Committee report

SPT

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

Committee   Operations Committee

**Date of meeting**   24 January 2020   **Date of report**   15 January 2020

Report by Assistant Chief Executive

1. Object of report

- To report on the operational performance of public transport services and public transport facilities which are delivered directly by the Partnership or by others on behalf of the Partnership; and

- To report on provision of public transport services and facilities in the Partnership area more generally.

2. Subway

2.1 Subway patronage by period (gate entries)
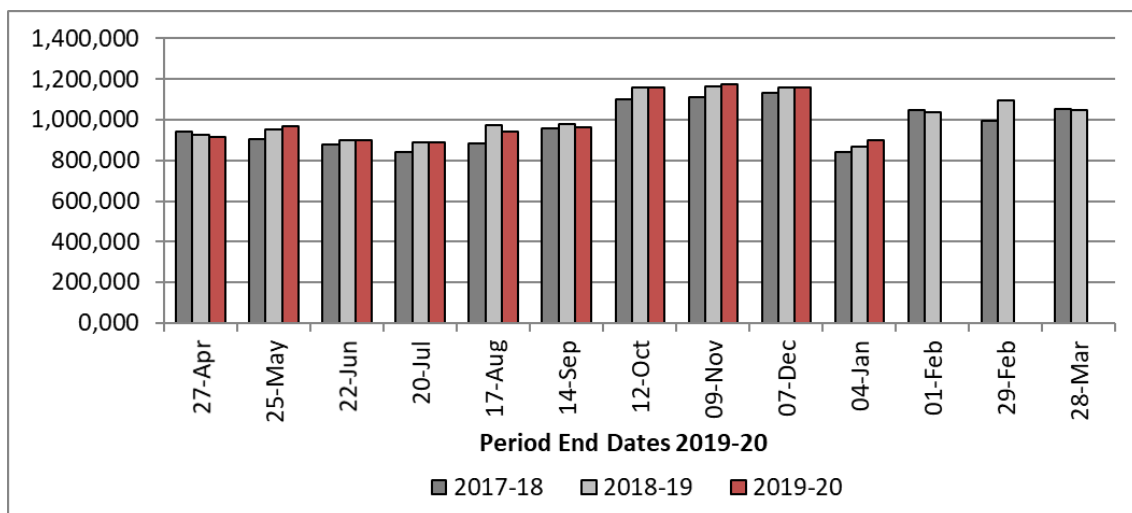
- For the three periods up to 4th January, patronage was up by 1.3% overall.

- For the year-to-date (up to 4th January), patronage was within 0.01% of the previous year.

- For the three periods, car park entries were down 0.7% overall. Car park entries were up in two of these periods and down in one period (during which there was a technical issue affecting the car park entry barriers).

- For the year-to-date, car park entries were up 3.5% overall.

2.2   Subway patronage by station

Year-To-Date Gate Entries (millions)
■ 2017-18 ■ 2018-19 ■ 2019-20
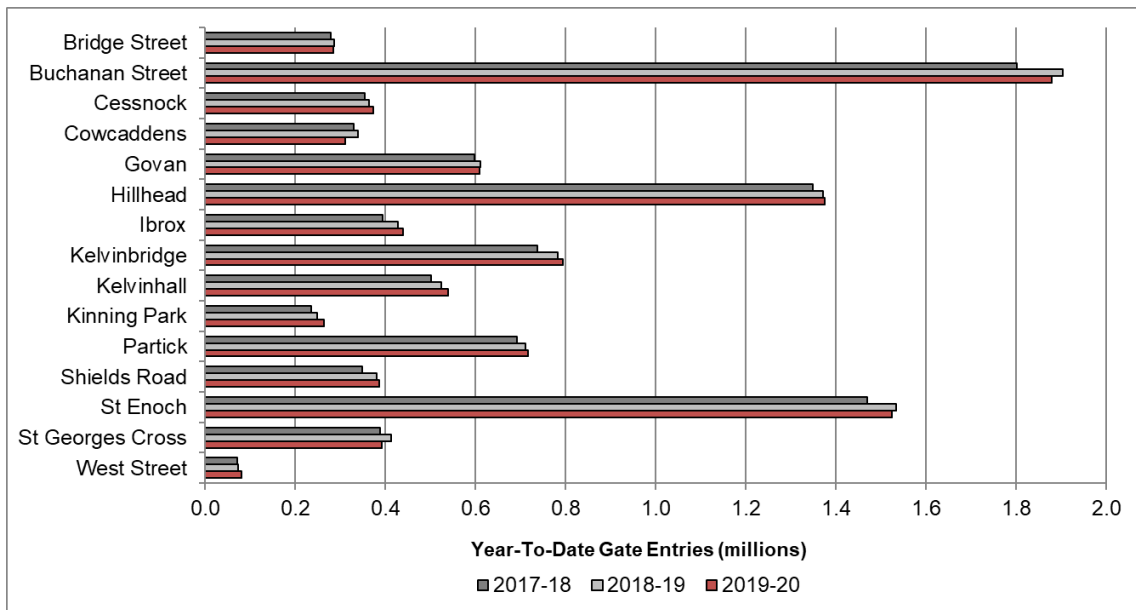
- For the last three periods (to 4th January), gate entries increased at 11 out of 15 stations compared to the previous year.

