Committee report

SPT

Monitoring report on public transport services in the SPT area

Committee   Operations Committee

Date of meeting 10 November 2017   **Date of report** 2 November 2017

Report by Assistant Chief Executive (Operations)

1. **Object of report**

   To inform the committee of the latest trends in the numbers of passengers carried and the reliability and punctuality of the public transport services provided directly and supported by SPT.

2. **Applicable period**

   Up to financial period 7 (14 October 2017) for Subway and up to the 4 week period ending 30 September 2017 for other SPT services.
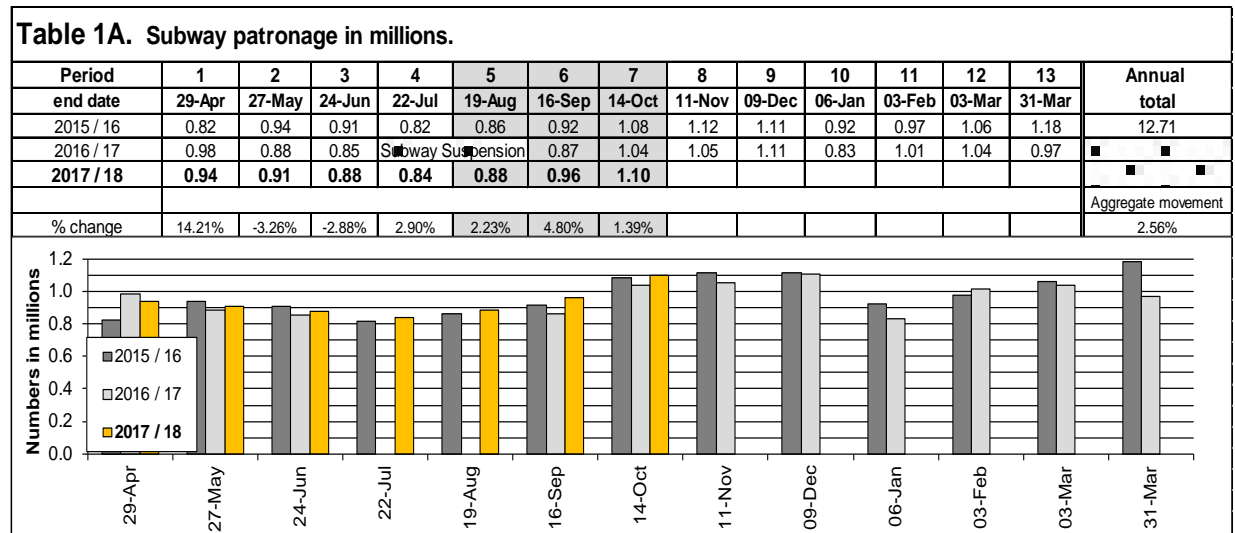
3. **Content and detail**

   This report has been compiled on the basis of information supplied by the relevant operator/department responsible for each of the services or, where appropriate, by the relevant SPT records.

