



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

Committee Operations

Date of meeting 20 August 2021

Date of report 4 August 2021

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. Context

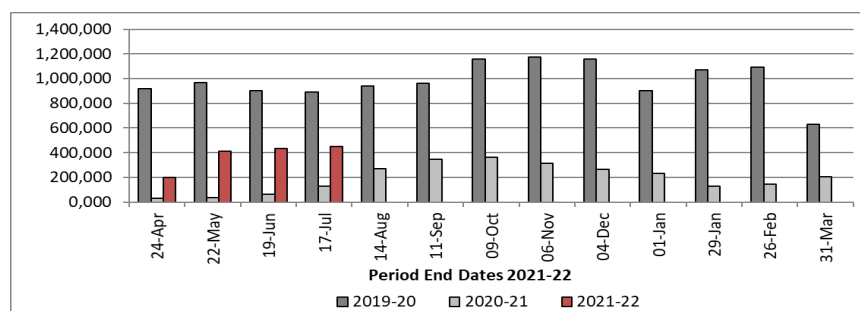
The last Monitoring Report was presented to the Operations Committee on 30 April 2021. The Coronavirus pandemic and resulting restrictions have continued to impact the delivery of services during recent months.

- On 26th April 2021 all SPT local authority areas moved to Level 3 restrictions;
- On 17th May 2021 most SPT local authority areas moved to Level 2 restrictions, while Glasgow remained in Level 3;
- On 5th June 2021 Glasgow also moved to Level 2 restrictions;
- On 19th July 2021 all SPT local authority areas moved to Level 0 restrictions.

Throughout this report, comparisons have been made where relevant both with last year and the year before. This allows the impact of ongoing changes to travel patterns to be observed.

3. Subway

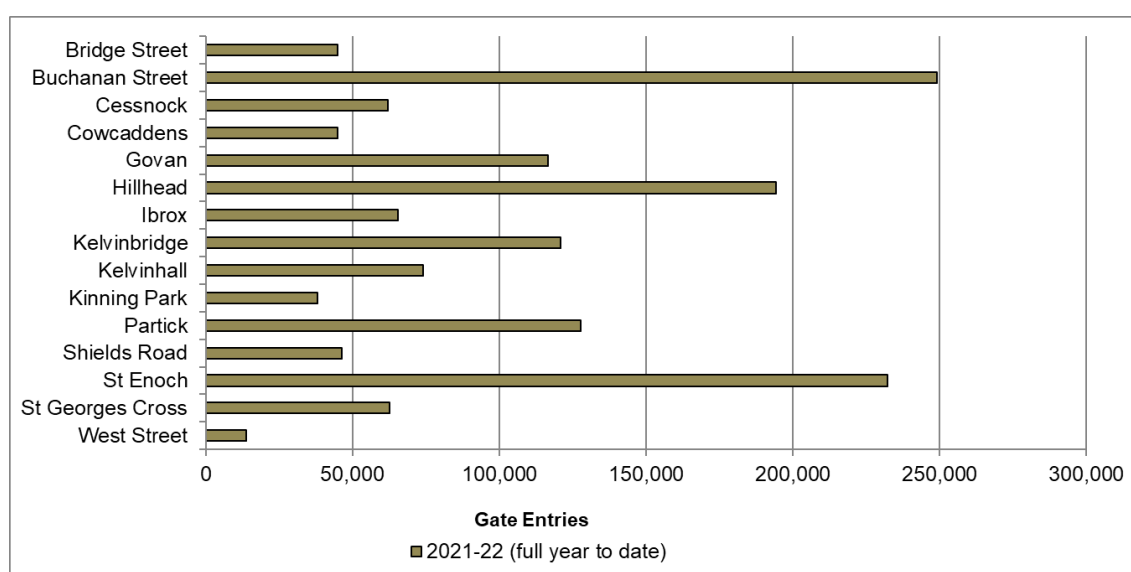
3.1 Subway patronage by period (gate entries)



- Period 1 (ending 24 April 2021) was up 590% on the previous year (Period 1 last year was during the strictest part of lockdown), but down 78.3% on the value for Period 1 in 2019-20 (two years ago, prior to the Covid-19 pandemic).
- Period 2 (ending 22 May 2021) was up 1025% on the previous year, but down 57.5% on two years ago.
- Period 3 (ending 19 June 2021) was up 608% on the previous year, but down 51.9% on two years ago.
- Period 4 (ending 17 July 2021) was up 249% on the previous year, but down 49.4% on two years ago.

