



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

Date of meeting 23 August 2024

Date of report 14 August 2024

Report by Director of Transport Operations

1. Object of report

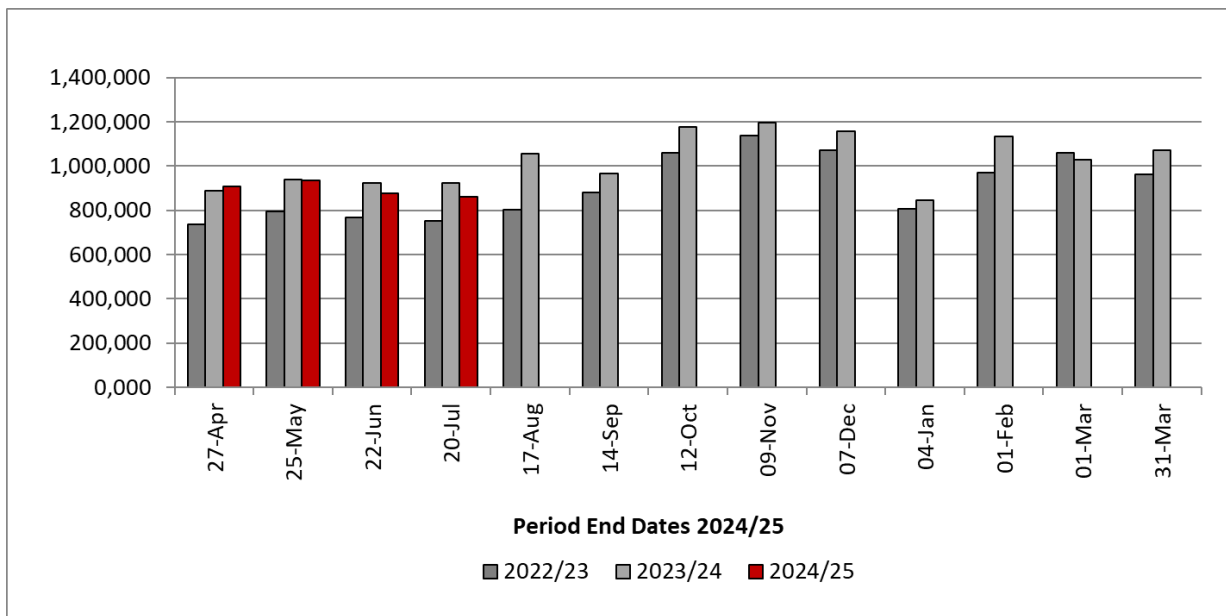
To report on the operational performance of public transport services and public transport facilities which are delivered directly by the Partnership or by others on behalf of the Partnership; and to report on provision of public transport services and facilities in the Partnership area more generally.

2. Background to report

The last Monitoring Report was presented to the Operations Committee on 26 April 2024. Throughout this report, comparisons have been made with data from previous years.

3. Subway

3.1 Subway patronage by period (gate entries)



The graph shows Subway patronage in the current year and the previous two years. Period 1 of 2024/2025 was 27 days long (starting on 1 April 2024); adjustments have been made to the previous year figures for an appropriate comparison.

There were more than 3.5 million Subway journeys in the three periods to 22 June 2024. Overall this was 2.6% down year-on-year.

3.2 Subway reliability

The figures below show the availability of Subway rolling stock for service during Periods 1 to 4. Availability is the measurement of how many units are presented for service prior to the morning or afternoon peak.

Period	Availability
1	75.7%
2	92.7%
3	89.4%
4	84.1%

This report covers the introduction of the majority of the new fleet into passenger service. Fleet introduction brings significant challenges as the team begin working with the new units operationally and at scale for the first time. The whole of the Subway team has been building up their experience with a major focus on increasing the reliability of the new trains.

