

annual performance May 2015 to April 2016

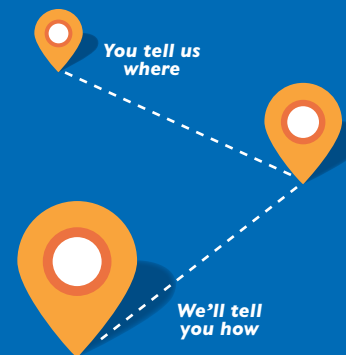
key facts

- ✓ **24.41 million passenger journeys**
- ✓ **11.95 million miles operated**
carrying customers on our network
- ✓ **248 buses**
operating about 100 different routes across Gloucestershire, Wiltshire, Swindon and Herefordshire with some journeys extending into Bristol, South Gloucestershire, Wales and Oxfordshire
- ✓ **696 staff**
working across 5 depots located in Cheltenham, Gloucester, Ross-on-Wye, Stroud and Swindon
- ✓ **£4.5 investment**
on 7 brand new single deckers and a new bus depot in Swindon
- ✓ **95.0% service punctuality**
- ✓ **99.7% service reliability**



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2015-2016 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 2015 to April 2016.

our passengers

We carried a total of 24.41 million passengers over the year, an increase of nearly 2% over the previous year.

We received a total of 1,740 passenger complaints about our services equating to one complaint per 14,029 passengers which was a significant reduction 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.

our services

We operated a total of 11.95 million miles over the year, an increase of 6% over the previous year.

Our key measure of performance is the reliability and punctuality of our services. In the past year we operated 99.7% of our scheduled services, with 0.15% failure due to internal reasons, and 0.15% due to external reasons such as congestion, diversions and weather. We monitor our services for punctuality and 95.0% of our services operated within 5 minutes of their scheduled time. We continue to seek improvements by rescheduling services and through ongoing discussions with our local highway authorities.

We have made further improvements to services over the past year including the introduction of 7 new ADL E200 single deckers for service 12 in Gloucester. At the same time the frequency of the route was increased to every 10 minutes. During the year we also improved the frequency of buses on service 51 between Swindon and Cirencester plus introduced a new Sunday service. Popular Gold route 66 also saw more journeys with buses now linking Swindon, Faringdon and Oxford up to every 20 minutes.

In February 2016 we opened our brand new Swindon depot. At a cost of around £3.5million, this state of the art facility will allow us to continue to increase the number of buses we operate in and around the town, whilst enabling us reduce our impact on the environment. The depot is fitted with around 100 solar panels, a bus wash that recycles water and a high tech energy consumption monitor.

99.7% of all journeys operated – 0.15% of miles were not operated due to external reasons such as weather and congestion caused by roadworks, accidents and other events.



@Stagecoach_West



our staff

We are a major local employer with about 550 drivers, 95 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 additional Equality 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 May 2015 by an average of 2.0%, which was to cover our increased costs of pay, insurance, whilst providing for further investment in new vehicles, plant and equipment.

our fleet

We operate a fleet of 248 buses and coaches, of which we replaced 7 over the past year with a total investment of about £1 million. 100 % of our fleet 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 A and D increased by 2%**
- **Gloucester Service 8 increased by 8%, Services 12 / 12A increased by 5% and Service 71 increased by 5%**
- **Stroud Services 62 and 63 increased by 3% and Service 66 increased by 32%**
- **Swindon Services 8 / 9 increased by 6%, Service 51 increased by 19% and Service 66 increased by 12%**

Customer Service
Award Winners 2016



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your journey

95.0% of our services operated within 5 minutes of their scheduled time, traffic congestion being again the main reason for delay.



Other notable achievements include:

- **First customer service awards which recognised nearly 30 members of staff who during the past year had received special commendations from customers. The overall winner was Cheltenham driver Ben Davis who personally received nearly 15 commendations.**
- **Transport Focus carried out independent research during the year and spoke to more than 1,000 customers in Gloucestershire. 90% of those interviewed were fairly or very satisfied with the service that Stagecoach West provides.**
- **Transported 14,000 customers at the 2015 Royal International Air Tattoo at Fairford and nearly 90,000 customers at the 2016 Cheltenham Race Festival.**

our environment

We used 6.8 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, 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 style to improve customer comfort but also improve their driving style to achieve better fuel economies. These factors have led us to improve our fuel consumption by 4% during the past 12 months.

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. 100% of our fleet meets at least the Euro 3 standard and 55% of our fleet meets the Euro 5 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 is low floor or wheelchair lift equipped.