Operations Committee

SPT

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

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Date of meeting 8 November 2024   **Date of report** 22 October 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 23 August 2024. Throughout this report, comparisons have been made with data from previous years.

3. Subway

3.1 Subway patronage by period (gate entries)
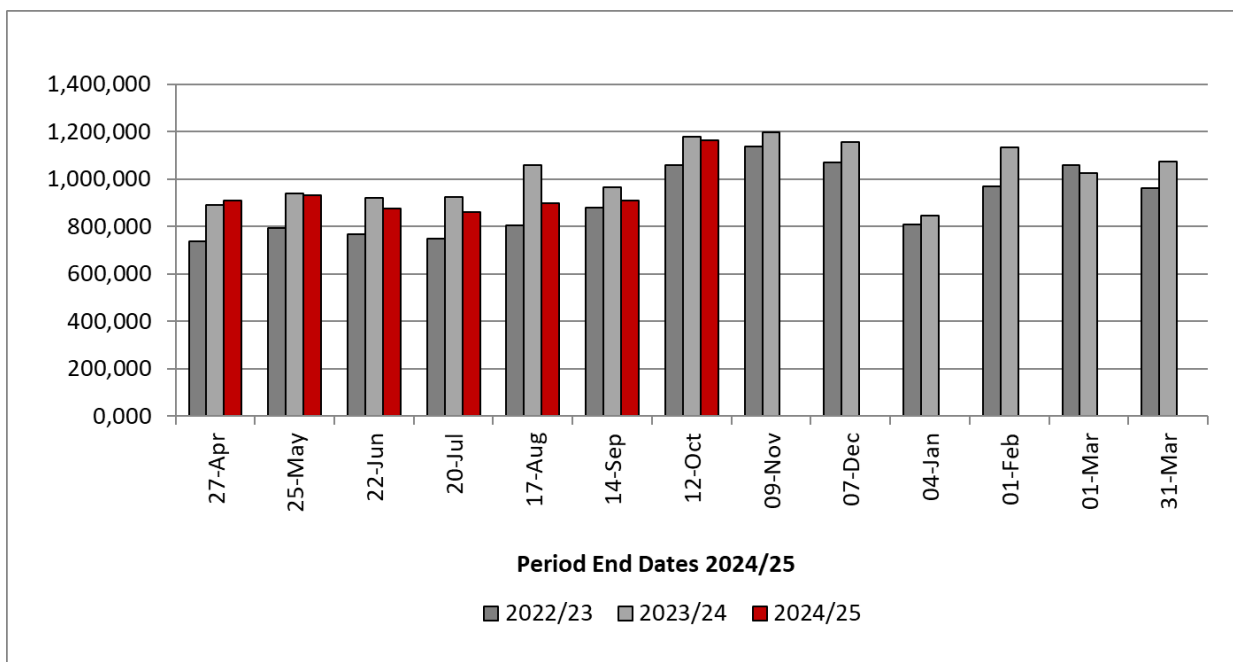
The graph shows Subway patronage in the current year and the previous two years.

There were more than 2.9 million Subway journeys in the three periods to 12 October 2024. Overall, this was 7.2% down year-on-year but the year-on-year position has improved each period, with the most recent period 1.2% down.

In 2023 the UCI Cycling World Championships took place in Glasgow which increased Subway patronage in August last year.

In the summer of 2024, there were no football matches at Ibrox until late September and this negatively impacted on Subway patronage particularly in the two periods to 14 September 2024.