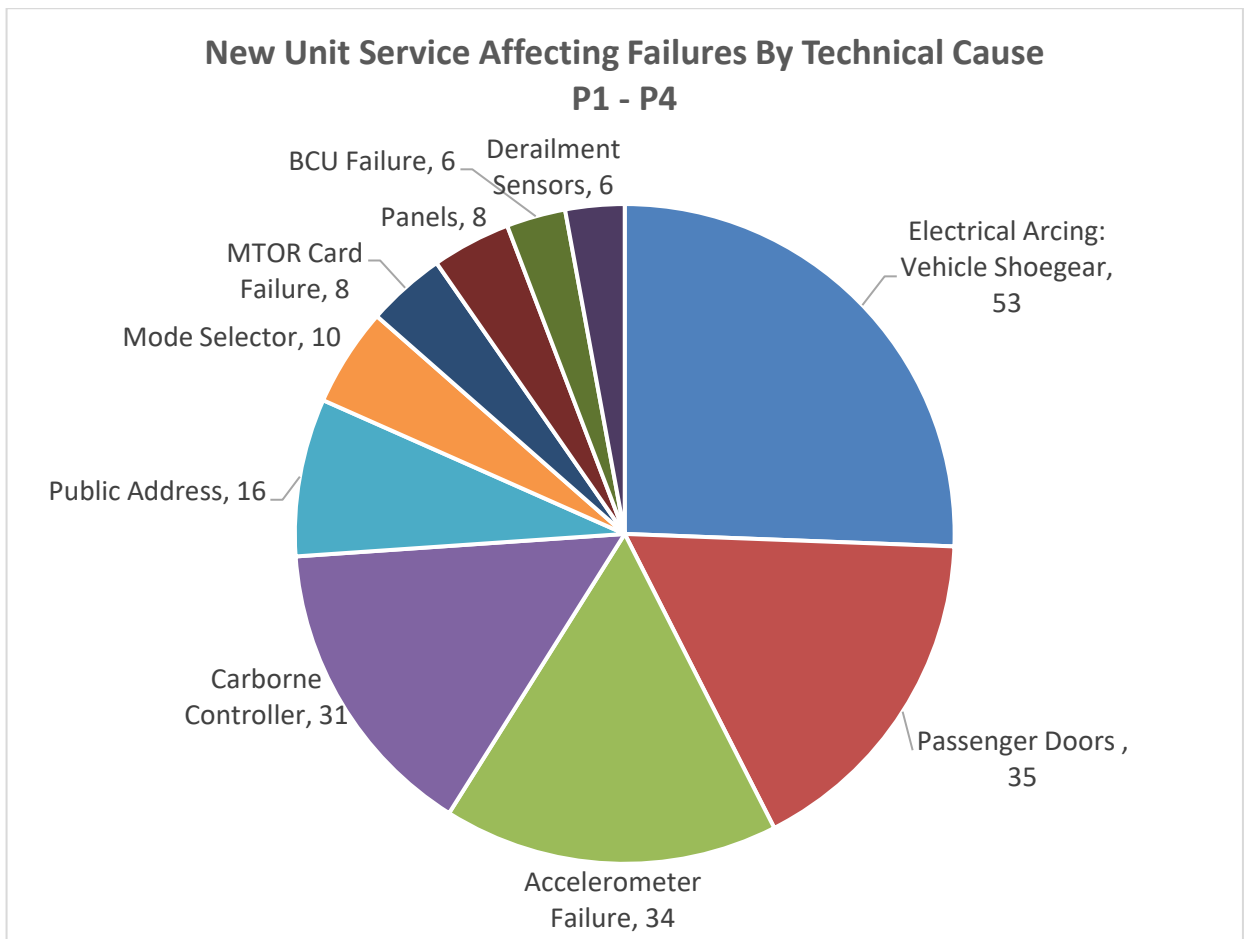
The technical reliability performance of the new fleet is lower than it should be at this stage of the fleet introduction. The team are focused on delivering the required improvements to bring this target back up to the expected standard. Updates and modifications based on unit performance are being rolled out across the fleet regularly. These modifications are already having a positive impact on our passenger experience.

Periods 1 to 3 saw a particular increase in service suspensions and resultant complaints. The table below shows that the number of suspensions has reduced, with only 1 suspension recorded in July 2024.

