



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

Date of meeting 26 January 2024

Date of report 17 January 2024

Report by Director

1. Object of report

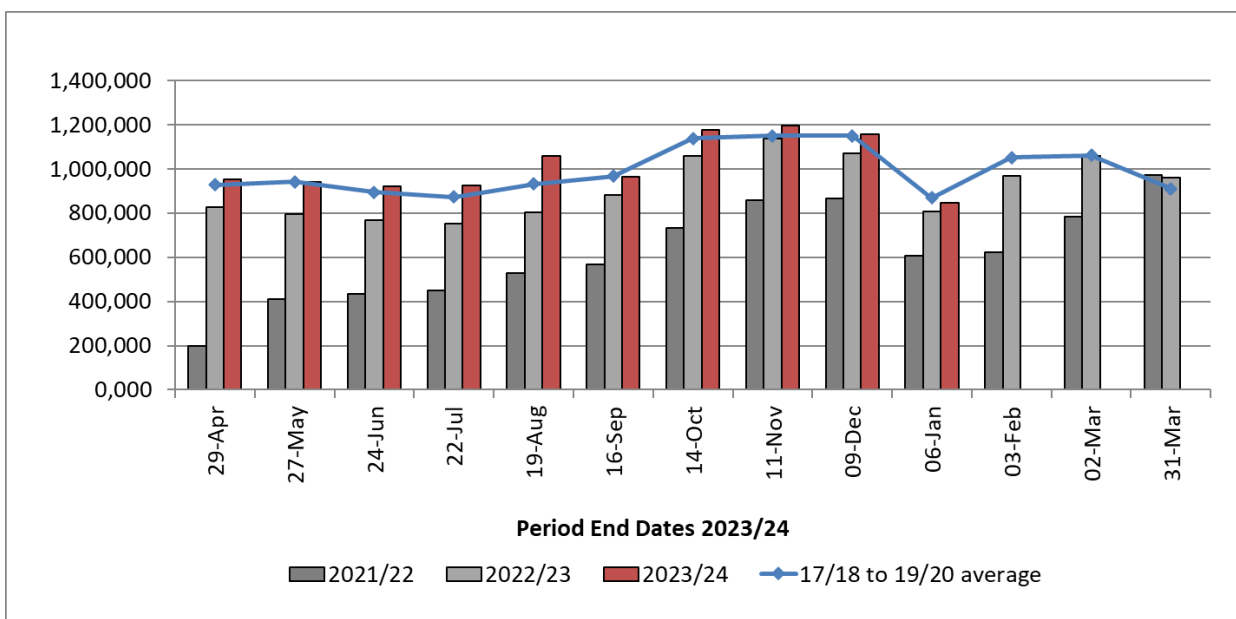
To report on the operational performance of public transport services and public transport facilities which are delivered directly by the Partnership or by others on behalf of the Partnership; and to report on provision of public transport services and facilities in the Partnership area more generally.

2. Background to report

The last monitoring report was presented to the Operations Committee on 3 November 2023. Throughout this report, comparisons have been made with data from previous years including, where appropriate, with pre-Covid performance.

3. Subway

3.1 Subway patronage by period (gate entries)



The bars on the graph show patronage in the current year and the previous two years.

The line represents a pre-Covid average for the three years 2017/2018 to 2019/2020. (A range of three years has been used because there was an extended closure of the Subway during 2016/2017 which would affect the data).

There were more than 3.2million Subway journeys in the three periods to 6 January 2024. Overall this was 1.0% higher than the pre-Covid average. During Period 10, new Subway rolling stock was introduced into customer service for the first time.

3.2 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. The latest data available is for Period 7 ending 14 October 2023, Period 8 ending 11 November 2023 and Period 9 ending on 9 December 2023.

