



Annual Performance

West Scotland

May 2018-April 2019

Key Facts

A smiling man and woman are standing on a bus. The man, on the left, has a beard and is wearing a blue t-shirt. He is holding a white bag. The woman, on the right, is wearing a pink jacket and a blue bag. They are both looking at each other and smiling. The background shows the interior of a bus with blue seats and yellow handrails.

27 million

passenger journeys
were made on Stagecoach
West Scotland buses

24 million

miles operated
across the region

99.8%

reliability on services
throughout West Scotland

359

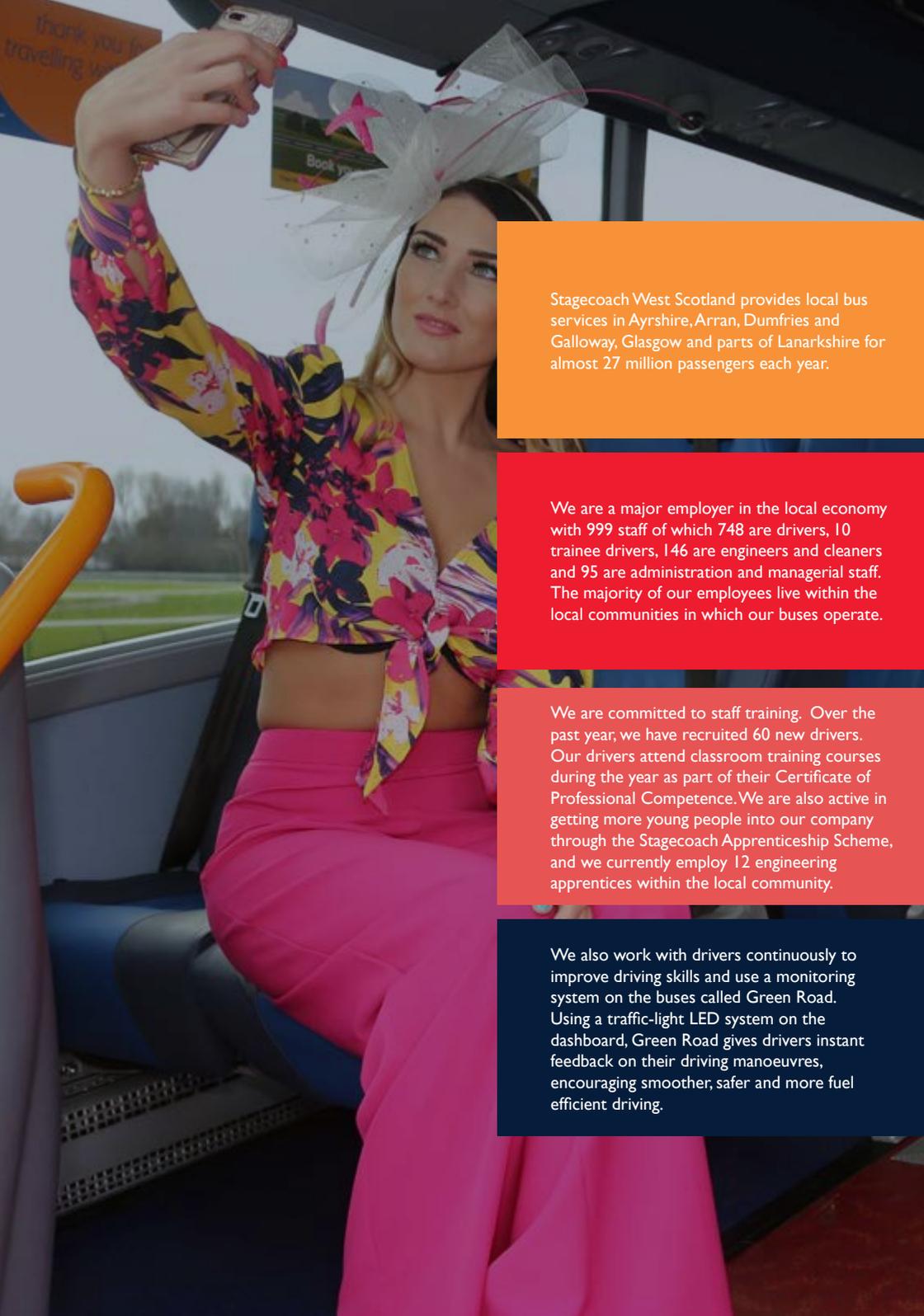
buses and coaches across
West Scotland

999

staff employed across
seven Stagecoach West
Scotland depots

£5.4 million

investment in new buses



Stagecoach West Scotland provides local bus services in Ayrshire, Arran, Dumfries and Galloway, Glasgow and parts of Lanarkshire for almost 27 million passengers each year.

We are a major employer in the local economy with 999 staff of which 748 are drivers, 10 trainee drivers, 146 are engineers and cleaners and 95 are administration and managerial staff. The majority of our employees live within the local communities in which our buses operate.

We are committed to staff training. Over the past year, we have recruited 60 new drivers. Our drivers attend classroom training courses during the year as part of their Certificate of Professional Competence. We are also active in getting more young people into our company through the Stagecoach Apprenticeship Scheme, and we currently employ 12 engineering apprentices within the local community.

We also work with drivers continuously to improve driving skills and use a monitoring system on the buses called Green Road. Using a traffic-light LED system on the dashboard, Green Road gives drivers instant feedback on their driving manoeuvres, encouraging smoother, safer and more fuel efficient driving.



Our Fleet

We operate a fleet of 359 buses and, in the past year, we have invested just over £5 million pounds in 27 new vehicles, all of which are fully accessible and meet the latest Euro emission standards.

Our vehicles are inspected by our engineers at least every 28 days, and maintained to a much higher standard than the legal minimum to ensure safety and comfort. Every vehicle is cleaned internally and externally on a daily basis.

Our Services

We operated a total of 24 million miles over the last year. Our key measure of performance is the reliability and punctuality of our journeys.

In the past year, we operated 99.8% of our scheduled miles, of scheduled miles that we did not operate, 0.11% was due

