



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

Date of meeting 31 January 2025

Date of report 3 January 2025

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.

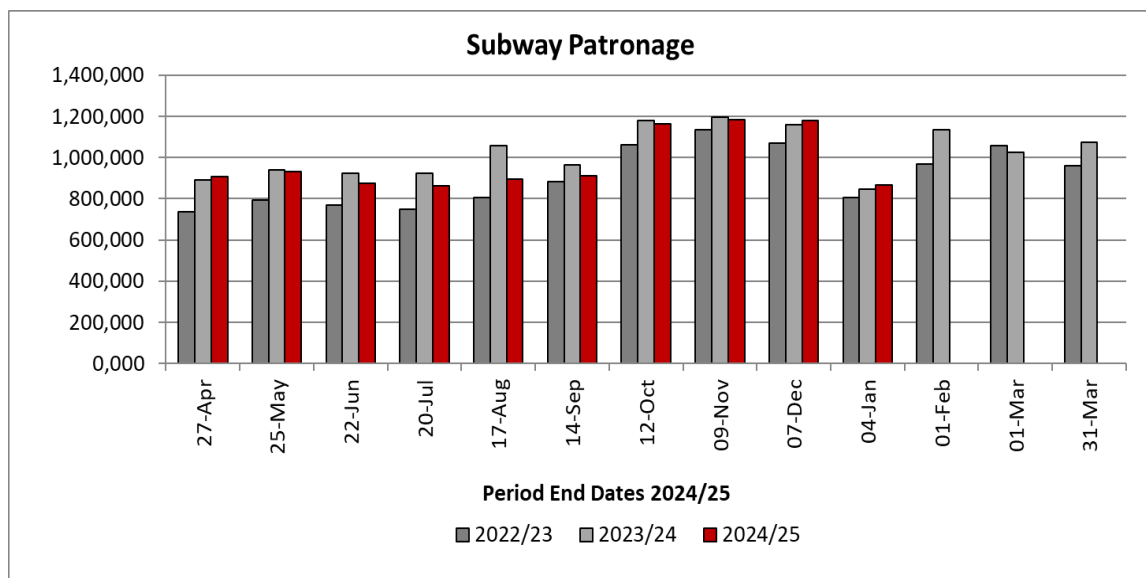
2. Background to report

The last Monitoring Report was presented to the Operations Committee on 8 November 2024. Throughout this report, comparisons have been made with data from previous years.

3. Subway

3.1 Subway patronage by period (gate entries)

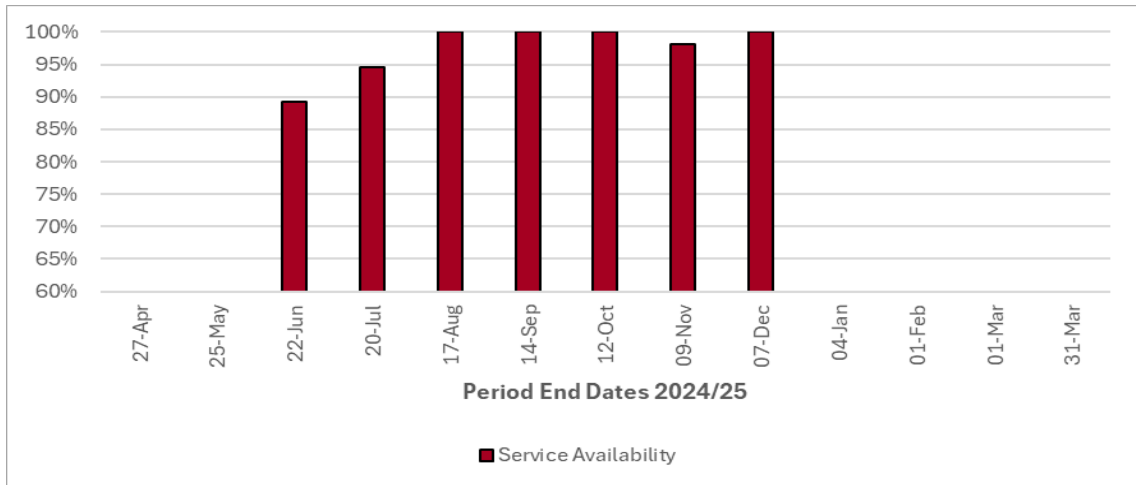
The graph shows Subway Patronage in the current year and the previous two years.



There were more than 3.2 million Subway journeys in the three periods to 4 January 2025; this was almost up 0.9% year on year. The total Subway patronage for calendar year 2024 exceeded 13.0 million.