3.1   SPT Subway services
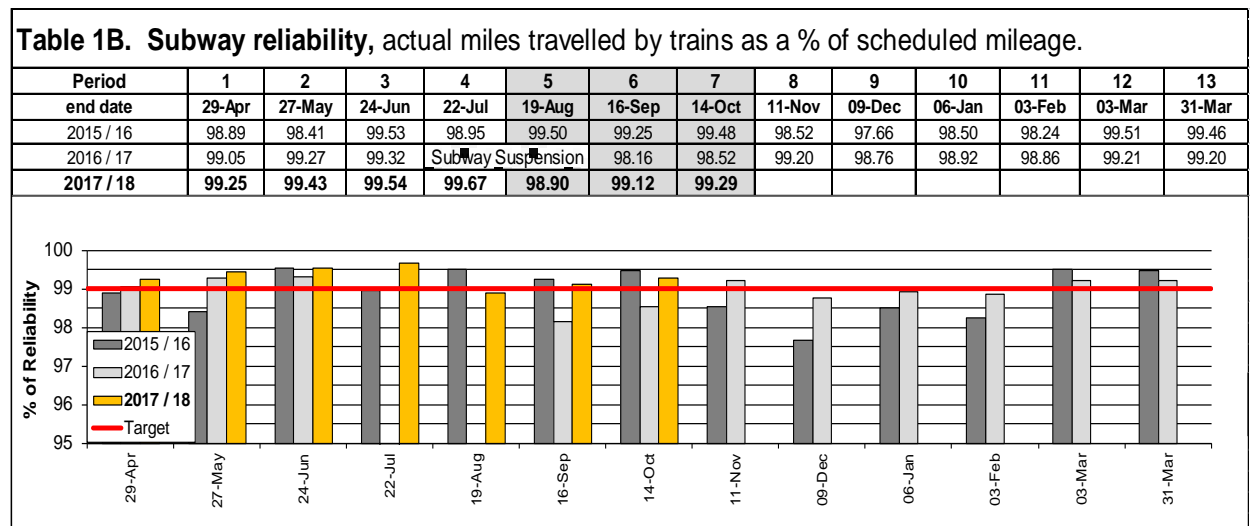
3.1.1 Subway patronage

Due to the Subway suspension in 2016/17 the figures for 2015/16 are being used for current comparisons. Please note that period 1 of 2017-18 contains 4 days more than period 1 in 2015/16.

Periods 1 to 7 of 2017/18 are showing an aggregate increase of 2.56% against 2015/16.

Table 1A. Subway patronage in millions.

Period	1	2	3	4	5	6	7	8	9	10	11	12	13	Annual total
end date	29-Apr	27-May	24-Jun	22-Jul	19-Aug	16-Sep	14-Oct	11-Nov	09-Dec	06-Jan	03-Feb	03-Mar	31-Mar	
2015 / 16	0.82	0.94	0.91	0.82	0.86	0.92	1.08	1.12	1.11	0.92	0.97	1.06	1.18	12.71
2016 / 17	0.98	0.88	0.85	Subway Suspension		0.87	1.04	1.05	1.11	0.83	1.01	1.04	0.97	■ ■
2017 / 18	**0.94**	**0.91**	**0.88**	**0.84**	**0.88**	**0.96**	**1.10**							■ ■ ■
														Aggregate movement
% change	14.21%	-3.26%	-2.88%	2.90%	2.23%	4.80%	1.39%							2.56%

3.1.2 Subway reliability

Period 5 is slightly below target while Periods 6 and 7 of 2017/18 are both above target.

Table 1B. Subway reliability, actual miles travelled by trains as a % of scheduled mileage.

Period	1	2	3	4	5	6	7	8	9	10	11	12	13
end date	29-Apr	27-May	24-Jun	22-Jul	19-Aug	16-Sep	14-Oct	11-Nov	09-Dec	06-Jan	03-Feb	03-Mar	31-Mar
2015 / 16	98.89	98.41	99.53	98.95	99.50	99.25	99.48	98.52	97.66	98.50	98.24	99.51	99.46
2016 / 17	99.05	99.27	99.32	Subway Suspension		98.16	98.52	99.20	98.76	98.92	98.86	99.21	99.20
2017 / 18	**99.25**	**99.43**	**99.54**	**99.67**	**98.90**	**99.12**	**99.29**						

3.1.3 Subway Park and Ride

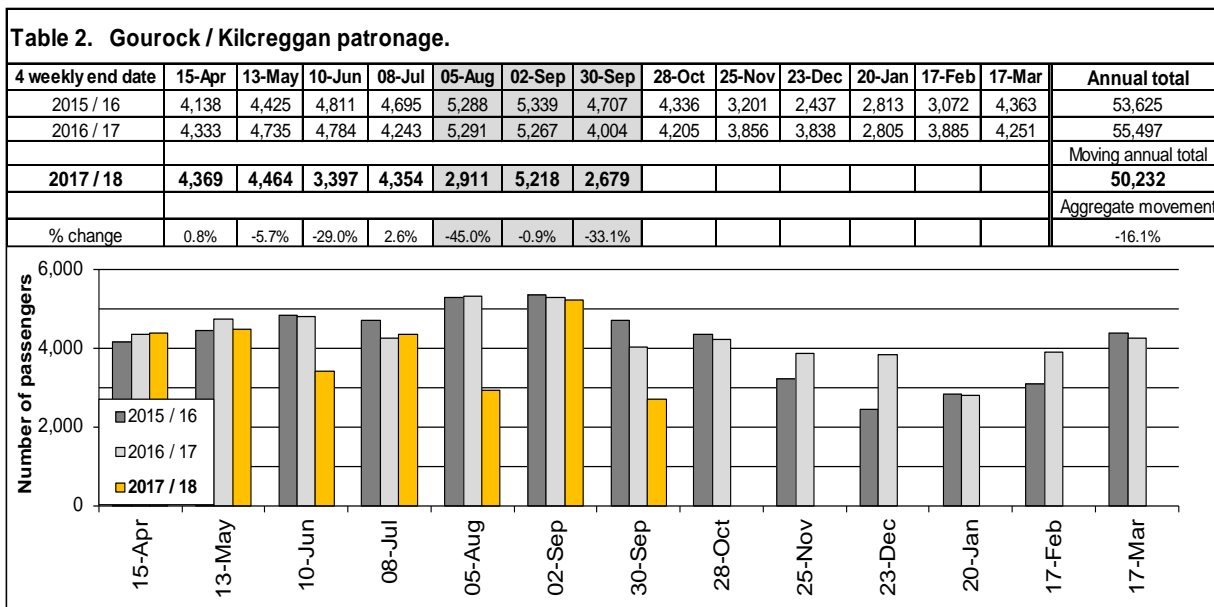Periods 1 to 7 of 2017/18 are showing an aggregate increase of 19.18% in comparison to 2015/16.