Year	Service Suspensions per period			
	April	May	June	July
2021	1	7	2	6
2022	1	2	2	4
2023	5	0	3	0
2024	10	15	6	1

Period	Number of complaints relating to service disruption on Subway network
2022/2023	58
2023/2024	28
April- July 2024	56

The increased number of complaints reflects what was initially a higher number of service suspensions in the system. Our experience and continuous improvement processes have now resulted in a significant reduction in the number of incidents and the resultant customer impact of these incidents.



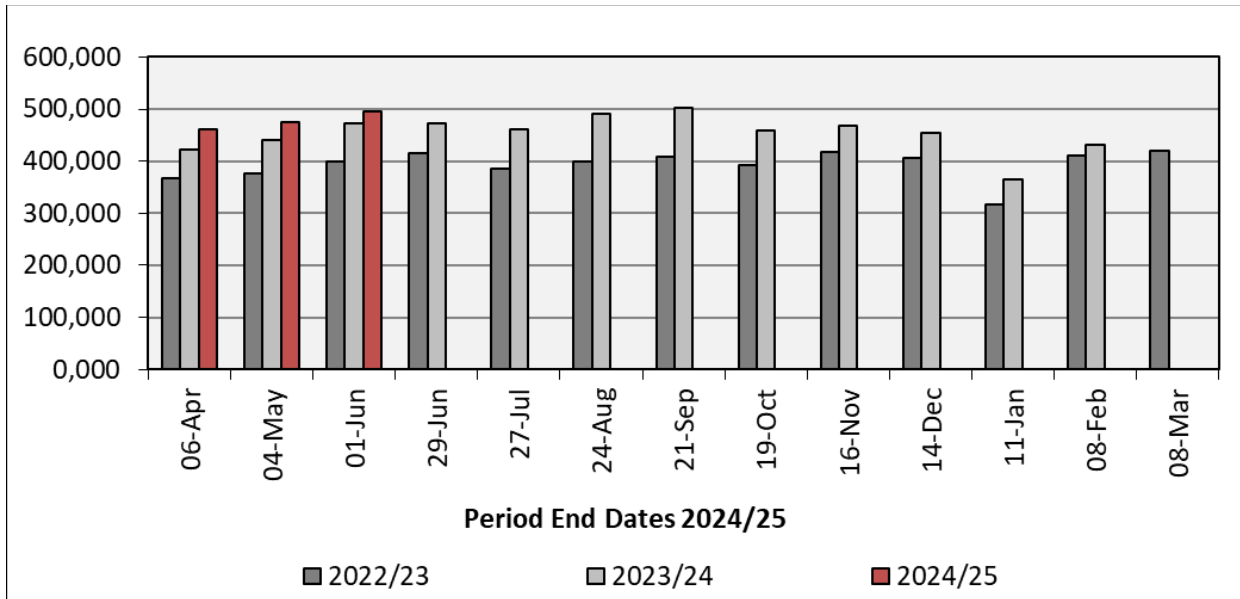
The above chart shows the systems which have most frequently contributed to a service affecting failure since Period 1 of this year. The team’s focus on technical solutions has now delivered resolution for Electrical Arcing and Derailment Sensor issues. These two issues were causing both the greatest number of events and longest customer impact events respectively. Their resolution has had a material impact on the overall customer experience. The team is constantly reviewing the data from the new fleet and working with our provider to deliver improvements to the system.

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 2024, the average percentage of SPT subsidised mileage is c12% of the total local bus mileage operated, with c88% being operated commercially.”