to factors within our control such as driver and vehicle allocation and 0.09% was due to factors out of our control such as bad weather, road closures and congestion.

Our Customers

We facilitated 27 million passenger journeys over the past year. During this time, we received a total of 1909 complaints, equivalent to one complaint for every 13951 customer journey. We comply with our internal and industry code of practice, every complaint is investigated and action is taken to avoid the problem recurring.

We've invested in our customer experience team, operating from 06:30am until 6:30pm Monday to Friday to assist with customer queries. The team can be contacted via phone, email, post, online and twitter.



The Environment

We used over 12 million litres of fuel last year. On the mainland, we run on ultra-low sulphur diesel with up to 30% sustainable bio content. In addition we use high tech fuel additive Envirox to further reduce fuel consumption and emissions.

We began trialling electric vehicles in October 2018 with the introduction of an electric Optare Solo on one of our rural routes.

Our Investment

We invested £5.4 million on 7 brand new 460hp Euro 6 Plaxton Panorama double deck coaches for the express X76 route between Kilmarnock and Glasgow. A first for the UK bus industry and built by ADL, the Euro 6 double decker coaches are fully accessible and equipped with the most up to date real-time information systems. In addition, 20 Enviro200 single decks were introduced to local town networks within Irvine and Kilmarnock.

We introduced a fleet of 10 newly refurbished high specification luxury coaches to operate between Ayr and Glasgow on our X77 express route.

Following the introduction of the LEZ in Glasgow in December 2018, NOX levels have fallen significantly, and while the current standard requires 20% of our vehicle journeys to comply we already have a compliance level of 75%.





Our Community

We are a major employer in the local community and enable thousands of people to go about their day lives. We work closely with employees to support their charity fundraising efforts and community events.

In December 2018, we were able to donate £10,000 to charities within West Scotland as well as donations from each of our depots.

We work closely with community partnerships such as Police Scotland, RNIB and Alzheimer Scotland to raise awareness of public transport issues. Dedicated members of our training teams work with these groups to assist all of our staff in understanding how to engage with all members of the public.



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