



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

Committee Operations Committee

Date of meeting 9 November 2018

Date of report 18 October 2018

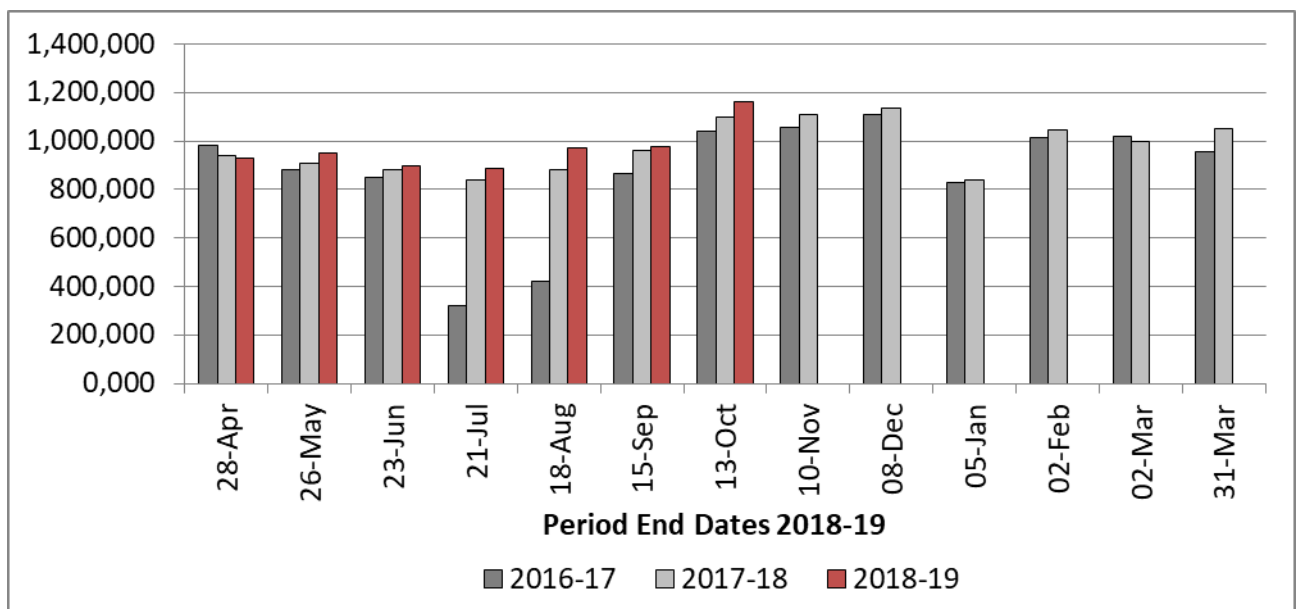
Report by Senior Director

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. Subway

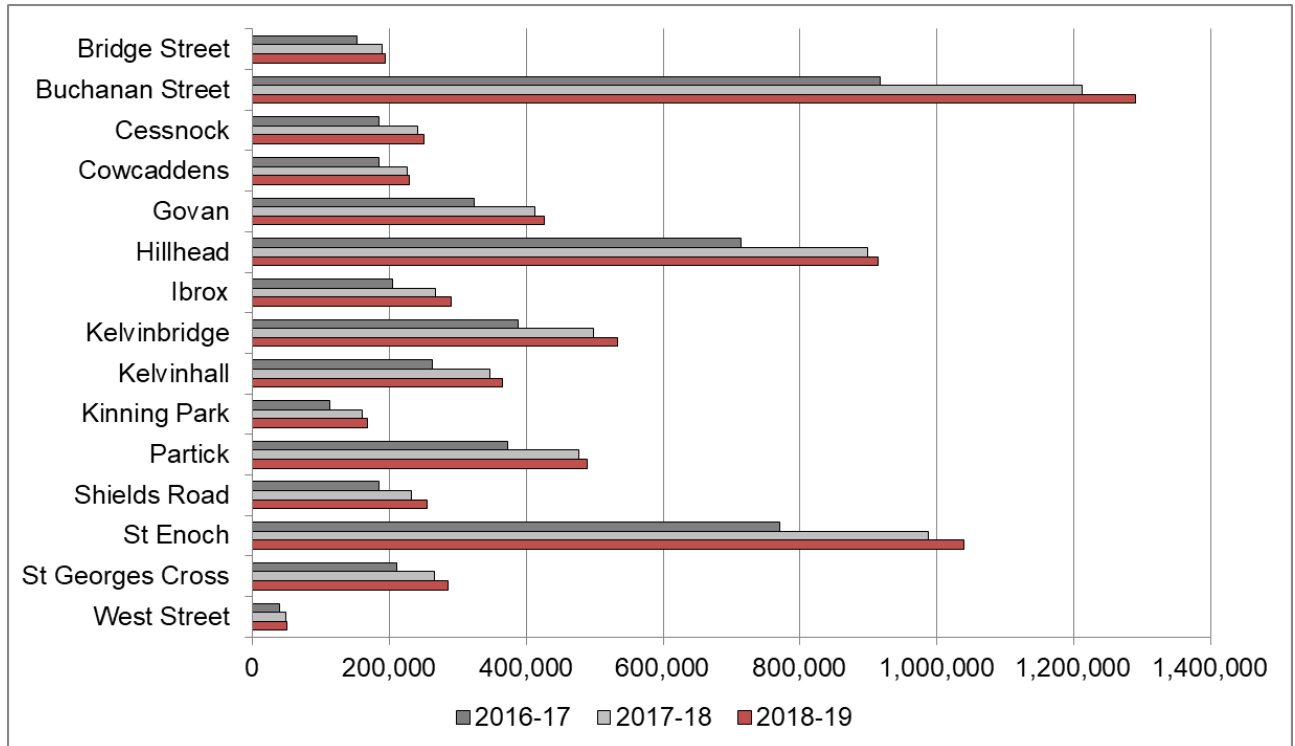
2.1 Subway patronage by period (gate entries)