Subway patronage in 2021-22 has gradually been increasing with reducing Covid restrictions, though remaining well below historic normal levels.

3.2 Subway patronage by station



The graph shows Subway patronage by station for 2021-22 to date. In all four periods in the year so far, Buchanan Street has been the busiest station followed by St Enoch and then Hillhead.

3.3 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.

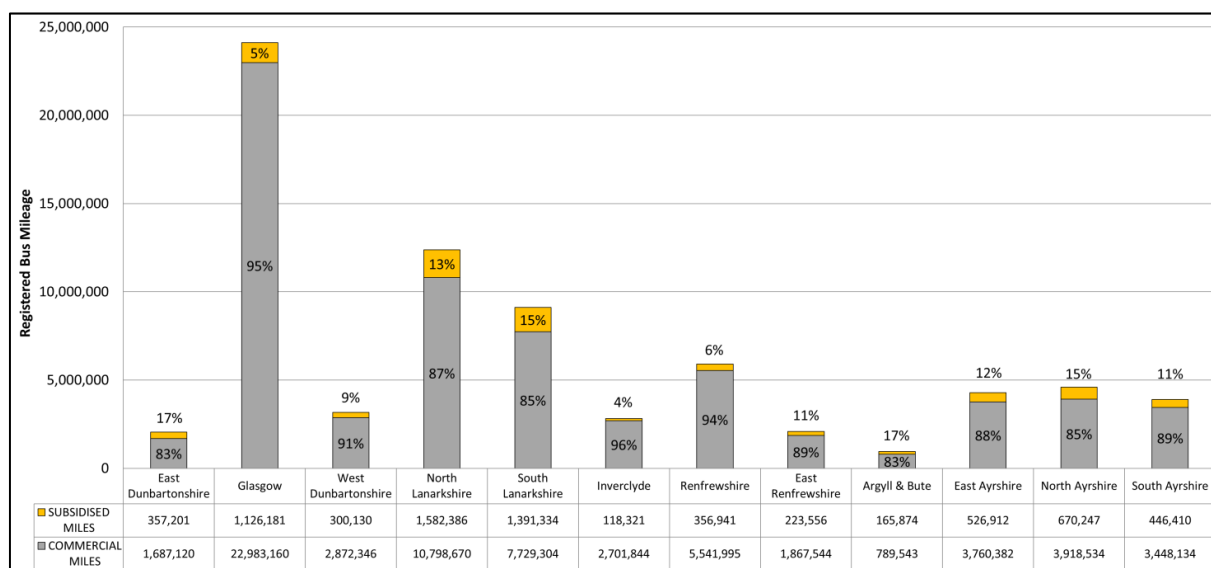
Since the last Monitoring Report, reliability has been as detailed below.

- Period 1 – 99.1%;
- Period 2 – 98.4%;
- Period 3 – 97.5%;
- Period 4 – 98.0%.

The average for these four periods was 98.2%, compared to 99.2% the previous year and 97.9% a year earlier. The majority of lost journeys in Periods 1 to 4 were due to rolling stock issues.

4. Supported Bus Services

4.1 Strathclyde Region Registered Mileage for Subsidised and Commercial, 01 January 2019 to 11 December 2019



This illustrates the share of mileage operated by subsidised and commercial services (pre-Covid).