Table 1C.	Subway Park and Ride - totals.														
Period	1	2	3	4	5	6	7	8	9	10	11	12	13	Annual total	
end date	29-Apr	27-May	24-Jun	22-Jul	19-Aug	16-Sep	14-Oct	11-Nov	09-Dec	06-Jan	03-Feb	03-Mar	31-Mar		
2015 / 16	14,406	19,441	19,885	17,779	18,007	19,775	21,793	23,255	25,283	22,435	20,535	22,841	26,070	271,505	
2016 / 17	22,619	20,614	20,694	Subway Suspension		20,395	22,025	23,303	24,674	20,281	22,587	23,338	23,141		
Individual Park and Ride Station Totals 2017 /18															
Bridge Street	*4,079*	*4,003*	*4,229*	*4,193*	*4,281*	*4,306*	*4,399*								
Kelvinbridge	*3,976*	*3,895*	*4,166*	*3,363*	*3,729*	*4,083*	*4,115*								
Shields Road	*13,546*	*13,791*	*13,762*	*12,826*	*14,214*	*15,031*	*16,241*								
2017 / 18	**21,601**	**21,689**	**22,157**	**20,382**	**22,224**	**23,420**	**24,755**								
														Aggregate movement	
% change	49.94%	11.56%	11.43%	14.64%	23.42%	18.43%	13.59%							19.18%	

3.2 Gourock-Kilcreggan ferry service

Comparing the seven periods of 2017/18 with the corresponding periods from 2016/17, the aggregate movement is showing a decrease of 16.1%. Vessel technical problems have resulted in a total of 438 cancellations over 18 individual days. A number of control measures have been implemented by SPT in response. Aside from regular review meetings with the operator, SPT has engaged a firm of marine surveyors to monitor and report on the operation of the service.

Table 2. Gourock / Kilcreggan patronage.