- Year-to-date Subway patronage at the end of Period 7 (to 13th October 2018) was 6.78m, up from 6.51m the previous year, an increase of 4.2%.
- Year-to-date Subway Park-and-Ride car park entries were 168,679, up from 155,623 the previous year, an increase of 8.4%.

- Performance in Period 5 (ending 18th August 2018) was particularly strong. The Glasgow 2018 European Championships took place during this period; Subway patronage was up 21.3% during the Championships, compared to the previous year.

2.2 Subway patronage by station (Year-To-Date at end of Period 7, 13th October 2018)



For Periods 1 to 7, patronage was up at all 15 Subway stations compared to the previous year. The biggest percentage increase was at Shields Road (9.9%) and the lowest increase was at West Street (1.1%). Figures for 2016-17 are substantially lower, due to the Subway suspension during summer 2016.

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.

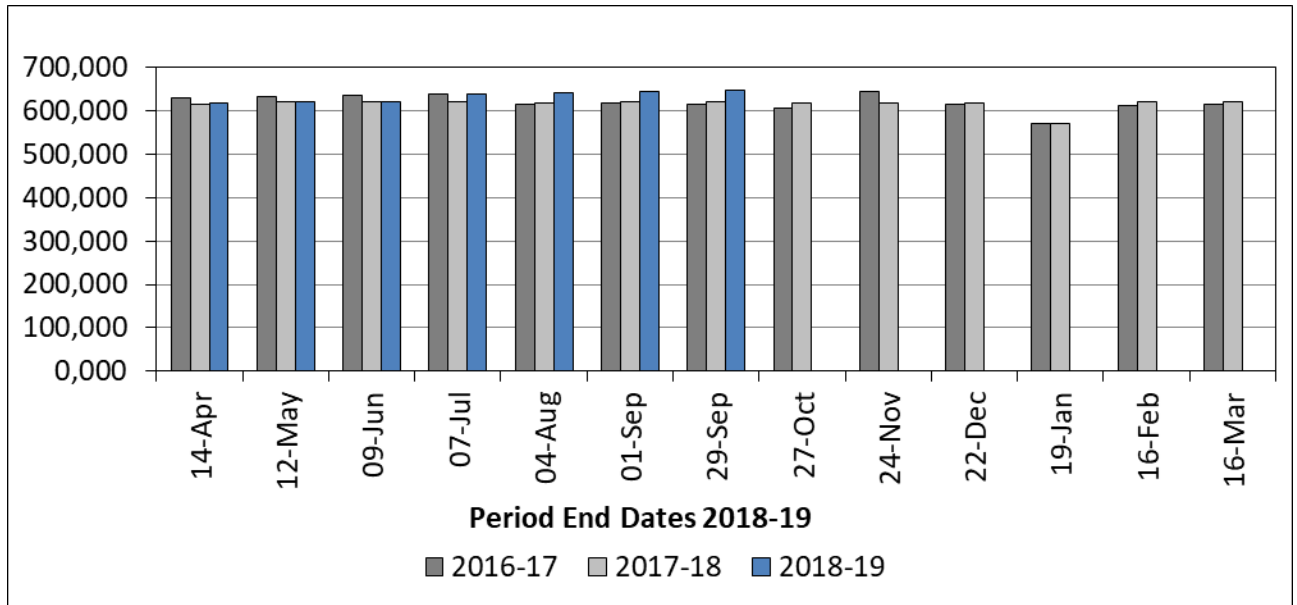
So far in 2018/19, the target has been met for two out of seven periods. Reliability exceeded 98.3% for all periods.

