

ANNUAL PERFORMANCE

MAY 2018 TO APRIL 2019

Key facts

✓ 24.9 million passenger journeys

✓ 13.3 million miles operated
carrying customers on our network

✓ 300 buses
Operating about 100 different routes across Gloucestershire, Wiltshire, Swindon, South Gloucestershire and Herefordshire with some journeys extending into Bristol, Bath, Wales and Oxfordshire

✓ 820 staff
5 depots located in Bristol, Cheltenham, Gloucester, Ross-on-Wye, Stroud and Swindon

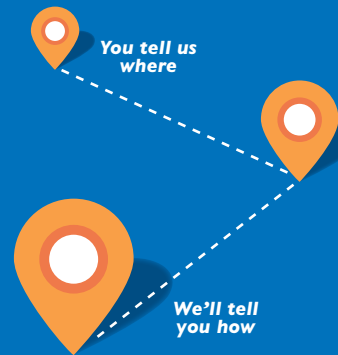
✓ £4.8 investment
on 19 brand new double decker Gold buses

✓ 86.5% service punctuality

✓ 99.4% service reliability

www.stagecoachbus.com

To plan your journey, find a bus
near you and book travel



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Smartcard registration & information
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ANNUAL REPORT MAY 2018 TO APRIL 2019
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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 & Swindon. We are a subsidiary of Stagecoach Group plc.

Our aim is to provide safe, reliable, punctual, clean, and comfortable services with great value-for-money tickets and fares. This annual report covers the year from May 2018 to April 2019.

our passengers

We carried a total of 24.9 million passengers over the year, an increase of almost 3% compared to the previous year. This growth has been a result of an increase in the number of services and frequencies operated. We received a total of 2,742 passenger complaints about our services equating to one complaint per 9,000 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 244 commendations and praise - our largest number ever.

our services

We operated a total of 13.3 million miles over the year, an increase of 4% over the previous year. Our key measure of performance is the reliability and punctuality of our services. In the past year we operated 99.4% of our scheduled services, with the largest reason for journeys not operating being factors within our control such as driver coverage and breakdown. We monitor every single bus and every journey using our real time tracking system. 90.8% of journeys started on time with 85.5% 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, with 11,000 miles not operated due to this factor.

We have made further improvements to services over the past year, including the introduction of 19 new British-built Gold specification ADL E400 double deckers for service S6 which links Swindon, Faringdon and Oxford and service 93 in Cheltenham.

Service 93 started in May 2018 and connects Arle Court Park & Ride to Cheltenham town centre. During the first 12 months, this service carried about 200,000 passengers.

During the year we also commenced a number of new routes in and around Bristol which were previously operated by Wessex. Our Bristol depot now employs about 70 people and runs 35 buses which carry around 1 million passengers.

99.4%
of all
journeys
operated

7%
increase in
child
passengers



our staff

We are a major local employer with about 650 drivers, 120 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 13 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 2019 by an average of 2.6%, which was to cover our increased costs of pay, fuel, insurance, whilst providing for further investment in new vehicles, plant and equipment.

our fleet

We operate a fleet of 300 buses and coaches, of which we replaced 19 over the past year with a total investment of about £4.8 million. 100% of our fleet are low floor or wheelchair lift equipped to provide easy access for buggies, the elderly and disabled people. 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. 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 B increased by 5%
Service 41 increased by 5%
Service 94 increased by 5%

Gloucester services 2/2A increased by 3%
Service 33 increased by 3%
Service 71 increased by 3%
Services 97/98 increased by 3%
Service 132 increased by 3%

Stroud service 63 increased by 3%

Swindon service 55 increased by 7%
Service S6 increased by 7%

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



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 Swindon driver Gurnam Singh, who personally received many commendations.
- Transport Focus carried out independent research during the year and spoke to more than 1,500 customers in Gloucestershire, Swindon and West of England. Between 90% and 93% of those interviewed were fairly or very satisfied with Stagecoach West.
- Transported more than 90,000 customers at this year's Cheltenham Race Festival in March 2019.
- Transported more than 16,000 customers to the Royal International Air Tattoo near Swindon in July 2018.



Gurnam Singh with Managing Director Rupert Cox.

our environment

We used 7.3 million litres of diesel last year, at an average of 8.30 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 to improve their driving style to achieve better fuel economies.

Vehicle engines must meet increasingly higher Euro standards of exhaust emissions. 100% of our fleet meets at least the Euro 3 standard and 72% of our fleet meets the Euro 5 standard. During the past year, we have introduced a further 19 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.



Jordan Dix, engineering apprentice at Gloucester depot