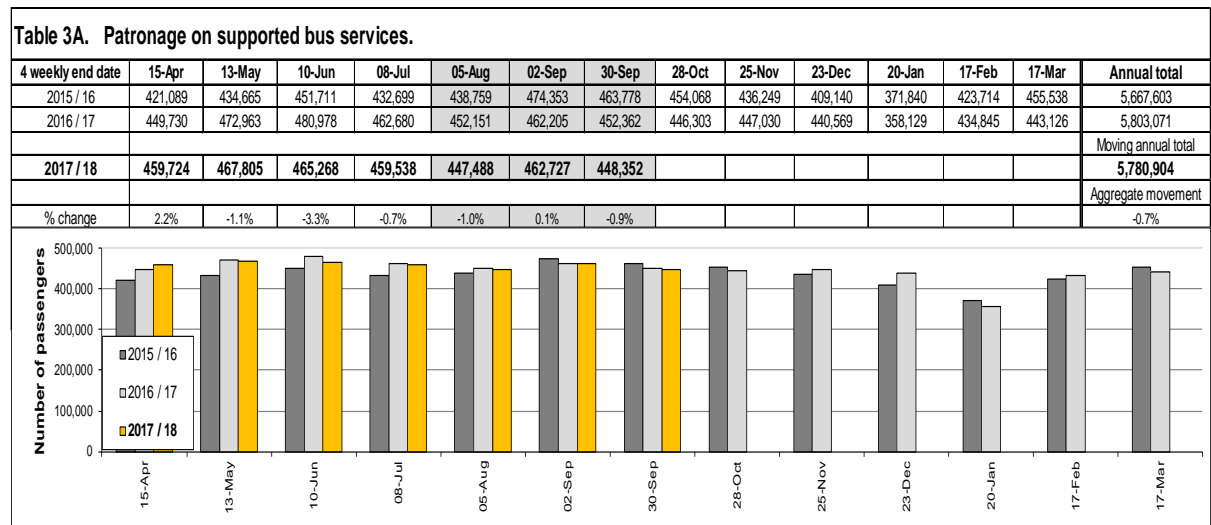| 4 weekly end date	15-Apr	13-May	10-Jun	08-Jul	05-Aug	02-Sep	30-Sep	28-Oct	25-Nov	23-Dec	20-Jan	17-Feb	17-Mar	Annual total
2015 / 16	4,138	4,425	4,811	4,695	5,288	5,339	4,707	4,336	3,201	2,437	2,813	3,072	4,363	53,625
2016 / 17	4,333	4,735	4,784	4,243	5,291	5,267	4,004	4,205	3,856	3,838	2,805	3,885	4,251	55,497
														Moving annual total
2017 / 18	**4,369**	**4,464**	**3,397**	**4,354**	**2,911**	**5,218**	**2,679**							**50,232**
														Aggregate movement
% change	0.8%	-5.7%	-29.0%	2.6%	-45.0%	-0.9%	-33.1%							-16.1%

3.3 Supported bus services

The tables below detail the statistics by 4 weekly period for local and schools local services supported by the authority.

Lost mileage statistics quoted in this report are received direct from bus operators on a self-certified basis. The figures encompass supported local, and combined schools local services only, and exclude lost mileage on dedicated school services.
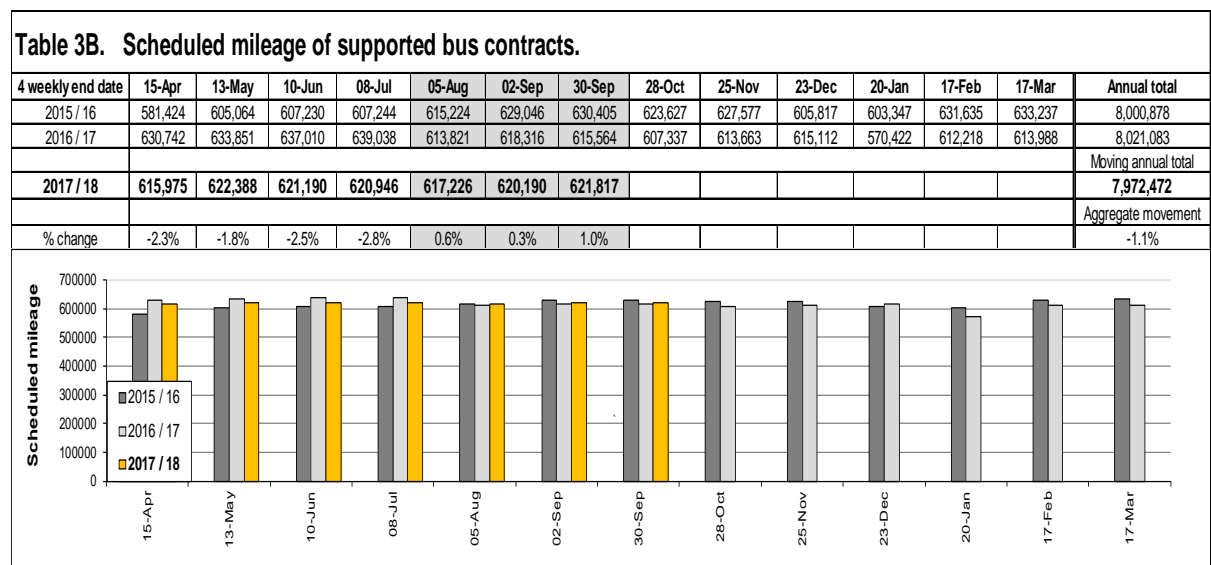
3.3.1 Supported bus services patronage