For the same period in 2017-18, the target was met for six out of seven periods.

The key factor affecting reliability during recent periods have been technical faults affecting the rolling stock.

3. Supported Bus Services

3.1 Supported Bus scheduled mileage by period

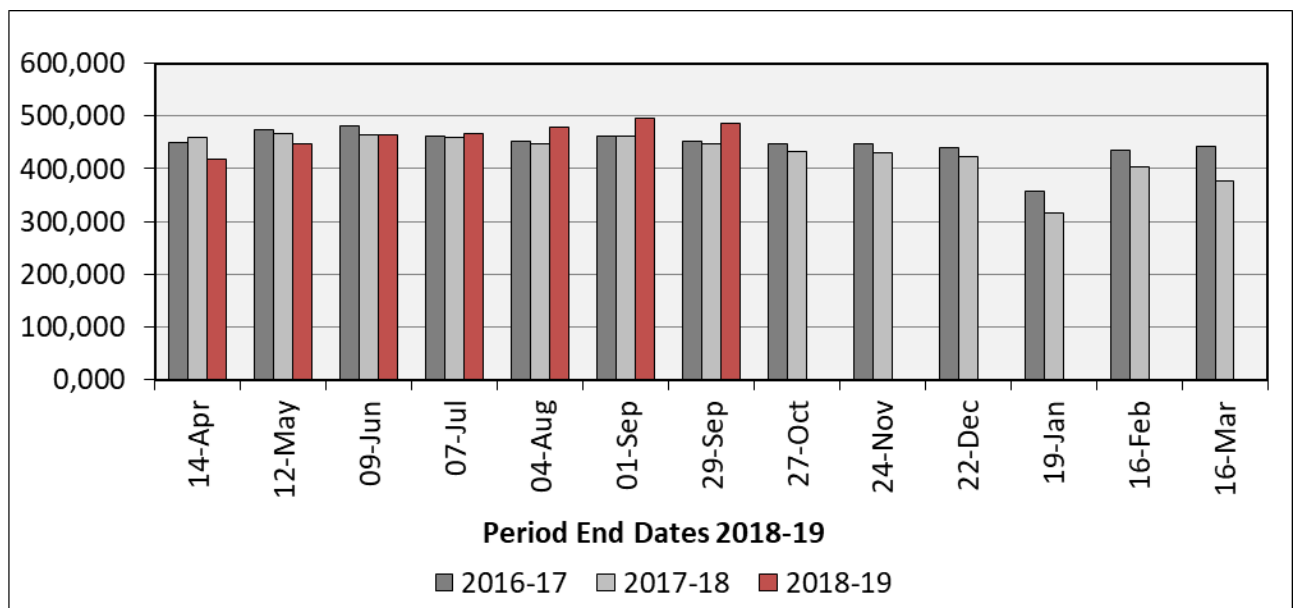


Supported bus mileage has increased in the last four periods, compared with the previous year. For the year-to-date (to 29th September 2018), the total mileage was 4.43m miles, up from 4.34m miles the previous year (an increase of 2.1%).

3.2 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. Reliability has exceeded 99.5% for every period in 2018-19 to date.

