



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

Committee Operations

Date of meeting 27 January 2023

Date of report 11 January 2023

Report by Director of Finance & Corporate Support

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

The last Monitoring Report was presented to the Operations Committee on 4 November 2022. Throughout this report, comparisons have been made with data from previous years including, where appropriate, with pre-Covid performance.

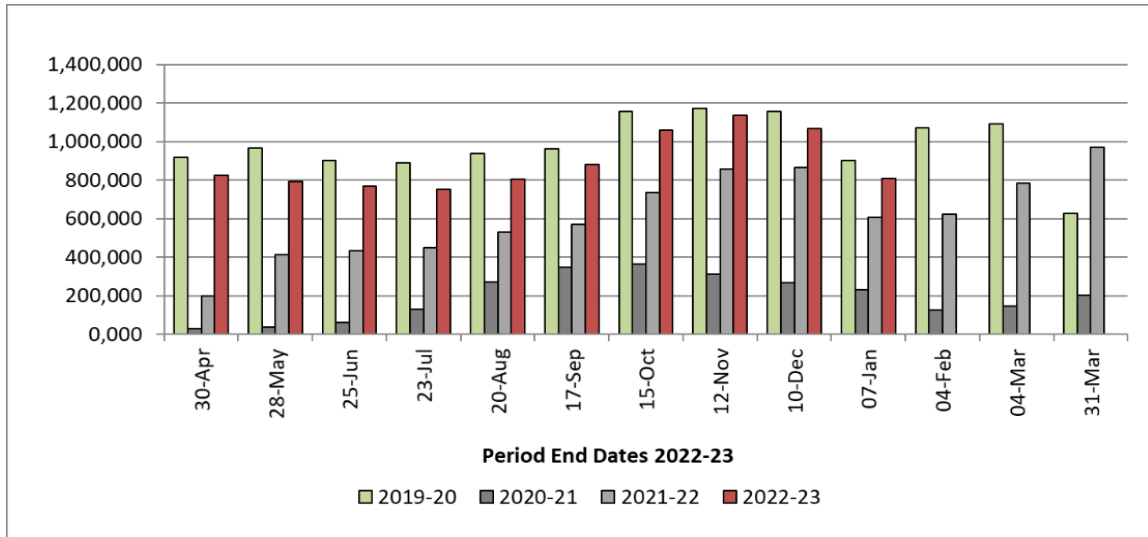
Members will be aware that widespread economic challenges continue to affect both customers and public transport operators. Inflation (RPI) was 14.0% for November 2022 while CPI was 10.7%, with fuel and other energy costs remaining high.

In addition, public transport operators have faced ongoing operational challenges including:

- ongoing industrial action affecting ScotRail and Network Rail, disrupting rail services; and
- recruitment and retention issues affecting the public transport sector generally.

3. Subway

3.1 Subway patronage by period (gate entries)



Over the past three Periods (to 7 January 2023), Subway patronage has been up significantly year-on-year (up 30% on average from a low baseline affected by the Covid-19 pandemic).

When comparing with pre-Covid performance, Subway patronage was on average down 7% over these three Periods. This represents a strong recovery and an improving trend.

For 2022/2023 year-to-date, Subway patronage is up 57% on the previous year and down 11% on pre-Covid (2019/2020).

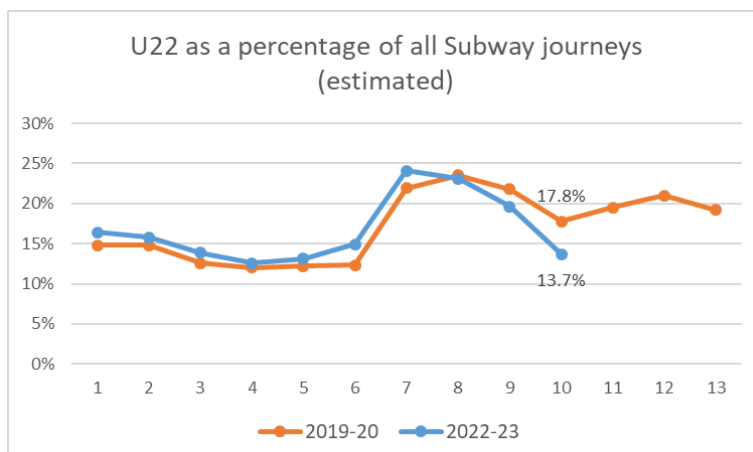
On 6 November 2022 and 13 November 2022 (both Sundays) the Subway was closed for essential works as part of the modernisation programme, having a small impact on patronage levels.

