



Annual Performance

South West

May 2018 to April 2019



www.stagecoachbus.com

 @stagecoachsw



Key Facts

30.9 million passengers

were carried on Stagecoach South West services

387 vehicles

operating on over 82 routes

99.6 %

service reliability

1173 staff

at 4 depots and 10 outstations

18.5 million miles were operated

within the South West across Devon, Torbay and Plymouth and into Cornwall, Somerset and Bristol

Operational performance statistics

About us

Stagecoach South West provides local bus services across Devon, Torbay and Plymouth 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 2018 to April 2019.

Our passengers

We carried a total of 30.9 million passengers over the year, an increase of 2.92% over the previous year.

We received a total of 3783 passenger complaints about our services. That equates to one complaint per 8168 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 18.5 million miles over the year. Our key measure of performance is the reliability and punctuality of our services. In the past year, we operated 99.6% of our scheduled services, with 0.25% failure due to internal reasons and 0.15% due to external reasons such as poor weather, congestion or diversions. Traffic congestion is one of the biggest factors affecting punctuality and service reliability. We continue to seek improvements both through rescheduling and discussions with our local high way authorities.

Our staff

We are a major South West employer with 968 drivers, 120 engineers and cleaners, and 80 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 5 apprentices to provide skills for the future. Our supervisors and managers have all completed relevant training courses for their various professions.

Our fares

We had one modest fare increase this year, reflecting 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. After positive testing on our Family 1+2 ticket in the Exeter area, we launched this ticket across our network in April 2019. The ticket allows an adult plus 2 children great value unlimited travel across the day in the local zone.

Our fleet

We operate a fleet of 387 buses and coaches. Following our investment of £5.5m in new vehicles in the previous financial year, this year we invested £2.5m in 14 new buses for routes IJK connecting Exeter City Centre with Digby, IKEA and the Science Park, complete with leather-style seats, free passenger WiFi and USB charging. Initiatives with our existing fleet included:

- Rebranding our Exeter airport service with bespoke livery and route branding.
- Converting our Exeter Park & Ride Fleet to Euro 6 engines to meet higher standards of exhaust emissions.
- Updating all ticket machines across our fleet to enable contactless payments.

All of our vehicles are inspected by our engineers at least every 4 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 7.9 years old.

Our environment

We used 10.7 million litres of diesel last year, at an average of 7.85 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 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 72% 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

In the summer of 2018 we introduced contactless payments on all of our buses. Ticket machines were updated across the fleet, making bus travel more accessible for our passengers enabling them to pay quickly, safely and securely.

In May 2018 we added extra buses to our popular express coach service Falcon to improve reliability on the service due to heavy traffic on the M5 section of the route. A Falcon door to door service was also created by partnering with local taxi

companies. A 10% discount with Exe Cars taxi service is offered to customers when booking to travel on the South West Falcon to or from Sowton Park & Ride or Honiton Road Park & Ride

On 3 September, we launched the CONNexIONS brand. From Monday to Saturday new early morning and evening journeys and a 30-minute frequency during the day on the section of route 56 between Exeter St David's Station and Exeter Airport. This will provide easy and convenient flight



and train connections for commuters and holidaymakers as well as associated key workers. Buses then continue onto Exmouth up to every 60 minutes.

This is an innovative partnership and to promote the improved links between key transport hubs and business locations. All five buses feature a bespoke livery design, with each highlighting a different location on the route.

Also in September 2018 we started operation of several new Plymouth City Council contracts in Plymouth. This further extended the network across the city which was launched in 2015.

In December 2018 we trialed a night bus, N21, for the festive period. Buses ran every Friday into Saturday and Saturday into Sunday between midnight and 4am until December 30, between Bideford and Braunton via Barnstaple.

In December 2018 we invested £2.5 million in 14 new buses for the I, J and K services. The new buses have leather seats, USB charging and free wi-fi.

In late 2018 we began work on a consultative document with the main aim of offering stakeholders and members of the public

alike, an opportunity to actively participate in the bus route planning process for Stagecoach routes in the South West region. The key aims of the Plan are to demonstrate Stagecoach South West's commitment to listening and responding to the needs of our customers and to demonstrate Stagecoach South West is a key player in the ongoing development of a sustainable transport strategy for the region

Also in April 2019 we made some changes to our Torbay network. Following the success of the night bus trial we introduced the N12 night service to our popular 12 route. We also introduced two new circular routes running through The Willows and Torbay Hospital, 7 days a week. Services 46 and X64 were combined to form new Service 7/7A, providing an hourly direct service between Totnes, Newton Abbot and Exeter City Centre. New service 92 provides connections from Dartmouth at Totnes with new Service 7 and Gold. With support from Devon County Council, we reintroduced route 77 to operate between the new development at Hele Park, Newton Abbot town centre and Buckland Estate every 30 minutes.

Exeter 01392 53 16 70
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
Matford Park Depot, Matford Park Road, Exeter, EX2 8FD
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



*All information correct at time going to press (September 2019).
Liable to change without notice.*