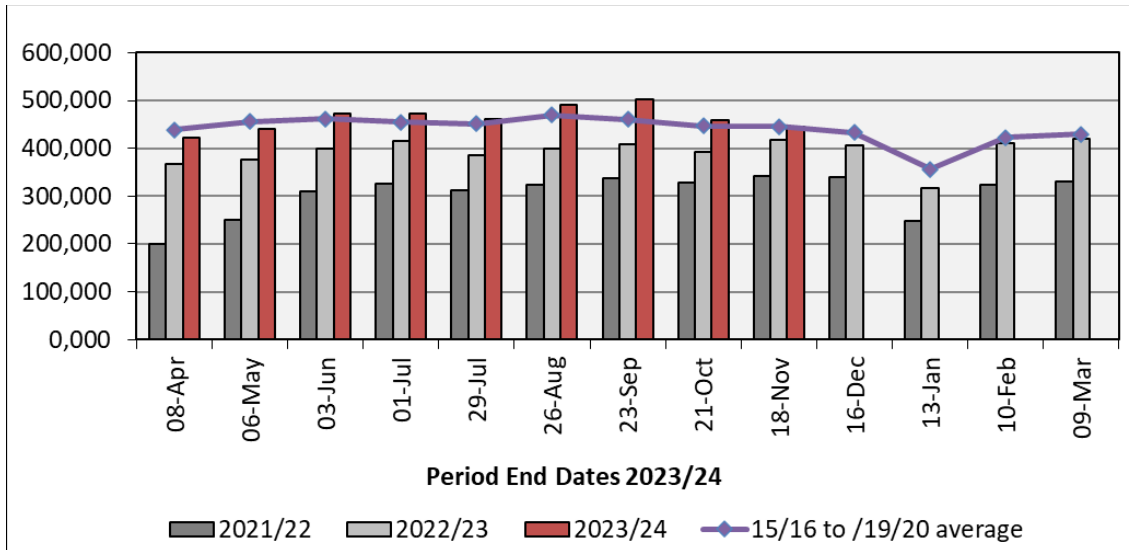
Period	Subway reliability	Comments (all references to rolling stock refer to legacy rolling stock)
7	93.3%	<p>89% of lost journeys in this period were due to rolling stock issues.</p> <p>Rolling stock in the period was affected by several small, intermittent but reoccurring failures due to the age of the fleet.</p> <p>There were 48 journeys lost due to passenger related issues (9% of lost mileage) including a service suspension due to a passenger medical issue.</p>
8	92.7%	<p>89% of lost journeys in this period were due to rolling stock issues.</p> <p>One car had several issues relating to its compressor and air system which caused the majority of the rolling stock failures in this period. A fleet wide solution has been implemented resulting in a slight improvement in compressor performance.</p> <p>There were 52 journeys (9% of lost mileage) lost due to passenger related issues.</p>
9	93.4%	<p>79% of lost journeys in the period were due to rolling stock issues.</p> <p>Traction equipment issues were the greatest cause of failure and delays this period again due to the age of the fleet.</p> <p>There were also 99 lost journeys (18%) due to driver shortages in the period.</p>

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 bus mileage in SPT local authority areas was operated on a subsidised basis, with 83% to 96% in each local authority area operated commercially. The average across Strathclyde being 10% subsidised by SPT and 90% operated commercially.

4.2 Supported Bus Patronage by Period



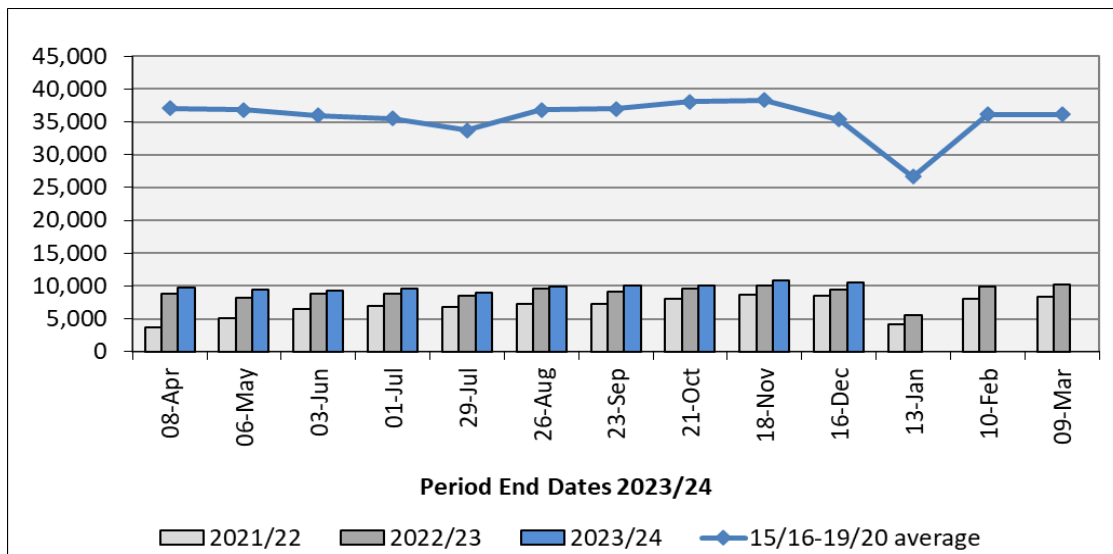
The bars on the graph show patronage in the current year and the previous two years. The line represents a pre-Covid average for the five years 2015/2016 to 2019/2020.