3.2 Subway Under 22 customers

Since February 2022 all under 22s benefit from free bus travel across Scotland if they have applied for and received their National Entitlement Card. At the time of writing, 62.2% of those entitled within the SPT area are in receipt of an Entitlement Card.

An estimate can be made of the proportion of Subway customers who are aged under 22, based on:

- journeys made using child (under 16) tickets compared to adult tickets; and
- journeys made on registered smartcards by customers aged under 22.



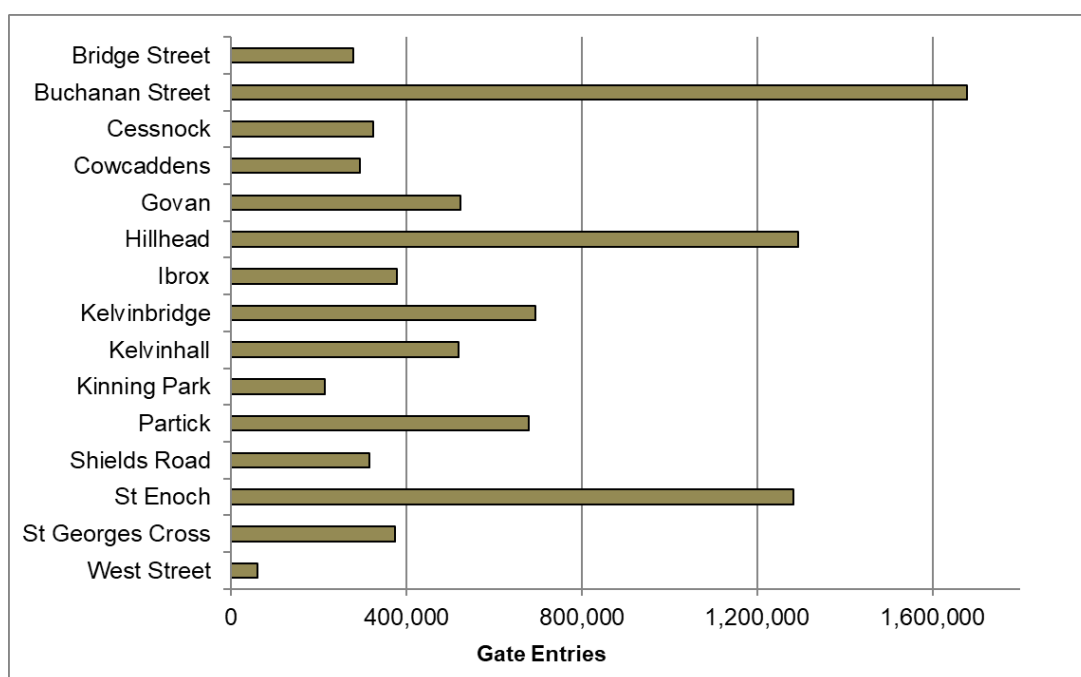
For the first seven periods of 2022/2023, there were a higher proportion of journeys made by under 22s than in 2019/2020.

In the past three periods to 7 January 2023 there has been a lower proportion of journeys made by customers under 22 than in 2019/2020. This is typically the time of year with the highest demand for travel to education, and may be an indication of a switch from Subway to bus. This will continue to be monitored.

For the year-to-date, an estimated 17.3% of journeys have been made by customers aged under 22, compared to 16.8% in 2019/2020.

3.3 Subway patronage by station

Total Subway patronage by station gate entries is shown below for 2022/2023 to date (to 7 January 2023):



The busiest stations over this period were Buchanan Street, Hillhead and St Enoch.

3.4 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. Data is available for Periods 7 to 9 (to 10 December 2022):

Period	Subway reliability	Comments
7	96.7%	The main factor affecting reliability in this period was Rolling Stock issues.
8	97.9%	The main factor affecting reliability in this period was Rolling Stock issues.
9	95.8%	The main factor affecting reliability in this period was Rolling Stock issues.

