



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

Committee Operations

Date of meeting 5 November 2021

Date of report 20 October 2021

Report by Acting 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

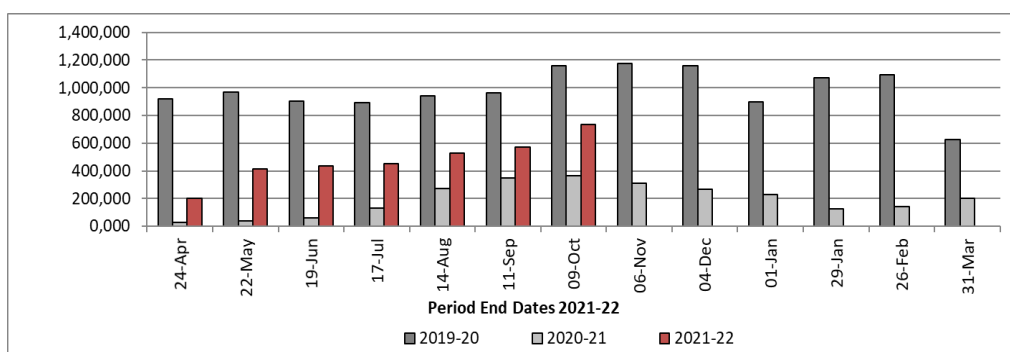
The last Monitoring Report was presented to the Operations Committee on 20 August 2021. The Coronavirus pandemic and resulting restrictions have continued to impact the delivery of services during recent months:

- On 9th August 2021, all SPT local authority areas (along with the rest of Scotland) moved “beyond Level 0”.
- Physical distancing requirements on public transport were lifted on the same date.
- Scottish Government guidance on working from home has been relaxed since the last Operations Committee on 20 August 2021 and is currently as follows: “work from home, or do a mixture of home and office working if possible”.

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

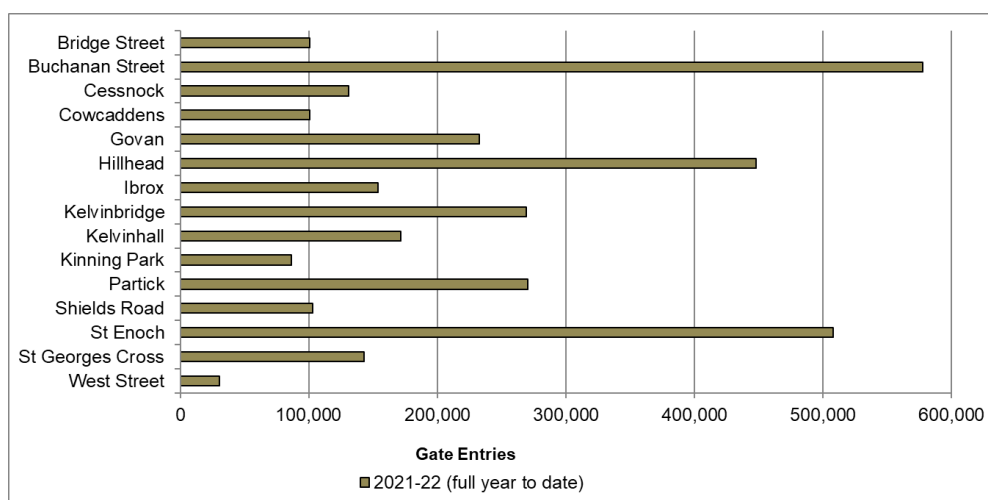
3.1 Subway patronage by period (gate entries)



- Period 5 (ending 14 August 2021) was up 95.3% on the previous year, but down 43.6% on two years ago.
- Period 6 (ending 11 September 2021) was up 63.4% on the previous year, but down 40.9% on two years ago.
- Period 7 (ending 09 October 2021) was up 102.0% on the previous year, but down 36.6% on two years ago.

