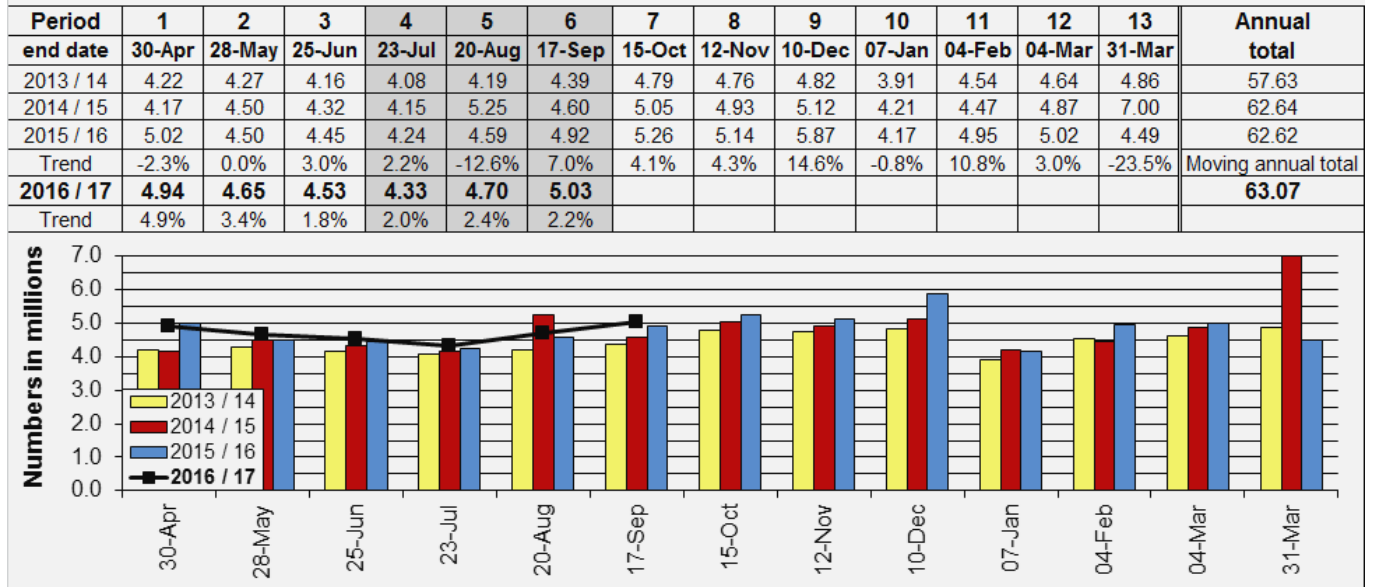| 4 weekly end date		16-Apr	14-May	11-Jun	09-Jul	06-Aug	03-Sep	01-Oct	29-Oct	26-Nov	24-Dec	21-Jan	18-Feb	18-Mar	Annual totals & year to date
Operator Visits	2013 / 2014	5	12	10	11	9	17	8	3	14	16	12	14	6	137
	2014 / 2015	12	7	14	12	2	20	5	14	17	15	10	11	12	151
	2015 / 2016	9	14	7	24	13	1	3	18	16	5	2	2	8	122
	2016 / 2017	**17**	**7**	**3**	**20**	**14**	**8**								**69**
Vehicles checked for defects	2013 / 2014	6	25	20	19	14	20	9	4	28	25	15	24	13	222
	2014 / 2015	18	9	20	16	5	22	8	16	23	22	18	14	18	209
	2015 / 2016	9	21	11	27	16	2	4	30	21	9	4	4	16	174
	2016 / 2017	**23**	**10**	**3**	**39**	**24**	**12**								**111**
Vehicles with no defects	2013 / 2014	2	8	7	3	1	3	3	3	12	9	0	9	4	64
	2014 / 2015	3	2	7	3	4	4	0	3	10	5	11	1	5	58
	2015 / 2016	0	7	2	3	2	0	4	4	4	2	0	4	11	43
	2016 / 2017	**8**	**4**	**1**	**14**	**6**	**5**								**38**
Inspection notice defects	2013 / 2014	16	233	122	163	121	145	27	7	53	97	139	121	48	1292
	2014 / 2015	74	58	69	112	8	154	43	70	156	127	59	88	86	1104
	2015 / 2016	56	90	49	150	152	18	0	119	73	40	15	0	32	794
	2016 / 2017	**67**	**33**	**13**	**154**	**89**	**9**								**365**
Delayed prohibition applied	2013 / 2014	0	2	2	5	0	2	0	0	6	0	5	2	4	28
	2014 / 2015	3	2	6	12	0	5	4	0	0	3	8	5	3	51
	2015 / 2016	2	3	0	3	4	1	0	1	0	0	0	0	1	15
	2016 / 2017	**0**	**0**	**0**	**3**	**4**	**1**								**8**
Immediate prohibition applied	2013 / 2014	1	0	0	0	1	2	0	0	1	2	1	6	3	17
	2014 / 2015	4	2	0	2	0	2	3	0	0	0	3	10	6	32
	2015 / 2016	2	0	1	2	4	0	0	3	2	0	0	0	0	14
	2016 / 2017	**2**	**4**	**1**	**2**	**2**	**0**								**11**
Immediate prohibition "S" marked	2013 / 2014	0	0	0	0	0	0	0	0	7	0	0	0	0	7
	2014 / 2015	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2015 / 2016	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2016 / 2017	**0**	**0**	**0**	**0**	**0**	**0**								**0**

9. SPT area ScotRail services

Patronage, reliability and punctuality figures have been received up to period 6 ending 17 September 2016.