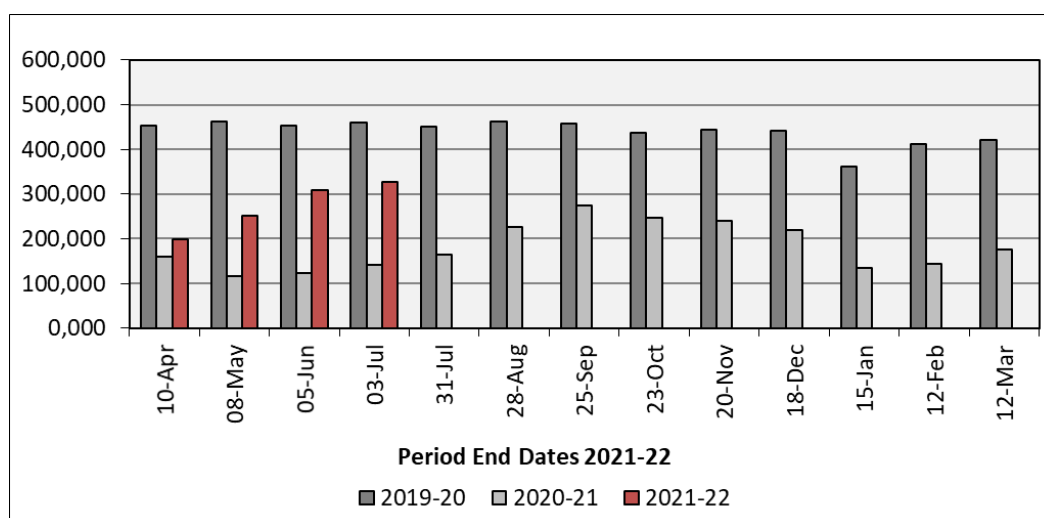
As a result of the pandemic restrictions, some commercial bus services have been revised or cancelled, and the relative importance of subsidised services has increased.

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 this target for the first four periods in 2021-22.

4.3 Supported Bus Patronage by period



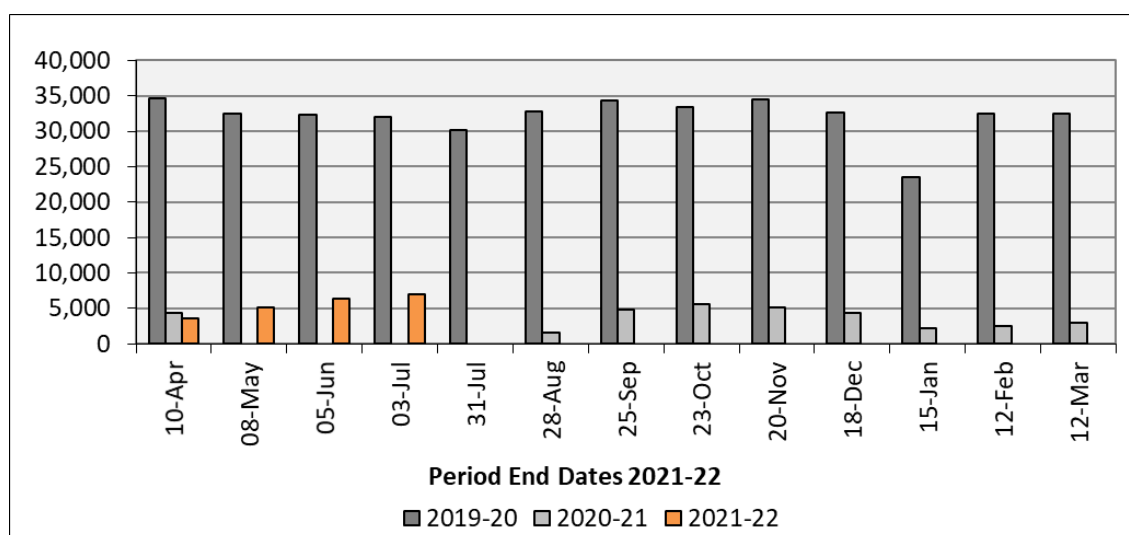
The four periods to 03 July 2021 had supported bus patronage higher than the preceding year, but lower than the year before that.

- Period ending 10 April 2021 was up 23.7% on the previous year, but down 56.2% on the year before.
- Period ending 08 May 2021 was up 116.0% on the previous year, but down 45.6% on the year before.
- Period ending 05 June 2021 was up 151.0% on the previous year, but down 31.8% on the year before.
- Period ending 03 July 2021 was up 131.3% on the previous year, but down 29.1% on the year before.

Supported bus patronage in recent periods has gradually increased as restrictions on travel and other activity have reduced.

5. Demand Responsive Transport (MyBus)

5.1 MyBus Patronage



The four periods to 03 July 2021 show gradually increased MyBus patronage as travel restrictions have eased, though still much lower than two years ago.

- Period ending 10 April 2021 was down 16.5% on the previous year (part of the period in the previous year was prior to the start of lockdown), and down 89.6% compared with two years earlier.
- During the next three periods there were no MyBus services last year to compare against.
- Period ending 08 May 2021 was down 84.4% compared with two years earlier.
- Period ending 05 June 2021 was down 80.1% compared with two years earlier.
- Period ending 03 July 2021 was down 78.5% compared with two years earlier.