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 2019 (pre-Covid), between 4% and 17% of mileage in each local authority area was operated on a subsidised basis, with 83% to 96% in every local authority area operated commercially. The average across Strathclyde being 10% subsidised by SPT and 90% operated commercially.

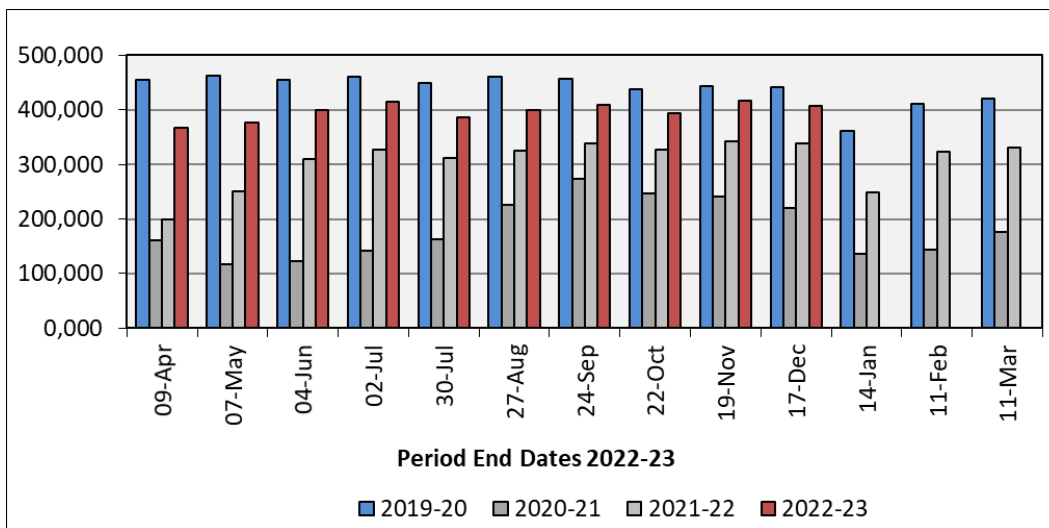
While the relative importance of subsidised services has increased following pandemic restrictions and changing travel patterns, the majority of mileage is still operated commercially.

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 99% for the three Periods to 17 December 2022.

4.3 Supported Bus Patronage by period



Supported bus patronage for the past three Periods (to 17 December 2022) has increased by an average of 20.6% year-on-year, from a low baseline affected by the Covid-19 pandemic. When comparing with pre-Covid performance, supported bus patronage was on average down by 8.1% over these three Periods (an improving trend).

For 2022/2023 year-to-date, supported bus patronage is up 29% on the previous year and down 12% on pre-Covid (2019/2020).

4.4 Support to vaccination programmes

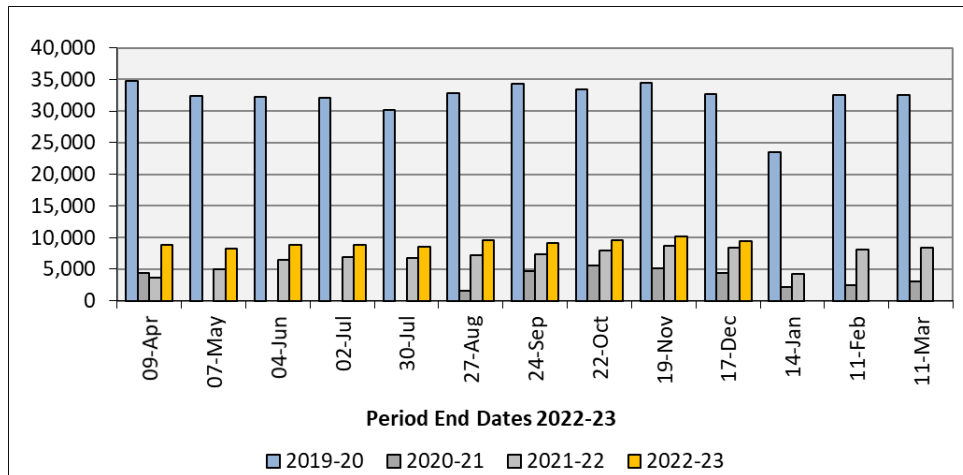
Following the conclusion of the initial main Covid-19 vaccination programme SPT has, on behalf of NHS Lanarkshire, designed and procured a Local Shuttle Service to serve the Ravenscraig facility for the Covid-19 booster vaccine and flu vaccine programmes. This operated as Registered Service 341, delivered by ARG Travel, from 27 September 2021 and operated to 30 April 2022.

