



Annual Performance

East Scotland

May 2018-April 2019

Key Facts

A smiling man and woman are standing on a bus, looking out the window. The man is wearing a blue t-shirt and the woman is wearing a pink jacket and a blue bag. The background shows the interior of the bus with yellow handrails and blue seats.

32.5 million

passenger journeys

were made on Stagecoach
East Scotland buses

28.7 million

miles operated

across the region

99.8%

reliability on services
throughout East Scotland

468

buses and coaches across
Fife, Dundee, Perthshire
and Angus

1309

staff employed across
nine Stagecoach East
Scotland depots

£10.1 million

investment in new buses



Our employees

We are a major employer in the local economy, with 1309 staff, of whom 996 are drivers, 179 are engineers and 134 are administration and managerial staff. The majority of our employees live within the local communities in which our buses and coaches operate. We are committed to staff training and, over the past year, we have recruited and trained 174 employees.

We have a programme in place to ensure all drivers complete the necessary CPC courses throughout the year and 70 drivers obtained their PCV licence and CPC qualification during the year. We are also active in getting more young people into our company through the Stagecoach Apprenticeship Scheme, and we currently employ 12 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 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 468 buses and coaches and, in the past year, we have invested £10.1m in 46 new vehicles for local areas, all of which are fully accessible and meet the latest Euro emission standards along with the rest of our fleet.

Within our fleet we also operate a network of luxury coaches for our express routes. Our coach fleet now includes 19 Plaxton Panther LE coaches, with an innovative design improving accessibility for wheelchair users/those with mobility issues.

The independent Transport Focus Survey carried out in 2018 identified that 97% of Stagecoach customers in Tayside and Central Scotland were satisfied with their journey, the highest satisfaction rating of any operator in the UK.

Our services

We operated over 28.75 million miles in the last year, over 1.8 million scheduled journeys. Our key performance measure is the reliability and punctuality of our routes.

In the past year, we operated 99.8% of our scheduled services and, of the 0.2% of scheduled journeys that we did not operate, 0.068% was due to factors outwith our control such as bad weather, road closures and traffic congestion.

We continually monitor our services for punctuality and, in the past year, we monitored 97.1% of all scheduled journeys. Of these, 84.5% operated within 5 minutes of their scheduled time. We continue to seek improvements both through rescheduling services and discussions with our local highway authorities, councils and Transport Scotland.

Our passengers

We facilitated 32.5 million passenger journeys over the year. During this time, we received a total of 2,768 complaints, equivalent to one complaint for every 11,757 customer journeys. We comply with our internal and industry code of practice, every complaint is investigated and action is taken to avoid the problem recurring.

Our customer service team are available from 7am until 7pm on Monday to Friday to assist with customer queries. The team can be contacted via phone, email, post (including a FREEPOST option), online form, Twitter and Facebook.

Our investment

We invested £4.1m into 19 Volvo B8 Plaxton Panther LE coaches for Express City Connect routes X51, X55 and X56. The vehicles were built by ADL and we involved Bus Users Scotland and disability groups in the specification of the coaches to ensure they could improve accessibility, as well as cater for the increasing demand for these routes. We also invested £3.5m in 16 E400 MMC Electric Hybrid vehicles for the coastal route 7 in Fife.

Last summer we launched 15 brand new E200 MMC luxury vehicles for our popular Taylink 99 service, whilst also improving the frequency of the service to run up to every 7-8 minutes.



Our Marketing team won the 'Travel Information and Marketing Award' for their consistent Express campaign activity at the National Transport Awards in 2018.

In December 2018 we launched contactless payment across our full fleet in Fife, Perthshire, Dundee and Angus. This investment means customers have greater choice in how they buy tickets, with cash, mobile and smart ticketing now available. We invested over £1m in driver training in 2018-19.

Our environment

We are rightly proud of our green status within Stagecoach East Scotland. We now operate 25 electric-hybrid buses in Angus and have recently added 16 double deck hybrid buses to our fleet in Fife. With Euro VI engines, the buses offer the latest technology for an electric-hybrid, as well as stop/start technology. They are reducing emissions by over 30% and are 10-20% more fuel efficient compared to conventional diesel powered vehicles.

We used 15 million litres of diesel last year at an average of 8.72 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', which assesses fuel efficiency and 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 Police Scotland, 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.

In May we invited the community to visit our Dunfermline depot to commemorate 100 years of the bus garage. Over 1500 people attended the event, which also raised money for charity.





☎ 01383 660880

🐦 @StagecoachEScot

✉ eastscotland.enquiries@stagecoachbus.com
FREEPOST STAGECOACH

www.stagecoachbus.com