5.2 MyBus Requests Met

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

- Period ending 10 April 2021 – 100% (compared to 97% in the previous year);

- Period ending 08 May 2021 – 98%;
- Period ending 05 June 2021 – 95%;
- Period ending 03 July 2021 – 90%.

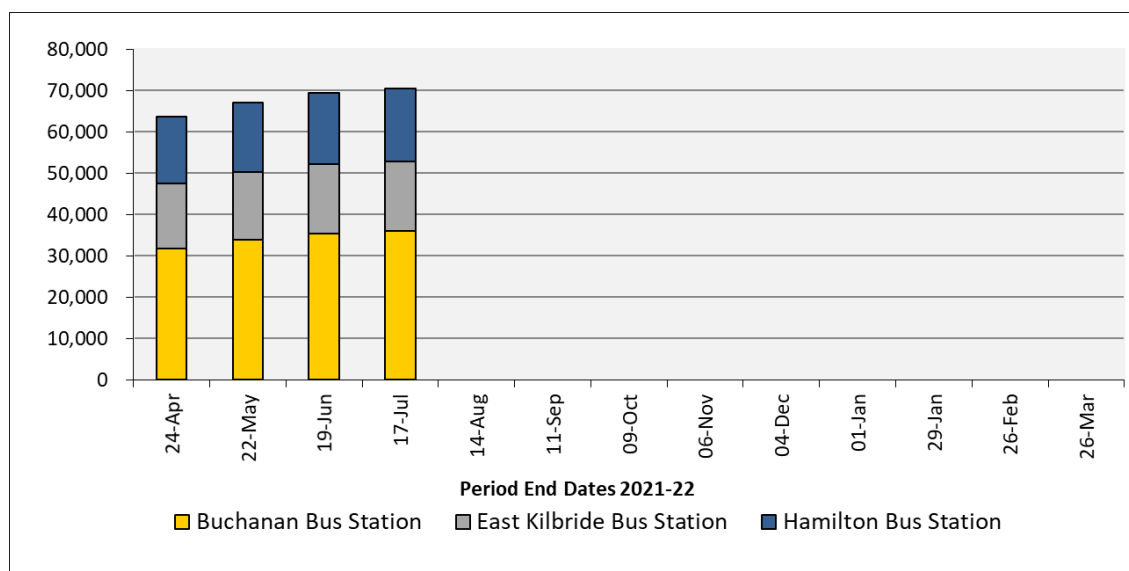
The average for last year (for periods when MyBus services were operating) was 93%.

5.3 MyBus Support to Vaccination Programme

As reported to committee in April 2021, SPT has been working to support public transport access to Covid-19 vaccination sites across the three NHS Health Boards in Strathclyde, including through the MyBus Demand Responsive Service. This work continues, supporting the vaccination programmes to their respective conclusions.

6. Bus Stations

6.1 Bus Station Bus Departures



For the four most recent periods reported, overall departures were as follows:

- Period ending 24 April 2021 – up 76.6% on last year, but down 16.3% on the year before;
- Period ending 22 May 2021 – up 125.6%, but down 14.3% on the year before;
- Period ending 19 June 2021 – up 132.6%, but down 12.3% on the year before;
- Period ending 17 July 2021 – up 44.4%, but down 7.3% on the year before.

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 2020 – June 2021**

Council	Contracts*	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total number of Warnings
East Ayrshire	116	116 (100%)	23	23 (100%)	285	18
South Ayrshire	108	99 (91%)	20	20 (100%)	193	23
North Ayrshire	80	58 (72%)	12	12 (100%)	96	11
North Lanarkshire	244	244 (100%)	56	56 (100%)	395	68
South Lanarkshire	297	287 (96%)	49	49 (100%)	434	57
West Dunbartonshire	20	20 (100%)	4	4 (100%)	72	11
East Dunbartonshire	71	71 (100%)	14	14 (100%)	159	18
Inverclyde	52	52 (100%)	10	10 (100%)	113	28
Glasgow	47	47 (100%)	21	21 (100%)	79	24
East Renfrewshire	48	48 (100%)	12	12 (100%)	127	21
Renfrewshire	86	86 (100%)	23	23 (100%)	219	43
Totals	1169	1135 (97%)	244	244 (100%)	2172	322

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

- Inspection generated warnings – contract related 210 (65%)
- Customer contact (e.g. Education Dept.) generated warnings 64 (20%)
- Disclosure (PVG) warnings 48 (15%).