The graph shows a continued improving trend from 2022/2023 to 2023/2024. Over the three periods to 18 November 2023, SPT delivered more than 1.4million supported bus journeys - up 15.2% year-on-year and up 3.9% on the pre-Covid average for the same three periods.

In the period ending 23 September 2023 SPT delivered more than 500,000 supported bus journeys - this is the highest figure in at least the past 10 years. The increase in supported bus patronage noted above aligns with an increase in supported bus mileage operated, a consequence of commercial service mileage which was withdrawn over the same periods.

5. Demand Responsive Transport (MyBus)

5.1 MyBus Patronage

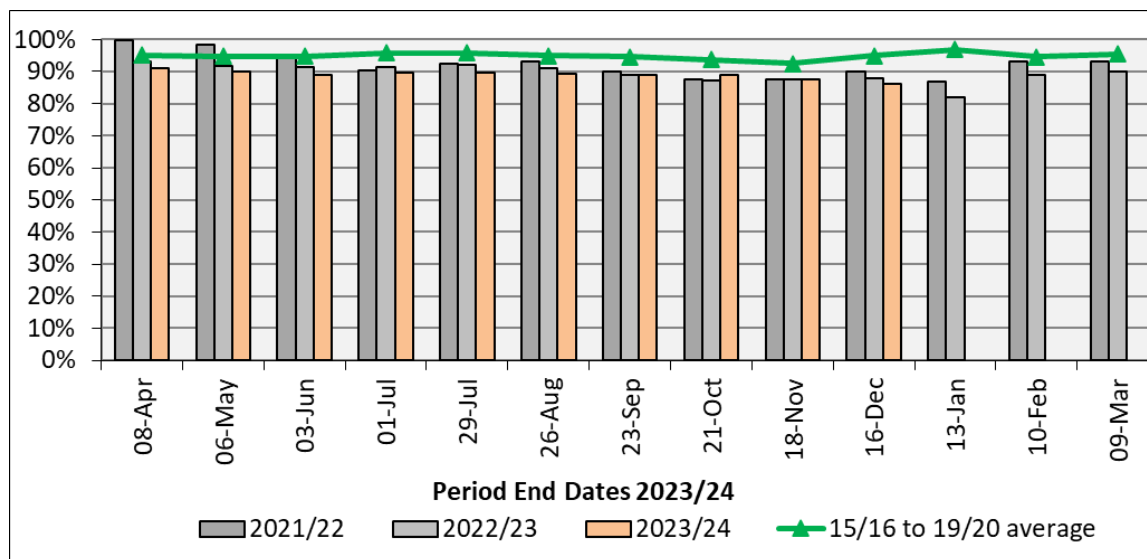


The bars on the graph show patronage in the current year and the previous two years. The line represents a pre-Covid average for the five years 2015/2016 to 2019/2020.

The graph above shows a continued improving trend from 2022/2023 to 2023/2024, and an overall position significantly different to pre-Covid. Over the past three periods to 16 December 2023, SPT delivered more than 31,400 MyBus journeys, up 7.7% year-on-year.

This figure is however 71.9% lower overall than the pre-Covid average for the same three periods, reflecting the significant reduction in demand for MyBus services.

