

ANNUAL PERFORMANCE

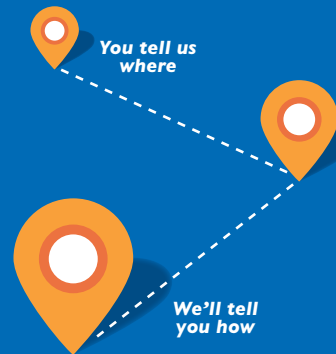
MAY 2017 TO APRIL 2018

Key facts

- ✓ **24.2 million passenger journeys**
- ✓ **12.8 million miles operated**
carrying customers on our network
- ✓ **270 buses**
operating about 100 different routes across Gloucestershire, Wiltshire, Swindon, South Gloucestershire and Herefordshire with some journeys extending into Bristol, Bath, Wales and Oxfordshire
- ✓ **740 staff**
6 depots located in Bristol, Cheltenham, Gloucester, Ross-on-Wye, Stroud and Swindon
- ✓ **£2.5 investment**
on 10 brand new double decker Gold buses
- ✓ **86.1% service punctuality**
- ✓ **99.3% service reliability**

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near you and book travel



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ANNUAL REPORT MAY 2017 TO APRIL 2018
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about us

Stagecoach West provides local bus services in Gloucestershire, Wiltshire, Swindon, South Gloucestershire and Herefordshire. Our Head Office is in Gloucester with local depots in Bristol, Cheltenham, Gloucester, Ross-on-Wye, Stroud and 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 good value-for-money tickets and fares.

our passengers

We carried a total of 24.2 million passengers over the year, a decrease from the previous year. This was mainly due to a reduction in the number of concessionary passenger travelling by bus. We received a total of 2,301 passenger complaints about our services equating to one complaint per 10,500 passengers which was an increase on the prior year. We comply with our industry code of practice, and every complaint is investigated and action taken to avoid repetition of the problem. We received 230 commendations and praise - our largest number ever.

our services

We operated a total of 12.8 million miles over the year, an increase of 2% over the previous year. Our key measure of performance is the reliability and punctuality of our services. In the past year we operated 99.3% of our scheduled services, with the largest reason for journeys not operating being weather (0.3%) and congestion (0.2%). We monitor every single bus and every journey using our real time tracking system. 90.7% of journeys started on time with 85.0% of services being on time during the journey. We continue to seek improvements by rescheduling services and through ongoing discussions with our local highway authorities. Unpredictable traffic congestion had a significant impact on our punctuality and reliability, particularly between September and December 2017.

We have made further improvements to services over the past year, including the introduction of 10 new British built Gold specification ADL E400 double deckers for service 55 which links Swindon, Royal Wootton Bassett and Chippenham. During the year we also opened a new depot in Bristol in September 2017, following an increase in the number of routes that we operate into Bristol and South Gloucestershire during 2016. From this location we operate 8 routes in and around Bristol and South Gloucestershire using 16 buses. The new depot created 35 new locally based jobs.

99.3%
of all
journeys
operated –
0.5% 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 about 600 drivers, 105 engineers and cleaners, and 55 supervisors, managers and clerical staff - all based locally. 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). The focus of these courses during the past 12 months has been on providing service through safety. The growth in the number of Gold buses has also meant that we have given more drivers extra customer service training. We employ 7 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 February 2018 by an average of 3%, which was to cover our increased costs of pay and insurance, whilst providing for further investment in new vehicles, plant and equipment.

our fleet

We operate a fleet of 270 buses and coaches, of which we replaced 10 over the past year with a total investment of about £2.5 million. 100% of our fleet are low floor or wheelchair lift equipped to provide easy access for the elderly, disabled and buggies. All of our vehicles are inspected by our engineers at least every 4 weeks, and maintained to much higher standards than the legal minimum to ensure safety and comfort. During the year, we introduced a new proactive maintenance programme designed to reduce the overall number of vehicle breakdowns. 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 Service 41 increased by 2%

Gloucester Service 13 increased by 2%
Service 33 increased by 6%
Services 97/98 increased by 4%

Stroud Service 65 increased by 4%
Service 66 increased by 9%
and Service 67 increased by 1%

Swindon Service 49 increased by 1%
Service 66 increased by 10%



100%
of our fleet is
low floor or
wheelchair
lift equipped

8%

increase in
child
passengers



other notable achievements include:

- Customer service awards recognised more than 35 members of staff who during the past year had received special commendations from customers. The overall winner was Gloucester driver, Simon Crumpler, who personally had many commendations.
- Transport Focus carried out independent research during the year and spoke to more than 1,000 customers in Gloucestershire and Wiltshire. 91% of those interviewed in Gloucestershire were fairly or very satisfied with Stagecoach West.
- Transported more than 90,000 customers at this year's Cheltenham Race Festival in March 2018.
- Transported more than 15,000 customers to the Royal International Air Tattoo near Swindon in July 2017.



Simon Crumpler
receiving his
award from
Managing
Director
Rupert Cox.

our environment

We used 7.1 million litres of diesel last year, at an average of 8.10 miles per gallon. We are working to improve fuel consumption through technical measures, 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 better fuel economies.

All of our fleet runs on a higher blend of low sulphur biodiesel, with a high-tech additive Envirox to reduce pollution and improve fuel consumption. Vehicle engines must meet increasingly higher Euro standards of exhaust emissions. 100% of our fleet meets at least the Euro 3 standard and 60% of our fleet meets the Euro 5 standard. During the past year, we have introduced a further 10 Euro 6 vehicles.

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.



Staff at Stagecoach West
handing over a cheque
to local charity, James
Hopkins Trust