3.2 Subway Reliability

The graph below shows Subway's new fleet availability for service from period 3 to period 9 (ending 7 December 2024). From the beginning of period 7 to the end of period 9, the timetable availability was 99.4%. Since period 4, availability has continuously been above 94% and in four out of the last five periods, timetable availability of 100% has been achieved.



The fleet completed a total mileage of 176,006 miles between 15 September 2024 and 7 December 2024. The fleet has completed 429,390 miles in 2024/2025 to date.

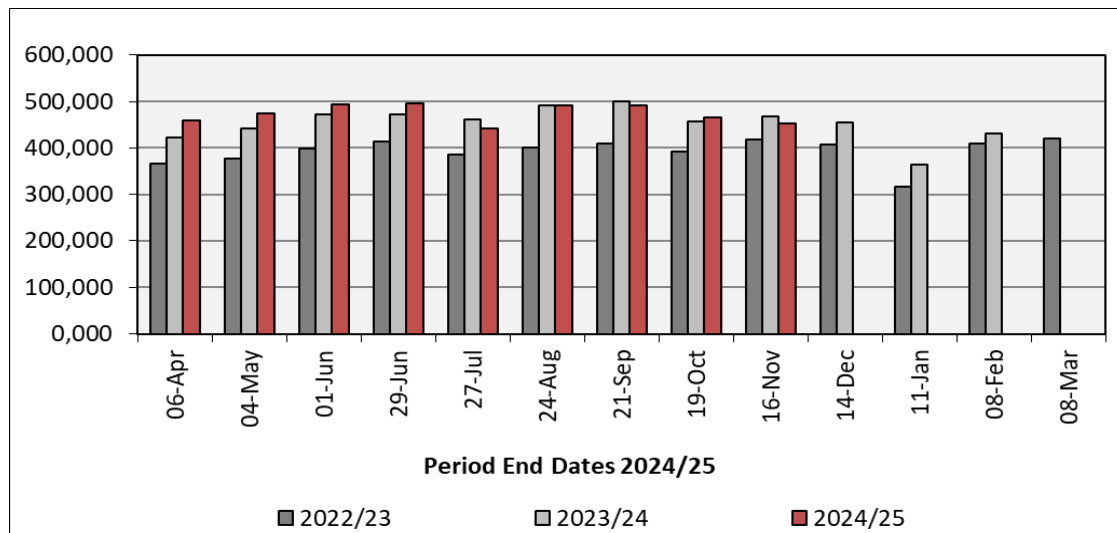
Fleet reliability has improved over periods 7 to 9 with an ongoing focus on continuously increasing reliability performance through the identification of root causes and implementing corresponding improvement actions across the Subway teams and supply chain.

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 was around 12% of the total local bus mileage operated, with around 88% being operated commercially.

4.1 Supported Bus Patronage by Period

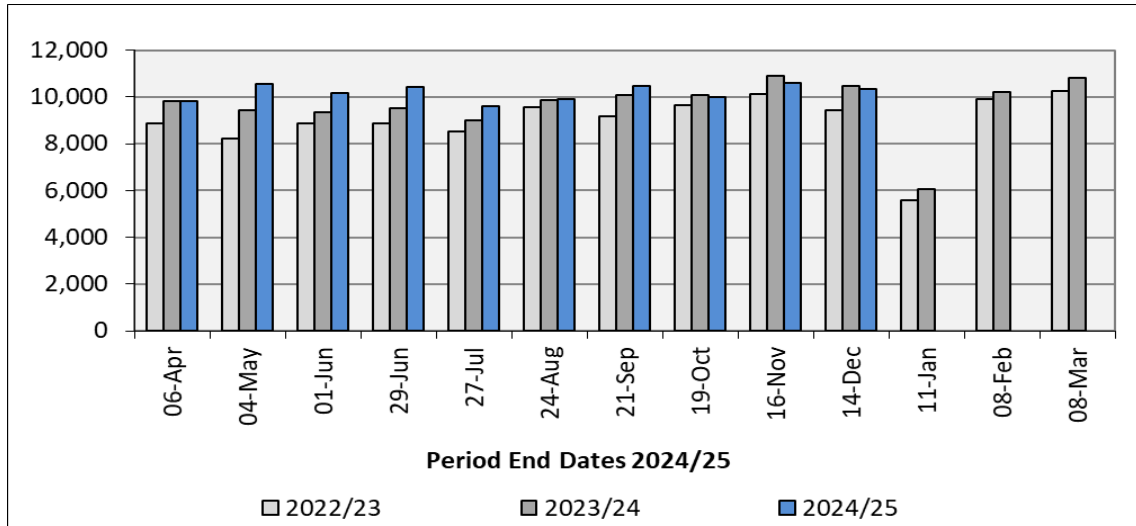
The graph shows supported bus patronage in the current year and the previous two years.