- For the year-to-date (graph above, to 7th December), gate entries increased at 9 out of 15 stations. The highest increases in percentage terms are at West Street and Kinning Park, while the highest decreases are at Cowcaddens and St George's Cross.

2.3 Subway reliability

Subway reliability is measured by actual train miles travelled, as a percentage of scheduled mileage. The target is 99%, measured by four-week period. Reliability for the past six periods of 2019-20 has been:

- Period 5   97.8%
- Period 6   96.8%
- Period 7   97.0%
- Period 8   97.6%
- Period 9   96.3%
- Period 10   97.1%

Reliability has averaged 97.1% over these six periods.

In Periods 7 and 8, around a third of lost mileage was a result of passenger incidents, including on major incident at Bridge Street in Period 7 and one major incident at Kelvinbridge in Period 8.

3. Gourock-Kilcreggan Ferry

3.1 Gourock-Kilcreggan Ferry patronage
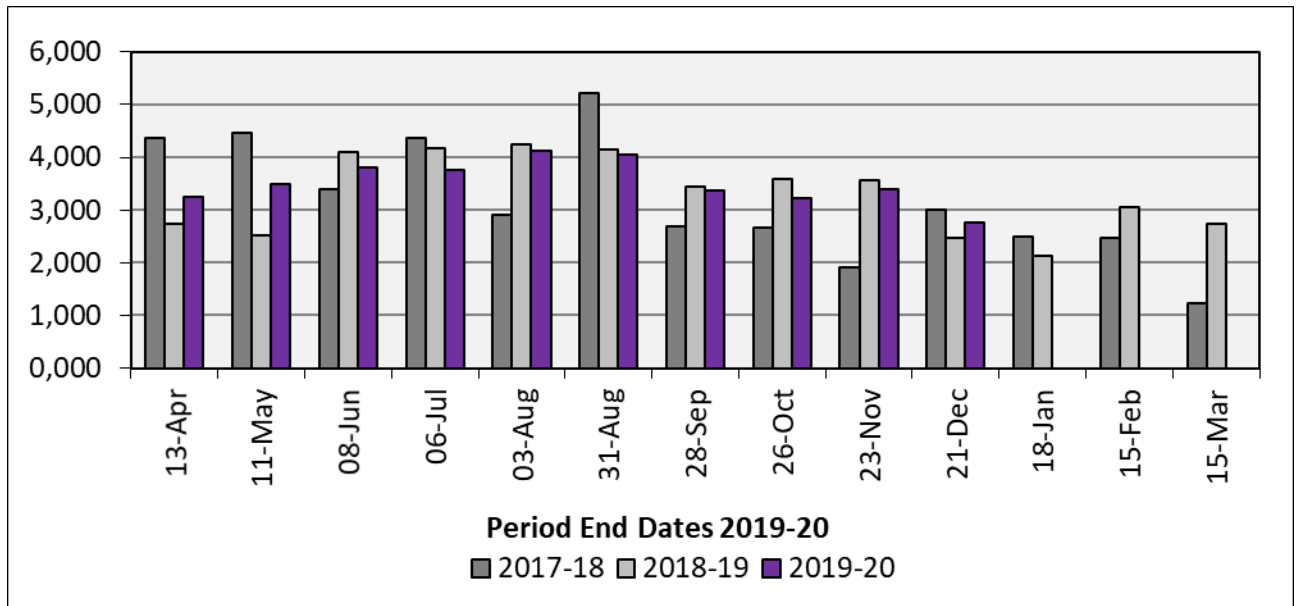
- For the three periods to 21st December, patronage was overall down by 2.7%.

- Patronage was up in the most recent period (ending 21st December) however in the previous year (2018-19) there were a relatively high number of cancelled sailings.

- For the year-to-date (after ten periods), patronage was up by 0.6% overall compared to the previous year.

3.2 Gourock-Kilcreggan Ferry reliability

- For the three periods since the last report, reliability has been 100%, 100% and 90%.

- For the periods ending 26 October and 23 November there were no missed sailings.

- For the period ending 21 December there were 62 missed sailings, all due to adverse weather.

4. Supported Bus Services

Total bus mileage and passenger journeys (commercial and subsidised) are on a long-term declining trend[1]. Mileage reduced over 10 years from 2007-8 to 2017-18 for the "South West and Strathclyde" area[2] from 117 million miles to 89 million miles (a 24% decline).

Similarly, passenger journeys for the same area declined from 232 million in 2007-8 to 165 million in 2017-18 (a 29% decline).