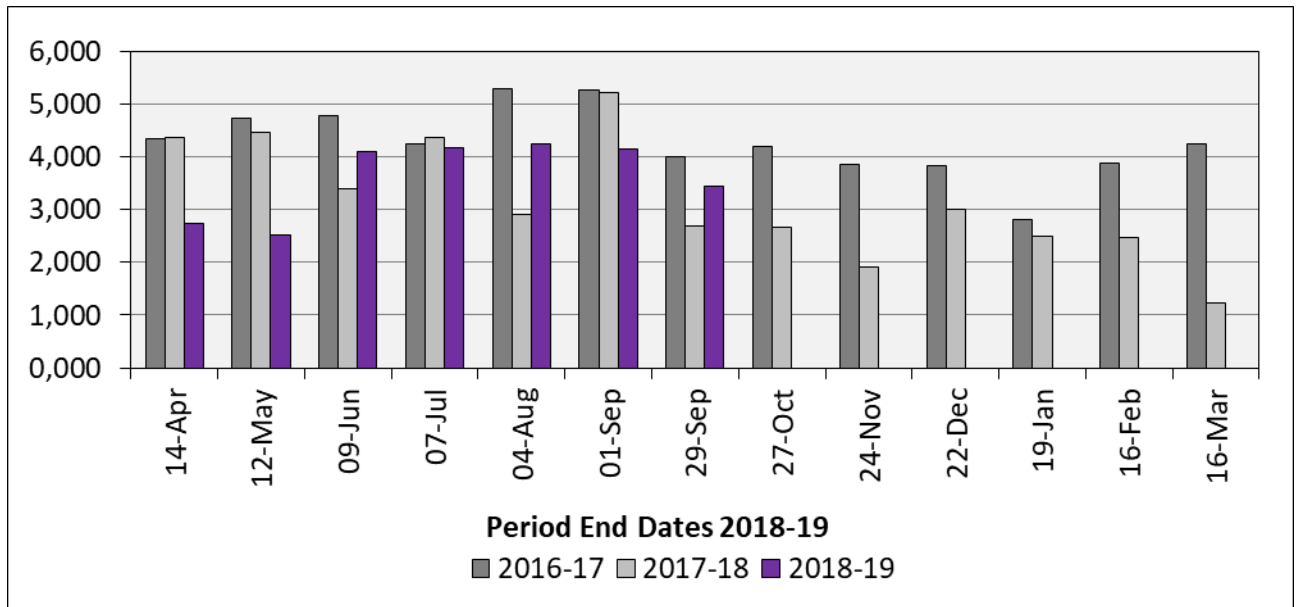
3.3 Supported Bus patronage by period



Patronage was up for the four most recently reported periods, during which scheduled mileage also increased. For the year-to-date (to 29th September 2018), total patronage was 3.26m, up from 3.21m the previous year (an increase of 1.4%).

4. Gourock-Kilcreggan Ferry

4.1 Gourock-Kilcreggan Ferry patronage



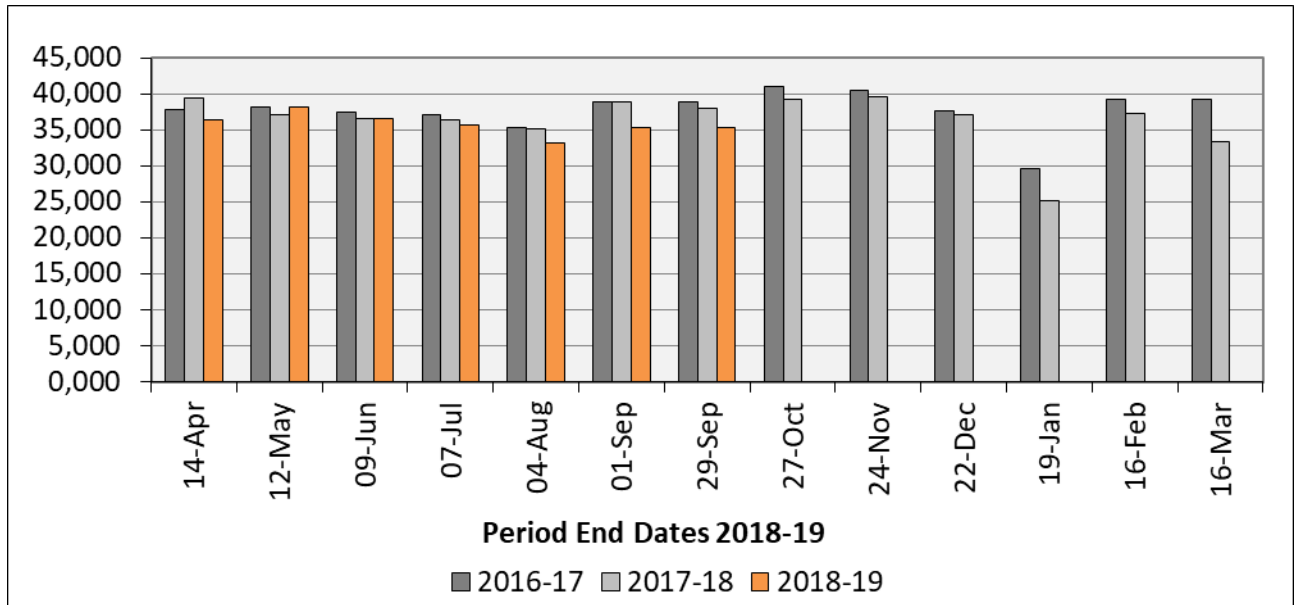
- Patronage during 2017-18 and in early 2018-19 was significantly affected by service cancellations, leading to the operator’s contract being terminated by SPT on 12th May 2018, with a new operator commencing service on 14th May 2018.
- Patronage for the year-to-date (to 29th September 2018) was 25,384, down from 27,392 the previous year (a decrease of 7.3%). However patronage since the operator changed (the last five periods) is up 8.4% on the previous year.