5.2 MyBus Requests Met



The bars on the graph show requests met in the current year and the previous two years. The line represents a pre-Covid average for the five years 2015/2016 to 2019/2020.

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

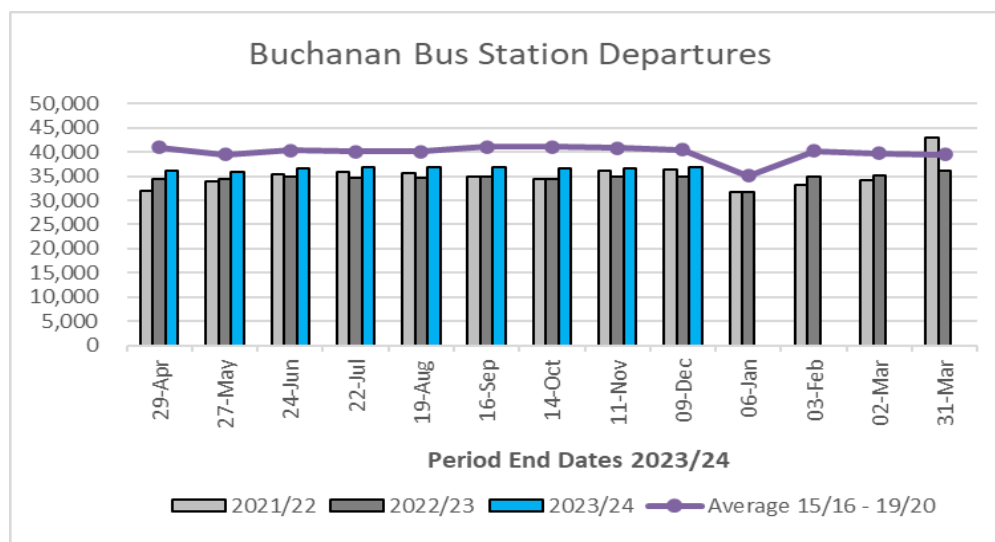
- Period ending 21 October 2023 - 89%
- Period ending 18 November 2023 – 87%
- Period ending 16 December 2023 – 86%.

The average over these three periods was 87% compared to 88% the previous year and 94% on average in the pre-Covid period.

