

annual performance

May 2013 to April 2014

key facts

✓ **23.8 million passenger journeys**

✓ **11.11 million miles operated**
carrying customers on our network

✓ **234 buses**
operating about 100 different routes across Gloucestershire, Wiltshire, Swindon and Herefordshire with some journeys extending into Wales and Oxfordshire

✓ **£2.7m investment**
on 18 brand new double and single decker buses

✓ **640 staff**
working across the 5 depots which serve Stagecoach West in Cheltenham, Gloucester, Ross-on-Wye, Stroud & Swindon

✓ **99.5% service reliability**

✓ **94.8% service punctuality**



Stagecoach Customer Services

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GL1 3HF

enquiries **west.enquiries@stagecoachbus.com**
01452 418630

website
www.stagecoachbus.com/west

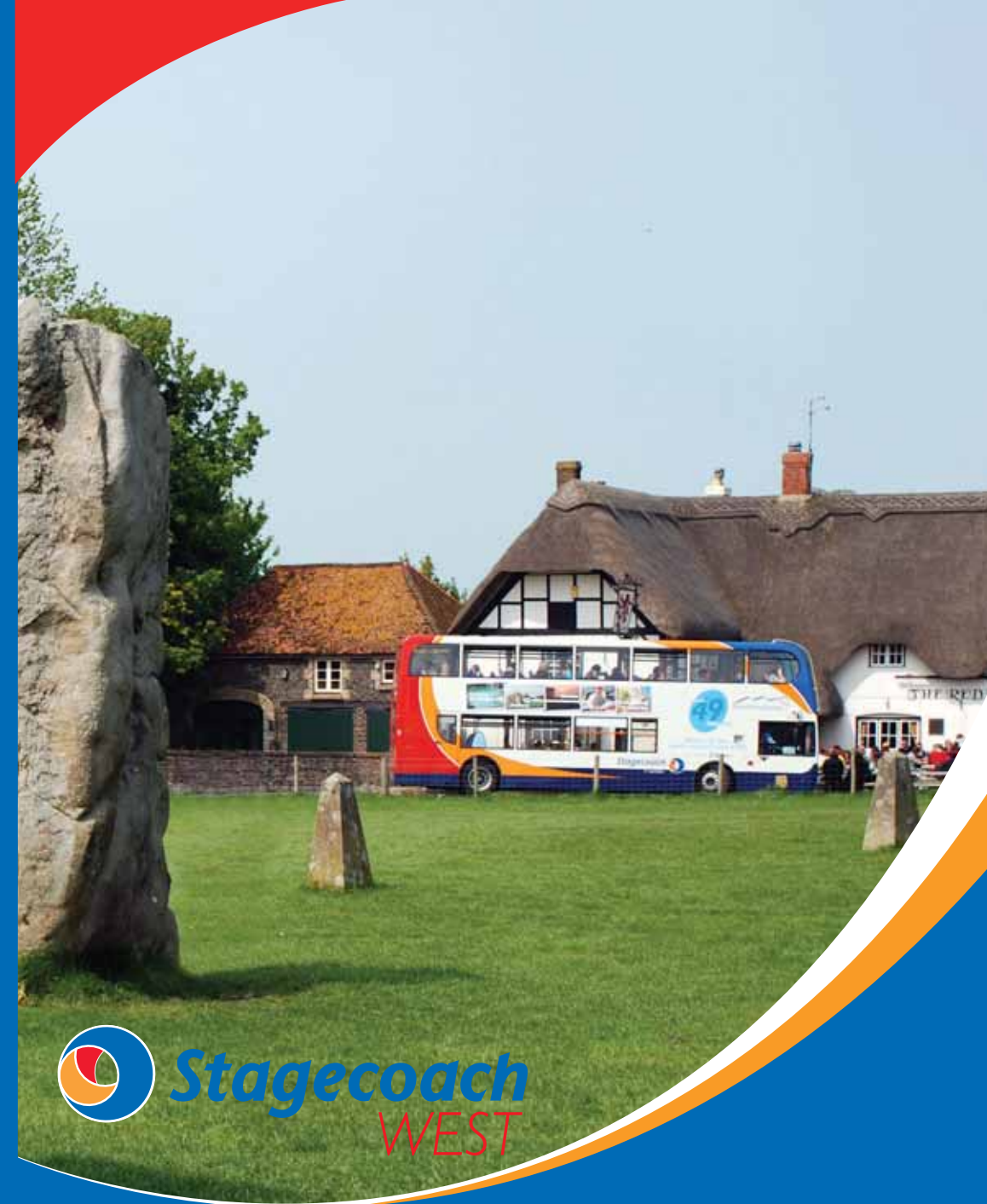
ticket sales
www.buymymegarider.com

bus users uk
exists to help you get the best from your bus service. If you need advice or if you have complained about a bus service and have not had a satisfactory response, they can be contacted on:
Tel: 01932 232574
PO Box 119
Shepperton
TW17 8UX

Bus timetable information:

traveline 
0871 200 22 33*
www.traveline.info

* Calls cost 10p per minute from a BT landline.
Calls from other service providers and mobiles may vary.



www.stagecoachbus.com

annual report

May 2013 to April 2014
Greener Smarter Travel

2013-2014 results

about us

Stagecoach West provides local bus services in Gloucestershire, Wiltshire, Swindon and Herefordshire. Our Head Office is in Gloucester with local depots in Cheltenham, Gloucester, Ross-on-Wye, Stroud & Swindon. We are a subsidiary of Stagecoach Group plc, an international provider of bus, coach, tram and rail services in the UK, USA and Canada. Our aim is to provide safe, reliable, punctual, clean and comfortable services with a good value-for-money range of tickets and fares. This annual report covers the year from May 2013 to April 2014.

our passengers

We carried a total of 23.8 million passengers over the year; an increase of 1.9% over the previous year.