Comparing the seven periods of 2017/18 with the corresponding periods from 2016/17, the aggregate movement is showing a decrease of 0.7%.
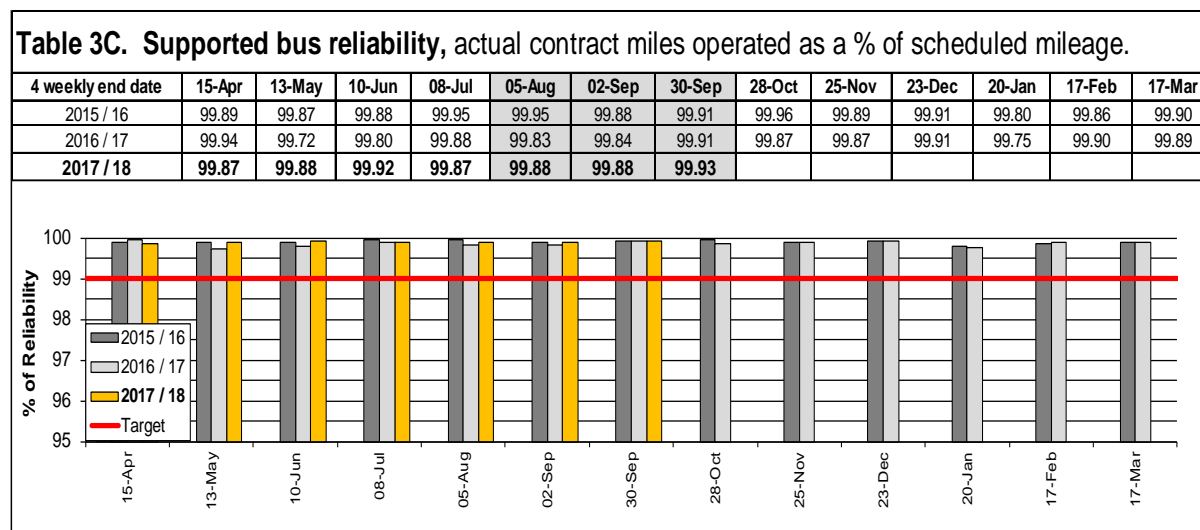
Table 3A. Patronage on supported bus services.														
4 weekly end date	15-Apr	13-May	10-Jun	08-Jul	05-Aug	02-Sep	30-Sep	28-Oct	25-Nov	23-Dec	20-Jan	17-Feb	17-Mar	Annual total
2015 / 16	421,089	434,665	451,711	432,699	438,759	474,353	463,778	454,068	436,249	409,140	371,840	423,714	455,538	5,667,603
2016 / 17	449,730	472,963	480,978	462,680	452,151	462,205	452,362	446,303	447,030	440,569	358,129	434,845	443,126	5,803,071
														Moving annual total
2017 / 18	459,724	467,805	465,268	459,538	447,488	462,727	448,352							5,780,904
														Aggregate movement
% change	2.2%	-1.1%	-3.3%	-0.7%	-1.0%	0.1%	-0.9%							-0.7%