3.2 Subway reliability

3.2.1 Availability
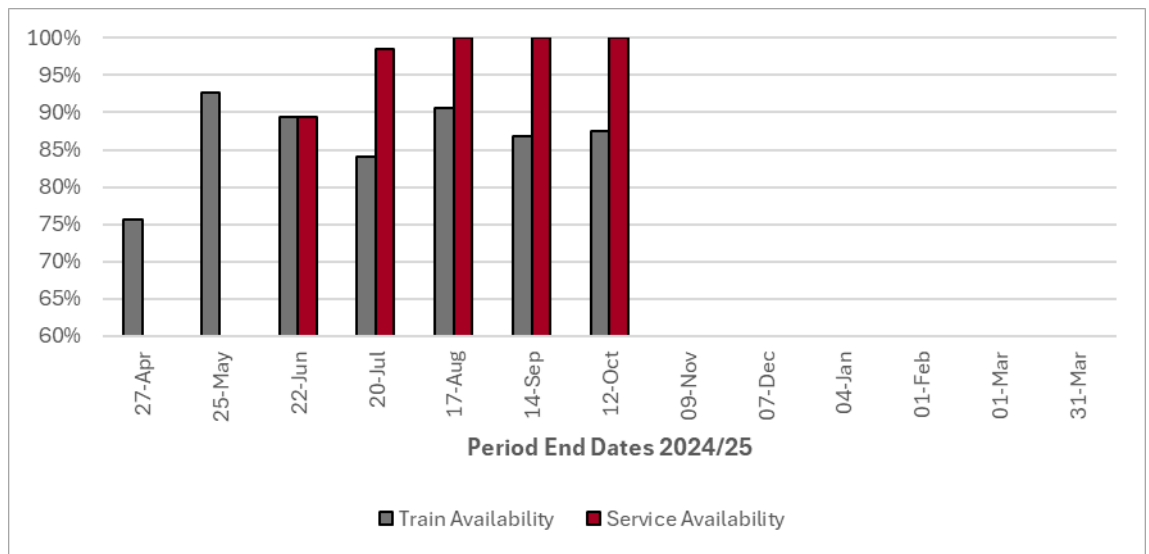
The graph shows the availability of Subway rolling stock for service during Periods 1 to 7. Availability is the measurement of how many units are presented for service prior to the morning or afternoon peak. Service availability denotes our ability to meet the requirements for a full passenger service. Train availability is the measure of the entire fleet's availability. Where service availability shows as 100%, but the train availability is less, this means that the service to the customer was delivered to the required level, though not all trains in the fleet were available for service.

Periods 1 to 7 covered the introduction of nine new trains increasing to a total of 16. There have been significant efforts in developing and analysing the diagnostic capability of the new Units to both proactively identify issues and to ensure accurate root cause analysis of failures to improve the fleet reliability. Passenger delays have seen a reduction since introduction and work continues to deliver further performance improvement.

3.2.2 Service Disruption

New measures for service disruption have been introduced in Subway to enable a more accurate analysis of delay and disruption. Going forward this measure will allow an accurate view to be taken on the effectiveness of technical and operational issues affecting service, and to identify priority improvement areas. These new measures will provide a more comprehensive data set for the next reporting period, but overall, customer disruption has reduced significantly over this reporting period.