4.2 Gourock-Kilcreggan Ferry reliability

- The reliability of the Gourock to Kilcreggan ferry is measured by the number of sailings completed, as a percentage of the number of journeys scheduled.
- For the first two periods of 2018-19, reliability was 81% and then 73%. Following the changeover of the contract to a new operator, reliability for the next four periods was 99%-100%. In the most recent period (ending 29th September 2018) there was one day of weather related disruption and reliability for the period was 97%.

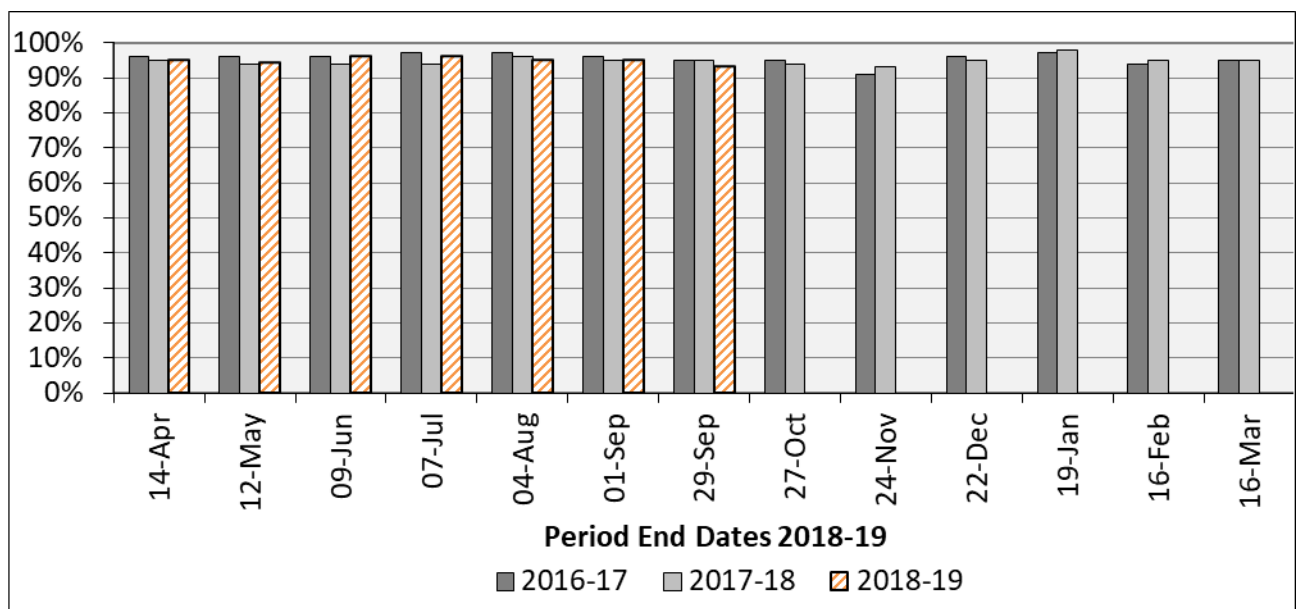
5. Demand Responsive Transport (MyBus)

5.1 MyBus Patronage



- MyBus patronage for the year-to-date (to 29th September 2018) was 250,496. This was down from 261,081 the previous year, a decrease of 4.2%.