**LOCAL SUBSIDISED SERVICES
Statistics from August 2020 – July 2021**

Council	Number of Contracts	Number of Operators	Inspections	Total number of Warnings
Argyll & Bute	3	1	0	0
East Ayrshire	16	3	50	0
South Ayrshire	11	2	54	0
North Ayrshire	24	4	36	0
North Lanarkshire	34	8	128	2
South Lanarkshire	31	8	137	0
West Dunbartonshire	14	5	45	2
East Dunbartonshire	17	7	44	2
Inverclyde	8	4	19	0
Glasgow	40	9	135	7
East Renfrewshire	10	5	35	0
Renfrewshire	14	4	81	0
Totals			764	13

8. 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.

Council	Contracts	Total number of High Schools	Total number of pupils	Total number of Primary Schools	Total number of pupils
East Ayrshire	116	8	2846	30	727
South Ayrshire	108	8	1643	28	371
North Ayrshire	80	9	1645	24	271
North Lanarkshire	244	21	6245	71	2216
South Lanarkshire	297	18	5218	78	1801
West Dunbartonshire	20	5	1161	7	100
East Dunbartonshire	71	7	753	17	1207
Inverclyde	52	6	1051	11	294
Glasgow	47	32	1888	21	750
East Renfrewshire	48	4	1008	15	599
Renfrewshire	86	10	2680	28	1142
Totals	1169	128	26138	330	9478

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

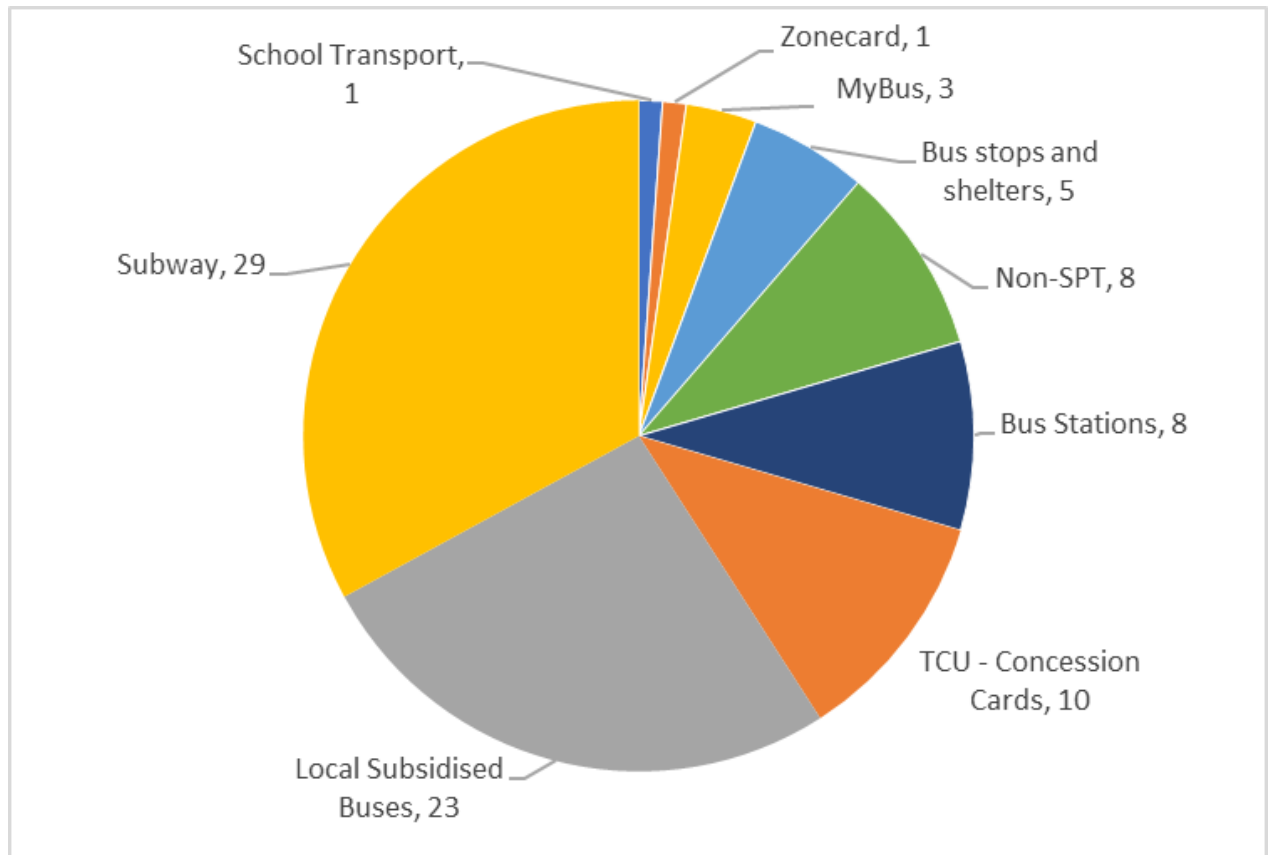
Eligibility is based on a pupil's home address being further from school than the designated Walking Distance for the Local Authority, shown in the table below. Other mitigating factors for free school transport may include clothing allowance, free school meals as per council policy.