There were more than 1.4 million supported bus journeys in the three periods to 16 November 2024. Overall, this was 1.2% down on the same periods last year, although with some variation between periods.

5. Demand Responsive Transport (MyBus)

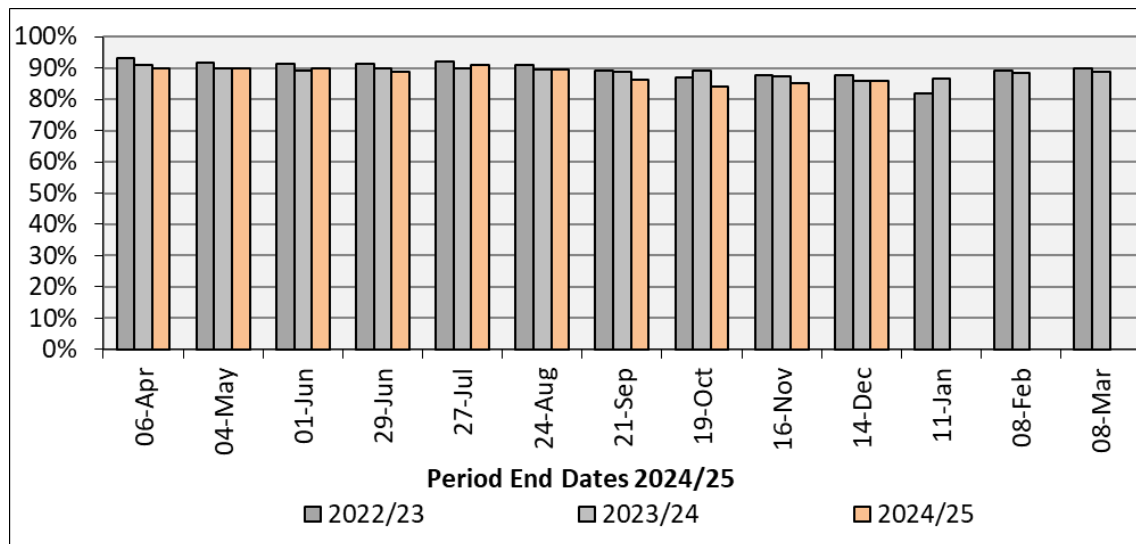
5.1 MyBus Patronage



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

There were more than 40,000 MyBus journeys in the three periods to 14 December 2024. Overall, this was 1.6% down on the same periods last year.