3.2.3 Customer Complaints
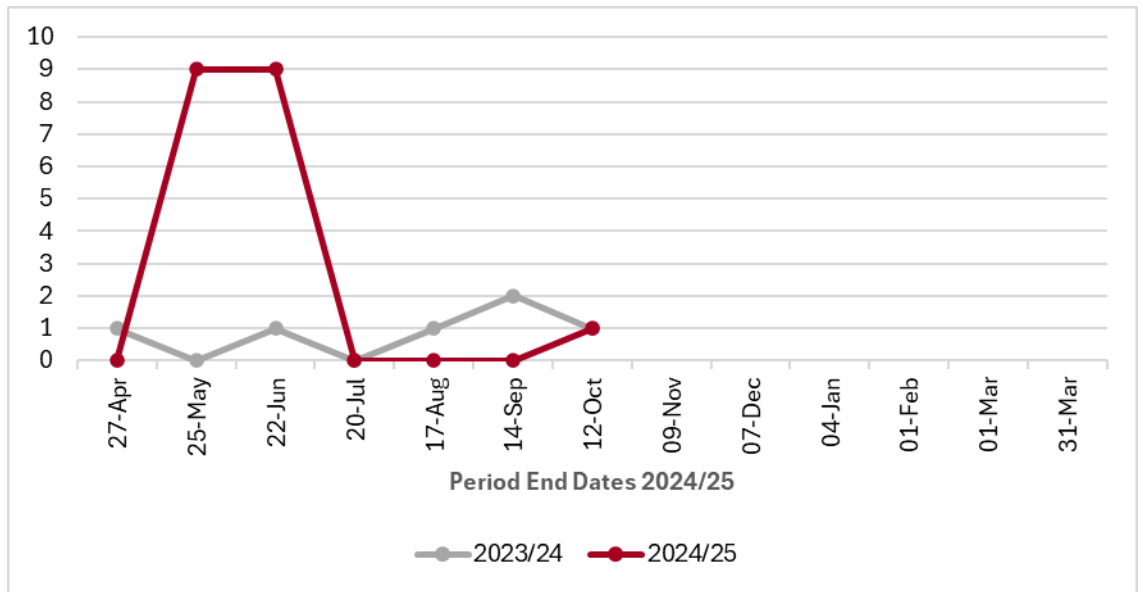
The graph shows the number of customer complaints caused by Service Disruption each period. The number of customer complaints has reduced in comparison with earlier this year, and the previous financial year. This change demonstrates the overall improvement in the service now that the new fleet has been introduced and been in operation for a number of months.

4. Supported Bus Services

Most bus services in the Strathclyde region are operated on a commercial basis. In 2024, the average percentage of SPT subsidised mileage is around 12% of the total local bus mileage operated, with around 88% being operated commercially.

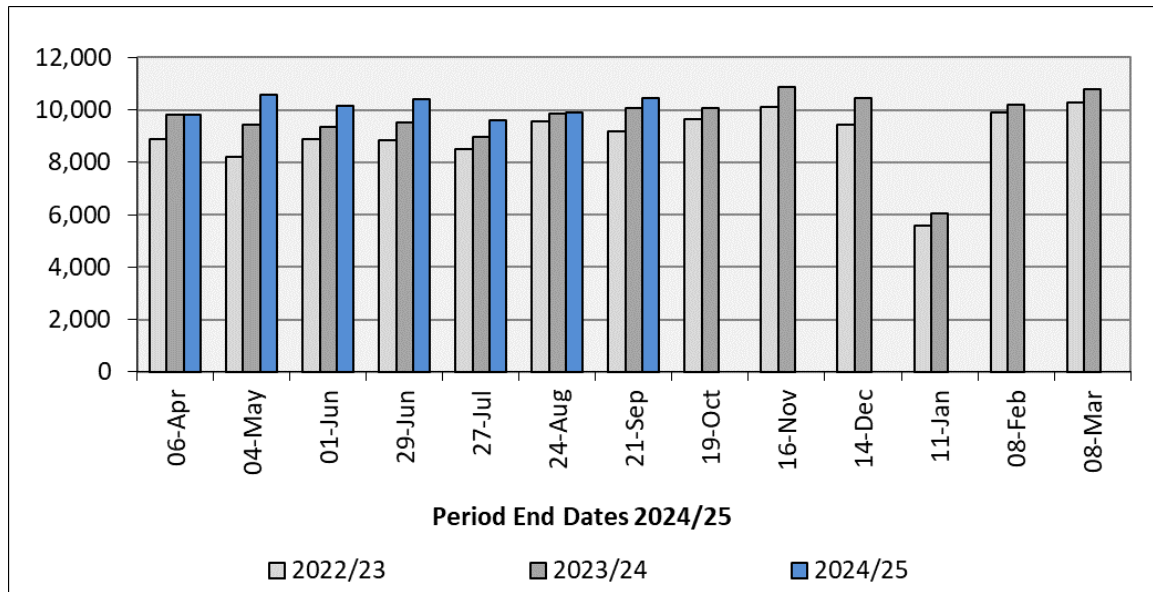### Supported Bus Patronage by Period
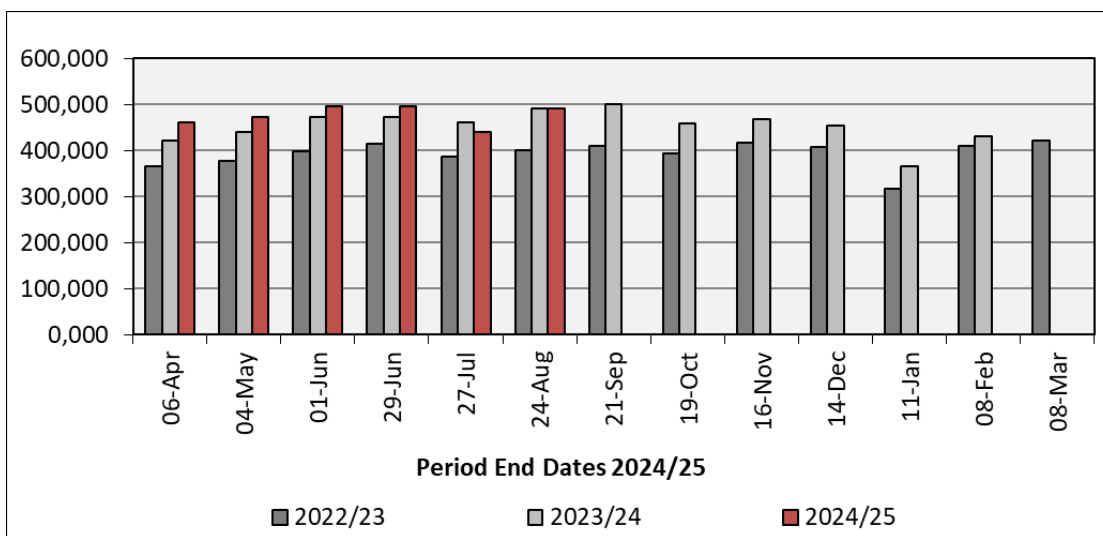
The graph shows supported bus patronage in the current year and the previous two years.

