



Annual Performance

South West

May 2016 to April 2017



www.stagecoachbus.com

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Operational performance statistics

About us

Stagecoach South West provides local bus services across Devon and into Cornwall and Somerset. Our aim is to provide safe, reliable, punctual, clean and comfortable services with a good value for money range of tickets and fares. This annual report covers the year from May 2016 to April 2017.

Our passengers

We carried a total of 32.3 million passengers over the year, an increase of 0.7% over the previous year, largely due to the introduction of our new services in Plymouth and the South West Falcon part way through the previous year. Like-for-like passengers were however down by 4.77%.

We received a total of 4297 passenger complaints about our services. That equates to one complaint per 7534 passengers. We comply with our industry code of practice, and every complaint is investigated and action taken to avoid repetition of the problem.

Our services

We operated a total of 21.8 million miles over the year, an increase of 19.5% over the previous year, largely due to the introduction of our new services in Plymouth and the

South West Falcon part way through the previous year. Like-for-like mileage had reduced by 5.36%.

Our key measure of performance is the reliability and punctuality of our services. In the past year, we operated 99.2% of our scheduled services, with 0.68% failure due to internal reasons and 0.17% due to external reasons such as congestion or diversions. We monitor our services for punctuality and 95.5% of our services operated within 5 minutes of their scheduled time, traffic congestion again being the main reason for delay. We continue to seek improvements both through rescheduling services and in discussions with our local highway authorities.

The year saw further investment to raise the profile of our Hop branded routes, which connect some of the key tourist destinations along the South Devon coast. Newer buses were cascaded and allocated to routes 2 and 22, and were repainted in bespoke liveries featuring stunning photographic imagery of the sights to be found along the each route on the rears.

Our staff

We are a major South West employer with 797 drivers, 113 engineers and cleaners, and 58 supervisors, managers and administration staff, all of whom are based locally.

We have continued to invest in training all our staff. All of our drivers have completed the first five stages of their Certificate of Professional Competence (CPC). Our engineers are all skilled workers and we employ 9 apprentices to provide skills for the future. Our supervisors and managers have all completed relevant training courses for their various professions.

99.7%
of all scheduled
services operated.

Our fares

We increased fares once during the year, by an average of 6.2%. The increase reflects rising costs in pay, fuel and insurance and reduced public sector investment. It also helps us to provide further investment in new vehicles, plant and equipment.

This was the first increase to many fares in two years and, in some cases, in four years.

We have also simplified the North Devon and Torbay ticket structures to a small number of single fares plus day and season tickets.



Our fleet

We operate a fleet of 340 buses and coaches. Following our investment of £13m in new vehicles across the previous financial year, this year we invested £2.5m in 10 new double deckers for route 1 connecting Exeter with Cullompton and Tiverton, complete with leather-style high back seats and free passenger WiFi. Initiatives with our existing fleet included:

- Allocating newer buses to our Hop2 and Hop22 routes, complete with bespoke liveries
- Converting six double deckers to open tops for our new Hop122 summer service in Torbay

All of our vehicles are inspected by our engineers at least every 3 weeks, and maintained to much higher standards than the legal minimum to ensure safety and comfort. Every vehicle is cleaned daily and the average age of our vehicles is 6.9 years old.

Our environment

We used 12.4 million gallons of diesel last year, at an average of 7.9 miles per gallon. We are working to improve fuel consumption through technical measures, and all our drivers have completed a safe and fuel-efficient driving course.

'Ecodriver' is installed on all of our vehicles, providing drivers with real-time feedback on their driving style, reducing accidents and improving fuel consumption. Our buses also have an Automatic Vehicle Location (AVL) system on board which allows us to manage our services more effectively on a day-to-day basis.

All our fleet runs 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 now meets at least the Euro 3 standard, and 63% Euro 5 or above.

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 achievements

This year was another busy time for the South West, including the relocation of our largest depot in Exeter from the City Centre to Matford Park.

This took place in September 2016 and not only delivered brand new, purpose built facilities but also an innovative dual use scheme – the first of its kind in the UK – with a section of the site operating as park and ride car park during the day and parking for buses overnight. This allows two completely different operations to work seamlessly alongside each other. In partnership with Devon County Council the scheme won the Chartered Institution of Highways & Transportation (CIHT) Award for innovation.

Spring 2017 saw the extension of the Hop brand onto a new open top bus service, the Golden Hop. The six buses serve the English Riviera, one of the UK's favourite holiday destinations, augmenting the local network from Easter to October.

As well as linking destinations and attractions,

the service is an attraction in itself: it provides a unique sightseeing experience and each bus features a distinct livery with its very own 'Bus Hopper' animal character.

It also builds on the strong relationship Stagecoach has with local tourism businesses. Passengers are given free 'passports' to help them find the characters which are hosted at attractions along the route. Once found, they can collect a free sticker and the attraction benefits from increased footfall.

As well as new initiatives, work continued on building and promoting the Falcon with brand recognition and patronage growing month on month. A significant milestone was reached in January 2017 with the service carrying its 150,000th passenger, less than a year after launch.

The year also saw the South West continue in its digital transformation with the launch of a journey planning app in September and mobile ticketing for day and week tickets in January and April 2017 respectively.



Key Facts

32.3 million passengers

were carried on Stagecoach South West services

340 vehicles

(at peak) operating on over 145 routes

99.2 %

service reliability and 95.5 % service punctuality

968 staff

at 4 depots and 7 outstations

21.8 million miles were operated

within the South West across Devon and into Somerset and Bristol

Exeter 01392 42 77 11
Torbay 01803 66 45 00
Barnstaple 01271 32 90 89
Plymouth 01752 49 52 00
disability helpline 01392 88 97 49

customer services

Stagecoach South West
Belgrave Road Exeter EX1 2LB
southwest.enquiries@stagecoachbus.com
stagecoachbus.com

 @stagecoachsw

want to check times & fares?

Sometimes we need to update our times & fares. If you haven't used our buses for a while, just phone to check this leaflet is up to date and then we'll send you a new one if necessary.

what to do if things go wrong

We do our best to meet your expectations, but occasionally things go wrong. If you feel we have failed you in some way please tell us about it by contacting customer services at the address above. If you're unhappy with our response, this is the independent body that will review complaints: Bus Users UK Terminal House Shepperton TW17 8AS

train information 08457 48 49 50

bus times



traveline
public transport info
0871 200 22 33

Calls cost 12p per minute
plus your phone company's
access charge

*All information correct at time going to press (October 2017).
Liable to change without notice.*