A request by NHS Lanarkshire for the same service has been delivered with SPT procuring Service 341 between September 2022 until 4 December 2022, also operated by ARG Travel.

MyBus will continue to accept journey requests for vaccination booster and flu jabs, for both MyBus and non-MyBus service users, as means of access and support.

5. Demand Responsive Transport (MyBus)

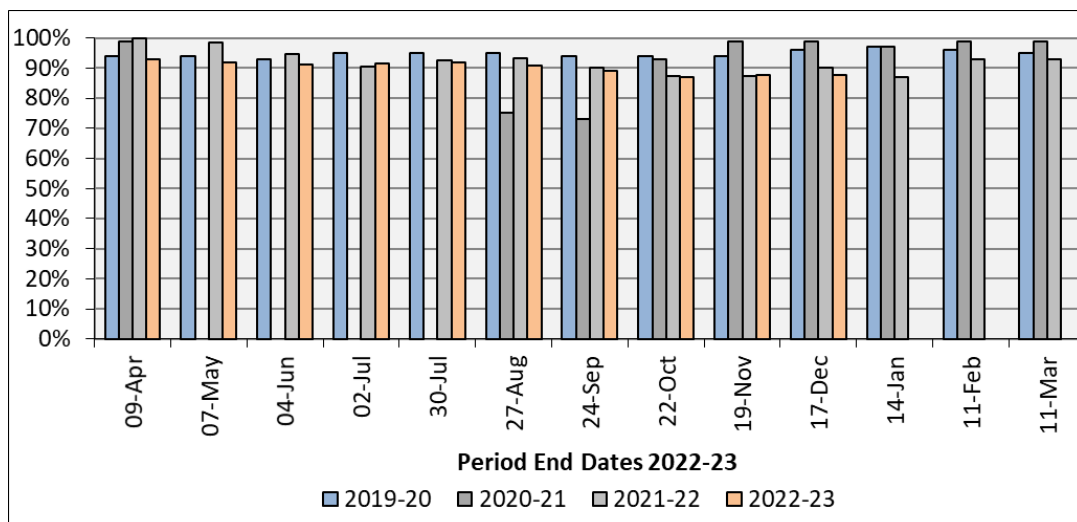
5.1 MyBus Patronage



MyBus patronage for the past three Periods (to 17 December 2022) has been up by an average of 16% year-on-year, from a low baseline affected by the Covid-19 pandemic. MyBus patronage for Period 9 ending 19 November 2022 was the highest since the start of the pandemic. When comparing with pre-Covid performance, MyBus patronage was on average down by 71% over these three Periods.

For 2022/2023 year-to-date, MyBus patronage is up 33% on the previous year and down 72% on pre-Covid (2019/2020).