3.3.2 Supported services scheduled mileage

Comparing the seven periods of 2017/18 with the corresponding periods from 2016/17, the aggregate movement is showing a decrease of 1.1%.
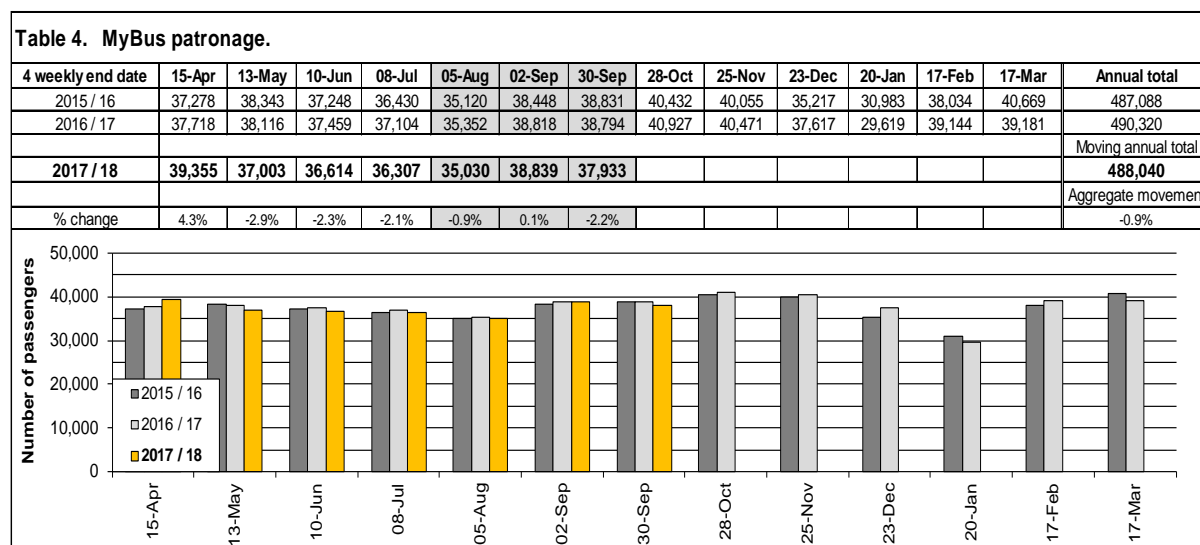
Table 3B. Scheduled mileage of supported bus contracts.														
4 weekly end date	15-Apr	13-May	10-Jun	08-Jul	05-Aug	02-Sep	30-Sep	28-Oct	25-Nov	23-Dec	20-Jan	17-Feb	17-Mar	Annual total
2015 / 16	581,424	605,064	607,230	607,244	615,224	629,046	630,405	623,627	627,577	605,817	603,347	631,635	633,237	8,000,878
2016 / 17	630,742	633,851	637,010	639,038	613,821	618,316	615,564	607,337	613,663	615,112	570,422	612,218	613,988	8,021,083
														Moving annual total
2017 / 18	615,975	622,388	621,190	620,946	617,226	620,190	621,817							7,972,472
														Aggregate movement
% change	-2.3%	-1.8%	-2.5%	-2.8%	0.6%	0.3%	1.0%							-1.1%

3.3.3 Supported bus contracts reliability

The three latest reporting periods of 2017/18 are all above target.

Table 3C. **Supported bus reliability,** actual contract miles operated as a % of scheduled mileage.													
4 weekly end date	15-Apr	13-May	10-Jun	08-Jul	05-Aug	02-Sep	30-Sep	28-Oct	25-Nov	23-Dec	20-Jan	17-Feb	17-Mar
2015 / 16	99.89	99.87	99.88	99.95	99.95	99.88	99.91	99.96	99.89	99.91	99.80	99.86	99.90
2016 / 17	99.94	99.72	99.80	99.88	99.83	99.84	99.91	99.87	99.87	99.91	99.75	99.90	99.89
2017 / 18	**99.87**	**99.88**	**99.92**	**99.87**	**99.88**	**99.88**	**99.93**						

3.4 MyBus

Comparing the seven periods of 2017/18 with the corresponding periods from 2016/17, the aggregate movement is showing a decrease of 0.9%.

Table 4. MyBus patronage.													
4 weekly end date	15-Apr	13-May	10-Jun	08-Jul	05-Aug	02-Sep	30-Sep	28-Oct	25-Nov	23-Dec	20-Jan	17-Feb	17-Mar	Annual total
2015 / 16	37,278	38,343	37,248	36,430	35,120	38,448	38,831	40,432	40,055	35,217	30,983	38,034	40,669	487,088
2016 / 17	37,718	38,116	37,459	37,104	35,352	38,818	38,794	40,927	40,471	37,617	29,619	39,144	39,181	490,320
														Moving annual total
2017 / 18	**39,355**	**37,003**	**36,614**	**36,307**	**35,030**	**38,839**	**37,933**							**488,040**
														Aggregate movement
% change	4.3%	-2.9%	-2.3%	-2.1%	-0.9%	0.1%	-2.2%							-0.9%

3.5 SPT Regulating statistics

SPT's Compliance Inspectors carry out monitoring across all 11 councils within the SPT area and report back instances of non-compliance, including engine idling, parking issues or missing information. The Compliance Inspectors work with drivers and draw to their attention, when possible, to any failures that are found and/or submit reports, the form and content of which has been agreed with the Office of the Traffic Commissioner. This may lead to formal action being taken by the Traffic Commissioner.

Reports on engine idling can be sent to the relevant council department that deals with environmental issues. Reports on MyBus services following checks are forwarded to the DRT team to ensure the standard of service being provided by operators meets with expected standards. Monitoring arising from local service complaints that the Compliance Inspectors are requested to investigate are also included.