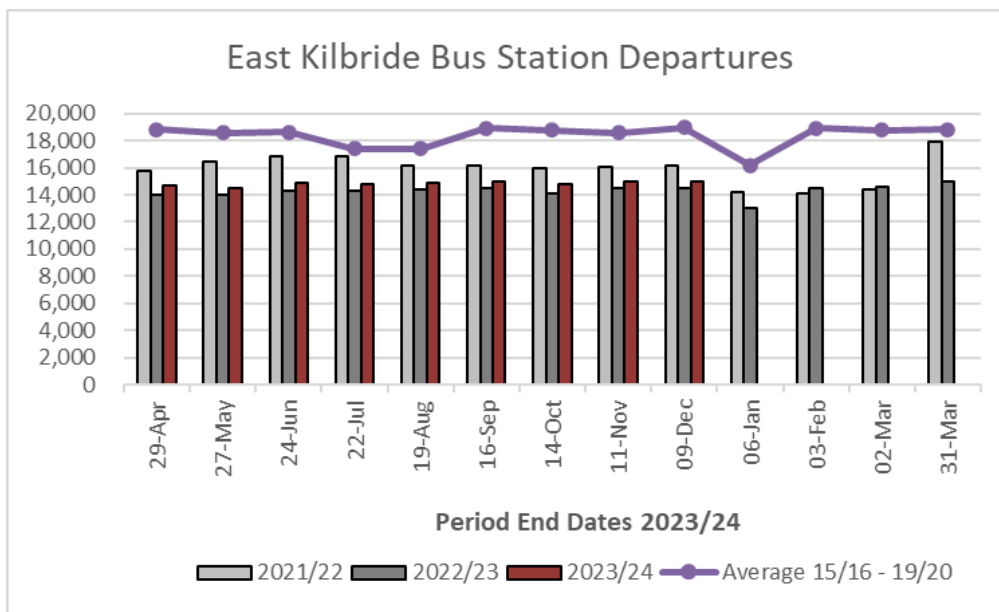
6. Bus Stations

6.1 Bus Station Bus Departures

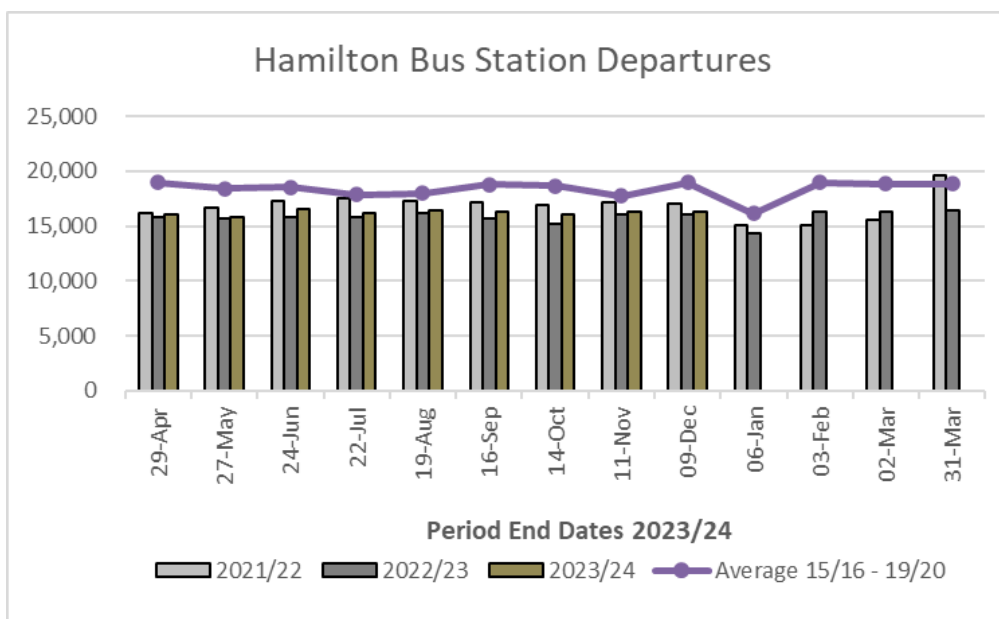
The graphs below shows Buchanan, East Kilbride and Hamilton Bus Station departures. The bars on the graphs show patronage in the current year and the previous two years. The lines represent pre-Covid averages for the five years 2015/2016 to 2019/2020.



There were more than 109,000 bus departures from Buchanan Bus Station in the three periods to 9 December 2023 - up 5.4% year-on-year and down 10.2% on pre-Covid.



There were more than 44,000 bus departures from East Kilbride Bus Station in the three periods to 9 December 2023 - up 4.0% year-on-year but down 20.5% on pre-Covid.



There were more than 48,000 bus departures from Hamilton Bus station in the three periods to 9 December 2023, up 2.9% year-on-year but down 12.0% on 2019/20 (pre-Covid).

7. Compliance Inspections

The Bus Contracts Compliance team within SPT is responsible for the undertaking of Quality Assurance Inspections covering a variety of subsidised contracts and contracts managed and maintained within the agency agreement for eleven Unitary Authorities.

Monitoring of the contracts is to ensure the contracted standard of service is being provided by operators.

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

Statistics from 14 August 2023 to 9 December 2023

Council	Contracts*	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total number of Warnings
East Ayrshire	111	96	22	22	132	6
South Ayrshire	97	85	13	13	129	9
North Ayrshire	85	40	23	11	44	5
North Lanarkshire	214	139	58	49	193	46
South Lanarkshire	316	166	51	45	212	35
West Dunbartonshire	18	18	4	4	31	10
East Dunbartonshire	69	50	19	19	68	15
Inverclyde	40	32	9	9	44	7
Glasgow	43	29	12	12	33	2
East Renfrewshire	47	39	9	9	65	11
Renfrewshire	82	51	23	21	86	29
Totals	1,122	745	243	214	1,037	175

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

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

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

- Inspection generated warnings – contract related: 101 (58%)
- Customer contact (e.g., Education Dept) generated warnings: 37 (21%)
- Disclosure (PVG) warnings: 37 (21%).