5.2 MyBus Requests Met



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

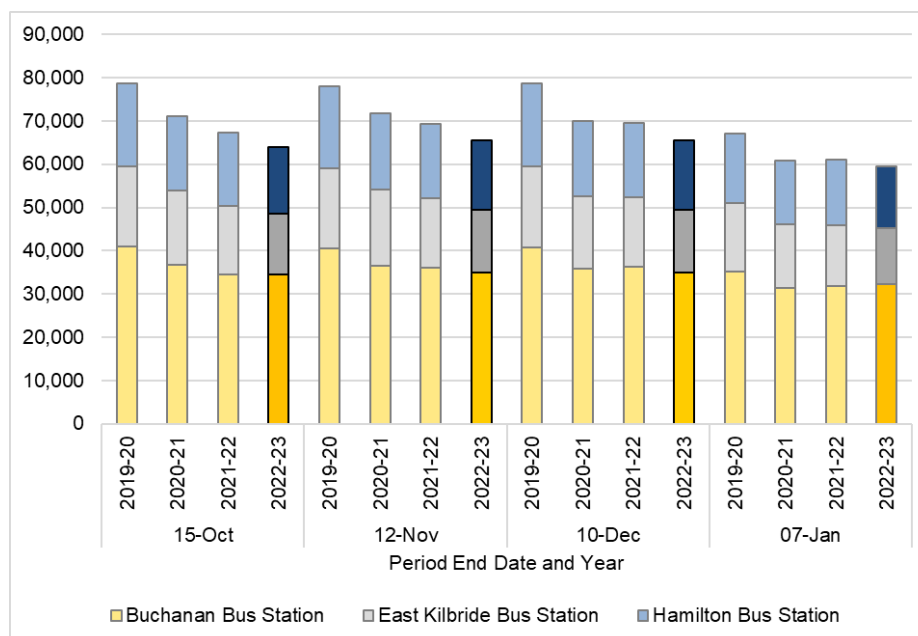
- Period ending 19 November 2022 – 88%
- Period ending 17 December 2022 – 88%.

For 2022/2023 year-to-date, 90% of requests have been met, compared with 92% the previous year and 94% in 2019/2020. The percentage of requests met has been lower in recent Periods than in the early part of the 2022/2023. Continued support of vaccination trips and continued increase in overall demand are direct causal factors of the reduced MyBus trip acceptance rate. There has been no successful means of increasing MyBus resource, in spite of our efforts, due in the main to the continued driver resource issues in the industry.

6. Bus Stations

Bus Station Bus Departures

The table below shows bus station departures for the current year and previous three years:



For the four most recent periods reported (to 7 January 2023), overall departures were as follows:

- Period ending 15 October 2022 – down 5.0% year-on-year
- Period ending 12 November 2022 – down 5.5% year-on-year
- Period ending 10 December 2022 – down 5.8% year-on-year
- Period ending 7 January 2023 – down 2.4% year-on-year.

The reductions were most significant at East Kilbride and at Hamilton. Departures at Buchanan Bus Station were on average down 1.3% year-on-year for these four periods. When comparing to pre-Covid performance (2019/2020), overall bus station departures are down 11.1% on average over the four periods. This reflects the reduction in services operated across the network.

7. 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 and shows the numbers of pupils eligible for school transport in each Local Authority area.

Council	Contracts	Total High Schools	Total High School pupils	Total Primary Schools	Total Primary School pupils
East Ayrshire	117	7	2,577	27	444
South Ayrshire	104	8	1,681	29	337
North Ayrshire	81	8	1,603	23	274
North Lanarkshire	226	22	6,617	65	2,135
South Lanarkshire	273	17	5,406	74	1,898
West Dunbartonshire	33	5	1,101	7	93
East Dunbartonshire	66	8	863	18	1,270
Inverclyde	46	6	985	11	298
Glasgow	88	32	1,224	25	1,031
East Renfrewshire	50	5	1,123	15	527
Renfrewshire	82	10	2,651	28	1,012
Totals	1,166	128	25,831	322	9,319

8. 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. There are two summary tables below relating to service provision for School Contracts and Subsidised Local Services.

School Statistics from June 2022 – November 2022

Council	Contracts *	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total Warnings
East Ayrshire	116	46 (40%)	22	17 (77%)	53	9
South Ayrshire	104	58 (56%)	17	13 (76%)	100	6
North Ayrshire	80	30 (38%)	17	10 (59%)	40	5
North Lanarkshire	220	124 (56%)	58	42 (72%)	177	52
South Lanarkshire	270	107 (40%)	49	38 (78%)	136	18
West Dunbartonshire	19	17 (89%)	4	4 (100%)	19	2
East Dunbartonshire	65	32 (49%)	19	15 (79%)	36	4
Inverclyde	42	32 (76%)	11	11 (100%)	45	21
Glasgow	56	28 (50%)	23	12 (52%)	30	11
East Renfrewshire	48	30 (63%)	9	9 (100%)	35	3
Renfrewshire	77	33 (43%)	23	16 (70%)	65	38
Totals	1,097		252		736	169

