



**Stagecoach** SOUTH WEST

# annual report

May 2014 to April 2015



# Key Facts 2014/15

30.1 million passengers

were carried on Stagecoach South West services

16.35 million miles were operated

within the South West across Devon and into Somerset and Cornwall

99.7 % service reliability and 96.1 % service punctuality

310 (PVR) vehicles

operating on over 136 routes

995 staff

at 3 depots, 3 sub depots and 6 outstations

£2.2 million investment

in 13 buses for Exeter and Exmouth and 3 buses for Torbay Stagecoach Gold



# 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 2014 to April 2015.

## Our passengers

We carried a total of 30.1 million passengers over the year, an impressive increase of 4.99% over the previous year.

We received a total of 2,835 passenger complaints about our services. That equates to one complaint per 10,628 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 16.35 million miles over the year, an increase of 6.98% over the previous year. This increase is largely due to the enhancement of route 5 between Exeter and Cridton, doubling the frequency on our Stagecoach Gold service between Totnes and Plymouth, the development of route 6/6A connecting Bude, Launceston, Okehampton and Exeter and our expansion into North Cornwall (routes 584 and 595).

Our key measure of performance is the reliability and punctuality of our services. In the past year we operated 99.7% of our scheduled services, with 0.16% failure due to internal reasons and 0.17% due to external reasons such as congestion or diversions. We monitor our services for punctuality and 96.1% 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.

We have continued to invest in our fleet with the purchase of three further double deck buses to join Torbay Stagecoach Gold and 13 new single deck buses for our Exeter and Exmouth networks, a total investment of £2.2 million.

99.7%  
of all scheduled  
services operated.



## Our staff

We are a major South West employer with 819 drivers, 115 engineers and cleaners, and 61 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), and have this year started to undertake additional courses in cycle awareness and driving within pedestrian zones. Our engineers are all skilled workers and we employ eight apprentices to provide skills for the future. Our supervisors and managers have all completed relevant training courses for their various professions.

## Our fares

We increased fares once during the year by an average of 1.8% which is the lowest fare increase for many years, despite increasing costs and cuts to public sector investment in buses. The increase was to cover our increased costs of pay, fuel and insurance, and to provide for further investment in new vehicles, plant and equipment.

As well as keeping any rise in fares to a minimum, we also reduced many return fares and froze the cost of the majority of our most popular day and season tickets. We extended our Torbay and Exeter Plus ticket zone boundaries to include Dawlish Warren (Torbay) and Teignmouth, Cullompton and Okehampton (Exeter Plus), providing even better value for our customers. We also introduced a new Group Explorer ticket, giving up to 5 people a day of unlimited travel for just £15, and made our off peak £1 child add on ticket available at any time.



## Our fleet

We operate a fleet of 349 buses and coaches, of which we replaced 16 over the past year with a total investment of £2.2 million. All of our fleet is low floor to provide easy access for the elderly, disabled and buggies.

All 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 7.3 years old.

\*Based on cost of 52 week Megarider Gold at £940.00.



## Our environment

We used 9.6 million gallons of diesel last year, at an average of 7.76 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.

Our Ecodriver system is installed on all of our vehicles and provides drivers with real-time feedback on their driving style, reducing accidents and improving fuel consumption. An annual bonus scheme rewards drivers for consistent 'green' driving and, if required, additional training and support is provided. Year on year we have seen an improvement in our fuel consumption of 0.9%.

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. 98.5% of our fleet meets at least the Euro 3 standard.

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 financial year has seen a substantial growth in our passenger numbers, up 4.99% on the previous year, against an increase in fleet size of just 2.5%. This increase is due to a series of service enhancements, network development and local authority contract gains.

These include:

In May 2014 we completely revamped our Torbay bus network. This saw the introduction of a brand new route number 22, which combined other services together with a new Town Centre route to provide new connections between local attractions and the hotels which line Belgrave Road.

Also in the same month, in response to the success of our new Stagecoach Gold service between Torbay, Totnes and Plymouth, we doubled the end to end frequency to every 30 minutes, six days a week with three additional vehicles joining the fleet. A million passenger journeys had been made before the first year of operation was complete. In early 2015 we also increased the Sunday service frequency to every hour and extended our X64 service to provide, for the first time, a direct connection between Exeter and Dartmouth.

Following discussions with the Torbay Youth Parliament, we introduced the Torbay Termrider in September 2014, a season ticket aimed exclusively at those aged 18 or under. Termrider provides unlimited travel on our buses at a cost that is at least 10% less than the average length of a school term, with non-term days added free of charge.

In July 2014 we launched 13 new single deck buses for our Exeter and Exmouth fleet. The Transport Minister, Baroness Kramer, attended the event and spent the day with us in Exeter exploring the importance of the bus to the local economy.

In November 2014 we introduced a fast ferry link in partnership with Torbay Council and Brixham Express ferry.

Across the year we have expanded our operations in North Cornwall with our outstation in Bude doubling in size. Our X9 service from Bude to Exeter has been developed into route 6/6A (February 2015) to include Launceston and the villages between Okehampton and Exeter, and we now provide routes 584/595 between Bude, Boscatle, Tintagel, Camelford and Wadebridge in partnership with Cornwall County Council (March 2015).

In February 2015 Devon County Council secured Local Sustainable Transport Funding to enhance our service 56 to Exeter Airport, providing earlier connections for those who work there and also in the nearby business park.

Exeter 01392 42 77 11  
Torbay 01803 66 45 00  
Barnstaple 01271 32 90 89

### disability helpline

01392 88 97 49

### travel shops

Exeter bus station  
Paignton bus station

### customer services

Stagecoach South West  
Belgrave Road Exeter EX1 2LB  
[southwest.enquiries@stagecoachbus.com](mailto:southwest.enquiries@stagecoachbus.com)

[stagecoachbus.com/southwest](http://stagecoachbus.com/southwest)  
[devon.gov.uk/devonbus](http://devon.gov.uk/devonbus)

 [@stagecoachsw](https://twitter.com/@stagecoachsw)

### ticket agents

For a full list of our ticket agents  
please visit:

[stagecoachbus.com/southwest](http://stagecoachbus.com/southwest)

#### 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.

The phone number is 01392 427711.

#### 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



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