Subway patronage in 2021-22 has continued to increase with reducing Covid restrictions, including the relaxation of guidance on working from home which has taken effect over the past three Periods. Subway patronage does however remain below historic normal levels.

3.2 Subway patronage by station



The graph shows total Subway patronage by station for 2021-22 to date. In Periods 5 and 6 Buchanan Street was the busiest station followed by St Enoch and then Hillhead. In Period 7, Hillhead was the second busiest station ahead of St Enoch – this reflects increasing activity relating to Glasgow University in this Period.

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 Operations Committee Monitoring Report, reliability has been as detailed below:

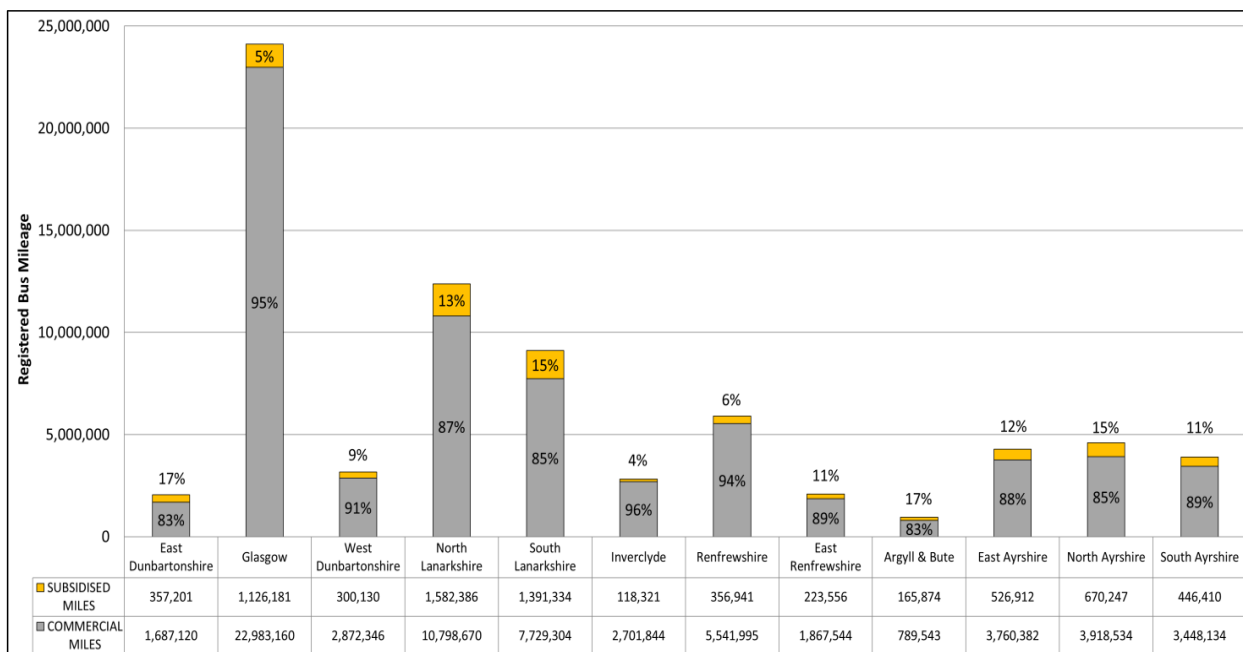
- Period 5 – 97.7%
- Period 6 – 94.0%
- Period 7 – 90.8%

The average for these three periods was 94.2%, compared to 97.1% the previous year and 97.2% two years ago.

The majority of the lost journeys in Periods 6 and 7 were due to a shortage of drivers, brought about by a delay in recruitment due to Covid concerns, higher staff turnover levels than usual, and some impact of Covid isolations and sickness absence. This has now been rectified, and we are back to a full establishment of drivers following their training periods. This will give us more resilience and should end any driver shortages in the immediate future.

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).