4.1 Supported Bus scheduled mileage by period
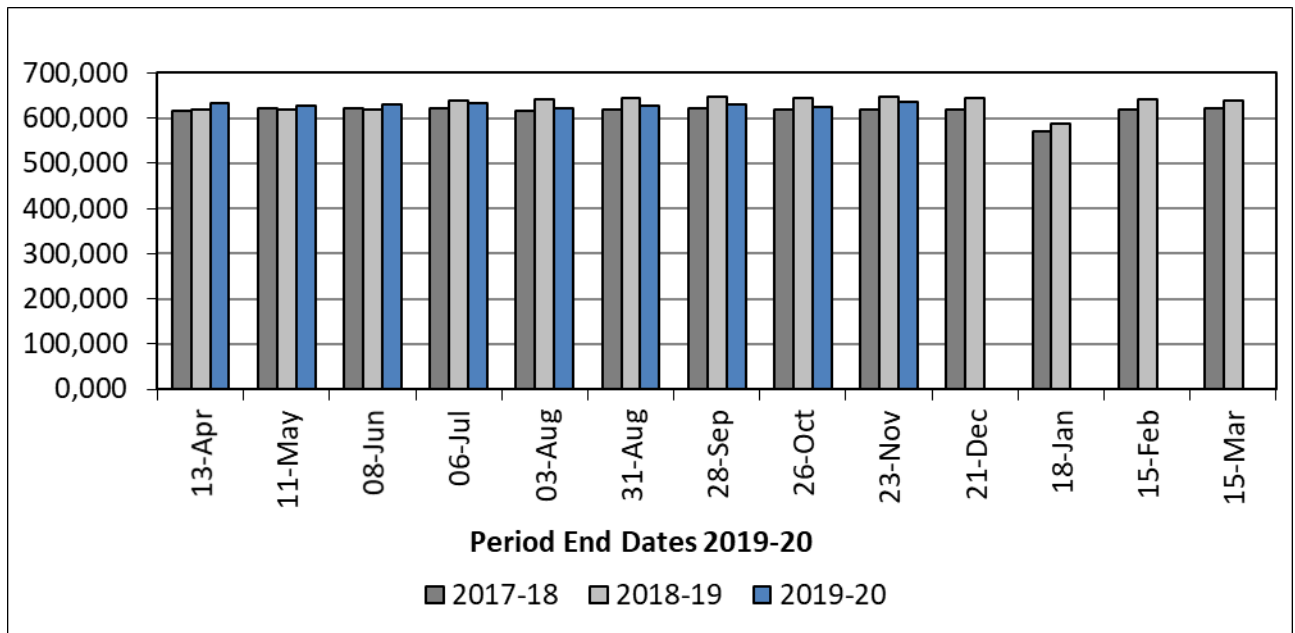
- Supported mileage reduced over the past three periods by an average of 2.6%.

- Supported mileage for the year-to-date (end of Period 8) is down by 1.0%.

- In summary, although 2019/20 Supported Bus scheduled mileage to date is marginally less than 2018/19, mileage operated remains above 2017/18 levels. It is important to note that scheduled mileage may change both as a result of operational alterations to Supported Services and when SPT have to step in to fill gaps in the wider bus network.

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[1] https://www.transport.gov.scot/publication/scottish-transport-statistics-no-37-2018-edition/chapter-2-bus-and-coach-travel
[2] The SPT area, not including the relevant part of Argyll & Bute, plus Dumfries and Galloway.
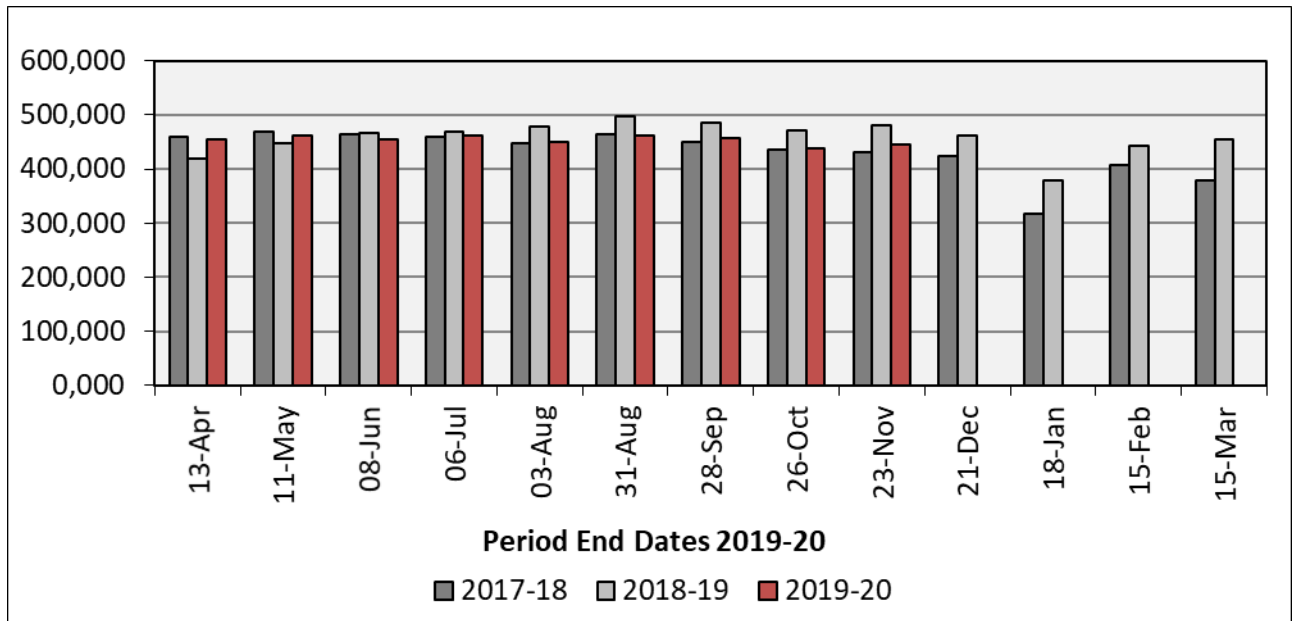
4.2 Supported Bus reliability

Supported Bus reliability is measured by actual bus miles travelled, as a percentage of scheduled mileage.