There were more than 1.4 million supported bus journeys in the three periods to 24 August 2024. Overall, this was 0.4% up on the same periods last year, although with some variation between periods.

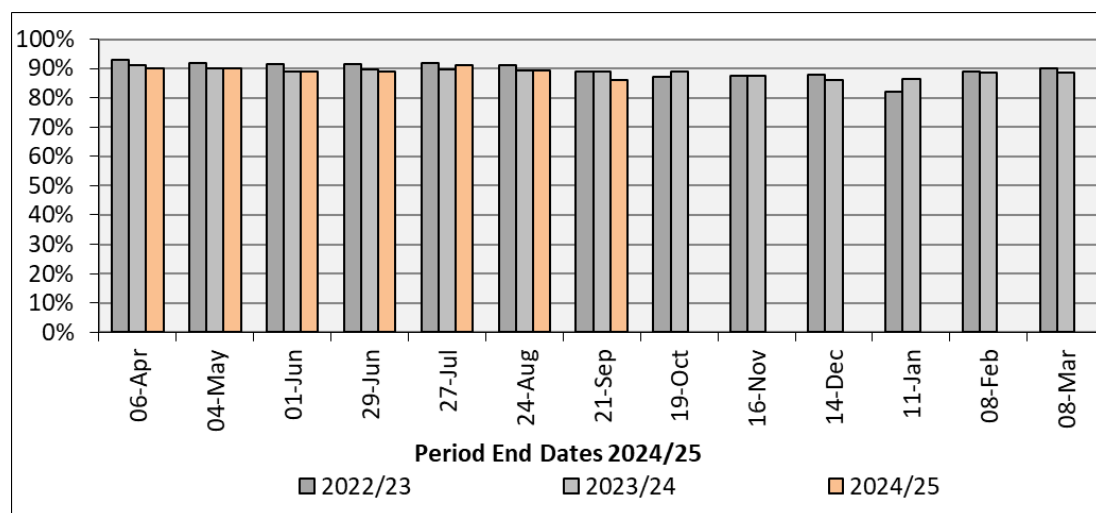## 5. Demand Responsive Transport (MyBus)

5.1 MyBus Patronage

The graph shows MyBus patronage in the current year and the previous two years.