The summary table below (Table 5) highlights instances of non-compliance by bus operators, and includes reports for specific local regulations including the Glasgow, Paisley and Coatbridge Traffic Regulation Conditions and the Glasgow, Fastlink, Ayr & Prestwick and Inverclyde Statutory Quality Partnerships up to the 4 weekly period ending 30 September 2017.

A detailed report of non-compliance categories/checks for each local authority area can be provided on request. This includes the number of days the Compliance Inspectors spend in each council area undertaking routine monitoring and/or specific local service monitoring. Routine monitoring is carried out to ensure continued compliance by bus operators and their drivers and the high level of compliance is reflected by the very low number of breaches found. Specific monitoring is undertaken after complaints have been received.

Table 5. Regulating statistics

4 weekly end date	**5 August 2017**	**2 September 2017**	**30 September 2017**
Local Authority Area			
East Ayrshire	2 SPT Supported services monitored 2 SPT Supported services monitored on request 1 SPT MyBus service monitored	2 SPT Supported services monitored 1 SPT MyBus service monitored	Nothing reportable
Total Incidents/Reports	5	3	0
Reports to TC	0	0	0
Days Monitoring	1.5	1.0	0.5
East Dunbartonshire	1 SPT Supported service monitored 1 SPT MyBus service monitored	2 SPT Supported services monitored 1 SPT Supported service monitored following a complaint	3 SPT Supported services monitored
Total Incidents/Reports	2	3	3
Reports to TC	0	0	0
Days Monitoring	1.5	0.5	1.5
East Renfrewshire	1 SPT Supported service monitored	1 SPT Supported service monitored	Nothing reportable
Total Incidents/Reports	1	1	0
Reports to TC	0	0	0
Days Monitoring	1.0	1.5	0.5
Glasgow	2 SPT MyBus services monitored 2 vehicles moved on	6 SPT Supported services monitored 1 request for local service regulating carried out	2 SPT Supported services monitored 1 SPT MyBus service monitored
Total Incidents/Reports	4	7	3
Reports to TC	0	0	0
Reports to TC re TRC	0	0	0
SQP Vehicle Checks	245	69	160
Days Monitoring	19.5	6.5	6.5
Inverclyde	Nothing reportable	1 SPT MyBus service monitored	Nothing reportable
Total Incidents/Reports	0	1	0
Reports to TC	0	0	0
SQP Vehicle Checks	12	84	73
Days Monitoring	0.5	1.5	1.5
North Ayrshire	1 SPT MyBus service monitored	1 SPT Supported service monitored	Nothing reportable
Total Incidents/Reports	1	1	0
Reports to TC	0	0	0
Days Monitoring	1.5	0.5	0.5

North Lanarkshire	5 SPT MyBus services monitored 1 request for SPT MyBus follow up monitoring	6 SPT Supported services monitored 1 SPT MyBus service monitored	7 SPT Supported services monitored 2 SPT MyBus services monitored
Total Incidents/Reports	6	7	9
Reports to TC	0	0	0
Reports to TC re TRC	0	0	0
Days Monitoring	4.5	6.0	5.0
Renfrewshire	2 SPT Supported services monitored 3 SPT MyBus services monitored 2 vehicles moved on	Nothing reportable	3 SPT Supported services monitored 2 vehicles moved on
Total Incidents/Reports	7	0	5
Reports to TC	0	0	0
Reports to TC re TRC	0	0	0
Days Monitoring	3.5	2.0	4.0
South Ayrshire	Nothing reportable	1 SPT Supported service monitored 1 SPT MyBus service monitored	1 SPT Supported service monitored
Total Incidents/Reports	0	2	1
Reports to TC	0	0	0
SQP Vehicle Checks	13	99	83
Days Monitoring	0.5	5.0	3.0
South Lanarkshire	2 SPT Supported services monitored 1 SPT MyBus service monitored	5 SPT Supported services monitored 1 SPT Supported service monitored on request	5 SPT Supported services monitored
Total Incidents/Reports	3	6	5
Reports to TC	0	0	0
Days Monitoring	1.0	5.0	3.0
West Dunbartonshire	Nothing reportable	2 SPT Supported services monitored	Nothing reportable
Total Incidents/Reports	0	2	0
Reports to TC	0	0	0
Days Monitoring	1.0	1.0	0.0

3.6   Fleet profile of Bus operations

To keep members informed of the latest trends in the bus industry within the SPT area, it is intended to provide bus fleet details for each level of vehicle emission standards and for number of vehicles complying with the Equality Act 2010 and subsequent Public Service Vehicle Accessibility Regulations. The tables below are based on information that has been returned to us by operators following a survey of bus operators. This survey has now been re-issued and we now have the relevant details of 45 operators. The operators who have not responded have been re-contacted with a further request for the information to be provided. These statistics will be provided twice yearly.

