



Annual Performance

East Scotland

May 2017-April 2018

greener smarter travel

Key Facts

32 million

passenger journeys

were made on Stagecoach
East Scotland buses

28.7 million

miles operated

across the region

99.2%

reliability on services
throughout East Scotland

468

buses and coaches across
Fife, Dundee, Perthshire
and Angus

1288

staff employed across
nine Stagecoach East
Scotland depots

£3 million

investment in new buses





Our employees

We are a major employer in the local economy, with 1288 staff, of whom 991 are drivers, 169 are engineers and 128 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 141 employees.

We have a programme in place to ensure all drivers complete the necessary CPC courses throughout the year and 59 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 10 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 £3m in 12 new vehicles for local areas, all of which are fully accessible and meet the latest Euro emission standards.

This means that 100% of our fleet is now made up of fully accessible vehicles, and we achieved the 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 great value ticket offers.

Our services

We operated over 28.7 million miles in the last year, over some 1.8 million scheduled journeys. Our key performance measure is the reliability and punctuality of our journeys.

In the past year, we operated 99.2% of our scheduled services and, of the 0.8% of scheduled journeys that we did not operate, 0.68% 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 95.5% of all scheduled journeys. Of these, 89.8% operated within 5 minutes of their scheduled time, again this was affected by the significant weather disruption seen in early 2018. We continue to seek improvements both through rescheduling services and discussions with our local highway authorities, councils and Transport Scotland.

Our passengers

We carried a total of 32 million passengers over the year. In the same period, we received a total of 2,385 complaints, equivalent to one complaint for every 13,610 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.

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 £1.3m into 4 Plaxton Elite coaches for the direct link from St Andrews to Glasgow Airport, as well as investing £660k in 2 Plaxton Elite coaches for the Express City Connect network in response to customer demand.

The most recent vehicle investment for 2017 involved 6 E200 MMC buses for the popular service connecting the East of Scotland to Edinburgh Airport, these vehicles were required due to increased demand for the route and addressed customer feedback for more luggage space.



Our Express City Connect network won the “Top Express Operation” award for the third consecutive year at the UK Coach Awards in 2017.

In addition to our £3m 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 £900,000 in driver training in 2017-18.

Our environment

We are rightly proud of our green status within Stagecoach East Scotland. We operate 9 electric-hybrid buses in Perth and 25 in Angus.

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 15.2 million litres of diesel last year at an average of 8.59 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. The 5* rating has since been extended to our operations in Fife and Edinburgh.

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 worked with Deloitte Digital to evaluate and improve the customer information we provide, on bus, at stops and at travel centres, focusing on the question ‘How do I catch a bus?’ The project also included employee engagement trials designed to help our driver and bus station staff provide the best possible service to our customers.





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