4.2 Supported Bus Patronage by Period

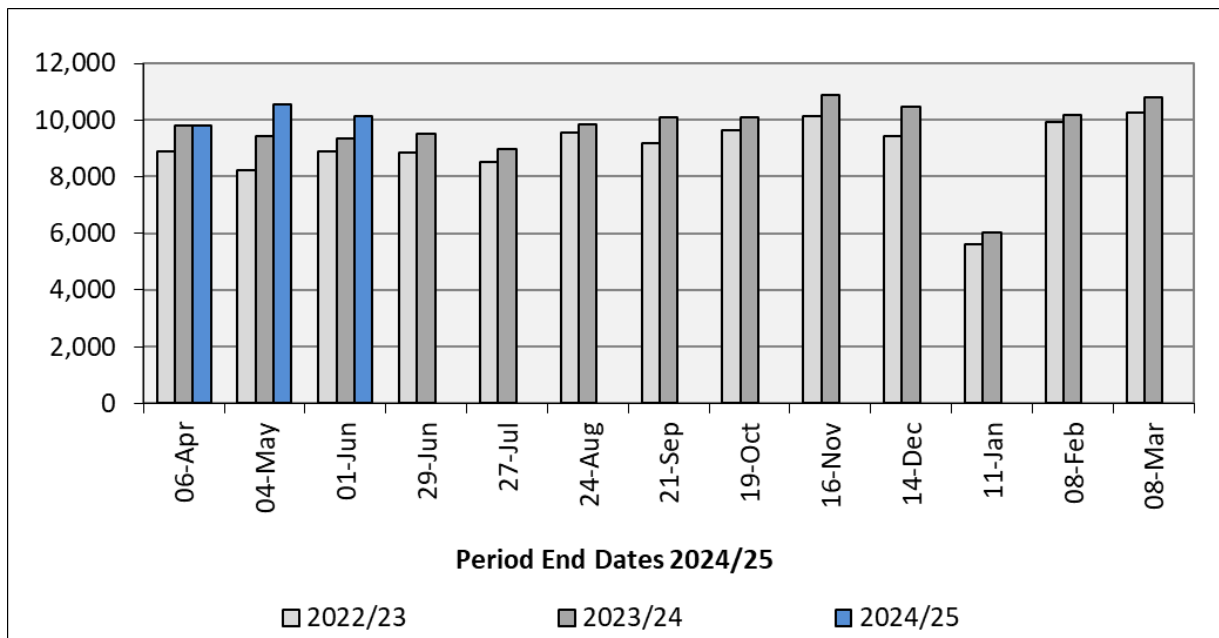


The bars on the graph show patronage in the current year and the previous two years.

The graph shows a continued increase in patronage from 2023/2024 to 2024/2025. Over the three periods to 1 June 2024, SPT delivered more than 1.4million supported bus journeys - up 7% year-on-year.

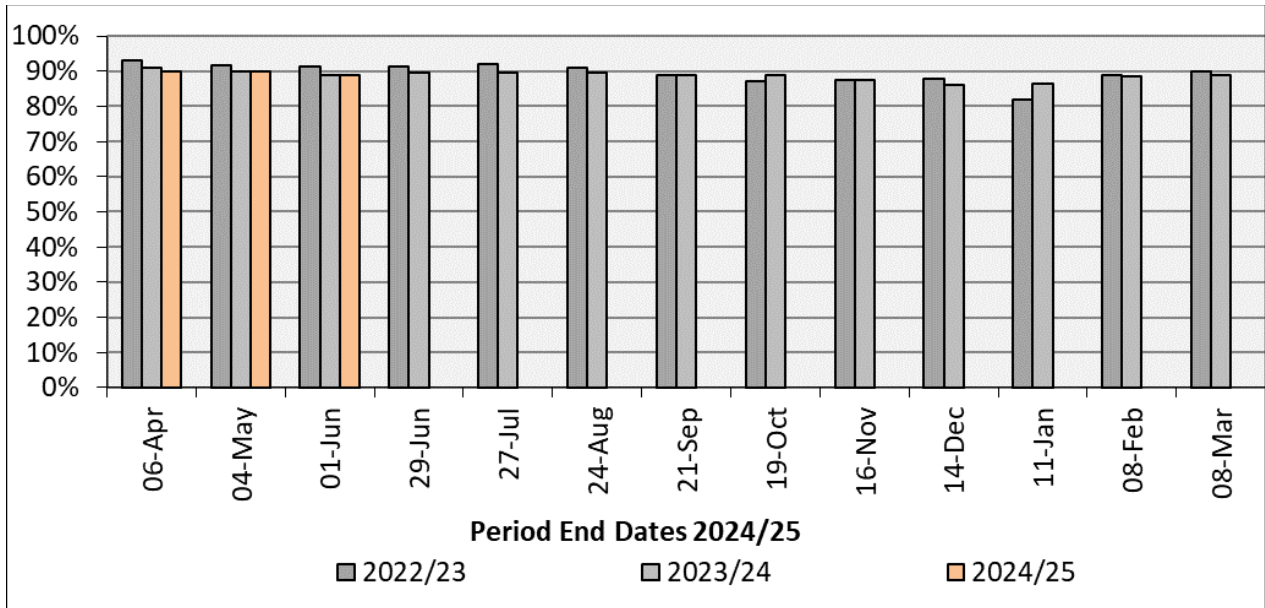
5. Demand Responsive Transport (MyBus)