7.2 Local Subsidised Service Inspections

Statistics from 1 June 2023 to 9 December 2023

Council	Number of Contracts	Number of Operators	Inspections	Total number of Warnings
Argyll & Bute	4	2	4	1
East Ayrshire	14	3	38	
South Ayrshire	12	2	45	
North Ayrshire	22	4	30	
North Lanarkshire	28	10	82	9
South Lanarkshire	27	10	76	4
West Dunbartonshire	12	3	30	2
East Dunbartonshire	11	6	29	
Inverclyde	11	2	20	
Glasgow	29	11	71	3
East Renfrewshire	6	4	21	
Renfrewshire	13	2	40	4
Totals			486	

The warnings noted above for local subsidised service contracts can be broken down as follows:

- Customer contact generated warnings: 16 (70%)
- Staff member generated warnings: 6 (26%)
- Axiom entry generated warnings: 1 (4%).

8. Complaints

The format of this section reflects mandatory complaints KPI (Key Performance Indicator) reporting requirements as determined by the Scottish Public Services Ombudsman. Data is for the three Periods to 6 January 2024.

8.1 KPI 1: Total complaints received by SPT

Area	Stage 1	Stage 2 escalated	Stage 2 direct	Non-SPT complaints
Bus Infrastructure	1			
Bus Services	70	3		22
Bus Stations	14	2		1
Bus Stop Info	3			
Communications				
Contact Centre (travel cards)	6			1
MyBus	6			
Other				
Schools Transport	1			
Smartcard				
Subway	28	2		
ZoneCard				
Total	129	7	0	24

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 three periods there were around 1.3million SPT subsidised bus journeys. Stage 1 complaints were recorded for 0.005% of journeys.

Over these three periods there were more than 3.2million Subway journeys. Stage 1 complaints were recorded for less than 0.001% of journeys.

8.2 KPI 2: Numbers & percentage closed on time (5 days at Stage 1, 20 days at Stage 2)

	Stage 1		Stage 2 escalated *		Stage 2 direct	
On time	74	57%	7	100%	0	N/A
Not on time / not due	55	43%	0	0%	0	N/A

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

	Stage 1	Stage 2 escalated	Stage 2 direct
Average days	3.88	20	N/A

8.4 KPI 4: Outcomes as percentage of total

	Stage 1	Stage 2 escalated*	Stage 2 direct
Upheld	60%	29%	
Not upheld	18%	0%	
Part upheld	7.0%	43%	
Resolved	4%	0%	
Not responded to	11%	29%	

9. Wider Public Transport Context

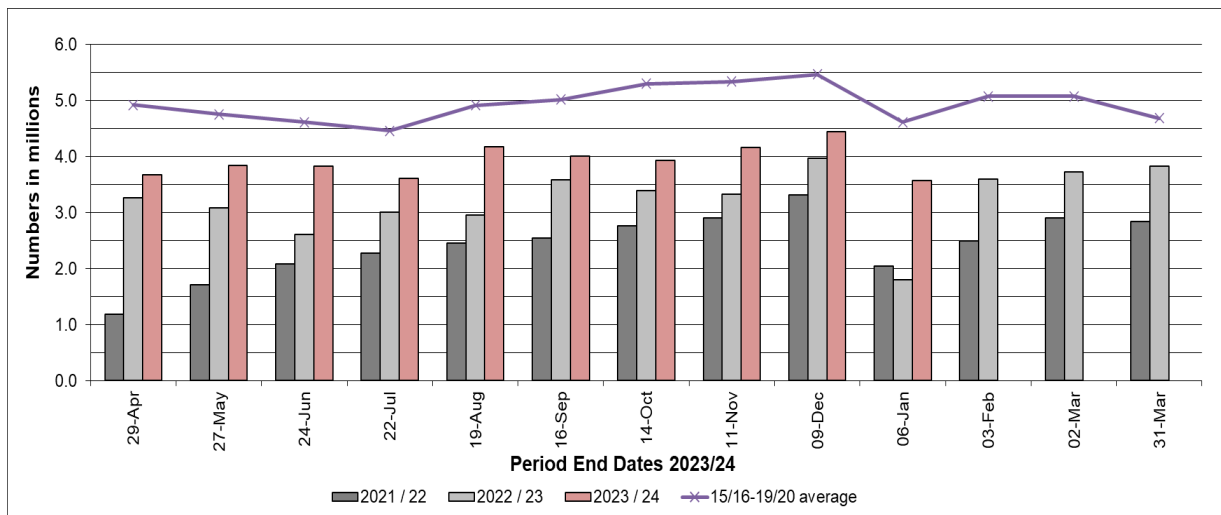
This section provides information relating to public transport services and facilities not delivered directly by the Partnership, or by others on behalf of the Partnership.