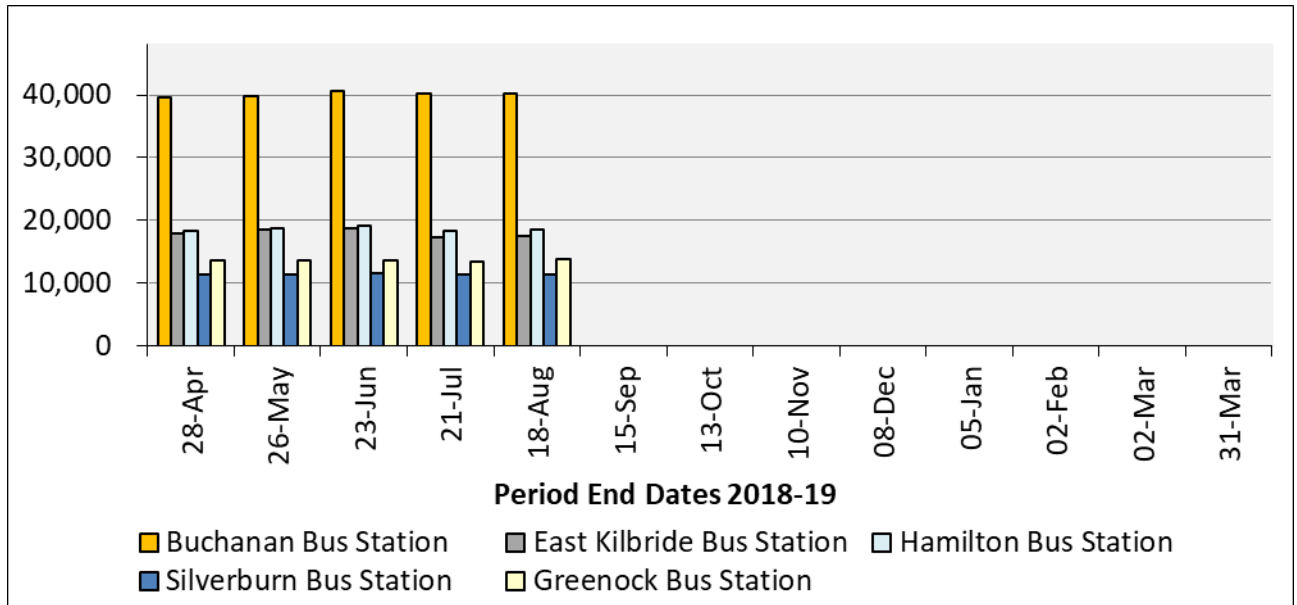
5.2 MyBus Requests Met



- For each period in 2018-19 to date, between 93% and 96% of all MyBus requests have been met.

6. Bus Stations

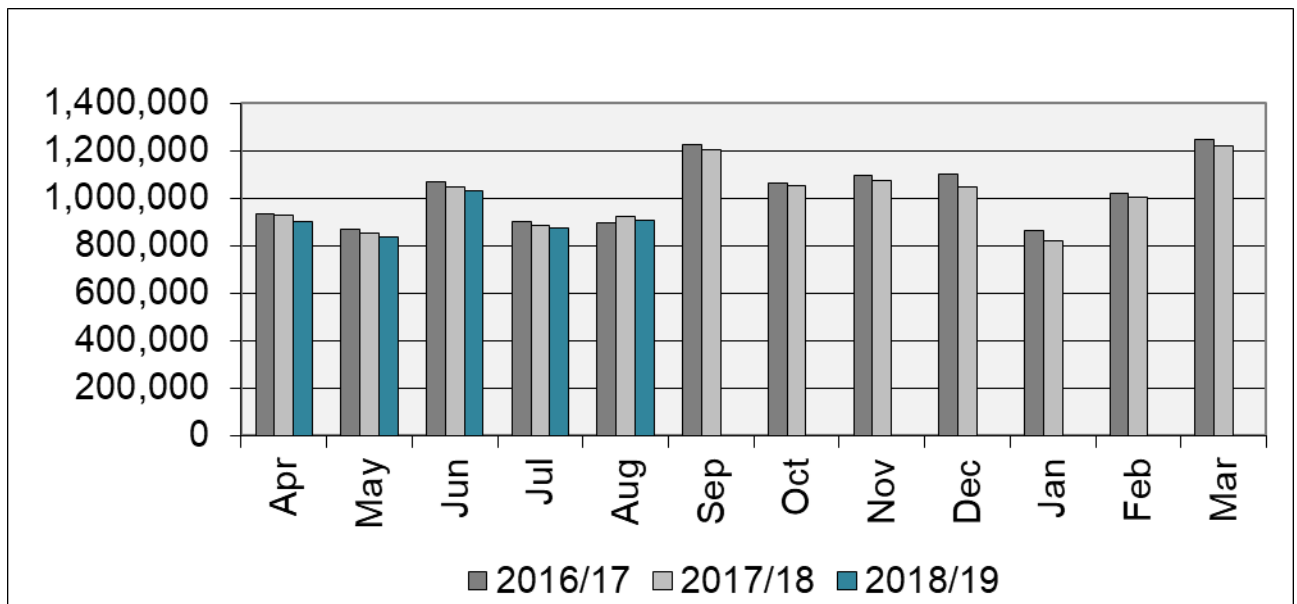
6.1 Bus Station Bus Departures, 2018-19



There have been a total of 508,771 bus departures across all bus stations for the year-to-date (to 18th August 2018).