5.2 MyBus Requests Met

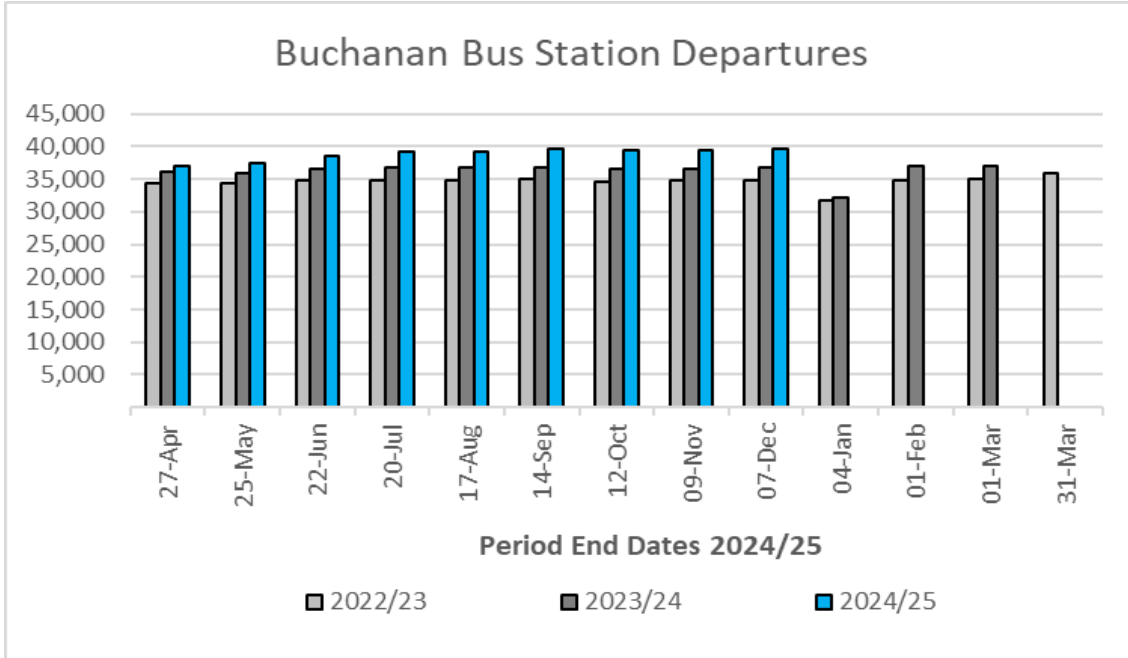


The graph shows percentage of MyBus requests met for the current year and two previous years. In the three periods to 14 December 2024 overall 85% of MyBus requests were met, down from 87% in the previous year.