There were more than 40,000 MyBus journeys in the four periods to 21 September 2024. Overall, this was 5.0% up on the same periods last year.

5.2 MyBus Requests Met

The graph shows percentage of MyBus requests met for the current year and two previous years. In the four periods to 21 September 2024 overall 89% of requests were met, the same as for the previous year.

6. Bus Stations

Bus Station Departures

The graphs below show the current year and the previous two years for Buchanan, East Kilbride and Hamilton Bus Station departures.
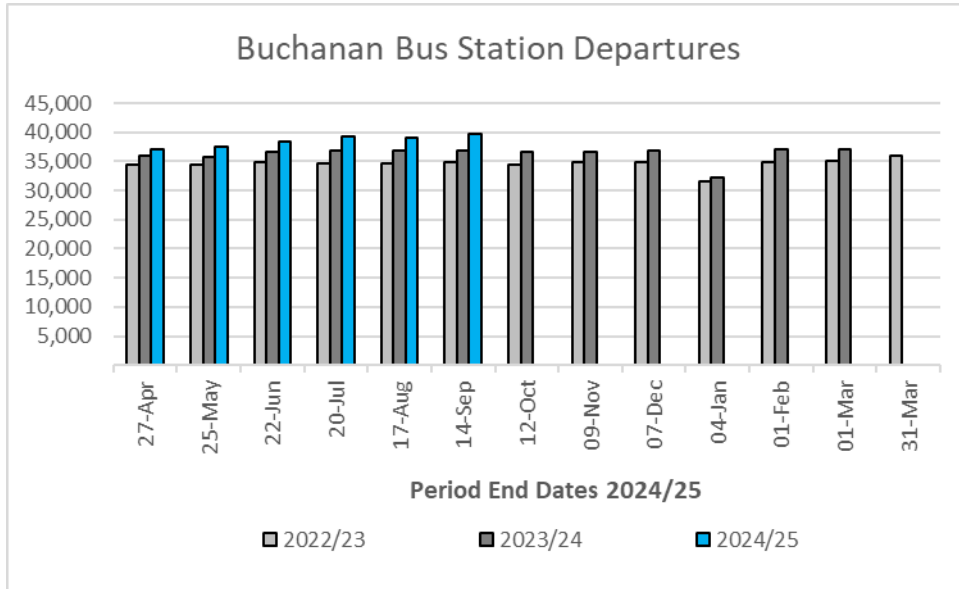
There were more than 117,000 bus departures from Buchanan Bus Station in the three periods to 14 September 2024 - up 6.7% year-on-year.
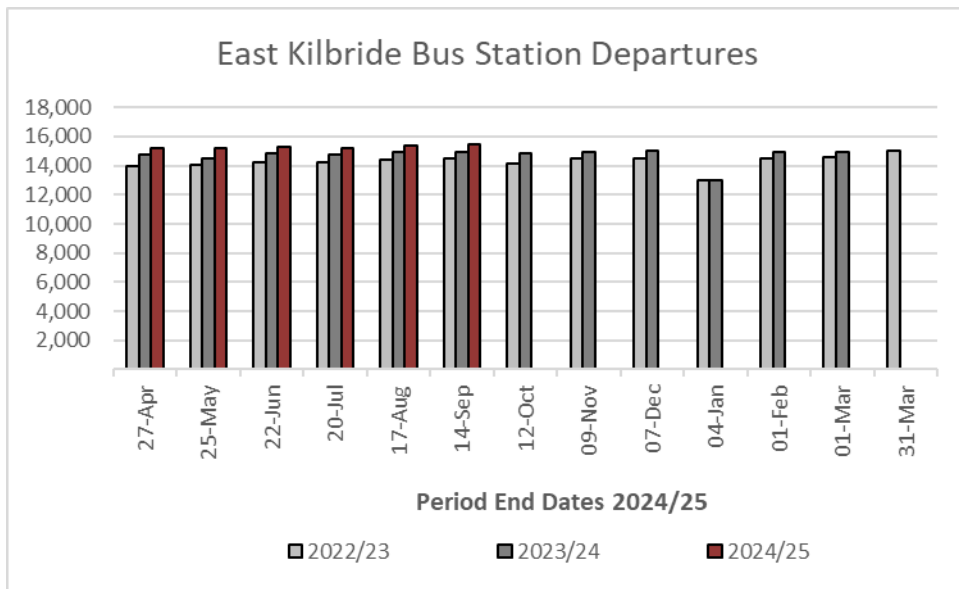
There were more than 46,000 bus departures from East Kilbride Bus Station in the three periods to 14 September 2024 - up 3.2% year-on-year.