The target is 99%, measured by four week period.

Supported Bus reliability has exceeded this target for the first nine periods in 2019-20, and did so in every period in 2018-19.

4.3 Supported Bus patronage by period

- Patronage on supported bus services declined in the past three periods, by an average of 6.8% compared to the previous year.

- For the year-to-date (after nine periods), patronage decreased by 3.1% compared to the previous year.

- Overall, supported bus patronage in 2019/20 continues to be relatively weak compared to 2018/19 levels (noting that summer of 2018 was reported as one of the warmest recorded), though patronage remains above 2017/18 levels.

5. Demand Responsive Transport (MyBus)

5.1 MyBus Patronage
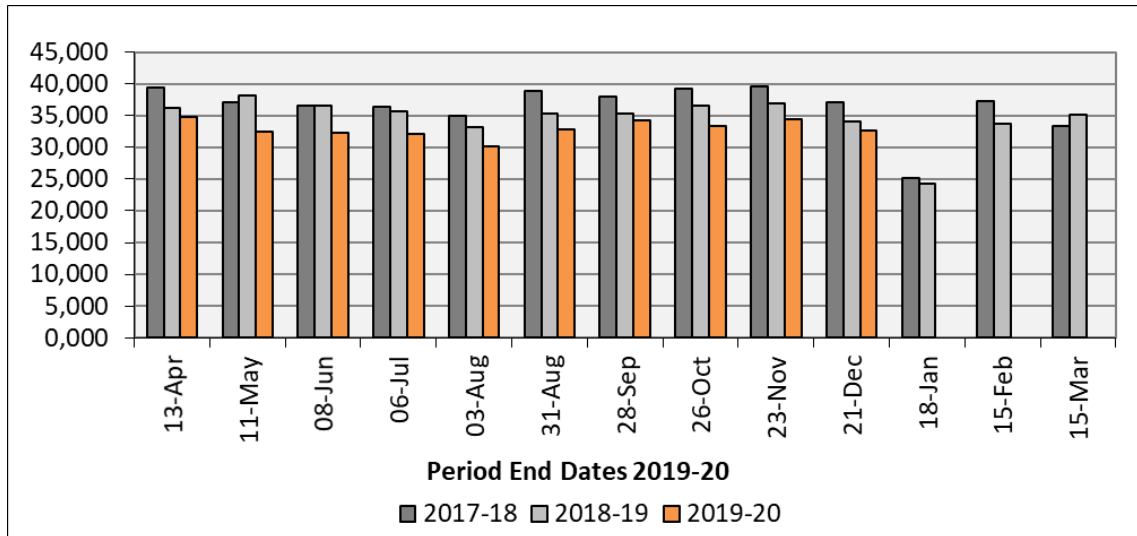
- MyBus patronage for the last three periods (to 21st December) was down by an average of 6.5% year-on-year.

- For the year-to-date (after ten periods), patronage was down by 8.0% compared to the previous year.

- There may be various reasons contributing to the downward trend in MyBus patronage during 2019-20. The patronage trend is being analysed further and further detail will be reported when available.
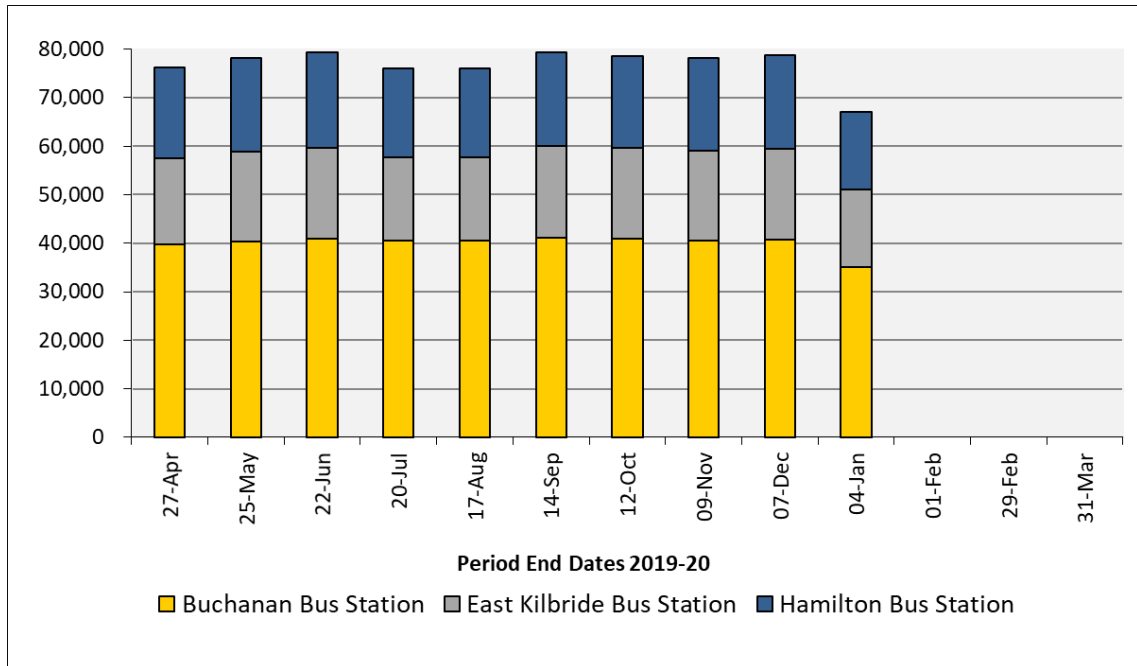
5.2 MyBus Requests Met

For 2019-20 to date (ten periods), between 93% and 96% of MyBus requests have been met in each period, with an average of 94%.