Council	Walking Distance Requirement (High School)	Walking Distance Requirement (Primary School)
East Ayrshire	3 miles	1.5 miles
South Ayrshire	3 miles	2 miles
North Ayrshire	3 miles	2 miles
North Lanarkshire	2 miles	1 mile
South Lanarkshire	2 miles	1 mile
West Dunbartonshire	2 miles	1 mile
East Dunbartonshire	3 miles	1 mile
Inverclyde	2 miles	1 mile
Glasgow	2.2 miles	1.2 miles
East Renfrewshire	3 miles	2 miles
Renfrewshire	2 miles	1 mile

9. Complaints

9.1 Complaints received by SPT by four-week period

For Periods 1 to 4 (to 17 July 2021), there were 88 complaints received by SPT in the following categories. This compares to 50 complaints in the same four periods one year ago, and 162 complaints in the same four periods two years ago.



While the total number of complaints is small, the most common categories related to Subway and Local Subsidised Bus services.

In Periods 1-4 there were more than 1.4 million Subway journeys and 29 complaints about Subway were received (complaints received for 0.002% of journeys).

In Periods 1-4 there were more than 1.0 million subsidised bus journeys and 23 complaints about subsidised bus services were received (complaints received for 0.002% of journeys).

9.2 Complaints processed within prescribed time period, by four-week period

During Periods 1 to 4, 94% of complaints were responded to on time (5 out of 88 complaints not responded to on time). This percentage is slightly lower than for the previous year (96%).

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.