9.1 ScotRail patronage in the SPT area

Table 9A below details the trend of ScotRail passenger patronage on rail services in the SPT area.

The patronage figures for periods 4, 5 and 6 at 4.33M, 4.70M and 5.03M are increases of 2.0%, 2.4% and 2.2% respectively when compared to the figures for the corresponding periods in the previous year.

Table 9A. ScotRail passenger patronage in the SPT area in millions.

Period	1	2	3	4	5	6	7	8	9	10	11	12	13	Annual
end date	30-Apr	28-May	25-Jun	23-Jul	20-Aug	17-Sep	15-Oct	12-Nov	10-Dec	07-Jan	04-Feb	04-Mar	31-Mar	total
2013 / 14	4.22	4.27	4.16	4.08	4.19	4.39	4.79	4.76	4.82	3.91	4.54	4.64	4.86	57.63
2014 / 15	4.17	4.50	4.32	4.15	5.25	4.60	5.05	4.93	5.12	4.21	4.47	4.87	7.00	62.64
2015 / 16	5.02	4.50	4.45	4.24	4.59	4.92	5.26	5.14	5.87	4.17	4.95	5.02	4.49	62.62
Trend	-2.3%	0.0%	3.0%	2.2%	-12.6%	7.0%	4.1%	4.3%	14.6%	-0.8%	10.8%	3.0%	-23.5%	Moving annual total
2016 / 17	**4.94**	**4.65**	**4.53**	**4.33**	**4.70**	**5.03**								**63.07**
Trend	4.9%	3.4%	1.8%	2.0%	2.4%	2.2%								

Please note that from P10 2010/11 onwards, the figures include an estimate of the GSE (Glasgow Suburban Electrics) North passenger numbers which relate to the SPT area.
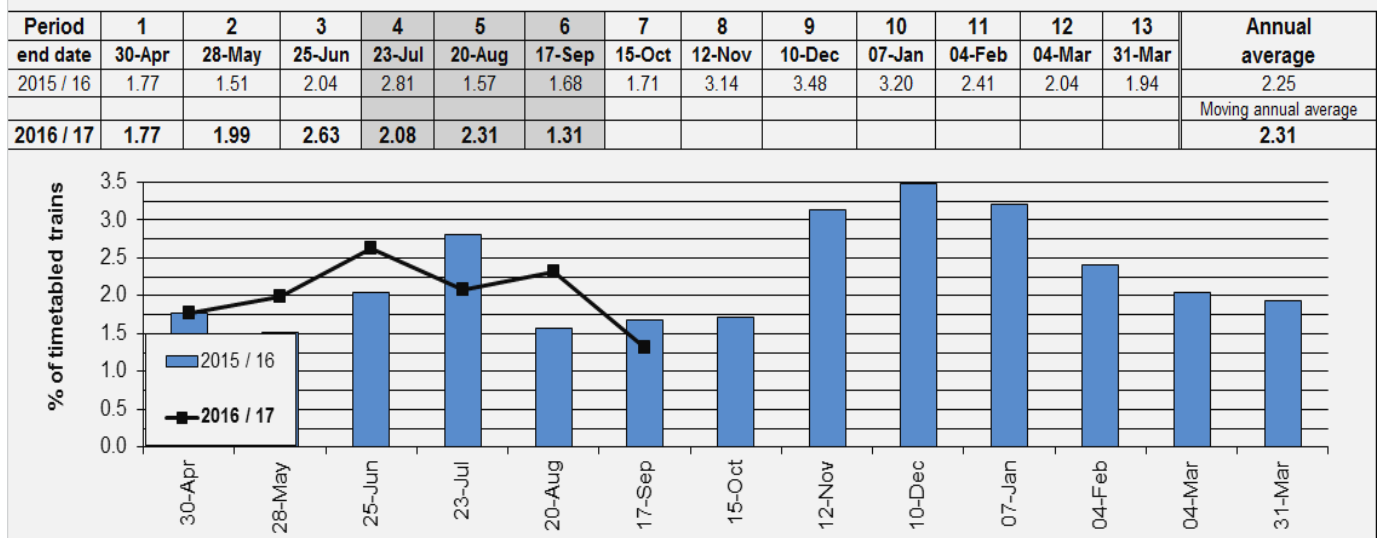
The moving annual total of 63.07 million passenger journeys is higher than the figures shown for the last 3 years.

9.2 ScotRail reliability and punctuality

Table 9B below details the trend in reliability as a percentage of timetabled trains on ScotRail services in the SPT area. Table 9C details the rail Public Performance Measure (PPM).