Hamilton Bus Station Departures

Period End Dates 2024/25

■ 2022/23   ■ 2023/24   ■ 2024/25
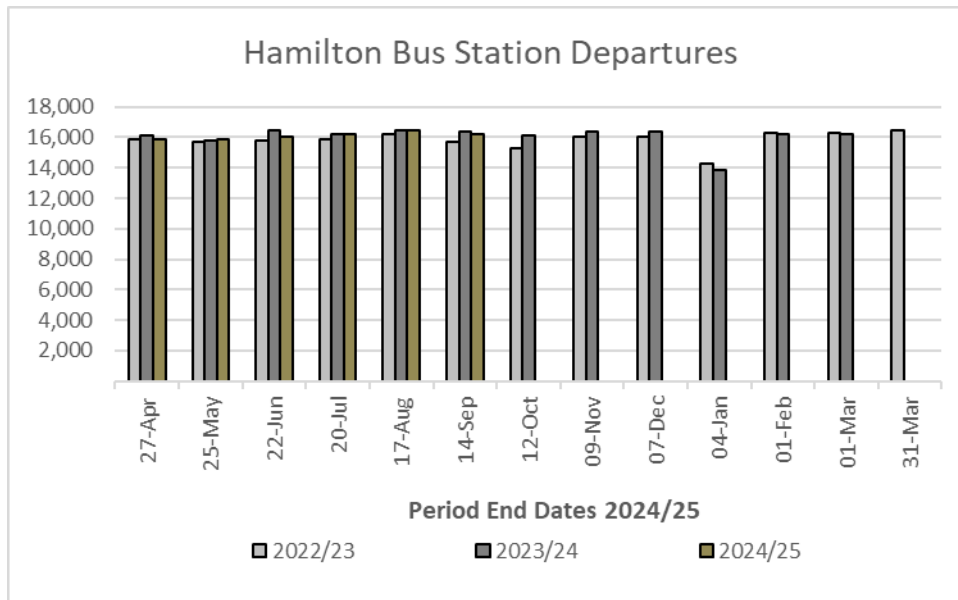
There were more than 48,000 bus departures from Hamilton Bus Station in the three periods to 14 September 2024 – down 0.2% overall year-on-year.

7. **Compliance Inspections**

7.1 **School Contract Inspections (Approximately 1,100 contracts per annum)**

Statistics from 14 August 2024 to date

Council Area	Contracts	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total No. Warning Letters Issued
East Ayrshire	106	34	23	13	34	5
South Ayrshire	92	31	16	13	31	2
North Ayrshire	77	19	23	6	19	2
North Lanarkshire	175	47	53	29	49	19
South Lanarkshire	292	74	53	34	74	13
West Dunbartonshire	18	2	5	2	2	0
East Dunbartonshire	67	12	15	8	12	1
Inverclyde	42	7	11	4	7	3
Glasgow	53	22	26	17	22	2
East Renfrewshire	40	7	9	4	7	1
Renfrewshire	71	15	20	9	19	7
Totals	**1033**	**270**	**254**	**139**	**276**	**55**

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: 62%;
- Customer contact (e.g. Education Dept) generated warnings: 9%;
- Disclosure (PVG) warnings: 13%; and
- Multi-factor (e.g. Inspector and PVG): 16%.