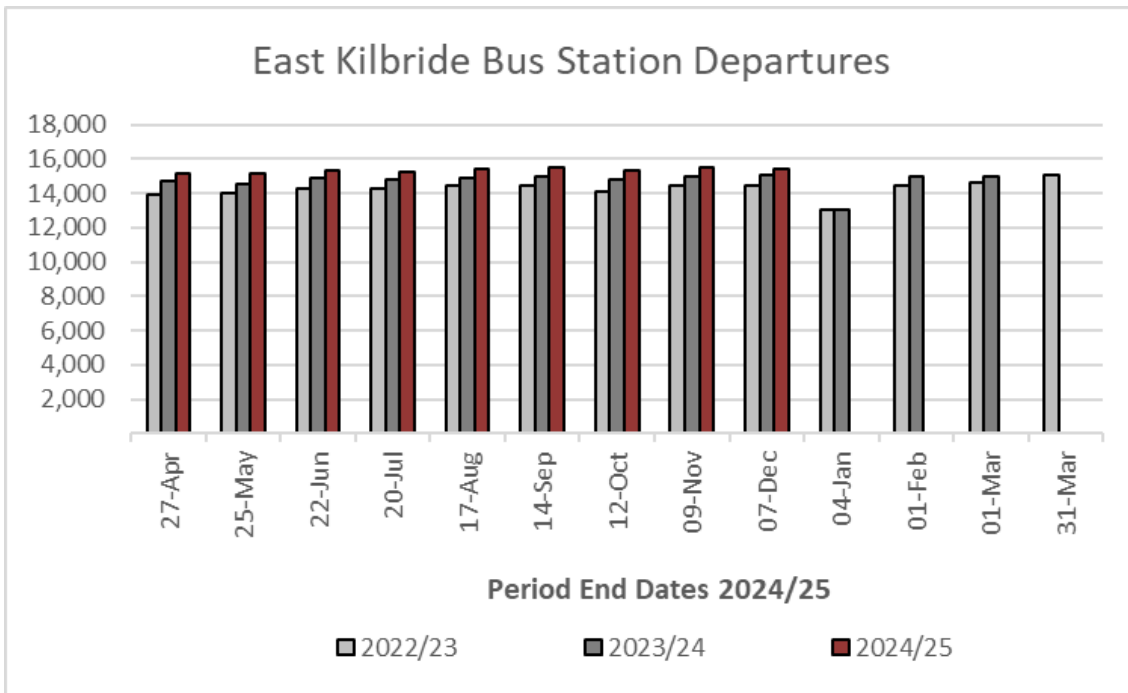
6. Bus Stations

Bus Station Departures

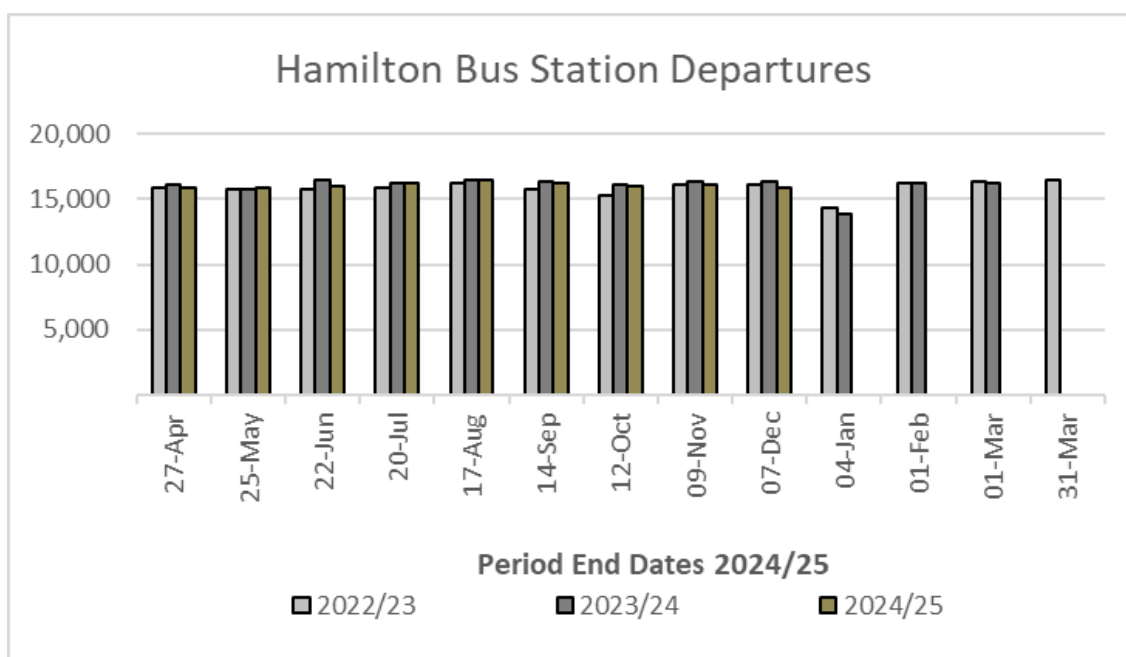
The graphs below show the current year and the previous two years for Buchanan, East Kilbride and Hamilton Bus Station departures.



There were more than 118,000 bus departures from Buchanan Bus Station in the three periods to 7 December 2024 - up 7.9% year-on-year.



There were more than 46,000 bus departures from East Kilbride Bus Station in the three periods to 7 December 2024 - up 3.3% year-on-year.



There were more than 48,000 bus departures from Hamilton Bus Station in the three periods to 7 December 2024 – down 1.5% overall year-on-year.

7. Compliance Inspections

The Compliance Department 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.

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 Warning Letters Issued
East Ayrshire	106	83	23	23	114	15
South Ayrshire	92	54	16	16	89	3
North Ayrshire	77	42	23	13	51	4
North Lanarkshire	175	141	53	49	205	65
South Lanarkshire	292	208	53	49	284	42
West Dunbartonshire	18	15	5	4	22	0
East Dunbartonshire	67	38	15	15	51	3
Inverclyde	42	22	11	9	39	10
Glasgow	53	36	26	18	53	6
East Renfrewshire	40	15	9	7	24	1
Renfrewshire	71	30	20	13	51	25
Totals	1033	684	254	216	983	174

*Excludes Vocational and Bus/ Rail Contracts which are inspected on request.

The quality criteria of vehicles 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: 66%
- Customer Contact (e.g. Education Dept) generated warnings: 15%
- Disclosure (PVG): 11.5%
- Multi Factor (e.g. Inspector & PVG): 7.5%

7.2 Local Subsidised Service Inspections

Statistics from 1 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	30	0
South Ayrshire	12	2	21	0
North Ayrshire	22	1	20	0
North Lanarkshire	29	12	64	4
South Lanarkshire	27	10	70	2
West Dunbartonshire	10	3	18	1
East Dunbartonshire	9	6	19	1
Inverclyde	11	2	13	1
Glasgow	28	12	62	4
East Renfrewshire	6	4	17	1
Renfrewshire	13	2	31	2
Totals			365	

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

- Inspection generated warnings: 25%
- Customer contact generated warnings: 50%
- Staff member generated warning: 0%
- Axiom entry generated warning: 25%

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 two periods to 7 December 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	34	0	0	11
Bus Stations	9	1	0	1
Bus Stop Info	1	0	0	0
Communications	0	0	0	0
Contact Centre (travel cards)	0	0	0	0
MyBus	0	0	0	0
Other	1	0	0	0
Schools Transport	0	0	0	0
SmartCard	0	0	0	0
Subway	32	0	0	1
Zonocard	2	0	0	1
Total	79	1	0	15

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 two periods, there were 0.96 million SPT subsidised bus journeys. Stage 1 complaints were recorded for 0.0035% of journeys, noting that 11 of 45 complaints related to non-SPT services.