5.1 MyBus Patronage



The graph above shows patronage in the current year and the previous two years and an improving trend from 2023/2024 to 2024/2025. Over the three periods to 1 June 2024, SPT delivered more than 30,000 MyBus journeys, up 6.8% year-on-year.

5.2 MyBus Requests Met



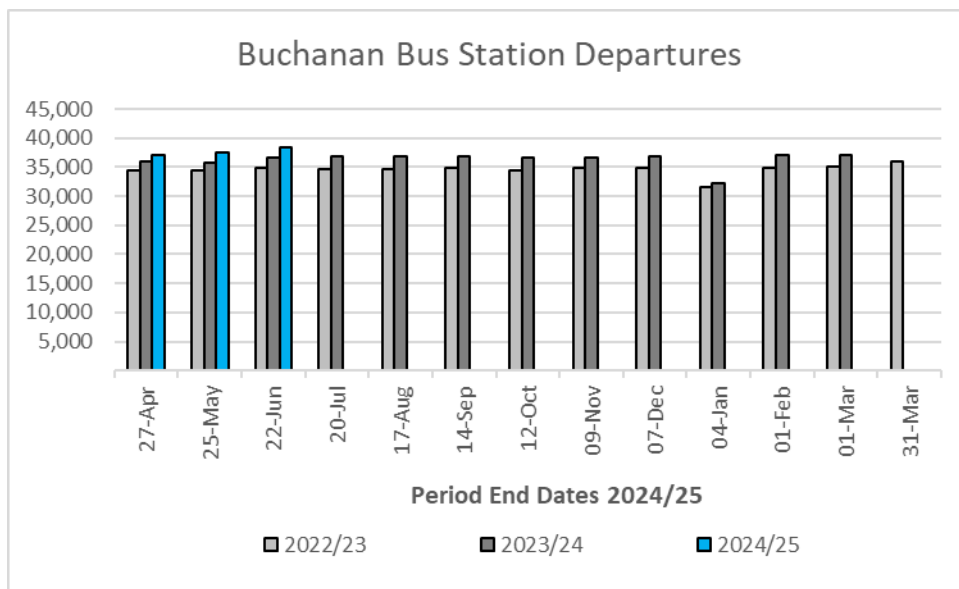
The graph above show requests met in the current year and the previous two years.

In the most recent three periods reported, the percentage of requests averaged 90%, compared to 90% the previous year and 92% in 2022/2023.

