

Key Facts

31 million

passenger journeys
were made on Stagecoach
West Scotland buses

21 million

miles operated
across West Scotland

99.8%

reliability on services
throughout West Scotland

405

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

1000

staff employed across
eight Stagecoach West
Scotland depots

£4.4 million

investment in new buses



Contact

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Arran - 01770 302000
Ayr - 01292 613500
Cumbernauld - 01236 863389
Dumfries - 01387 253496
Glasgow - 0141 5524961
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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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Annual Performance

West Scotland

May 2015-April 2016

greener smarter travel



New X74 coaches

Stagecoach West Scotland provides local bus services in Ayrshire and Arran, Dumfries and Galloway, Glasgow and parts of Lanarkshire.

Our employees

We are a major employer in the local economy with around 1000 staff, of whom 782 are drivers, 144 are engineers and cleaners and 74 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 176 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 14 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, GreenRoad gives drivers instant feedback on their driving manoeuvres, encouraging smoother, safer, and more fuel-efficient driving.



New fleet of buses for Arran

Our fleet

We operate a fleet of 405 buses and, in the past year, we have invested £4.4m in 23 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. In 2016/2017 we will introduce 15 new vehicles on our Cumbernauld to Glasgow network.

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 99.8% of our scheduled services, of scheduled journeys that we did not operate, 0.1% 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 7.3% of all scheduled journeys. Despite another year of an exceptional number of road work schemes across the region, of these, 95.3% operated within 5 minutes of their scheduled time.

Our customers

Our customers made a total of over 31 million journeys on our buses throughout the year. Despite our best efforts we sometimes give cause for complaint. We received a total of 2,462 complaints, equivalent to one complaint for every 12,875 passenger journeys.

Our Twitter account has been in operation for over a year. It gives our customers up to the minute service information and we answer any customer queries. We now have over 6,000 followers. Follow us @StagecoachWScot.

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.

This year the vehicles were re-branded using 3M Envision Films which contain no PVC or added halogens, eliminating potential hazards to the environment upon disposal at end of life.

As part of our Green Week initiative we visited local schools with our bio bus fleet to discuss sustainability and how pupils could help their local environment. We ran a poster competition with schools to design "The bus of the future" and winners designs were displayed on our vehicle rears.

New investment

This year we invested £4.4m in new vehicles. Our X19 route in Glasgow benefitted from 18 new vehicles which have the latest Euro 6 engines, comfortable e-leather seating, free Wifi and USB charging points and offer disabled access. These were part funded by the Scottish Government through SPT. The service was also extended to the newly opened Queen Elizabeth University Hospital.

Our X74 serving Dumfries to Glasgow has 5 new luxury coaches on the route. The coaches offer customers free wi-fi, power sockets, air conditioning, an on board toilet and leather reclining seats for up to 68 passengers and one wheelchair. The vehicles also have additional luggage space and bike racks for up to 5 bikes.

SPT also introduced a new £1.5m fleet of buses on the Isle of Arran which we operate under contract to SPT.

This is the first time in the island's history that the bus network is fully accessible offering greater access for wheelchair users and buggies.

Burns Cottage Competition Winners



We've made a considerable digital investment in our website. Our new look stagecoachbus.com is mobile friendly, offers an online fare calculator, journey planner and live bus arrivals.

Our community

We work closely with community groups through the operation of our mobile youth club, the Youth Express in Ayrshire.

We also work closely with other local businesses including the National Trust for Scotland promoting their visitor attractions on our bus routes. We extended some of our X77 journeys to Robert Burns Birthplace Museum as well as running a schools competition to promote visiting Burns Cottage by bus.

We have close links with the NHS and have worked together to promote the X19 service to the Queen Elizabeth University Hospital. Attending Travel Information sessions and offering discounted tickets for NHS staff.

We also signed up to the Breastfeed Happily Scheme to let our customers know that they can breastfeed on our services or within our premises.

Breastfeed Happily Launch