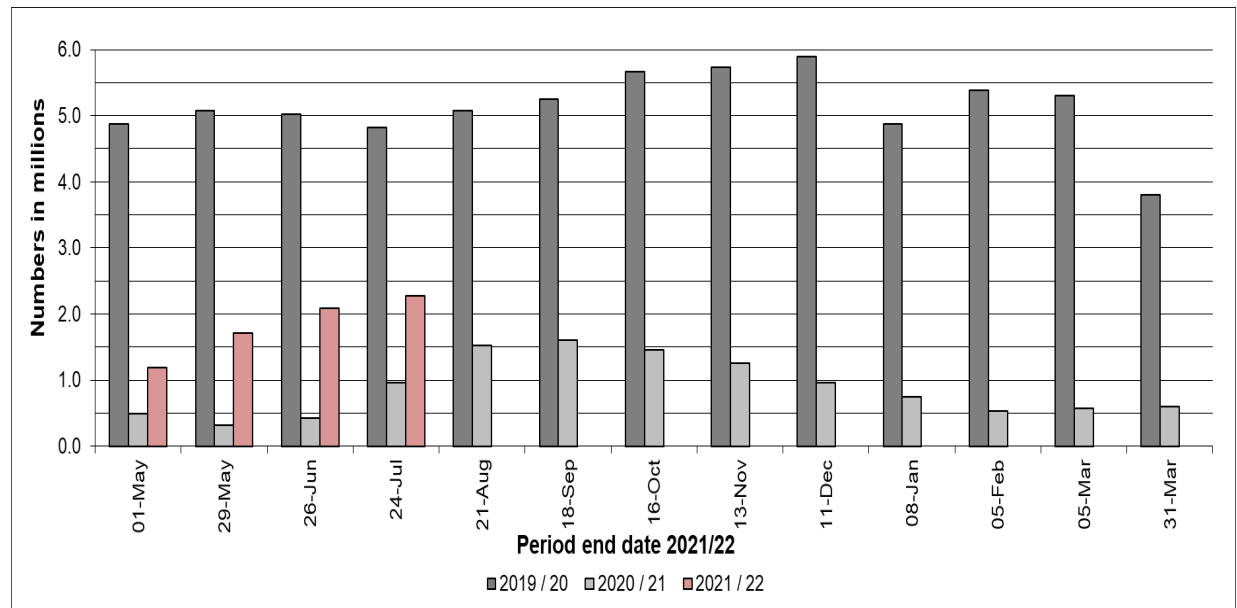
10. Wider Public Transport Context

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

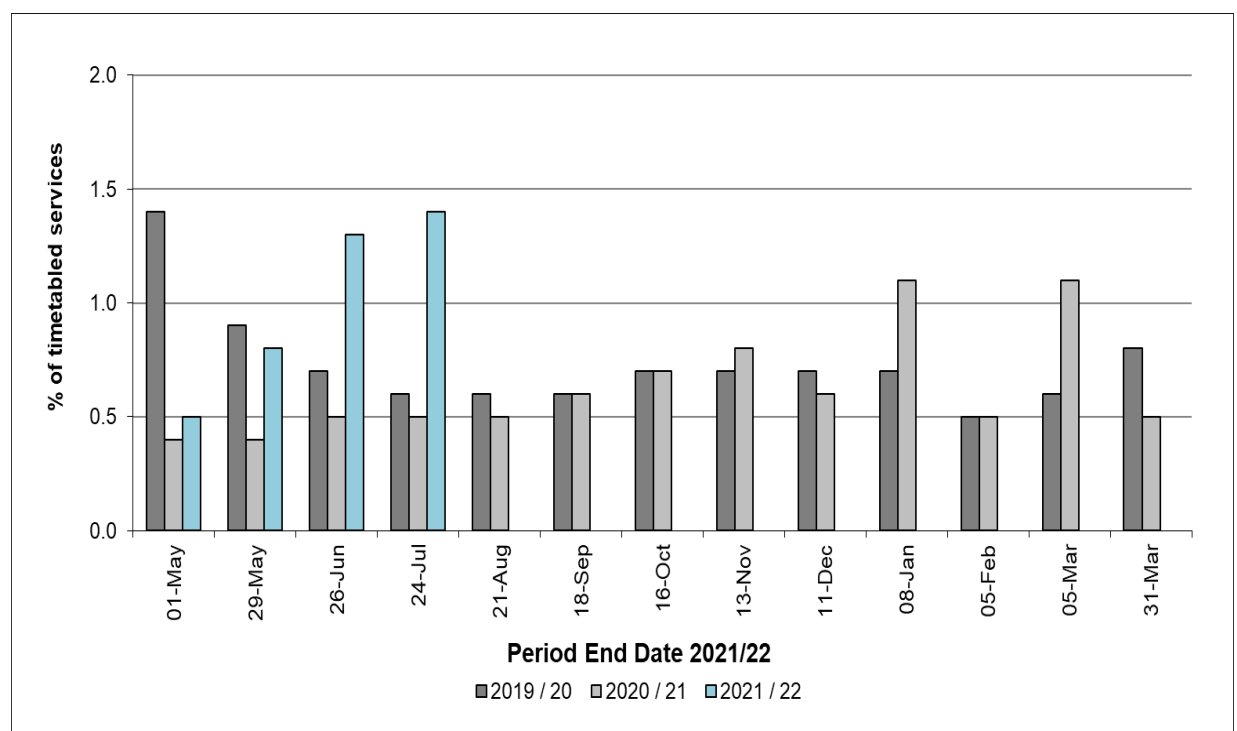
Information within section 10.1 has been provided by Abellio ScotRail

ScotRail patronage in the SPT area (in millions)