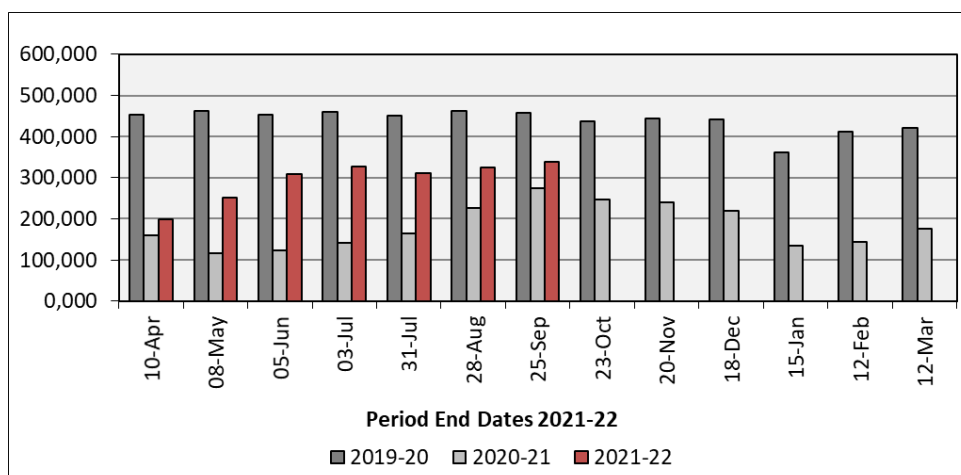
As a result of the pandemic restrictions, some commercial bus services were revised or cancelled, and the relative importance of subsidised services increased.

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 three most recent periods, ending 25 September 2021.

4.3 Supported Bus Patronage by period



The three periods to 25 September 2021 had supported bus patronage higher than the preceding year, but lower than the year before that.

- Period ending 31 July 2021 was up 90.8% on the previous year, but down 30.7% on two years ago.
- Period ending 28 August 2021 was up 43.5% on the previous year, but down 29.6% on two years ago.
- Period ending 25 September 2021 was up 23.6% on the previous year, but down 26.2% on two years ago.

Supported bus patronage has been relatively stable over the past five periods, this is a similar pattern to the commercial bus market. Supported bus patronage is at the highest level since before the initial coronavirus lockdown.

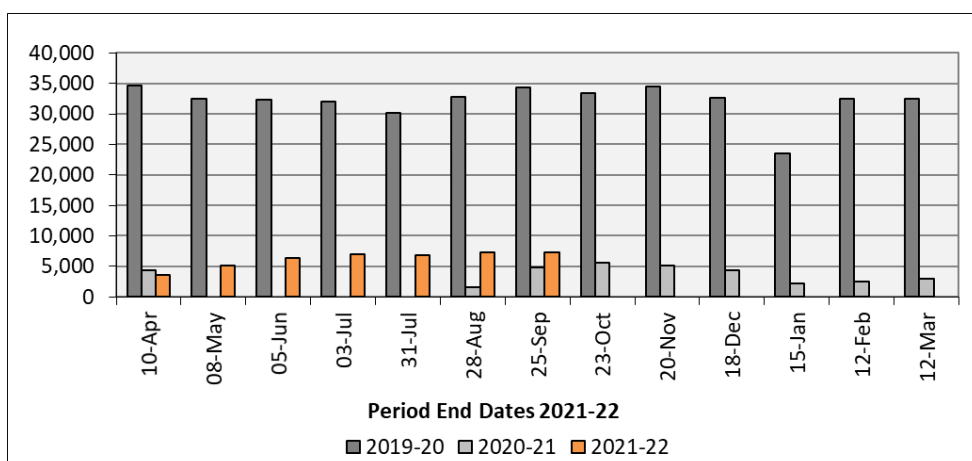
4.4 Support to vaccination programmes

Following the conclusion of the 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 is operating as

Registered Service 341, delivered by ARG Travel, from Monday 27 September 2021 until January 2022.