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

- Inspection generated warnings – contract related 59 (35%)
- Customer contact (e.g. Education Dept.) generated warnings 85 (50%)
- Disclosure (PVG) warnings 25 (15%)

Local Subsidised Services Statistics from June 2022 to November 2022

Council	Number of Contracts	Number of Operators	Inspections	Total Warnings
Argyll & Bute	4	2	8	
East Ayrshire	16	3	51	1
South Ayrshire	11	2	56	1
North Ayrshire	21	4	33	
North Lanarkshire	29	11	111	1
South Lanarkshire	26	9	116	
West Dunbartonshire	10	4	49	
East Dunbartonshire	11	7	47	
Inverclyde	7	2	21	
Glasgow	27	9	124	4
East Renfrewshire	4	3	19	
Renfrewshire	9	3	71	1
Total			706	

9. Complaints

The format of this section has been amended to reflect mandatory complaints KPI (Key Performance Indicator) reporting requirements as determined by the SPSO. Data is for the three Periods to 17 December 2022.

9.1 KPI 1: Total complaints received by SPT

Category	Stage 1	Stage 2 escalated	Stage 2 direct	Non-SPT complaints
Bus Infrastructure	4	1	0	5
Bus Services	67	6	0	30
Bus Stations	14	0	0	3
Bus Stop Info	4	0	0	0
Communications	1	0	0	0
Contact Centre (travel cards)	32	2	0	1
MyBus	10	1	0	0
Other	0	0	0	1
Schools Transport	0	0	0	2
Smartcard	1	0	0	0
Subway	36	1	0	0
ZoneCard	2	0	0	0
Total	171	11	0	42

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 three Periods there were more than 1.2million SPT subsidised bus journeys. Stage 1 complaints were recorded for 0.006% of journeys.

Over these three Periods there were more than 3.2million Subway journeys. Stage 1 complaints were recorded for 0.001% of journeys.

9.2 KPI 2: Numbers and percentage closed on time (five days at Stage 1, 20 days at Stage 2)

	Stage 1		Stage 2 escalated		Stage 2 direct	
On time	128	75%	5	45%	0	0
Not on time	43	25%	6	55%	0	0

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

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

	Stage 1	Stage 2 escalated	Stage 2 direct
Average days	4	20	N/A

9.4 KPI 4: Outcomes as percentage of total

Outcome	Stage 1	Stage 2 escalated	Stage 2 direct
Upheld	55%	18%	N/A
Not upheld	36%	55%	N/A
Part upheld	8%	18%	N/A
Resolved	1%	9%	N/A