7.2 Local Subsidised Service Inspections

Statistics from 01 July 2024 to date

Council Area	Number of Contracts	Number of Operators	Inspections	Total number of Warnings
Argyll & Bute	4	2	0	0
East Ayrshire	14	3	20	0
South Ayrshire	12	2	20	0
North Ayrshire	22	1	12	0
North Lanarkshire	30	12	38	1
South Lanarkshire	27	10	41	2
West Dunbartonshire	12	3	15	1
East Dunbartonshire	11	6	13	1
Inverclyde	11	2	10	0
Glasgow	30	12	36	2
East Renfrewshire	6	4	9	1
Renfrewshire	13	2	25	0
Totals			**239**	

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

- Inspection generated warnings: 12.5%
- Customer contact generated warnings: 37.5%
- Staff member generated: 0%
- Axiom entry generated warnings :50%

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 three periods to 12 October 2024.

8.1 KPI 1: Total complaints received by SPT

Area	Stage 1	Stage 2 escalated	Stage 2 direct	Non-SPT complaints
Bus Infrastructure	1	0	0	0
Bus Services	41	1	4	24
Bus Stations	9	1	0	4
Bus Stop Info	2	0	0	1
Communications	0	0	0	0
Contact Centre (travel cards)	2	0	0	0
MyBus	2	0	0	1

Other	2	0	0	0
Schools Transport	0	0	0	1
SmartCard	0	0	0	0
Subway	29	1	0	0
Zonecard	21	2	0	0
Total	**109**	**5**	**4**	**31**

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 over 1.4 million SPT subsidised bus journeys. Stage 1 complaints were recorded for 0.003% of journeys, noting that 24 complaints related to non-SPT services.

Over these three periods there were more than 2.9 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	88	90%	3	60%	4	100%
Not on time / not due	13	10%	2	40%	0	0%

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

	Stage 1	Stage 2 escalated	Stage 2 direct
Average days	3.4	14	7

8.4 KPI 4: Outcomes as percentage of total

	Stage 1	Stage 2 escalated	Stage 2 direct
Upheld	41%	67%	100%
Not upheld	46%	0%	0%
Part upheld	9%	33%	0%
Resolved	4%	0%	0%

## 9. Update on rail services within the Partnership area

ScotRail patronage in the SPT area (in millions)

The bars on the graph show patronage in the current year and the previous two years.
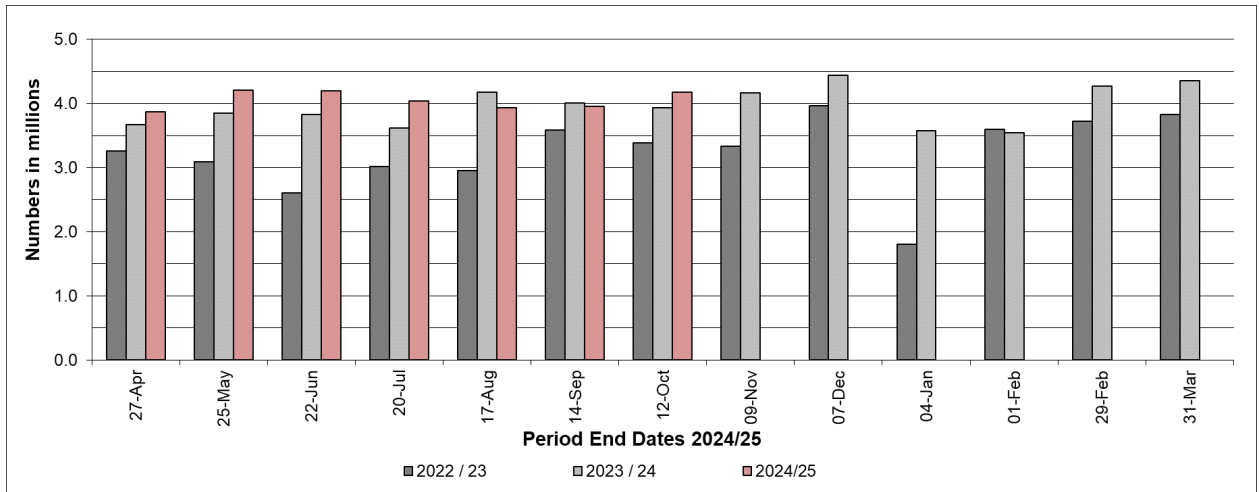
Total patronage for the three periods to 14 September 2024 was 12.06 million, this is down 0.4% overall year-on-year.