5. Demand Responsive Transport (MyBus)

5.1 MyBus Patronage

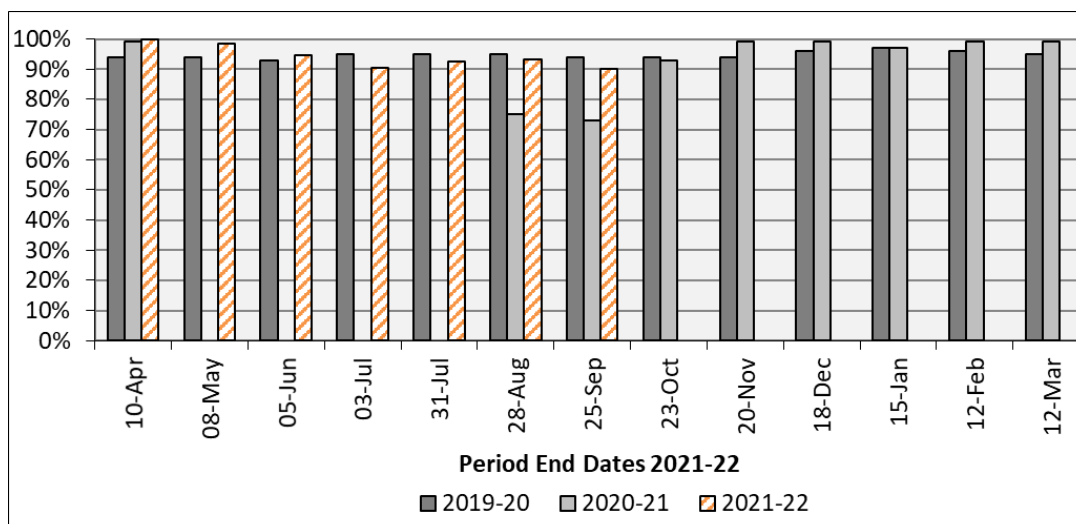


The three periods to 25 September 2021 show MyBus patronage relatively stable and still much lower than two years ago.

- Period ending 31 July 2021 was down 77.3% compared with two years ago. (There were no MyBus services in this Period last year).
- Period ending 28 August 2021 was up 351.6% compared with last year (when MyBus services were first restarting after the initial lockdown) and down 77.8% compared with two years ago.
- Period ending 25 September 2021 was up 53.7% compared with last year and down 78.7% compared with two years ago.

Period ending 25 September 2021 did have the highest MyBus patronage since before lockdown.

5.2 MyBus Requests Met



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

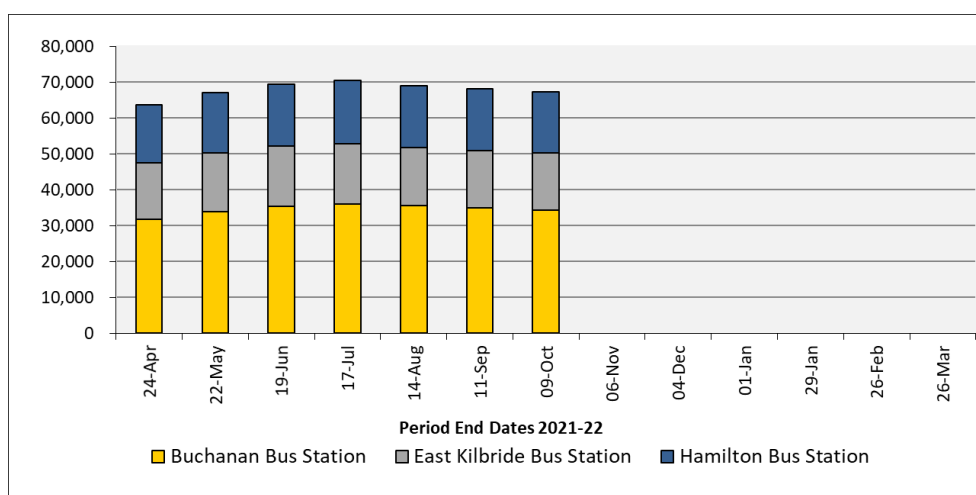
- Period ending 31 July 2021 – 93%.
- Period ending 28 August 2021 – 93%.
- Period ending 25 September 2021 – 90%.