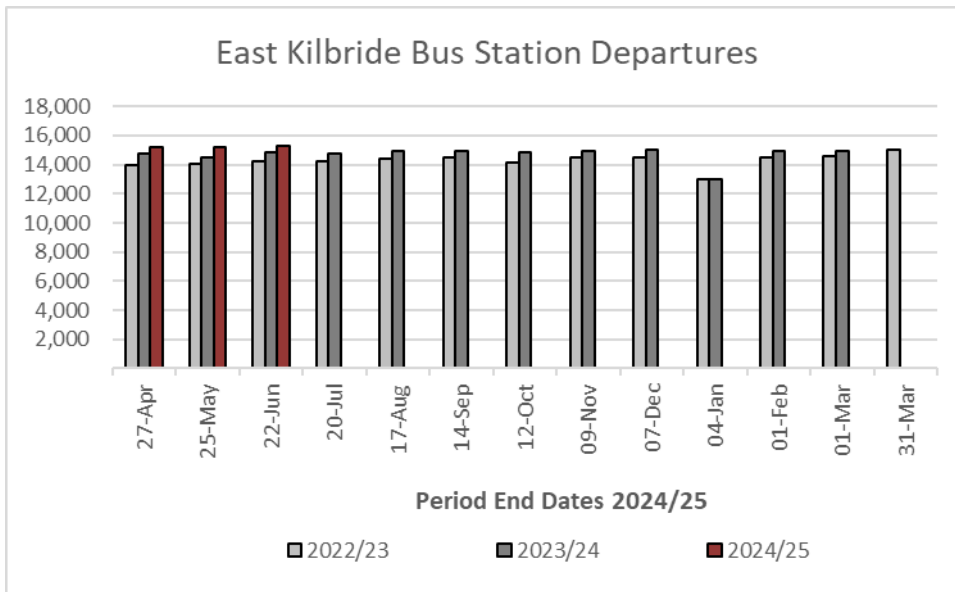
6. Bus Stations

Bus Station Bus Departures

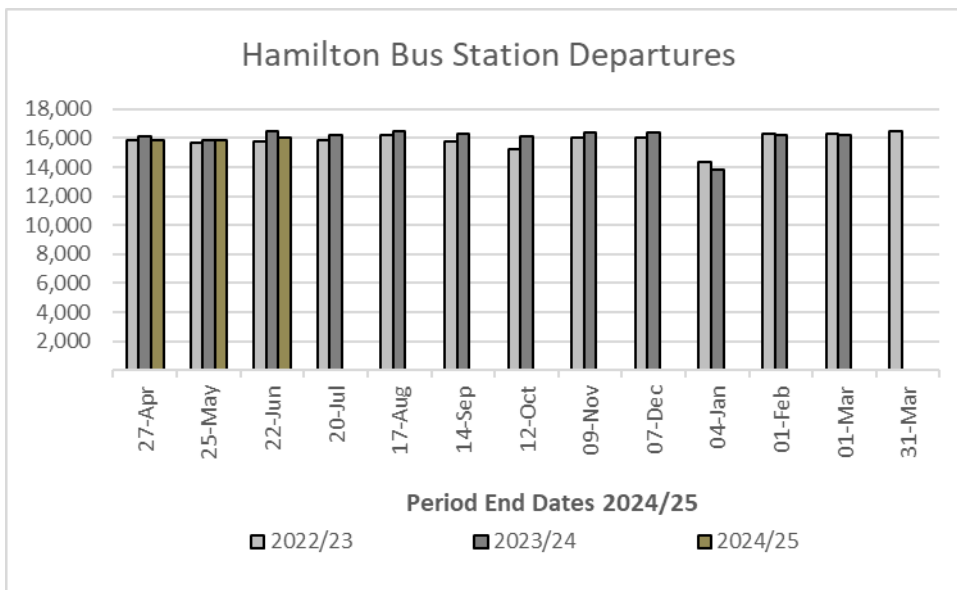
The graphs below show patronage in the current year and the previous two years for Buchanan, East Kilbride and Hamilton Bus Station departures.



There were more than 113,000 bus departures from Buchanan Bus Station in the three periods to 22 June 2024 - up 4.1% year-on-year.



There were more than 45,000 bus departures from East Kilbride Bus Station in the three periods to 22 June 2024 - up 3.5% year-on-year.



There were more than 47,000 bus departures from Hamilton Bus station in the three periods to 22 June 2024, down 1.2% year-on-year.