This continues the positive trend from 2018-19 when between 90% and 96% of requests were met, with an average of 94%, for the same ten periods.

6. Bus Stations

## 6.1 Bus Station Bus Departures

For the past four periods:

- The most recent period includes the Christmas/New Year holiday period.

- Departures at Buchanan Bus Station were down in each period, by an average of 0.9% compared to the previous year (year-to-date up 0.1%).

- Departures at East Kilbride were down in three out of four periods (year-to-date down 0.5%).

- Departures at Hamilton were down in each period, by an average of 3.2% (year-to-date down 1.0%).

- Across all three bus stations, departures for the year to date are almost exactly the same as for the previous year (down 0.03%).

6.2 Bus Station Footfall (by month)

Footfall data is currently only available for Buchanan Bus Station.
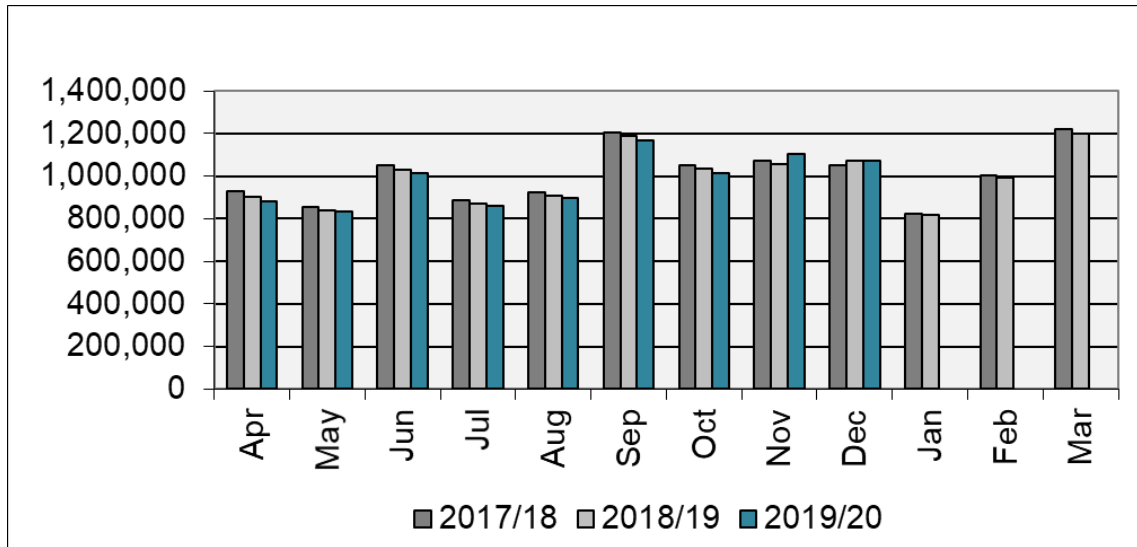
Footfall was down 1.6% year-on-year in October, up 4.6% in November, and almost unchanged in December (+0.1%).

Footfall for the year-to-date (end of December) is 8.8m, down 0.6% year-on-year.

7. Compliance Inspections

The Compliance Department 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 required standard of service is being provided by operators. There are two summary tables below relating to service provision for School Contracts and Subsidised Local Services.

SCHOOL CONTRACTS (Approximately 1,200 contracts per annum)
Statistics from August 2019 – December 2019

Council	Contracts	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total number of Warnings
East Ayrshire	123	96 (78%)	27	27 (100%)	137	29
South Ayrshire	103	84 (81%)	20	18 (90%)	131	28
North Ayrshire	86	56 (65%)	18	15 (83%)	79	6
North Lanarkshire	241	148 (61%)	62	52 (83%)	236	138
South Lanarkshire	293	160 (54%)	50	48 (96%)	213	50
West Dunbartonshire	20	18 (90%)	4	4 (100%)	30	10
East Dunbartonshire	64	54 (84%)	15	15 (100%)	94	25
Inverclyde	54	36 (66%)	11	10 (90%)	55	41
Glasgow	44	28 (63%)	22	22 (100%)	66	24
East Renfrewshire	37	35 (94%)	13	13 (100%)	55	16
Renfrewshire	78	68 (87%)	23	22 (95%)	138	77
Totals	**1143**	**783 (68%)**	**265**	**248 (93%)**	**1234**	**444**

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

- Inspection generated warnings – contract related   41%;

- Customer contact (e.g. Education Dept.) generated warnings   43%;

- Disclosure (PVG) warnings   13%; and

- Inspection generated warnings – vehicle related   3%.