3.6.1 Euro standards

Members are asked to note that SPT's policy of procuring only vehicles which comply with the Equality Act including a number of hybrid vehicles, has contributed to a 7.5% increase in vehicles with engine emission standards of Euro 3 or better and Equality Act compliant categories. All buses procured and leased to operators by SPT are fully compliant with Equalities legislation.

Table 6A Euro standards

Category	October 2017		April 2017		October 2016		April 2016	
	No. of vehicles	% of total	No. of vehicles	% of total	No. of vehicles	% of total	No. of vehicles	% of total
Pre Euro (pre 1993)	76	2.3%	77	2.3%	101	3.0%	109	3.0%
Euro 1 (1993 - 1995)	34	1.0%	26	0.8%	53	1.6%	57	1.6%
Euro 2 (1996-1999)	156	4.8%	213	6.4%	218	6.4%	275	7.6%
Euro 3 (2000 - 2004)	896	27.6%	1036	30.9%	1061	31.0%	1111	30.6%
Euro 4 (2005 - 2007)	479	14.8%	488	14.6%	499	14.6%	523	14.4%
Euro 5 (2008 - 2013)	1064	32.8%	1038	31.0%	1090	31.9%	1081	29.8%
Euro 6 (2014 - to date)	415	12.8%	370	11.0%	301	8.8%	223	6.1%
Hybrid	58	1.8%	58	1.7%	53	1.6%	49	1.4%
Fully electric	2	0.1%	2	0.1%	2	0.1%	2	0.1%
No response	62	1.9%	45	1.3%	41	1.2%	198	5.5%
Total No. of vehicles	3242	100.0%	3353	100.0%	3419	100.0%	3628	100.0%

3.6.2 Equality Act compliance

Table 6B Equality Act compliance

Category	October 2017			April 2017			October 2016			April 2016		
	No. of vehicles	No. compliant	% compliant	No. of vehicles	No. compliant	% compliant	No. of vehicles	No. compliant	% compliant	No. of vehicles	No. compliant	% compliant
Mini	390	281	72.1%	410	299	72.9%	369	256	69.4%	322	206	64.0%
Midi	416	398	95.7%	430	409	95.1%	460	432	93.9%	384	354	92.2%
Single deck	1051	982	93.4%	1092	1021	93.5%	1119	1039	92.9%	1275	1179	92.5%
Double deck	746	711	95.3%	784	740	94.4%	800	719	89.9%	821	716	87.2%
Articulated	13	13	100.0%	14	14	100.0%	16	16	100.0%	16	16	100.0%
Coach	564	326	57.8%	578	344	59.5%	614	346	56.4%	612	343	56.0%
No response	62	n/a	n/a	45	n/a	n/a	41	n/a	n/a	198	n/a	n/a
Total No. of vehicles	3242	2711	83.6%	3353	2827	84.3%	3419	2808	82.1%	3628	2814	77.6%

Please note that the "mini" category in Table 6B above includes vehicles with varied seating capacity, including vehicles with up to 22 seats.

3.7 Vehicle Checks

The table below provides the latest details on the number of Quality Assurance Audits and Compliance Checks carried out on all vehicles (school buses/taxis/cars/MyBus/subsidised local service buses).

Table 7A Quality Assurance Audits/Compliance Checks (number of vehicles checked)

4 weekly end date	15-Apr	13-May	10-Jun	08-Jul	05-Aug	02-Sep	30-Sep	28-Oct	25-Nov	23-Dec	20-Jan	17-Feb	17-Mar	Annual total
2016 / 2017											335	538	443	1316
														Total to date
2017 /2018	**268**	**360**	**273**	**131**	**22**	**214**	**266**							**1534**

4. Committee action

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

5. 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	**Eric Stewart**	**Name**	**Gordon Maclennan**
Title	**Assistant Chief Executive (Operations)**	**Title**	**Chief Executive**

For further information, please contact Alex Scott, Bus Services Manager (SPT) on 0141 333 3388 or Charles Hoskins, Senior Director (SPT) on 0141 333 3285.