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 28 June 2024

Council	Contracts	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total number of Warnings
East Ayrshire	111	111	22	22	252	20
South Ayrshire	97	97	13	13	253	18
North Ayrshire	85	84	23	20	119	12
North Lanarkshire	214	212	58	56	433	123
South Lanarkshire	316	312	51	51	563	109
West Dunbartonshire	18	18	4	4	48	21
East Dunbartonshire	69	69	19	19	148	37
Inverclyde	40	40	9	9	95	27
Glasgow	43	43	12	12	94	12
East Renfrewshire	47	47	9	9	124	21
Renfrewshire	82	82	23	23	317	125
Totals	1122	1115	243	238	2446	525

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

- Inspection generated warnings – contract related: 352 (67%);
- Customer contact (e.g. Education Dept) generated warnings: 105 (20%); and
- Disclosure (PVG) warnings: 68 (13%).

7.2 Local Subsidised Service Inspections

Statistics from 1 June 2023 – 28 June 2024

Council	Number of Contracts	Number of Operators	Inspections	Total number of Warnings
Argyll & Bute	4	2	5	1
East Ayrshire	14	3	81	
South Ayrshire	12	2	95	
North Ayrshire	22	4	72	
North Lanarkshire	30	11	191	25
South Lanarkshire	27	10	172	8
West Dunbartonshire	12	3	56	3
East Dunbartonshire	11	6	67	6
Inverclyde	11	2	39	
Glasgow	30	12	185	13
East Renfrewshire	6	4	69	
Renfrewshire	13	2	101	4
Totals			1133	

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

- Customer contact generated warnings: 50 (83%);
- Staff member generated warnings: 9 (15%); and
- Axiom entry generated warnings: 1 (2%).

8. Complaints

The format of this section reflects mandatory complaints KPI (Key Performance Indicator) reporting requirements as determined by the Scottish Public Services Ombudsman. The data is for the four periods to 20 July 2024.

8.1 KPI 1: Total complaints received by SPT

Area	Stage 1	Stage 2 escalated	Stage 2 direct	Non-SPT complaints
Bus Infrastructure	0	0	0	1
Bus Services	105	1	0	30
Bus Stations	11	1	0	1
Bus Stop Info	0	0	0	1
Communications	0	0	0	0
Contact Centre (travel cards)	4	0	0	1
MyBus	6	0	0	0
Other	0	0	0	3
Schools Transport	2	0	0	2
Smartcard	1	0	0	0
Subway	120	10	2	0
Zonocard	41	5	0	0
Total	290	17	2	39

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 four periods there were around 1.9 million SPT subsidised bus journeys. Stage 1 complaints were recorded for 0.006% of journeys, noting that 30 complaints related to non-SPT services.

Over these three periods there were more than 3.6 million Subway journeys. Stage 1 complaints were recorded for less than 0.003% 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	217	75%	11	73%	2	100%
Not on time	64	22%	1	7%	n/a	n/a
Not due	4	1%	3	20%		
Further information requested from complainant	5	2%				

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

	Stage 1	Stage 2 escalated	Stage 2 direct
Average days	3.79	15	10.5

8.4 KPI 4: Outcomes as percentage of total

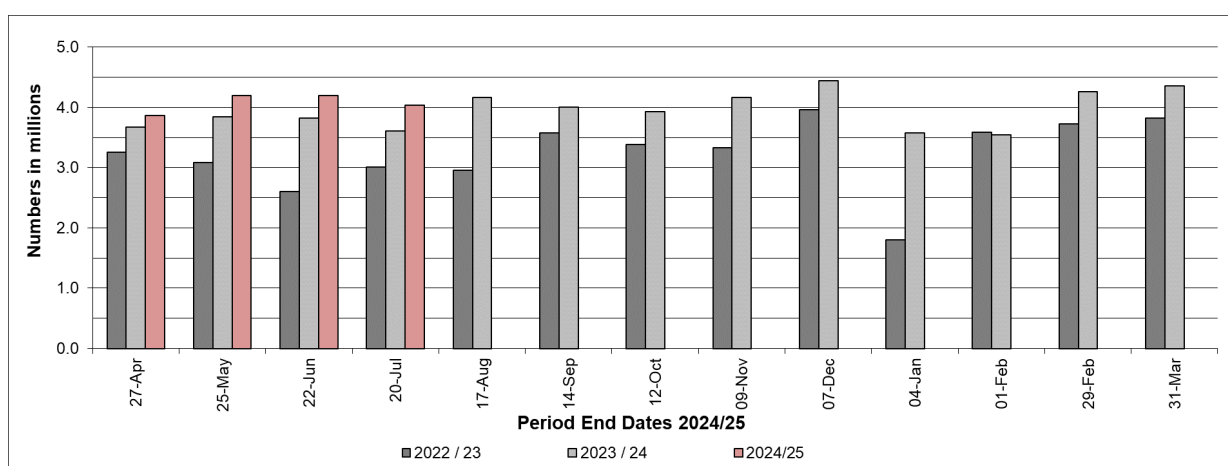
	Stage 1	Stage 2 escalated*	Stage 2 direct
Upheld	65.9%	53.3%	100%
Not upheld	20.3%	20.0%	
Part upheld	2.8%	0%	
Resolved	2.8%	0%	
In progress	8.3%	20.0%	

