

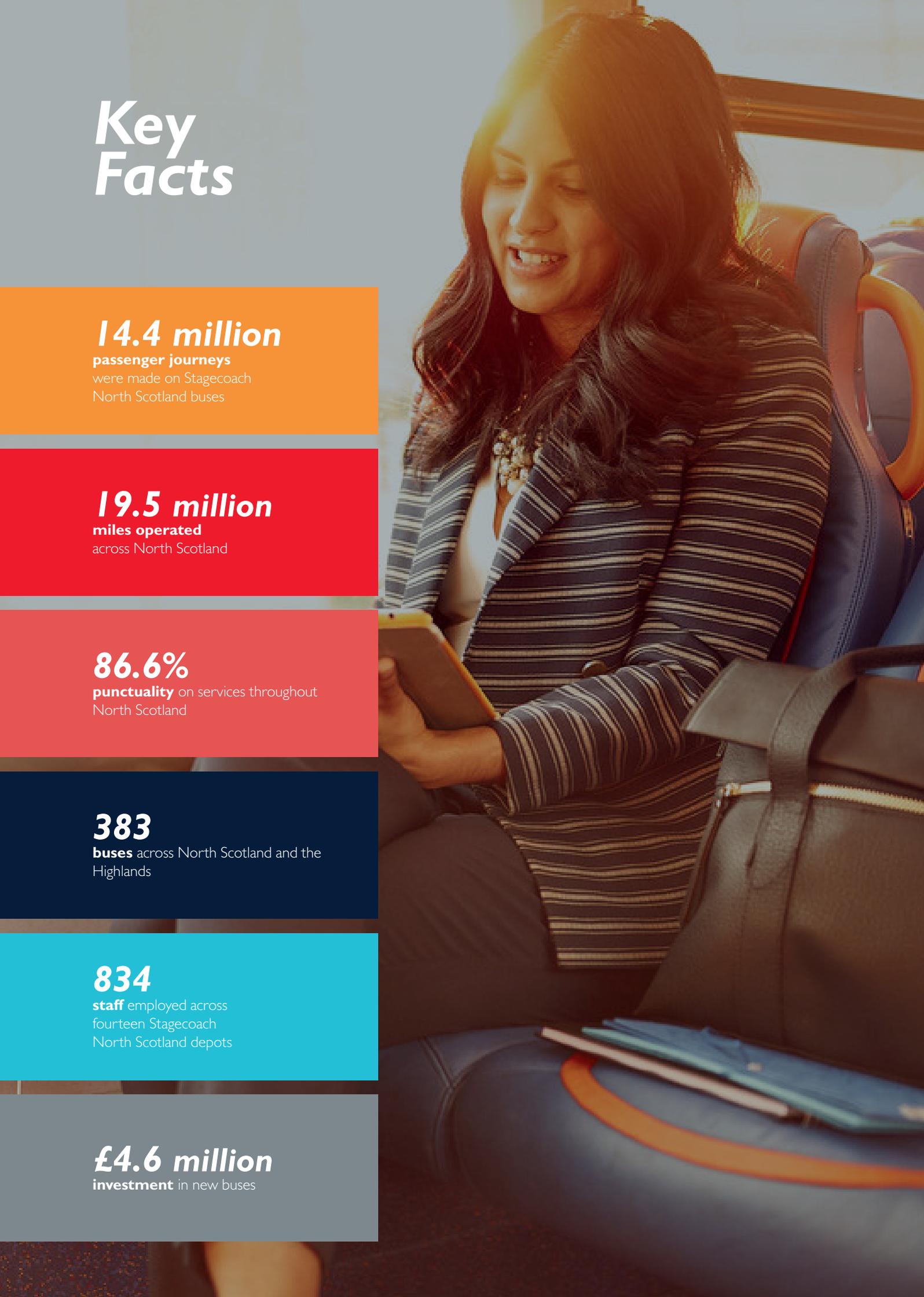
Annual Performance

North Scotland

May 2018- April 2019

greener smarter travel

Key Facts



14.4 million

passenger journeys
were made on Stagecoach
North Scotland buses

19.5 million

miles operated
across North Scotland

86.6%

punctuality on services throughout
North Scotland

383

buses across North Scotland and the
Highlands

834

staff employed across
fourteen Stagecoach
North Scotland depots

£4.6 million

investment in new buses



Our employees

We are a major employer in the local economy, with around 834 staff, of whom 640 are drivers, 120 are engineers and cleaners and 74 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 110 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 383 buses and, in the past year, we have invested £4.6m in 23 new buses. We welcomed 15 brand new smart

hybrid double deck buses to the service 35 route travelling from Aberdeen - Banff - Elgin. The hybrid buses reduce carbon emissions by 30% compared to a standard bus, providing customers with a cleaner, smoother and quieter journey. In September 2018 we invested £1.1 million in 8 low floor buses for service 10 and 11, 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 19.5 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.



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.

In the past year, we operated 99.6% of our scheduled mileage and, of the 0.4% that we did not operate, 0.2% was due to factors within our control such as driver and vehicle allocation and 0.2% 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 86.6% 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 but we've seen major improvements since February 2019 when the AWPR fully opened for operation. Around 50% of traffic has shifted from Aberdeen city onto AWPR which has eased congestion and improved air quality in the north east. 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 14.4 million passengers over the year. In the same period, we received a total of 2337 complaints, equivalent to one complaint for every 6154 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 £4.6m 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 publicized contactless payment technology on all our 18/19 campaigns, ensuring customers are aware that our entire fleet accept this method of payment.

We invested over **£735,000** in employee training in 2018-19.

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 13.7% and from our fleet by 4.2% 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 12%.

We used 9.9 million litres of diesel last year at an average of 9.04 miles per gallon. We continually work to improve fuel consumption



Since 2017/2018, we have reduced the CO2 emissions from our buildings by 13.7% through continued investments in energy saving initiatives.

from our fleet through technical measures. All 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. 100% 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.

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