

**KEY FACTS** (this report covers the year from May 2013 to April 2014)

-  **30.1 million passenger journeys were made on Stagecoach West Scotland services**
-  **19.9 million miles operated within West Scotland encompassing Ayrshire & Arran, Renfrewshire, Lanarkshire and Dumfries & Galloway**
-  **99.8% reliability and 95.8% punctuality giving passengers a high degree of confidence in our services**
-  **368 buses and coaches 80% of which are fully accessible, DDA compliant operating on over 120 routes**
-  **895 employees working across the 8 depots that serve West Scotland**

**getting in touch**

For information or to make comments or suggestions regarding any of our services contact:  
Stagecoach Customer Services, Stagecoach West Scotland, Sandgate, Ayr, KA7 1DD

[westscotland.enquiries@stagecoachbus.com](mailto:westscotland.enquiries@stagecoachbus.com)      [www.stagecoachbus.com](http://www.stagecoachbus.com)

**We have a dedicated helpdesk for customers with disabilities.**

Call 07736 892 253 for assistance.  
This operates Mon - Fri from 0900hrs to 1600hrs.  
Alternatively email or write as above.

**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. Contact details are above.

If you are unhappy with our response, this independent body will review complaints:  
Bus Passengers' Platform at  
Scottish Government, Area 2D Dockside, Victoria Quay, Edinburgh, EH6 6QQ  
or alternatively you can e-mail them at [buscomplaints@scotland.gsi.gov.uk](mailto:buscomplaints@scotland.gsi.gov.uk).



A large print version of this leaflet is available on request from the address above



There is a strict no smoking policy on all stagecoach services

# annual performance

West Scotland

May 2013 to April 2014

*greener smarter travel*



 **Stagecoach** WEST SCOTLAND provides local bus services in the South West of Scotland from Dumfries and Stranraer, throughout Ayrshire, up as far as Greenock and with a network of express services into Glasgow City Centre.

**Our aim is to provide safe, reliable, punctual, clean and comfortable services with a good value for money range of tickets and fares.**

*(this report covers the year from May 2013 to April 2014)*

### our staff

We are a major employer in the local economy and employ 654 drivers, 133 engineers and cleaners and 108 administration, supervisors and managerial staff. All our staff are fully trained in their respective skills, with the emphasis on passenger safety, comfort and courtesy. Over the past year we have recruited and trained 80 new drivers. 647 of our drivers have attended training courses in the past year as part of their Certificate of Professional Competence.

We employ 10 engineering apprentices from within the local community providing training and skills for our young people. All our staff have the benefit of our Group pension scheme with employer contributions.

### our fleet

We operate a fleet of 368 buses and coaches. 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 25 new low floor buses on order for 2014/2015.

### reliability

Reliability means ensuring that our passengers can have a high degree of confidence that their bus will turn up. Our target is to run 99.5% of all scheduled journeys. In the past year we planned to run some 1.4 million journeys over 19.9 million miles and we exceeded our target achieving 99.7%.

We failed to operate 0.2% of our scheduled mileage due to external factors such as bad weather, road closures, traffic congestion, etc and to internal factors such as staff or vehicle failure.



### punctuality

Punctuality means ensuring that your bus will turn up on time. The standard set by our regulator, the Traffic Commissioner, is that 95% of journeys should run no more than 1 minute early or 5 minutes late. Given the unpredictability of road and traffic conditions and the weather, this is very difficult to achieve, and we spend a great deal of time and effort in monitoring punctuality and adjusting timetables. In the past year we monitored 7% of scheduled journeys, and of these 94.2% ran within the standard.

### fares

We offer a wide range of value for money fares and ticket options. In addition to our standard single fares we offer unlimited travel period tickets. Details of our megarider and megarider Xtra tickets can be found online at [www.stagecoachbus.com](http://www.stagecoachbus.com). In March 2014 we introduced our smartcard ticketing technology. It's an electronic card with a chip that stores Stagecoach megarider tickets for use on the bus, replacing paper tickets.

We introduced "Kids Go Free" on selected services to encourage families to travel by bus. The offer is available at weekends and on Scottish School holidays and allows up to two under 16's to travel free when accompanied by a fare paying adult purchasing a single or return ticket on the day of travel.

Our fares remained unchanged during 2013/2014, the only exception being in Glasgow where a 4.4% increase was necessary to cover our increased operating costs.

### customer satisfaction

We carried over 30 million passengers during the year and ran 1.3 million scheduled trips. Despite our best efforts, unfortunately we sometimes gave cause for complaint. We had 1,642 complaints, an equivalent of 0.11 complaints per trip.

### our achievements

We have made some improvements to our services over the past year including improved frequency on our X74 service operating between Dumfries and Glasgow and improved frequency on our service 12 operating from Lincluden to Dumfries Town Centre. We invested £2.3million in new vehicles for our 23 service in Irvine Town and on our Express services from Ardrossan to Glasgow. We have introduced

Free WiFi on the new vehicles which run on our X16 service between Ayr and East Kilbride and also on Service 11 between Ardrossan and Kilmarnock.

The X25 service from Cumbernauld to Glasgow has seen improvements to frequency and we now serve North Carbrain.

Our main achievement has been the introduction of our StagecoachSmart technology introducing our customers to a new way of buying and using Stagecoach Bus tickets. The introduction of smart ticketing technology is another demonstration of our commitment to making travel easier and more convenient for our customers.

### our community



We operate a mobile youth club in Ayrshire called Youth Express and one in Glasgow called The Wee Gee. These are used throughout the community and have Playstation, Wii and PS3 games as well as air hockey and other entertainment. The drivers of these vehicles also give the kids info about anti vandalism and safety.

### 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. In Kilmarnock we operate 9 buses that run on 100% biofuel from sustainable sources such as recycled cooking oil. Driver training through a safe and efficient driving course is carried out to improve fuel consumption. The launch of our vehicle/drivers telematics system Eco-driver has led to lower emissions from a number of our depots with continual improvements being made.