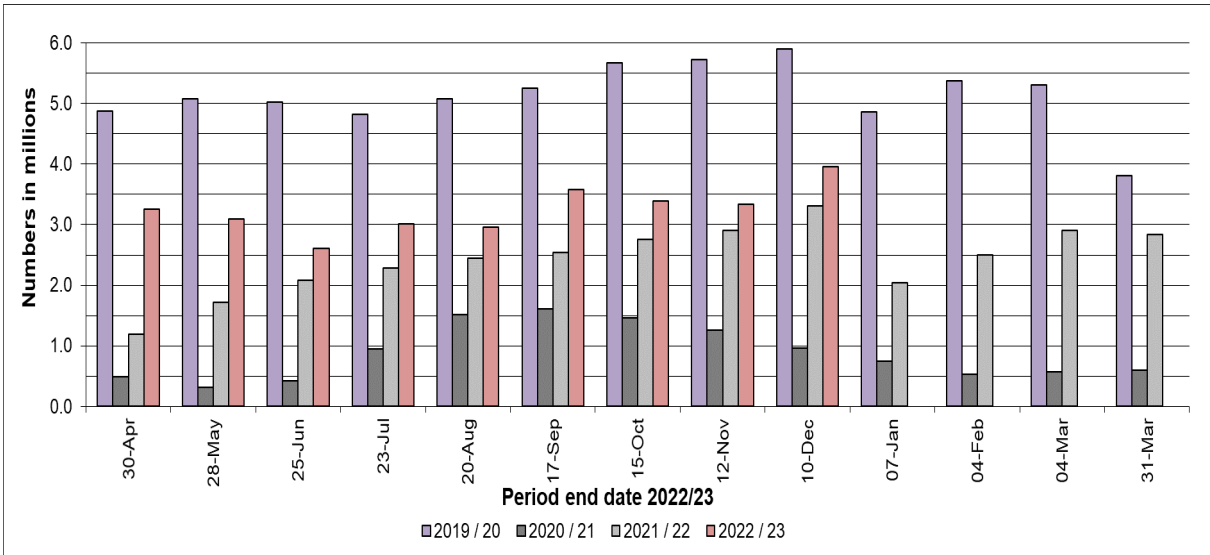
10. Wider Public Transport Context

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

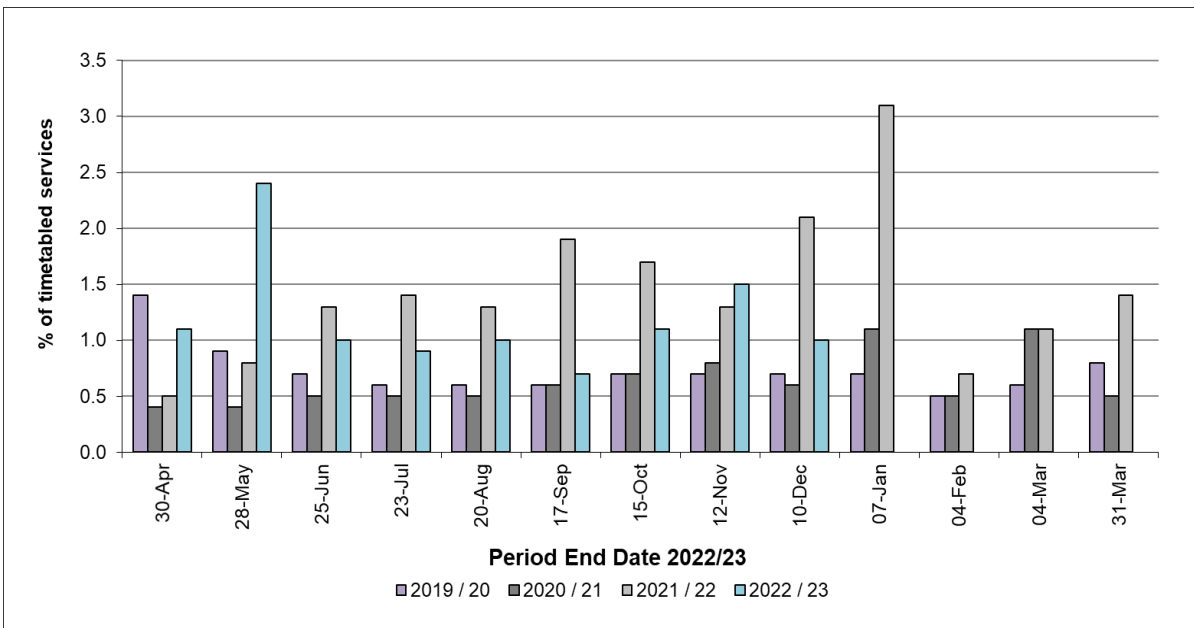
Information within section 10.1 has been provided by ScotRail

ScotRail patronage in the SPT area (in millions)



