

Key Facts

30.6 million

passenger journeys
were made on Stagecoach
West Scotland buses

21 million

miles operated
across West Scotland

99.7%

reliability on services
throughout West Scotland

397

buses across Ayrshire and,
Arran, Dumfries and
Galloway and Glasgow

1015

staff employed across
eight Stagecoach West
Scotland depots

£3.7 million

investment in new buses



Contact

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Ayr - 01292 613500
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Dumfries - 01387 253496
Glasgow - 0141 5524961
Kilmarnock - 01563 525192
Stranraer - 01776 704484



Customer Services

Email: westscotland.enquiries@stagecoachbus.com
Website: www.stagecoachbus.com



or write to:

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



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All details correct at the time of going to print, June 2015.



Annual Performance

West Scotland

May 2014-April 2015

greener smarter travel



Our employees

We are a major employer in the local economy, with around 1015 staff, of whom 770 are drivers, 156 are engineers and cleaners and 89 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 and, over the past year, we have recruited 163 new drivers.

486 of our drivers have attended training courses in the past 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 13 engineering apprentices within the local community.

This year we employed 5 new apprentices through a partnership initiative with The Prince's Trust.

We are proud of our employees for both their work performance and their individual achievements

This year several of our employees were recognised for their efforts. Our Arran Apprentice was crowned Stagecoach 3rd year Apprentice of the Year, one of our Ayr drivers was awarded a Stagecoach Champion gold award for Safety and another of our Ayr drivers was shortlisted in the UK Bus Awards Driver of the Year category.

Princes Trust Apprentices



Arran Apprentice



Stagecoach West Scotland provides local bus services in Ayrshire and, Arran, Dumfries & Galloway, Glasgow and parts of Lanarkshire. We aim to provide safe, reliable, comfortable services with value ticket offers.

Our fleet

We operate a fleet of 397 buses and, in the past year, we have invested £3.7m in 25 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 at least every 21 days, and maintained to much higher standards than the legal minimum to ensure safety and comfort. Every vehicle is cleaned internally and externally on a daily basis. We currently have 23 new buses on order for 2015/2016.

Our services

We operated a total of 21 million miles over the last year, over some 1.4 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% was due to factors within our control, such as driver and vehicle allocation, and 0.1% was due to factors out of our control such as bad weather, road closures and vehicle congestion.

We monitor our services for punctuality and, in the past year, we monitored 6.8% of all scheduled journeys. Of these, 96.8% operated within 5 minutes of their scheduled time. We continue to seek improvements both through rescheduling services and in discussions with our local highway authorities.

Our passengers

We carried a total of 30.6 million passenger journeys over the year. Despite our best efforts we sometimes give cause for complaint. We received a total of 1559 complaints, equivalent to one complaint for every 19,628 passenger journeys.

We introduced Twitter in summer 2014 to give our customers up to the minute service information and to answer any customer queries. We grew our followers to 3000 within the first year of launching our account. Follow us @StagecoachWS Scot.

The environment

We used over 13 million litres of fuel last year. On the mainland, we run on ultra low sulphur Diesel with 30% sustainable bio content, in addition we use high tech fuel additive Envirox to further reduce fuel consumption and emissions.

Our X76 campaign was shortlisted in the Scottish Transport Awards, Excellence in Travel Information and Marketing category.

In Kilmarnock we operate 9 buses that run on 100% biofuel from sustainable sources such as recycled cooking oil.

During Green Week we work with local primary schools to promote our getting greener together UK Bus Campaign.

New investment

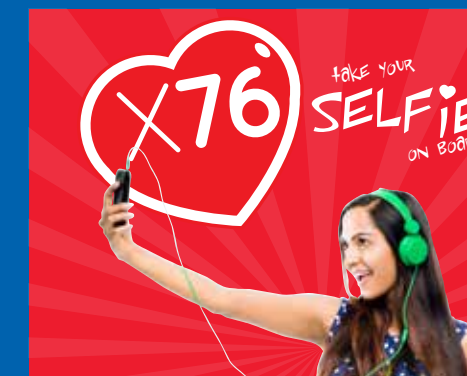
In addition to our £3.7m investment in new vehicles, we have also replaced our X77 vehicles and our Kilmarnock to Glasgow X76 vehicles with more reliable and comfortable Astromega double deck coaches. These vehicles offer disabled access free WiFi, air conditioning and electrical charging points.

Our X76 campaign "Take your Selfie on the X76" was shortlisted in the 2015 Scottish Transport Awards, Excellence in Travel Information and Marketing category.

Our community

We are a major employer in the local community and enable thousands of people to go about their daily activities. We work closely with community groups through the operation of our mobile youth clubs, the Youth Express in Ayrshire and The Wee Gee in Glasgow.

This year we commissioned a mural for Ayr Bus Station working closely with local community groups. The mural was created by young people from STEP, supported by Ayr Renaissance, Community Safety and local artist Gillian Beech. The project was developed to offer skills to young people who were currently unemployed but also to improve the environment at the bus station by showcasing the local attractions and history of Ayr town.



One of our new vehicles in service.