9.1 Update on rail services within the Partnership area

Information within section 9.1 has been provided by ScotRail

ScotRail patronage in the SPT area (in millions)

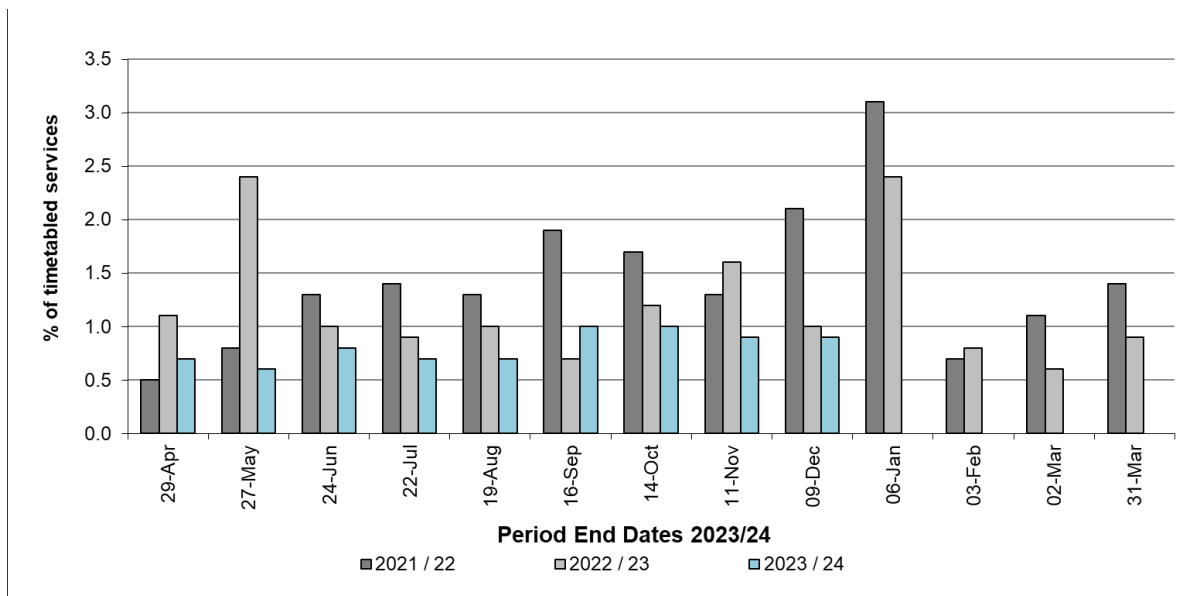
The bars on the graph show patronage in the current year and the previous two years. The line represents a pre-Covid average for the five years 2015/2016 to 2019/2020.



ScotRail patronage over the past four periods to 6 January 2024 was 16.1 million journeys, up 29% overall year-on-year but down 22% on the pre-Covid average. The previous year 2022/2023 was affected by industrial action.

ScotRail peak fares have been suspended since 1 October 2023, with off-peak fares available all day instead.

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



Cancellations for the three most recent periods to 9 December 2023 averaged 0.9%. The average of the same three periods in 2019/2020 (pre-Covid) was 0.7%.

10. Consequences

Policy consequences	<i>None.</i>
Legal consequences	<i>None.</i>
Financial consequences	<i>As a measure of the quality of performance of services supported by SPT, it directs attention to possible financial implications.</i>
Personnel consequences	<i>None.</i>
Equalities consequences	<i>The concepts of supported services and social inclusion are directly related.</i>
Risk consequences	<i>None.</i>
Climate Change, Adaptation & Carbon consequences	<i>None.</i>

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Title Director

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