The average for last year (for periods when MyBus services were operating) was 93% and the average two years ago was 95%.

The demand for MyBus travel has increased in recent periods as restrictions on travel and other activities have eased. As a result, the number of passenger journeys delivered in the most recent period was the highest since before lockdown, in spite of the percentage of requests met dropping to 90%.

6. Bus Stations

6.1 Bus Station Bus Departures



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

- Period ending 14 August 2021 – up 11.0% on last year, down 9.2% on two years ago.

- Period ending 11 September 2021 – down 0.2% on last year, down 14.0% on two years ago.
- Period ending 09 October 2021 – down 5.4% on last year, down 14.4% on two years ago.

Changes in the total number of departures are related to individual service changes. There have been increased departures for some services and decreased departures for other services, with a net overall decrease. The biggest individual reduction was due to the cancellation of the Stagecoach East X26 service between Buchanan Bus Station and Fife.

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.

Council	Contracts	Total number of HS Schools	Total number of HS pupils	Total number of PS Schools	Total number of PS pupils
East Ayrshire	127	8	2,757	30	686
South Ayrshire	117	8	1,665	28	396
North Ayrshire	92	9	1,747	24	271
North Lanarkshire	243	21	6,583	71	2,025
South Lanarkshire	310	18	5,316	78	1,684
West Dunbartonshire	32	5	1,136	7	105
East Dunbartonshire	81	7	799	17	1,208
Inverclyde	50	6	1,141	11	285
Glasgow	86	32	1,919	21	715
East Renfrewshire	61	4	1,069	15	580
Renfrewshire	88	10	2,847	28	1,090
Totals	1,287	128	26,979	330	9,045

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

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 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 2021 – September 2021

Council	Contracts*	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total Warnings
East Ayrshire	121	48 (39%)	24	20 (83%)	56	3
South Ayrshire	111	25 (22%)	17	10 (58%)	32	4
North Ayrshire	85	14 (16%)	21	8 (38%)	18	1
North Lanarkshire	239	36 (15%)	56	19 (33%)	48	23
South Lanarkshire	297	57 (19%)	48	27 (56%)	90	27
West Dunbartonshire	19	15 (78%)	4	4 (100%)	17	0
East Dunbartonshire	73	22 (30%)	15	12 (80%)	32	2
Inverclyde	50	12 (24%)	10	8 (80%)	13	5
Glasgow	49	5 (10%)	23	3 (13%)	6	1
East Renfrewshire	50	27 (54%)	11	10 (90%)	36	1
Renfrewshire	84	24 (28%)	21	14 (66%)	36	8
Totals	1,178	285 (24%)	250	135 (54%)	384	75

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

- Customer contact (e.g. Education Dept.) generated warnings 40 (53%)
- Inspection generated warnings – contract related 25 (34%)
- Disclosure (PVG) warnings 10 (13%).