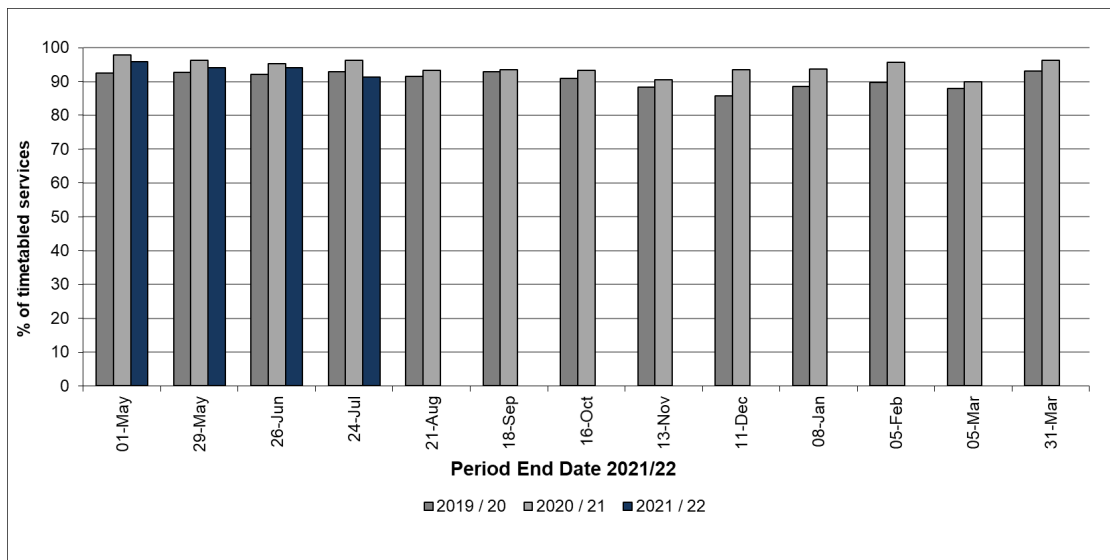
For the four most recent Periods reported (to 24 July 2021), ScotRail patronage was up by 233% on last year, but down by 63% on the year before.

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



Cancellations for the four most recent Periods (to 24 July 2021) were between 0.5% and 1.4%, averaging 1.0%. The average for these Periods in the previous year was 0.5% and two years ago 0.9%.

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 24 July 2021) was between 91.3% and 95.8%, averaging 93.8%. The average for these Periods in the previous year was 96.4%, and a year earlier 92.5%.

Of the four latest periods to be reported on, the main incidents were as follows:

Period ending 1 May 2021

- 08/04/2021 – Track circuit failure Glasgow Central High Level.
- 17/04/2021 – Power failure Barrhead Station to Busby Junction.
- 18/04/2021 – Track defect at Thankerton.
- 25/04/2021 – Planning error Partick to Finnieston Junction.

Period ending 29 May 2021

- 22/05/2021 – Signal failure Barrhead Station.

Period ending 26 June 2021

- 31/05/2021 – Rail temperature measures involving speed restrictions affecting several lines of the network.
- 07/06/2021 – Eglinton Junction overhead line dewirement.
- 13/06/2021 – Signalling failure Brownhill Junction.
- 24/06/2021 – Fallen tree Bishopbriggs – Lenzie.

Period ending 24 July 2021

- 13/07/2021 – Track circuit failure at Cowlares Junction.
- 17/07/2021 – Troon station fire.
- 20/07/2021 – A schedule issue at Glasgow Central.
- 23/07/2021 – Troon schedule issue.

10.2 Update on ferry services within the Partnership area

SPT has no responsibility for the delivery of ferry services.

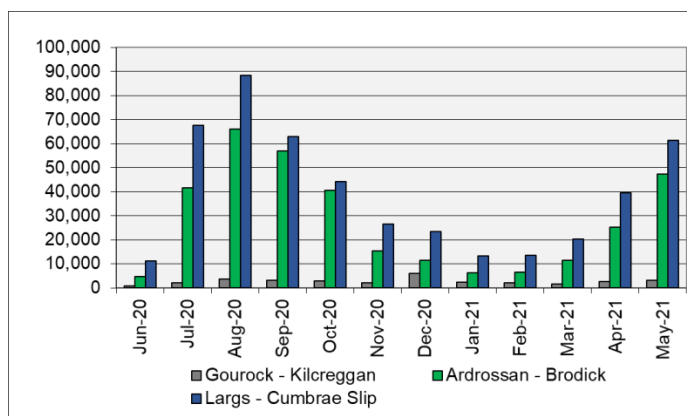
The following ferry services operate entirely within the SPT area.

- 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 March, April and May 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>

Name Valerie Davidson
Title Assistant Chief Executive

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Title Chief Executive

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