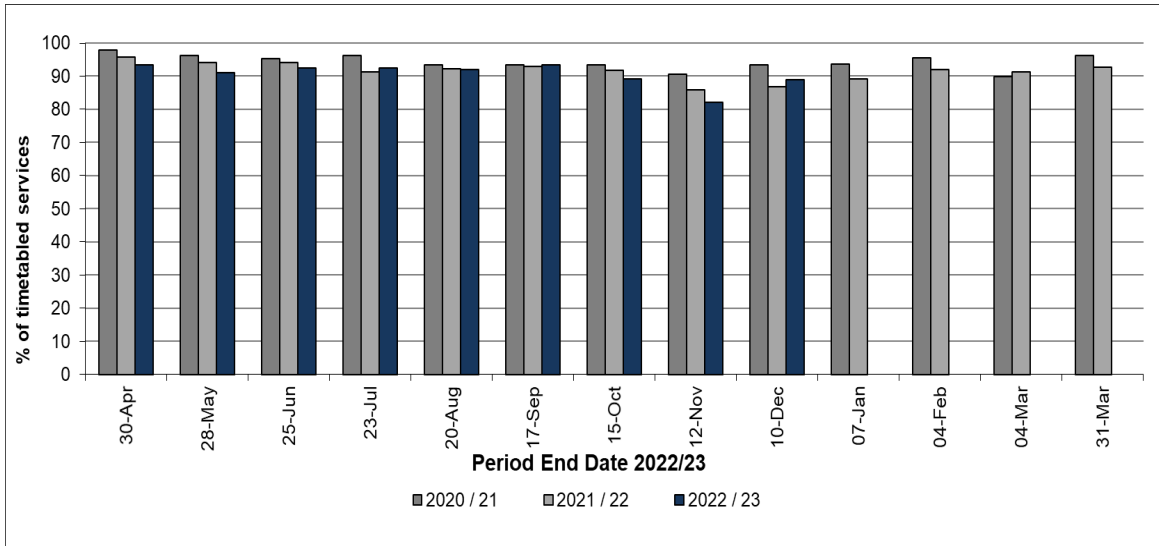
For the three most recent Periods reported (to 10 December 2022), ScotRail patronage was up by an average of 19.1% year-on-year. Comparing with pre-Covid figures, patronage was down by 38.3% on average over these three Periods. It should be noted that there has been industrial action affecting rail services during these Periods.

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



Cancellations for the three most recent Periods (to 10 December 2022) averaged 1.2%.

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 three most recent Periods (to 10 December 2022) averaged 86.7%.

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

Period ending 15 October 2022

- 25/09/2022 – A points failure at Westerton.
- 30/09/2022 – Speed restriction between Croy and Greenhill due to adverse weather.
- 11/10/2022 – A trapped train at Shields Junction.
- 12/10/2022 – A problem with the overhead wires at Greenhill Junction.
- 15/10/2022 – A track fault at Hyndland.

Period ending 12 November 2022

- 31/10/2022 – A signalling failure in the Yoker area.
- 01/11/2022 – An overhead line issue at High Street.
- 10/11/2022 – A tree on the overhead lines near Paisley.
- 10/11/2022 – A track defect near Bishopton.
- 11/11/2022 – An overhead line issue near Corkerhill.

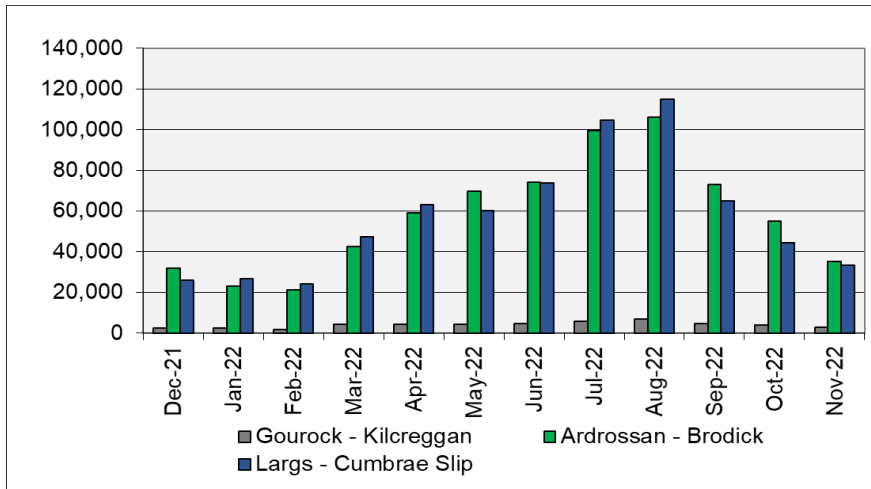
10.2 Update on ferry services within the Partnership area

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 September, October and November 2022 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>
Climate Change, Adaptation & Carbon Consequences	<i>None.</i>

Name Neil Wylie
Title Director of Finance & Corporate Support

Name Valerie Davidson
Title Chief Executive

For further information, please contact *Neil Wylie, Director of Finance & Corporate Support on 0141 333 3380, Gordon Dickson, Head of Bus Strategy & Delivery on 0141 333 3407 or Antony Smith, Director of Subway on 0141 333 3484.*