LOCAL SUBSIDISED SERVICES
Statistics from August 2019 – December 2019

| Council	Number of Contracts	Number of Operators	Inspections	Total number of Warnings
Argyll & Bute	4	2	4	0
East Ayrshire	14	3	23	0
South Ayrshire	11	2	20	2
North Ayrshire	20	4	17	0
North Lanarkshire	30	8	58	13
South Lanarkshire	30	8	57	13
West Dunbartonshire	12	4	12	1
East Dunbartonshire	14	7	21	7
Inverclyde	6	2	15	0
Glasgow	40	9	79	16
East Renfrewshire	7	4	16	7
Renfrewshire	13	4	24	0
Totals	**201**		**346**	**59**

8. School Transport

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.

Council	Contracts	Total number of HS Schools	Total number of HS pupils	Total number of PS Schools	Total number of PS pupils
East Ayrshire	123	8	2740	30	887
South Ayrshire	103	8	1630	28	379
North Ayrshire	86	9	1792	24	290
North Lanarkshire	241	21	6033	71	2308
South Lanarkshire	293	18	5172	78	1937
West Dunbartonshire	20	5	1172	7	119
East Dunbartonshire	64	7	709	17	1254
Inverclyde	54	6	1368	11	372
Glasgow	44	32	1869	21	793
East Renfrewshire	37	4	1035	15	666
Renfrewshire	78	10	2279	28	1089
Totals	**1143**	**128**	**25799**	**330**	**10094**

9. Complaints

9.1 Complaints received by SPT by four-week period

There were 183 complaints received during Periods 8, 9 and 10 of 2019-20. These were categorised as shown below:
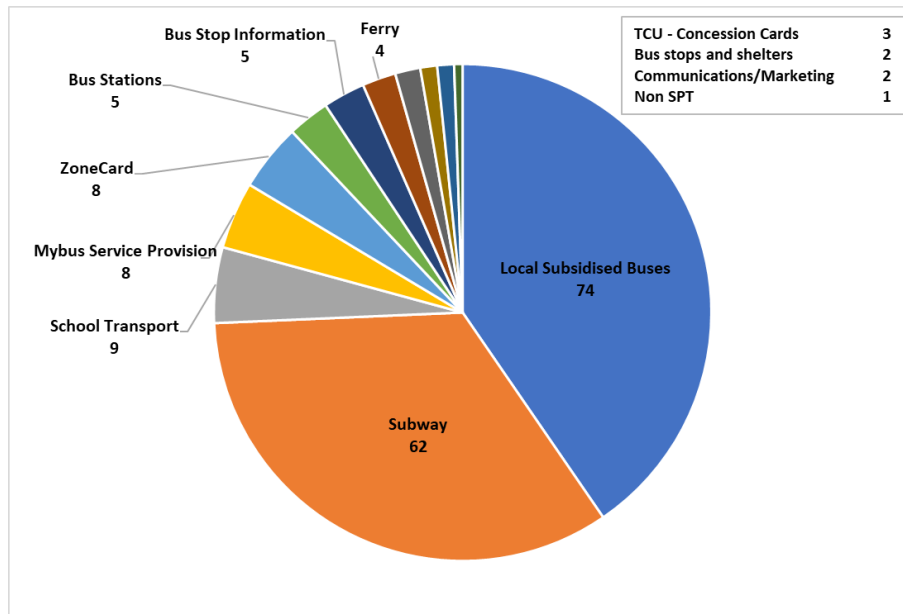

The categories with the most complaints are Local Subsidised Bus and Subway.

For Periods 8 and 9, there were 881,558 Subsidised Bus passenger journeys and 60 complaints (complaints for 0.006% of journeys).

For Periods 8, 9 and 10, there were 3.2m Subway journeys and 62 complaints (complaints for 0.002% of Subway journeys).
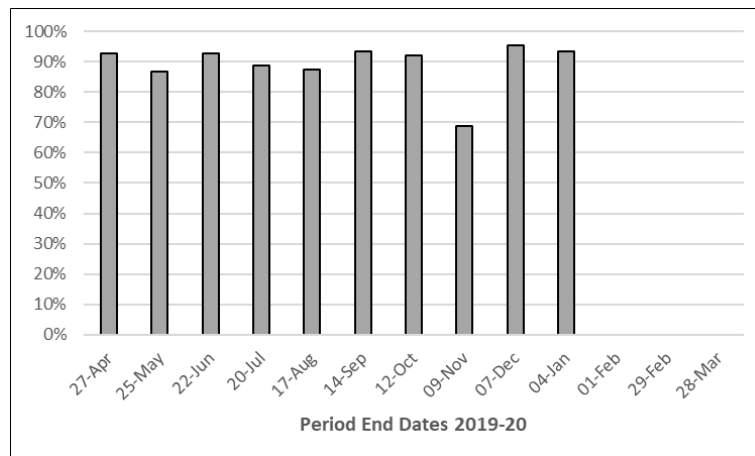
9.2 Complaints received by SPT by quarter

Historic complaints data is available on a quarterly basis.
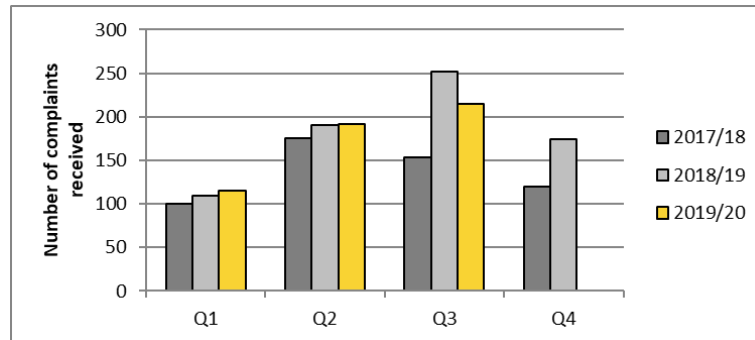
In Q3 the number of complaints received was 15% lower than Q3 in 2018/19.