9. Update on rail services within the Partnership area

Information within section 9 has been provided by ScotRail

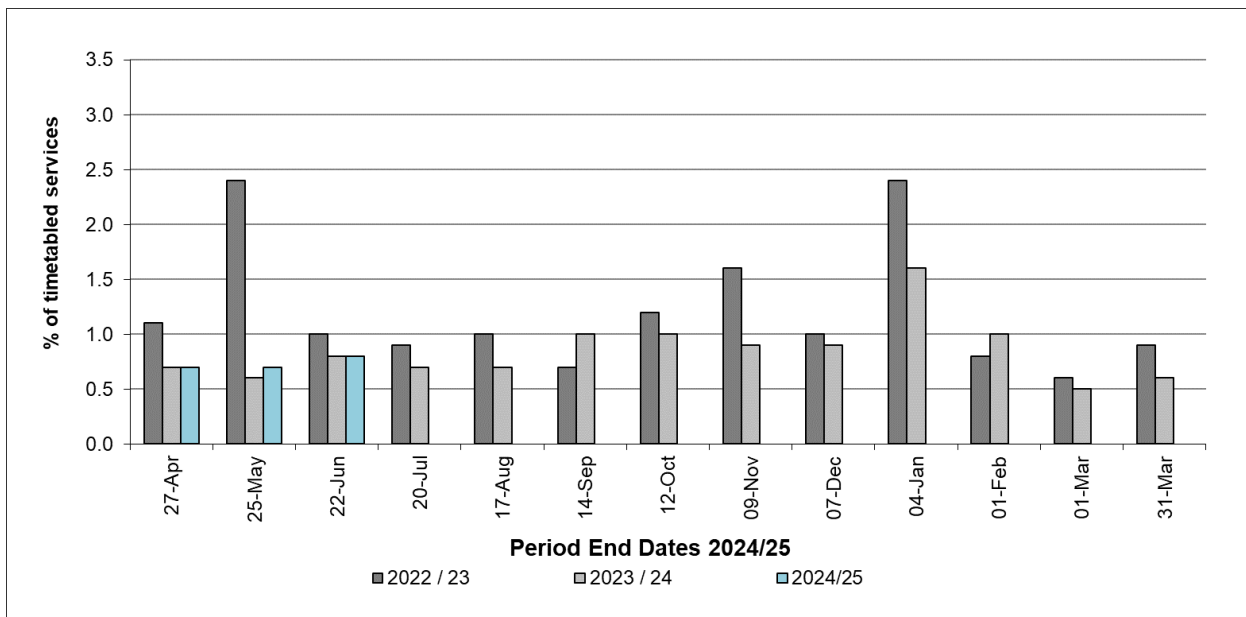
ScotRail patronage in the SPT area (in millions)

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



Total patronage for the four periods to 20 July 2024 was 16.3 million, this is up 11% year-on-year but still down 18% on the pre-Covid average.

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



The average for the three periods to 22 June 2024 was 0.7%, this figure was also 0.7% in the previous year.

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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