



# Annual Performance

## East Scotland

May 2015-April 2016

# Key Facts



**35 million**

**passenger journeys**  
were made on Stagecoach  
East Scotland buses

**30 million**

**miles operated**  
across the region

**99.8%**

**reliability** on services  
throughout East Scotland

**518**

**buses and coaches** across  
Fife, Dundee, Perthshire  
and Angus

**1320**

**staff** employed across  
nine Stagecoach East  
Scotland depots

**£9.7 million**

**investment** in new buses



## Our employees

We are a major employer in the local economy, with around 1320 staff, of whom 1041 are drivers, 195 are engineers and 141 are administration and managerial staff. The majority of our employees live within the local communities in which our buses operate. We are committed to staff training and, over the past year, we have recruited and trained 177 employees.

We have a programme in place to ensure all drivers complete the necessary CPC courses throughout the year and 122 drivers achieved their PCV licence and CPC card during the year. We are also active in getting more young people into our company through the Stagecoach Apprenticeship Scheme, and we currently employ 14 engineering apprentices within the local community.

We are proud of our employees for both their work performance and their

individual achievements. Our staff have also been involved in numerous individual charity and efforts in the community.

All our staff have the benefit of our Group pension scheme with employer contributions.

## Our fleet

We operate a fleet of 518 buses and coaches and, in the past year, we have invested £9.7m in 49 new vehicles for local areas, all of which are fully accessible and meet the latest Euro emission standards.

This means that 96% of our fleet is now made up of fully accessible vehicles, our single deck fleet is fully accessible and we are well on target for meeting the latest government target of fully accessible double deck fleets by 2017. Within our fleet we also operate a network of luxury coaches for our express routes.

Stagecoach East Scotland provides local bus services across Fife, Dundee, Angus and Perthshire and into Aberdeen, Edinburgh, Glasgow and Stirling. We aim to provide safe, reliable, comfortable services with good value ticket offers.

## *Our services*

We operated a total of 30 million miles over the last year, over some 1.9 million scheduled journeys. Our key performance measure is the reliability and punctuality of our journeys.

In the past year, we operated 99.76% of our scheduled services and, of the 0.24% of scheduled journeys that we did not operate, 0.09% was due to factors within our control, such as driver and vehicle allocation, and 0.15% was due to factors out of our control such as bad weather, road closures and traffic congestion.

We monitor our services for punctuality and, in the past year, we monitored 13.3% of all scheduled journeys. Of these, 93.8% operated within 5 minutes of their scheduled time. We continue to seek improvements both through rescheduling services and in discussions with our local highway authorities.

During December 2015, we were faced with extreme disruption when the Forth Road Bridge was unexpectedly closed for a period of almost 3 weeks. The closure had a significant impact on our reliability, punctuality and passenger statistics. Through working in partnership with Transport Scotland and other operators, we were able to provide a reliable service

using our existing P&R facilities to operate shuttle buses via a diversion route.

## *Our passengers*

We carried a total of 35 million passengers over the year. In the same period, we received a total of 3515 complaints, equivalent to one complaint for every 10,013 customer journeys.

We comply with our internal and industry code of practice and every complaint is investigated and action is taken to avoid the problem recurring.

In early 2015 we launched an extended information service on Twitter. Our depot staff now tweet any service disruption or delays affecting our network as they happen, at any time of the day.

## *New investment*

In November, we invested £3.12m in 12 new coaches for the Kirkcaldy/Leven to Edinburgh routes. The high-specification coaches provided added luxury on a popular route and enabled us to use the previous coaches to develop a new route connecting Perth, Fife and Edinburgh. We also spent £2.7m on 19 new single deck vehicles for the frequent route 19 serving Rosyth, Dunfermline, Cowdenbeath and Ballynry.

Our Express City Connect network won the 'Top Express Operation' award for the second consecutive year at the UK Coach Awards in 2016. In 2015 the Coastrider X7 route was also voted 'Best Bus Service' at the Scottish Transport Awards and won the 'Silver Award for Putting Passengers First' at the UK Bus Awards.

In addition to our £9.7m investment in new vehicles, we have also invested heavily in online solutions, onboard equipment such as CCTV and free wi-fi access as well as employee training. We invested over £915,00 in driver training in 2015-16.

### *Our environment*

We are rightly proud of our green status within Stagecoach East Scotland. We operate 10 electric-hybrid buses in Perth and in May 2015 introduced 18 Volvo B5LH electric-hybrid double deck buses for the Tayway route 73. With Euro VI engines, the buses offer the latest technology for an electric-hybrid, as well as stop/start technology and are reducing emissions by over 30%.

We used 16 million litres of diesel last year at an average of 8.43 miles per gallon. All our drivers have completed a fuel-efficient driving course and onboard technology measures their 'eco performance', providing traffic-light style feedback for the driver.

We are involved in a free fleet recognition scheme, 'ECO Stars', run by Dundee City Council for our services operating in Dundee to assess fuel efficiency and reduce emissions. We were awarded a 5\* rating for the scheme and were the first operator to receive

the high rating in Scotland and just the second in the UK.

### *Our community*

We are a major employer in the local community and enable thousands of people to go about their daily activities. We work closely with employees to support their charity fundraising efforts and community events.

We work closely with community partnerships such as the local constabulary, Guide Dog puppy trainers and RNIB Scotland to participate in events to raise awareness of public transport issues. Dedicated members of staff work with these groups to assist members of the public who find using our buses a challenge for various reasons.

We've developed innovative new kids activity packs to engage young bus users and we also work with local organisations and authorities to improve school and workforce travel planning.





**Stagecoach** EAST SCOTLAND

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