6.2 Bus Station Footfall (by month)

Footfall data is currently only available for Buchanan Bus Station.



Footfall in recent periods has been slightly down on the previous year. Footfall for the year-to-date (to end of August) is 4.5m, down from 4.6m the previous year (a decrease of 2.0%).

7. Ticketing

The new Transport Bill proposes that local transport authorities will be required to report to Transport Scotland on an annual basis concerning ticketing arrangements (voluntary participation by operators) and schemes (mandatory participation).

The ZoneCard Ticketing Arrangement has been in place for several years, providing flexible season tickets for travel by ScotRail, Subway, most buses, and some ferries in the ZoneCard area. The ZoneCard Ticketing Arrangement is administered by SPT and operators participate on a voluntary basis.

Since the last Operations Committee meeting, SPT has not determined any newly required ticketing arrangements or schemes.

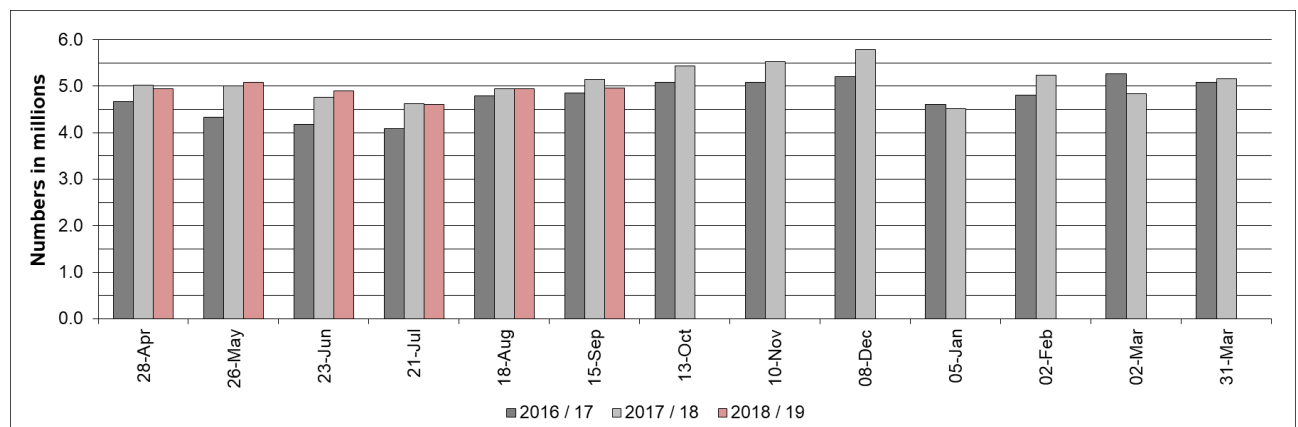
8. Wider Public Transport Context

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.

8.1 Update on rail services within the Partnership area

Information within section 8.1 has been provided by Abellio ScotRail

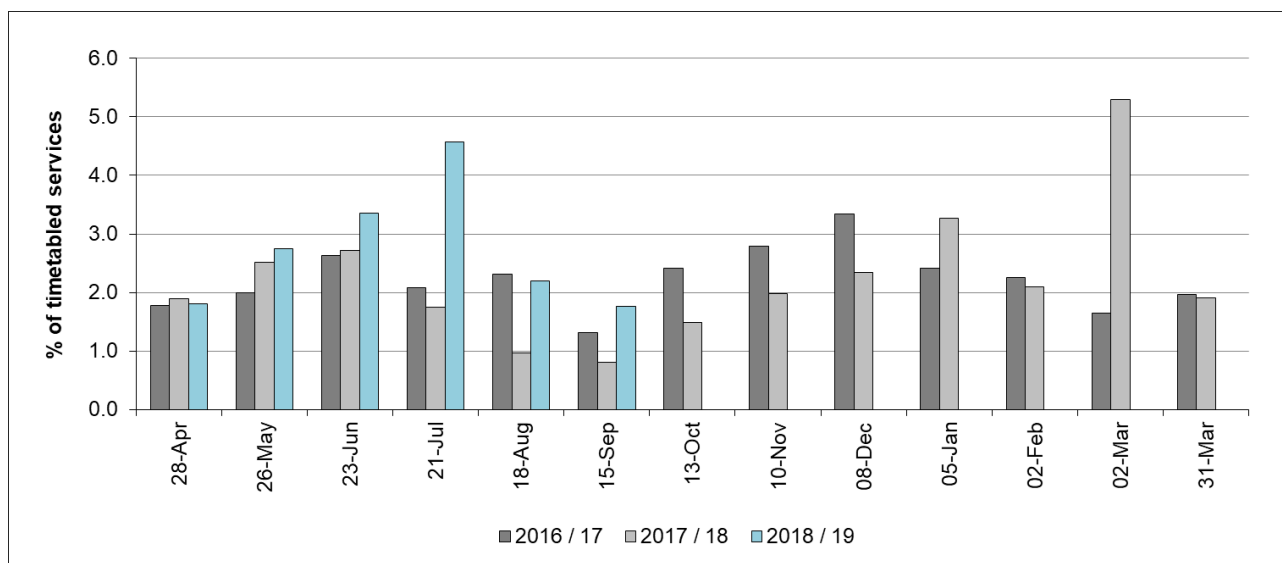
ScotRail patronage in the SPT area (in millions)



