

Connecting people and communities



First Glasgow
2018/19

Welcome to the latest edition of our annual report which focuses on what we're doing to keep people moving and communities prospering across Greater Glasgow.

First Glasgow plays a vital role in supporting the economy of Scotland's largest city, and through our network of over 100 bus routes, we're working with customers, colleagues and stakeholders to encourage greater use of public transport in the region.

We're continuing to see excellent growth of our contactless payment and M-ticketing options by our customers and we're encouraging more people to make the switch to these digital options to further reduce dwell times at bus stops across the network.

Glasgow is also the first city in Scotland to implement a Low Emission Zone (LEZ), which took effect at the beginning of 2019. First Glasgow's fleet of buses is on track to be Year 2 compliant by 31 December 2019, whereby 40% of all journeys passing through the low emission zone must be LEZ compliant.

We've also taken delivery of a batch of 150 brand new buses for use across the network, which is the result of the latest fleet investment of over £30m within the past 12 months. We kicked off this investment in eye-catching style by displaying the first vehicle in Glasgow's George Square inside the world's largest toybox.

I hope that you enjoy reading our report. If you have any comments or questions, don't hesitate to get in touch.

Andrew Jarvis
Managing Director



Introduction from the MD

Improving our customer offer



62% of
customers
using cashless travel

Technology

Technology continues to play a key part in making the customer travel experience easier. We're continuing to promote the growth of our M-tickets app, as well as the use of contactless payments, with a view to having 80% of all journeys being made on a cashless basis by 2022.

We were the first national bus operator to have successfully rolled out a contactless payment system across all of our services in the UK.

Our improved First Bus travel app additionally gives our customers access to real time information across our network.



Satisfaction

**Transport
Focus result:**

88%

We achieved a customer satisfaction score of 88% in the latest Transport Focus survey. However, we continue to place the customer at the heart of everything that we do. Customers can provide feedback to us at any time through the Tell FirstBus online listening post, as well as via our dedicated customer service centre.

**Supporting
service delivery
for our customers**



Our buses
825 buses

Our fleet of 825 buses travel over 33 million miles each year to keep Glasgow connected with its communities for the purposes of work, leisure and tourism.

Glasgow has also recently implemented the first phase of its Low Emission Zone (LEZ). Given that one double decker bus can take up to 75 cars off the road, our network has an integral part to play in encouraging commuters to adopt the bus as a key part of their travel movements.

The delivery of 150 brand new ultra-low emission buses within the past 12 months underlines our commitment to investing in a service that will be the key to reducing pollution and congestion across the city.

**Staff &
training**
2155 staff

We employ a total of 2155 staff across our operating area.

We continually invest in our staff through ongoing training and development. Our Journeymakers programme gives our drivers and customer facing staff new skillsets to use as part of our drive to continually improve passenger satisfaction. We also offer a wide range of apprenticeships delivered to nationally recognised standards, with each apprentice supported and developed with the essential skills and knowledge required to gain a qualification and, in turn, build a rewarding career in the transport industry.



Focus on performance

Safety

Dedicated to

Safety

All of our operating companies across Scotland actively promote our Be Safe programme, which encourages every employee to have a personal stake in the safety of ourselves, our colleagues and our customers. Also, driving standards are monitored through the DriveGreen system to ensure the delivery of safe journeys for our customers and staff.

First Glasgow also successfully achieved ISO14001: 2018 Transition.

Reliability

Over
33 million
miles operated in the past year

We always aim to operate every journey in our network to schedule, although we continue to overcome challenges across our network in the form of congestion and a programme of road closures throughout the year.

The uptake of digital payment methods such as contactless and m-tickets continues to reduce boarding times at bus stops, which in turn enables us to speed up journeys for customers using our services.





Strengthening our partnerships

Journeys



90
million
passenger journeys
per year

The First Glasgow network consists of more than 100 bus routes that allow our customers to make over 90 million passenger journeys each year. Our network of 9 weekend night bus routes play a key role in terms of supporting the city's night-time economy by offering customers a real alternative to the car and other more expensive modes of transport.

Our Glasgow Airport Express route connects Glasgow Airport with the City Centre 24 hours a day, 364 days of the year and has recently benefitted from the allocation of 10 high-specification double decker buses. Each bus offers, comfortable leather seating, tables with wireless charging pads for mobile devices, seat-back wireless charging cradles and USB ports to keep mobile devices charged up, 4G wifi, on-board televisions which transmit route information and live flight times at Glasgow Airport during the journey.

Community

£1m raised

First Glasgow, along with our sister operating companies across the UK, commenced a new partnership with Action for Children as our charity of choice, which was voted for by our employees.

Action for Children are a UK children's charity dedicated to helping vulnerable children, young people and their families across the length and breadth of the UK.

Almost £1m has been raised for the charity within the first year of the 3-year partnership through a combination of fundraising and gift in kind advertising.

Glasgow 2018/19

First Glasgow

Contact us

First Glasgow Ltd

100 Cathcart Road, Glasgow, G42 7BH

Twitter:

@FirstinGlasgow

Facebook:

First Glasgow

Customer Services phone number:

0345 646 0707

Customer Services opening times:

0700-1900 Mon-Fri
0900-1700 weekends & bank holidays

Traveline Scotland:

0871 200 2233

Our numbers in summary

Over

90 million

passenger journeys per year

Over

33 million

miles operated per year across our region

2155

employees

A total of

825 buses

Over

£30m investment

in 150 brand new buses

62%

of customers using cashless travel

First  **Bus**



First Glasgow is part of FirstGroup Plc. We provide easy and convenient mobility, improving quality of life by connecting people and communities. FirstGroup is a leading provider of transport services in the UK and North America.

www.firstgroup.com