ScotRail cancellations for Suburban West Sector (as a % of timetabled services)
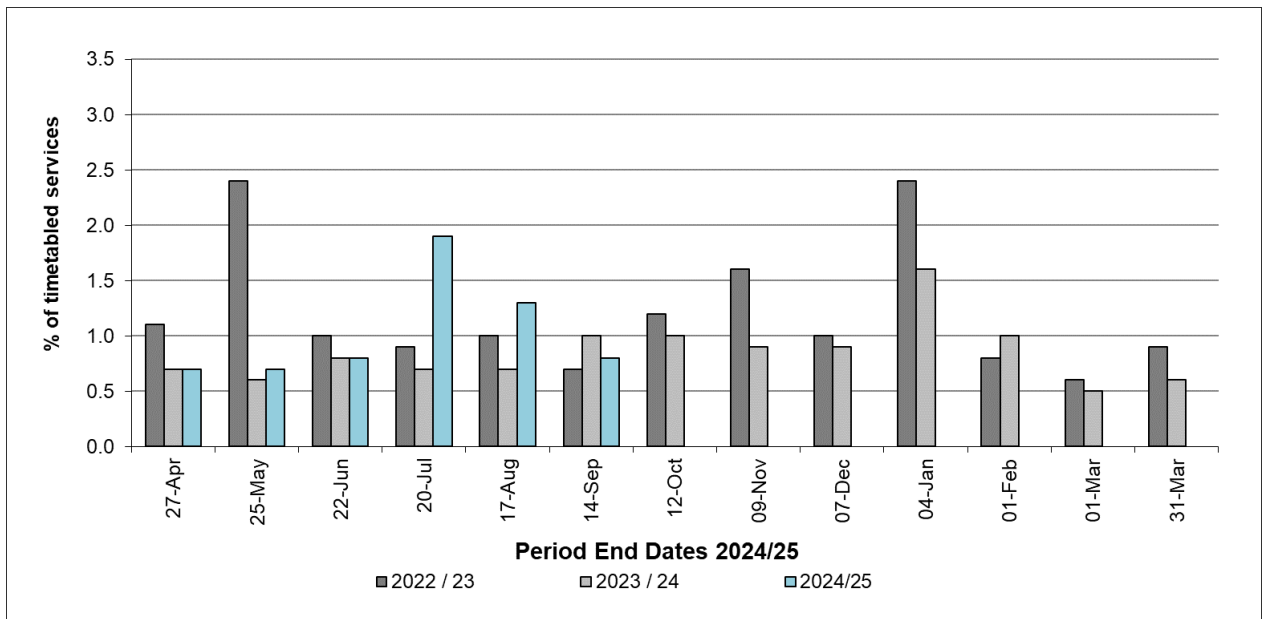
The average for the three periods to 14 September 2024 was 1.3%, this figure was up from 0.8% in the previous year.

10. 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.*
Climate Change, Adaptation & Carbon consequences	*None.*

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