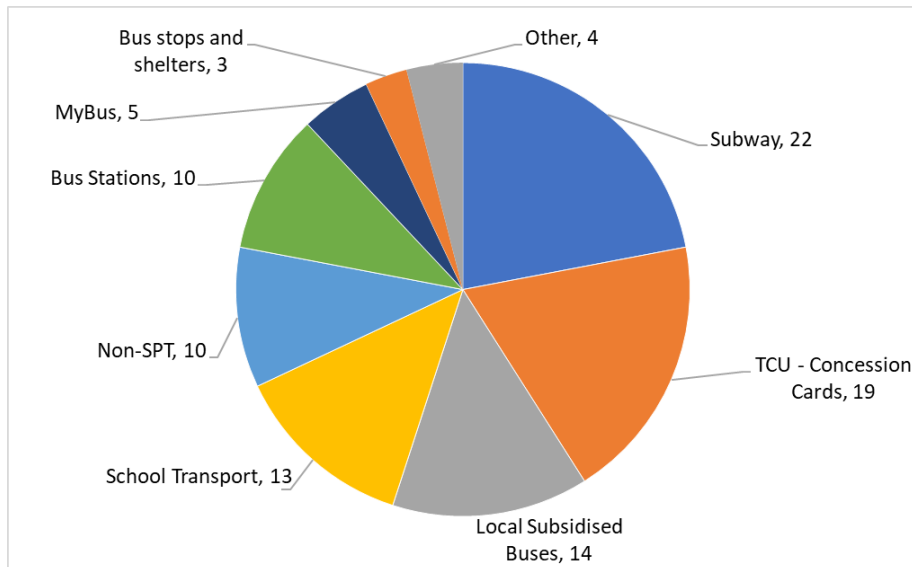
LOCAL SUBSIDISED SERVICES Statistics from July 2021 – September 2021

Council	Number of Contracts	Number of Operators	Inspections	Total Warnings
Argyll & Bute	4	2	10	
East Ayrshire	17	3	27	
South Ayrshire	11	2	18	
North Ayrshire	21	4	15	
North Lanarkshire	28	11	49	1
South Lanarkshire	27	9	69	
West Dunbartonshire	10	5	25	
East Dunbartonshire	9	6	42	1
Inverclyde	6	2	16	
Glasgow	31	10	69	3
East Renfrewshire	5	3	12	1
Renfrewshire	10	3	25	2
Totals			377	

9. Complaints

9.1 Complaints received by SPT by four-week period

For Periods 5 to 7 (to 09 October 2021), there were 100 complaints received by SPT in the following categories. This compares to 58 complaints in the same three periods one year ago, and 176 complaints in the same three periods two years ago.



While the total number of complaints is small, the most common categories related to Subway and Travel Card Unit (TCU).

In Periods 5 to 7 there were more than 1.8 million Subway journeys and 22 complaints about Subway were received (complaints received for 0.001% of journeys).

In Periods 5 to 7 there were more than 20,000 customer contacts (phone calls and emails) to the TCU. During these Periods, 19 complaints about TCU were received (complaints received for 0.1% of contacts).

A large volume of National Entitlement Card holders had not renewed their cards over the lockdown period, and as restrictions lifted, demand on the Travel Card Unit increased. With this increase complaint volumes grew, but as a percentage of TCU contacts complaints remain very low.

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

During Periods 5 to 7, 96% of complaints were responded to on time; four out of 98 complaints not responded to on time (and two recent complaints were still being actioned at the end of Period 7). During the same Periods a year ago, 95% of complaints were responded to on time.

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.