Periods 1 to 6 of 2018/19 show an aggregate decrease of 0.3% against 2017/18. Please note that period 1 of 2018-19 contains 1 day less than period 1 in 2017/18 while period 13 contains 1 day more.

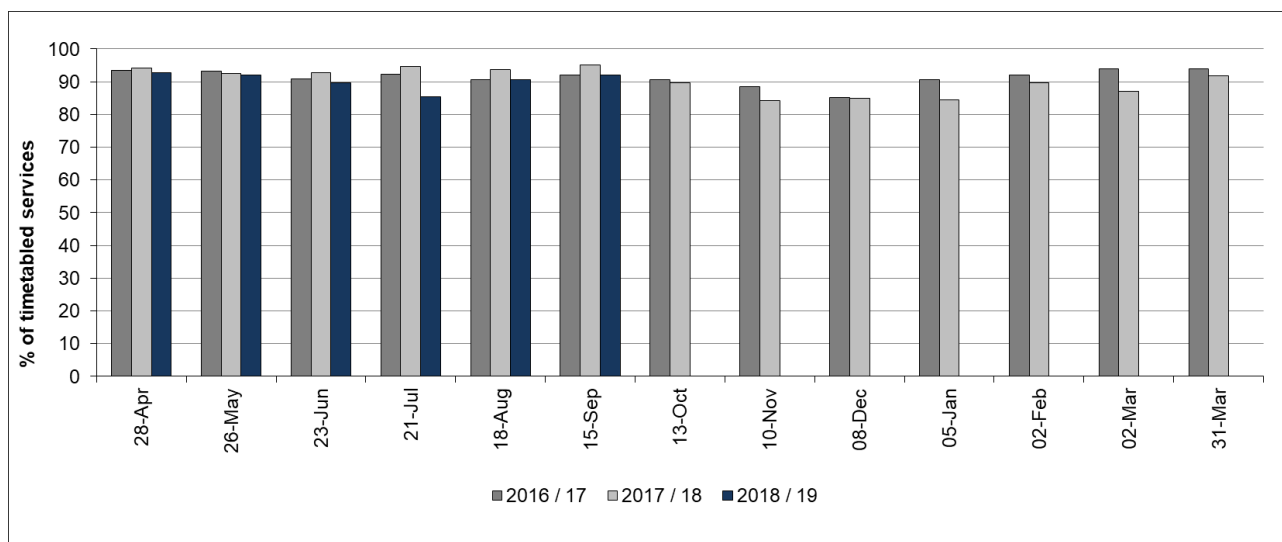
Please note that the passenger journey figures in Table 1 are based on sales data where the origin station (but not necessarily the destination station) is in Strathclyde and also include ZoneCard sales in the region.

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



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.



Of the 2 latest periods to be reported on for 2018/19, the main incidents are as follows:

Period 5 ending 18 August 2018

- 28/07/2018 – Points failure at Glasgow Central.
- 28/07/2018 – Shields Junction points failure.
- 08/08/2018 – Signalling fault at Yoker.

Period 6 ending 15 September 2018

- 24/08/2018 – Cowlares Junction track circuit failure.
- 25/08/2018 – Eglinton Junction points failure.
- 12/09/2018 – Person struck by train at Bellgrove.

9. Committee action

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

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>

Name Charles Hoskins
Title Senior Director

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For further information, please contact *Alex Scott, Bus Services Manager (SPT) on 0141 333 3388* or *David Christie, Subway Ops and Security Manager (SPT) on 0141 333 3626*.