

annual performance

May 2014 to April 2015

key facts

✓ **23.98 million passenger journeys**

✓ **11.25 million miles operated**

carrying customers on our network

✓ **242 buses**

operating about 100 different routes across Gloucestershire, Wiltshire, Swindon and Herefordshire with some journeys extending into Bristol, South Gloucestershire, Wales and Oxfordshire

✓ **662 staff**

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

✓ **£5.2 investment**

on 15 brand new double deckers and 19 single decker buses

✓ **95.6% service reliability**

✓ **99.7% service punctuality**



Stagecoach Customer Services

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3rd Floor, 65 London Rd
Gloucester
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 2014 to April 2015

Greener Smarter Travel

2014-2015 results

about us

Stagecoach West provides local bus services in Gloucestershire, Wiltshire, Swindon and Herefordshire with some journeys extending into Bristol, South Gloucestershire and Oxfordshire. 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 2014 to April 2015.

our passengers

We carried a total of 23.98 million passengers over the year, an increase of 1.1% over the previous year.

We received a total of 1,978 passenger complaints about our services equating to one complaint per 12,123 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 11.25 million miles over the year, an increase of 1.3% 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 0.2% failure due to internal reasons, and 0.1% due to external reasons such as congestion, diversions and weather. We monitor our services for punctuality and 95.6% 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 10 brand new Scania E400 double deck vehicles onto the Swindon local network, 5 brand new Scania E400 double deckers onto service 94U in partnership with the University Of Gloucestershire and 19 brand new single deckers into Cheltenham which has reduced the average fleet age to just 3.5 years.

We also started a new coach service between Gloucester and North Bristol in March 2015.

99.7% of all journeys operated- 0.1% 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 515 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 memorable customer service.

We employ 3 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% 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 242 buses and coaches, of which we replaced 34 over the past year with a total investment of £5.2 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. During the past 12 months we have started carrying out additional daytime cleaning on Gold Services 10, 66 and 94.

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 41 / 42 increased by 5%**
- Gloucester Services 1, 10, 30 and 31 increased by 1%**
- Ross-on-Wye Service 36 increased by 28%**
- Stroud Service 63 (was previously 93) increased by 20%**
- Swindon Service 51 increased by 8%, Service 55 increased by 4% and Service 66 increased by 5%**



95.6% of our services operated within 5 minutes of their scheduled time, traffic congestion being again the main reason for delay.



Other noticeable achievements include:

- New coach service launched between Gloucester and North Bristol
- Launch of 24 new buses for Cheltenham mainly operated on routes C, D, 41 and 94U.
- Launch of 10 new buses for services in Swindon including an increased Frequency on Gold route 66 between Swindon and Oxford
- New Stroud network introduced in November 2014
- Transported over 80,000 customers at this years Cheltenham Race Festival
- Reduced our Fleet CO2 Emissions per customer journey by 4.5%

our environment

We used 6.7 million litres of diesel last year, at an average of 7.69 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. These factors have led us to improve our fuel consumption by 3.1% 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 53% 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.