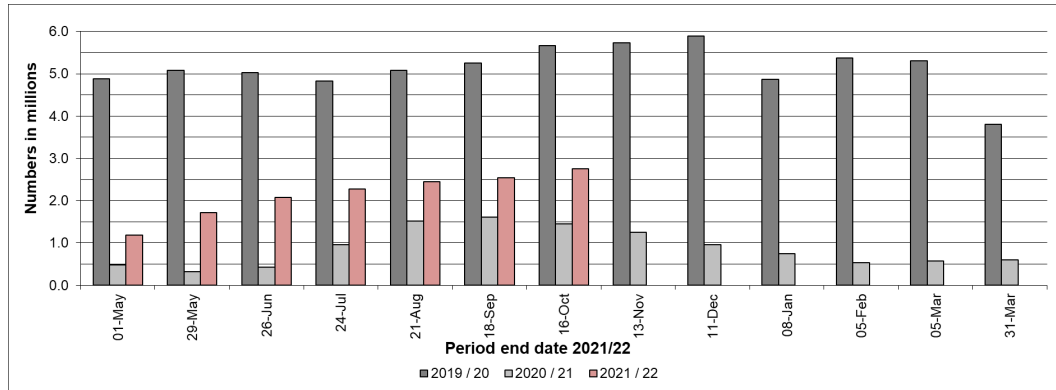
10. Wider Public Transport Context

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

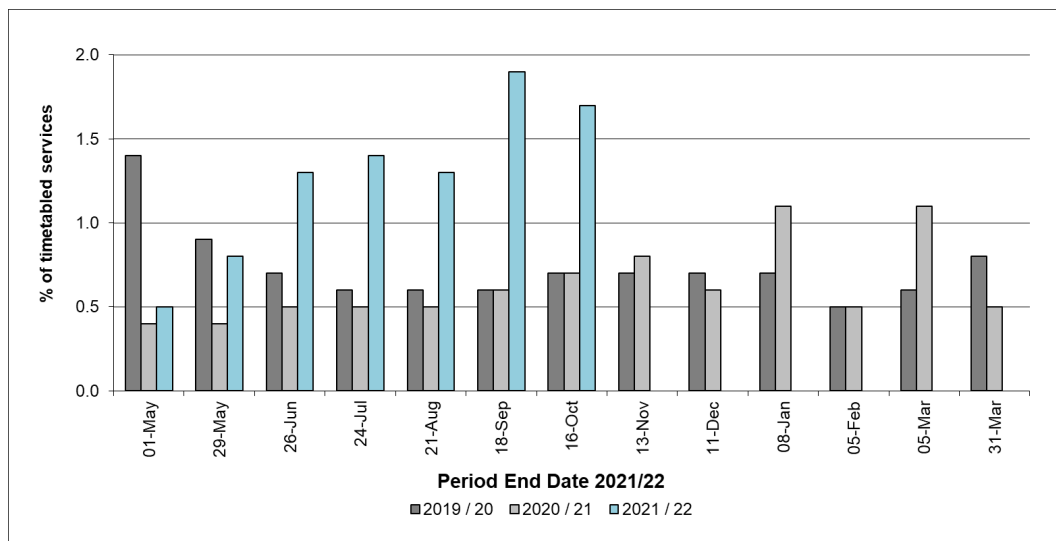
Information within section 10.1 has been provided by Abellio ScotRail

ScotRail patronage in the SPT area (in millions)



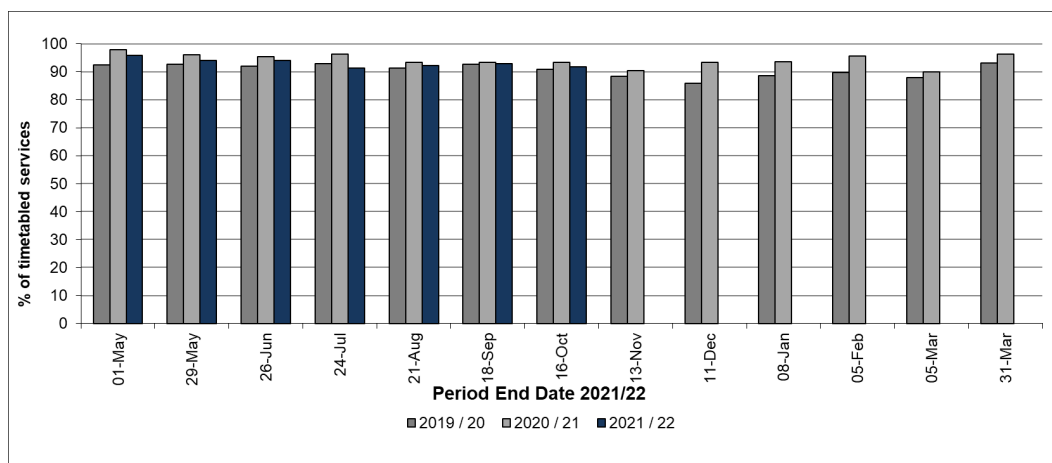
For the three most recent Periods reported (to 16 October 2021), ScotRail patronage was up by 69% on last year, but down by 52% on the year before.