Over these two periods there were more than 2.3 million Subway journeys. Stage 1 complaints were recorded for 0.001% 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	66	87%	2	50%	0	0%
Not on time	10	13%	2	50%	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	3.7	16.3	n/a

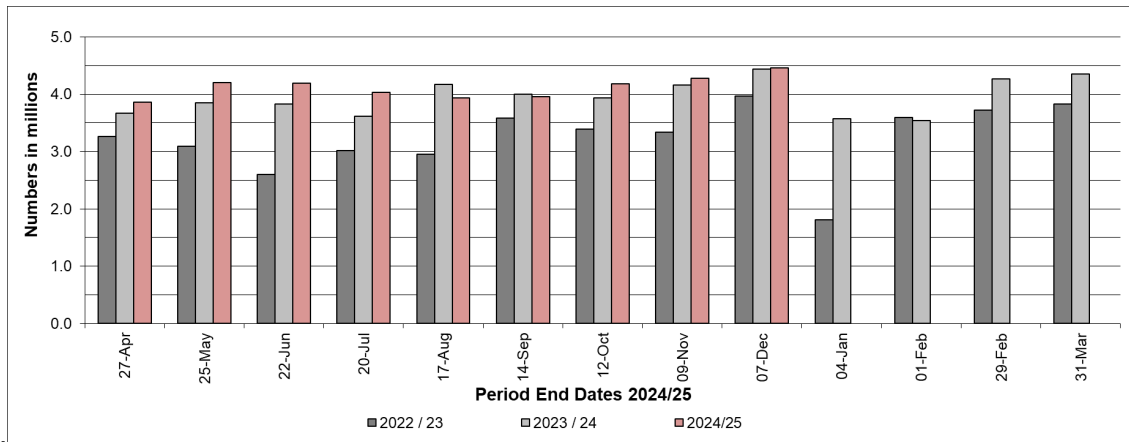
8.4 KPI 4: Outcomes as percentage of total

	Stage 1	Stage 2 escalated	Stage 2 direct
Upheld	55%	34%	n/a
Not upheld	34%	33%	n/a
Part upheld	7%	33%	n/a
Resolved	4%	0%	n/a

9. Update on rail services within the Partnership area

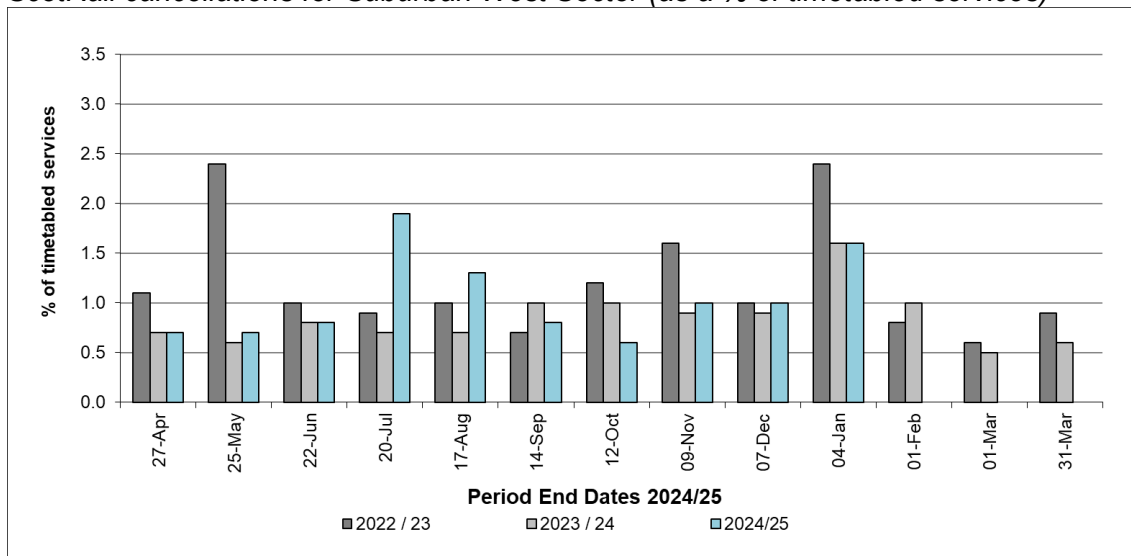
ScotRail patronage in the SPT area (in millions)

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



Total patronage for the three periods to 7 December 2024 was 12.92 million, this is up 3.1% overall year-on-year.

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



The average for the four periods to 4 January 2025 was 1.1%, this figure was the same in the previous year.

9. 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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