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

Overall 87% of complaints were addressed within the prescribed time period in Periods 8-10 of 2019-20.

The time required to respond to complaints can vary based on complexity and some complaints by their nature require more work and more time for a response to be provided.

9.4   Complaints processed within prescribed time period, by quarter
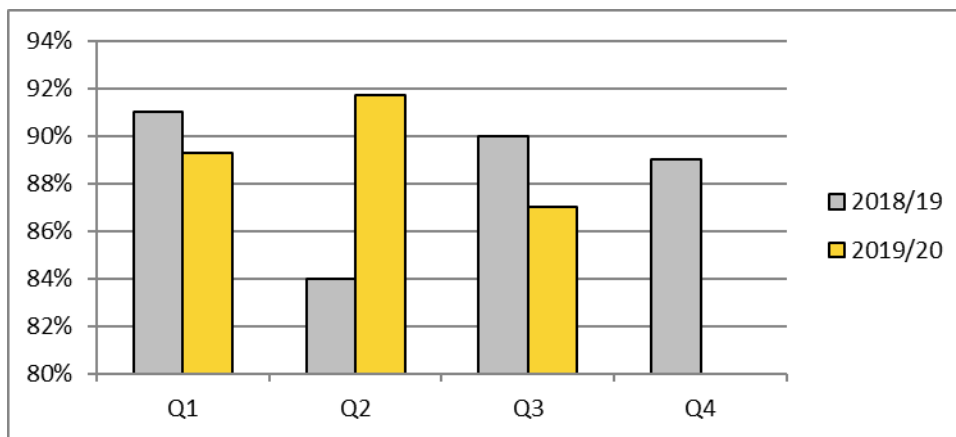
In the third quarter of 2019-20, the percentage of complaints (87%) responded to in the prescribed time period was lower than in the same quarter of the previous year (90%).

10. Wider Public Transport Context

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

10.1   Update on rail services within the Partnership area
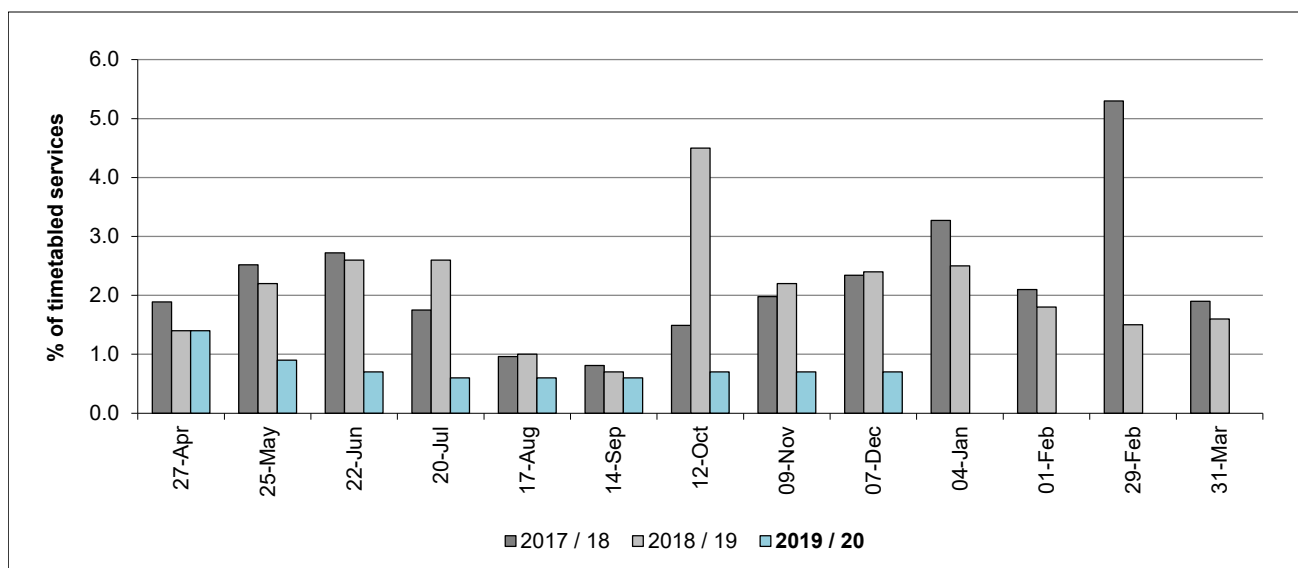
Information within section 10.1 has been provided by Abellio ScotRail