Cancellations. Table 9B. The train cancellation figures for periods 4 and 6 at 2.08% and 1.31% are a decrease whilst period 5 at 2.31% is an increase when compared to the figures for the corresponding periods in the previous year.

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	Annual
end date	30-Apr	28-May	25-Jun	23-Jul	20-Aug	17-Sep	15-Oct	12-Nov	10-Dec	07-Jan	04-Feb	04-Mar	31-Mar	average
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	2.25
														Moving annual average
2016 / 17	**1.77**	**1.99**	**2.63**	**2.08**	**2.31**	**1.31**								**2.31**

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 moving annual average for cancellations at 2.31% is slightly above the figure shown for last year.

Public Performance Measure (PPM). Table 9C. 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 figures for periods 4, 5 and 6 at 92.36%, 90.73% and 92.07% are decreases when compared to the figures for the corresponding periods in the previous year.

Table 9C. Public Performance Measure (PPM) for West Suburban Sector - the percentage of booked services which arrive within 5 minutes of their booked arrival time, having called at all booked stations on the route.

Period	1	2	3	4	5	6	7	8	9	10	11	12	13	Annual
end date	30-Apr	28-May	25-Jun	23-Jul	20-Aug	17-Sep	15-Oct	12-Nov	10-Dec	07-Jan	04-Feb	04-Mar	31-Mar	average
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	91.18
														Moving annual average
2016 / 17	93.54	93.29	90.80	92.36	90.73	92.07								90.45
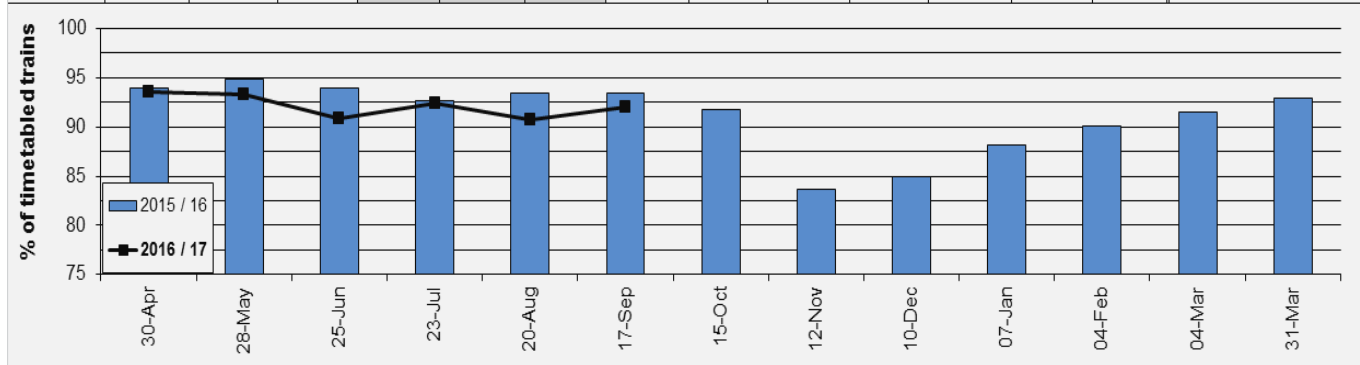
*Please note that the figures from 2015/16 above relate to the new West Suburban Sector of the ScotRail Performance Update Section. Suburban West services were formerly the Strathclyde and Central Groups.

The moving annual average for PPM at 90.45% is slightly below the figure shown for last year.

The main incidents section below details particular causes of cancellations and delays.

9.3 ScotRail main incidents

The main incidents which have been reported up to and including 17 September 2016 are:

Period 4. On Wednesday 13 July a signalling failure occurred at Rutherglen.

On Monday 18 July a points failure occurred at Exhibition Centre.

On Wednesday 20 July a signalling failure occurred at Argyle Street.

Period 5. On Thursday 28 July an overhead line fault occurred at Glasgow Central.

On Monday 8 August a trespasser was reported at Hyndland.

On Wednesday 10 August a signalling failure occurred at Hyndland.

Period 6. On Sunday 21 August a track defect occurred at Greenfaulds.

On Friday 9 September a late running freight train delayed Argyle Line services.

Members will be aware of recent performance issues, which have been publicised and reported in the media, and the requirement for the franchise operator to provide a formal improvement plan (PIP). A copy of this plan is attached for members' information, please see Appendix 1.

10. Committee action

The committee is asked to note the patronage, reliability, punctuality, regulating and fleet profile statistics as contained in this report.

11. Consequences

Policy consequences:	None
Legal consequences:	None
Financial consequences:	As a measure of the quality of performance of services supported by SPT, it directs attention to possible financial implications. It enables SPT to work with Scottish Ministers in scrutinising and assessing "value for money" invested in rail services.
Personnel consequences:	None
Equalities consequences:	The concepts of supported services and social inclusion are directly related.
Risk consequences:	None

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Title	**Assistant Chief Executive (Operations)**		**Title**	**Chief Executive**

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