

Best Bus Service 2018

Awards

Our express X74 service was awarded 'Best Bus Service 2018' by the Scottish Transport Awards earlier this year, operating 12 times per day and carrying an impressive 180,000 customers each year.

The X74 is a fantastic choice for a convenient, comfortable and affordable way to travel between Dumfries and Glasgow.



Key Facts

27 million passenger journeys

99.7% reliability

1003 staff employed

375 buses across West Scotland

20.1 million miles operated

£5.6 million investment



Contact

your local depot by phone

Ardrossan - 01294 607007
Arran - 01770 302000
Ayr - 01292 613500
Cumbernauld - 01236 863389
Dumfries - 01387 253496
Kilmarnock - 01563 525192
Stranraer - 01776 704484

Customer Services

Online and Social Media

Email: westscotland.enquiries@stagecoachbus.com

Website: www.stagecoachbus.com

Twitter: @StagecoachWScot



Write to us

with your feedback

Customer Services
Stagecoach West Scotland
Sandgate, Ayr
KA7 1DD

If you are unhappy with our response, this independent body will review complaints:

Bus Users Scotland, Hopetoun Gate,
8b McDonald Road, Edinburgh
EH7 4LZ

or alternatively you can e-mail them at:
enquiries@bususers.org or phone 0300 111 0001

Mobile tickets are here!
on the Stagecoach Bus App



X74 Best Bus Service 2018



Stagecoach

Annual Performance

May 2017 - April 2018

West of Scotland

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.



Our Fleet

We operate a fleet of 375 buses and in the past year, we have invested £5.6 million in 27 new buses for local areas, all of which are fully accessible and meet the latest Euro emission standards.



Our vehicles are inspected by our engineers approximately 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.



We have invested £5.6 million in 27 new buses

New Investment

This year we launched 27 new vehicles on our popular service 11 route which operates between Ardrossan and Kilmarnock. We invested £5.6 million in E400 double decker vehicles; each one meets Euro 6 emission standards.

A new timetable was introduced on the services, using the latest GPS automatic vehicle location (AVL) software to analyse the performance of the route over time. All 27 vehicles are fitted with the AVL tracking software, allowing us to track each journey and allows customers to get live bus updates via our website, app or digital bus stops.



We are a major employer in the local economy with 1003 staff of which 766 are drivers, 153 are engineers and cleaners and 85 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. Our drivers attend classroom training sessions during the year as part of their Certificate of Professional Competence and over the past year, we have recruited 135 new drivers. We are also active in getting more young people into our company through the Stagecoach Apprenticeship Scheme, and we currently employ 10 engineering apprentices within the local community.

We 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.

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Our Services

We operated a total of 20 million miles over the last year, over some 1.2 million journeys. Our key measure of performance is the reliability and punctuality of our journeys.

In the past year we operated 99.7% of our scheduled services. Of scheduled journeys that we did not operate, 0.2% were due to factors within our control such as driver and vehicle allocation and 0.1% were due to factors out of our control such as bad weather, road closures and vehicle congestion.

In the past year, we operated 99.7% of our scheduled services



The Environment

We used over 14.8 million litres of fuel last year. On the mainland, we run on ultra-low sulphur diesel with 30% sustainable bio content. In addition to this, we use high tech fuel additive Envirox to further reduce fuel consumption and emissions.

In Kilmarnock we operate 8 buses that run on 100% biofuel from sustainable sources such as recycled cooking oil.

As part of our annual Green Week initiative we introduced the 'Make A Difference' grant. We were delighted to donate £500 to the Three Towns Growers in Ardrossan who were selected as the winners of the Make A Difference grant set up in 2017.



8 buses run on 100% biofuel

Our Community



We work closely with local community groups throughout our operating area on a number of projects. One of our key initiatives is our Youth Express.

We were presented with a silver award at the 22nd annual UK Bus Awards as recognition for the benefits the Youth Express brings to the local community. The mobile youth club visits rural communities across Ayrshire providing a friendly environment for young people to meet.

Our Kilmarnock Depot welcomed customers and bus enthusiasts for a depot open day in April. Visitors were able to go behind the scenes and had the chance to see a selection of modern and vintage vehicles which were on display. Thanks to fundraising efforts on the day, we were able to present the National Autistic Society of Scotland with a cheque for £2000.