We received a total of 1842 passenger complaints about our services equating to one complaint per 12,939 passengers. We comply with our industry code of practice, and every complaint is investigated and action taken to avoid repetition of the problem.

our services

We operated a total of 11.11 million miles over the year; a decrease of 0.5% over the previous year. Like all businesses, we have been affected by the national economic recession, but have endeavoured to improve and maintain services as far as possible.

Our key measure of performance is the reliability and punctuality of our services. In the past year we operated 99.5% of our scheduled services, with 0.3% failure due to internal reasons, and 0.2% due to external reasons such as congestion, diversions and weather. We monitor our services for punctuality and 94.8% of our services operated within 5 minutes of their scheduled time, traffic congestion being the main reason for delay. We continue to seek improvements by rescheduling services and through ongoing discussions with our local highway authorities.

We are still continuing to strive to conclude formal Punctuality Partnerships with Gloucestershire County Council and Swindon Borough Council to improve our service reliability.

We have made further improvements to services over the past year including the introduction of 10 brand new Scania E400 double deck vehicles which have significantly improved reliability and subsequently our customer satisfaction on most services operated in our west of Severn network. New vehicle investment was also made in Gloucester with the introduction of 8 brand new E200 vehicles with cleaner engine technology to use on urban services within Gloucester.

99.5% of all
journeys
operated- 0.2%
of miles were
not operated
due to external
reasons such as
weather and
congestion
caused by
roadworks,
accidents and
other events.



our staff

We are a major local employer with 503 drivers, 85 engineers and cleaners, and 58 supervisors, managers and clerical staff all based locally. Despite the economic recession we have not made any operational staff redundant or reduced either their hours or pay. We have continued to invest in training all our staff.

We continue to invest in training our staff. Every driver undertakes a training day to enable them to hold a Certificate of Professional Competence (CPC). We employ 2 apprentices to provide skills for the future. Our supervisors and managers have all completed relevant training courses for their various professions.

our fares

We increased fares in March 2013 by an average of 3.5%, which was below the then rate of inflation and was to cover our increased costs of pay, fuel and insurance, whilst providing for further investment in new vehicles, plant and equipment.

our fleet

We operate a fleet of 234 buses and coaches, of which we replaced 18 over the past year with a total investment of £2.7 million. 100 % of our fleet (excluding school buses) are low floor or wheelchair lift equipped to provide easy access for the elderly, disabled and buggies.

All our vehicles are inspected by our engineers at least every 3 weeks, and maintained to much higher standards than the legal minimum to ensure safety and comfort. Every vehicle is cleaned inside and outside daily.

our achievements

The mixture of ongoing investment in new buses, timetable improvements and marketing resulted in year on year passenger growth on a number of our routes, most notably:

Cheltenham Services 94U & 94X increased by 7.8%

Gloucester Service 10 increased by 7.9%

Ross-on-Wye Services 30 & 31 increased by 5.5%

Stroud Service 46 increased by 3.7%

Swindon Service 55 increased by 2.2%

Other noticeable achievements include:

- Successful launch of brand new buses in Ross on Wye.
- Transported over 70,000 customers at this years Cheltenham Gold Cup.
- Introduced brand new buses into our Gloucester operation.
- Reduced our Buildings CO2 Emissions by 2.1%



94.8% of our
services
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time, traffic
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being again the
main reason for
delay.



our environment

We used 6.8 million litres of diesel last year, at an average of 7.96 miles per gallon. We are working to improve fuel consumption through technical measures, and all our drivers have completed a safe and fuel-efficient driving course. We have installed a telematic system called Green Road to all of our service vehicles. This system allows us to better manage our drivers' performance both in terms of actual driving standard to improve customer comfort but also improve their driving style to achieve better fuel economies.

Stagecoach Group has recently achieved the Carbon Trust Standard for reducing energy consumption, and has announced a challenging CO2 reduction programme for the next 5 years.

All our fleet runs on low sulphur diesel, with a high-tech additive Envirox to reduce pollution and improve fuel consumption. Vehicle engines must meet increasingly higher Euro standards of exhaust emissions. 86% of our fleet meets at least the Euro 3 standard. We recycle most of our waste, such as litter, used oils, filters, batteries, parts, etc. We also recycle the water we use to wash our vehicles every night.

100% of our
fleet (excluding
school buses) is
low floor or
wheelchair lift
equipped.