

Key Facts

16.1 million

passenger journeys
were made on Stagecoach
North Scotland buses

20.2 million

miles operated
across North Scotland

85.6%

punctuality on services
throughout North Scotland

347

buses across North Scotland
and the Highlands

852

staff employed across
fourteen Stagecoach
North Scotland depots

£2.75 million

investment in new buses





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Annual Performance

North Scotland

May 2017- April 2018



Our employees

We are a major employer in the local economy, with around 852 staff, of whom 631 are drivers, 129 are engineers and cleaners and 82 are clerical 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 126 staff.

All of our drivers have completed their Certificate of Professional Competence (CPC). We employ 9 engineering apprentices from within the local community to ensure we provide the necessary skills for the future.

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

Our fleet

We operate a fleet of 347 buses and, in the past year, we have invested £2.75m in 10 new

coaches for our flagship service 10 from Aberdeen to Inverness, all of which are fully accessible and meet the latest Euro 6 emission standards.

All of our bus fleet is now fully DDA compliant offering low-floor access to our customers. Most of our coach fleet already complies with DDA legislation and we are working towards replacing the remainder of the coach fleet prior to the coach deadline for DDA compliance in 2020.

Our services

We operated a total of 20.2 million miles over the last year, over some 1.1 million journeys. Our key measure of performance is the reliability and punctuality of our journeys.

In the past year, we operated 99.4% of our scheduled mileage and, of the 0.6% that we did not operate, 0.3% was due to factors within our control such as driver and vehicle allocation

Stagecoach North Scotland provides local bus services in North East Scotland and the Highlands. We aim to provide safe, reliable, comfortable services with value ticket offers.

and 0.3% was due to factors out of our control such as bad weather, road closures and congestion. We monitor our services for punctuality and in the past year 85.6% of our journeys operated within 5 minutes of their scheduled time. We strive to improve this by using our tracking system to accurately adjust our schedules and to encourage stakeholders for increased bus priority measures in the town and cities we serve. Congestion is one of our key challenges and we have seen this worsen in the key urban centres we serve throughout the year, particularly in Aberdeen which was recently identified as the 3rd most congested city in Scotland. Some major infrastructure projects around Inverness and Aberdeen and their associated works have also presented additional challenges. We continue to discuss these issues with the responsible roads authorities and regional transport partnerships and are continually reviewing and adjusting our schedules.

Our passengers

We carried a total of 16.1 million passengers over the year. In the same period, we received a total of 3151 complaints, equivalent to one complaint for every 5124 passenger journeys. We comply with our internal and industry code of practice, and every complaint is investigated and action taken to avoid repetition of the problem.

New investment

In addition to our £2.75m investment in new vehicles, we have also invested heavily in online & mobile ticketing, journey planning solutions, on board equipment such as CCTV and vehicle tracking equipment and new equipment for our maintenance activities and training for our staff. We also introduced contactless payment technology across our entire North Scotland fleet, making it easier for customers to use our services.

We invested over **£739,000** in employee training in 2017-18.

Our environment

We are rightly proud of our green status within Stagecoach North Scotland. We have reduced our electricity-related CO2 emissions from our buildings by 9.4% and from our fleet by 7.6% both through investment in energy saving equipment and the hard work and efforts of our staff to be more environmentally friendly. Our overall energy consumption has reduced by 14%.

We used 10.2 million litres of diesel last year at an average of 9.02 miles per gallon. We continually work to improve fuel consumption from our fleet through technical measures. All

Since 2015, we have reduced the CO2 emissions from our buildings by 17.7% through continued investments in energy saving initiatives.

of our drivers have completed a fuel-efficient driving course. The launch of our vehicle/telematics system Eco-driver has led to lower emissions from all depots with continual having the safest and most fuel efficient drivers improvements being made. We were delighted to have our Macduff depot recognised again for having the safest and most fuel efficient drivers within the Stagecoach UK Bus division.

All of our buses run on low sulphur diesel with a high-tech additive Envirox to reduce pollution and improve fuel consumption. Vehicle engines must meet increasingly higher Euro standards of exhaust emissions. 98.69% of our fleet meets at least the Euro III standard. We have a growing number of Euro V and Euro VI vehicles already established in our fleet as well as some hybrid and zero emission buses.

We have also continued to be involved in the pioneering *Aberdeen Hydrogen project*, a green initiative led by Aberdeen City Council. The project has seen 10 Hydrogen powered vehicles rolled out in Aberdeen, making it the largest fleet of its kind in Europe.

We recycle most of our waste, such as litter, used oils, filters, batteries, parts, etc. We also recycle the water we use to wash our vehicles every night.

Our staff green team, comprising of a selection of staff from various disciplines and depots across the company are dedicated to reducing the carbon footprint of the company.

They promote green messages to staff and evaluate any possible changes to depot procedures which could help the environment.

Our community

We are a major employer in the local community and our business also supports jobs in the supply chain both locally as well as across Scotland and other parts of the UK. We enable thousands of people each day to go about their daily activities for work and leisure.

We also work closely with local organisations and partnerships across North Scotland, participating in events to raise awareness of public transport issues and attend regular bus user forums to gather feedback on customer experiences.

We also have members of staff who work with local charities and associations to assist those members of the public who may find using public transport challenging for various reasons.