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



Cancellations for the three most recent Periods (to 16 October 2021) were 1.3%, 1.9% and 1.7%. The cancellation figures for these three Periods last year were 0.5%, 0.6% and 0.7%.

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 16 October 2021) was 92.3% and 92.9% and 91.7%. The PPM for these Periods last year was 93.3%, 93.4% and 93.3%.

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

Period ending 21 August 2021

- 28/07/2021 – Signalling failure at Barrhead station.
- 06/08/2021 – Weather related speed restriction Glasgow Queen St – Croy.
- 06/08/2021 – Flooding at Cadder West.
- 09/08/2021 – Flooding at Dalmuir.

Period ending 18 September 2021

- 25/08/2021 – Points failure at Shields Junction.
- 11/09/2021 – Overhead line trip Parkhead North Junction to Glasgow High Street.
- 18/09/2021 – Driver shortages at Ayr.

Period ending 16 October 2021

- 29/09/2021 – Train fault Glasgow Queen Street Low Level to Charing Cross.
- 29/09/2021 – Disorder at High Street station.
- 07/10/2021 – Points failure at Bellgrove Junction.
- 15/10/2021 – Person struck by train at Hillington East.
- 15/10/2021 – Overhead line trip at Parkhead North Junction – Drumgelloch station.

10.2 Update on ferry services within the Partnership area

SPT has no responsibility for the delivery of ferry services.

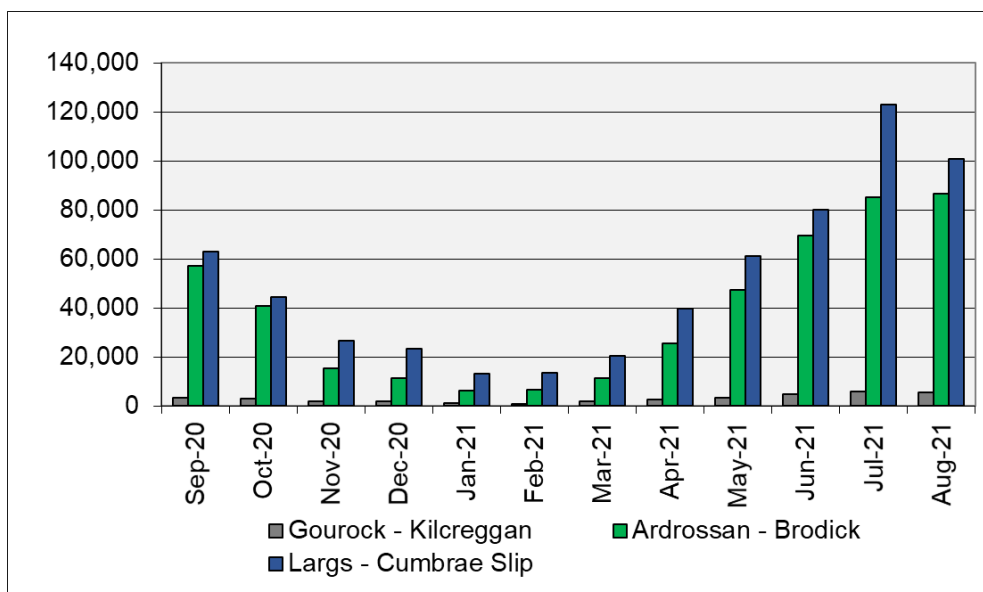
The following ferry services operate entirely within the SPT area.

- 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 June, July and August 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 Neil Wylie
Title Director of Finance

Name Valerie Davidson
Title Acting 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.*