ScotRail patronage in the SPT area (in millions)
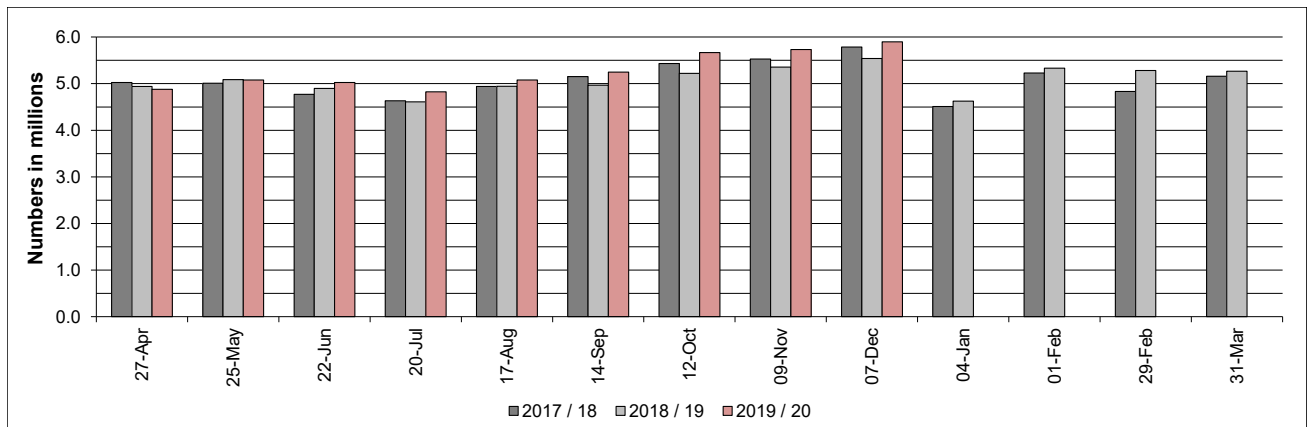
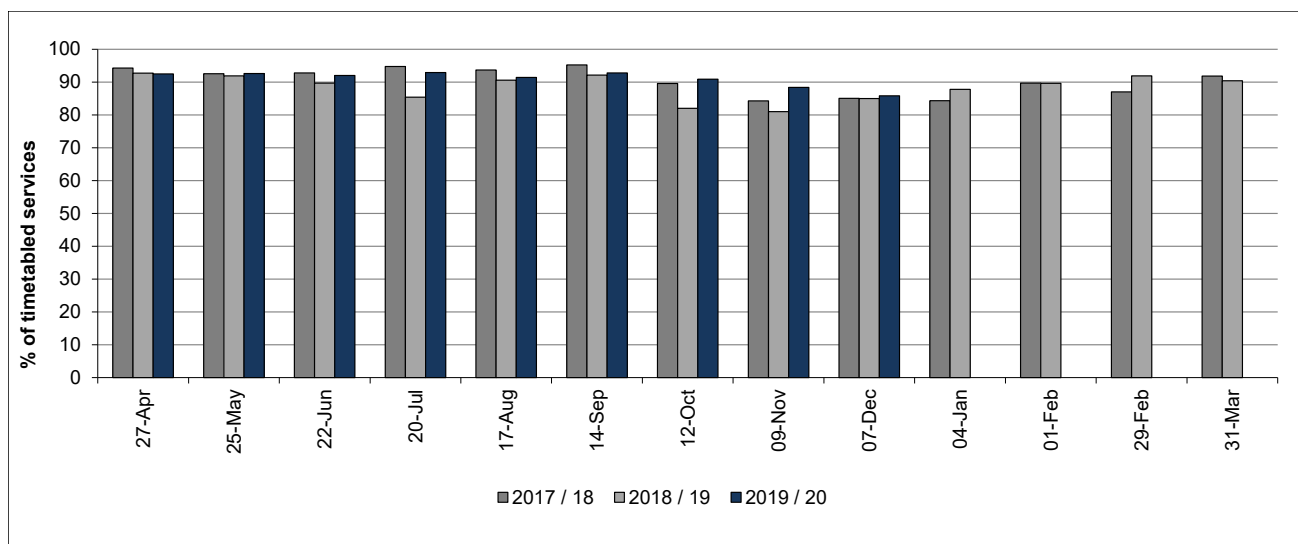The last three periods reported show an increase on the previous year.

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

The last three periods reported show a decrease in cancellations on the previous year.

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 last three periods reported show an increase in PPM on the previous year.

Of the three latest periods to be reported on for 2019/20, the main incidents were as follows:

Period ending 12 October 2019
- 25/09/2019 – Burst water pipe Blairhill.
- 26/09/2019 – Person struck Howwood.
- 04/10/2019 – Train fault Shieldmuir Junction.

Period ending 9 November 2019
- 29/10/2019 – Broken rail at Bellgrove station.

- 02/11/2019 – Dalmuir – Airdrie service had loss of power at Carntyne.

Period ending 7 December 2019
- 11/11/2019 – Points failure at Airdrie.
- 19/11/2019 – Track circuit failure at Bridgeton station.
- 30/11/2019 – Broken rail at Exhibition Centre.

11. Committee action

The committee is asked to note the details in this report.

12. 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.*
Personnel consequences	*None*
Equalities consequences	*The concepts of supported services and social inclusion are directly related.*
Risk consequences	*None*

Name	**Valerie Davidson**	**Name**	**Gordon Maclennan**
Title	**Assistant Chief Executive**	**Title**	**Chief Executive**

For further information, please contact *Neil Wylie, Director of Finance (SPT) on 0141 333 3380, Gordon Dickson, Head of Bus Strategy & Delivery (SPT) on 0141 333 3407* or *David Christie, Subway Ops and Security Manager (SPT) on 0141 333 3626.*