



Annual Performance

Cumbria and North Lancashire

May 2014-April 2015



About us

Stagecoach Cumbria and North Lancashire provides local bus services across Cumbria and North Lancashire with a number of services operating in the adjoining counties. Our aim is to provide safe, reliable, punctual, clean and comfortable services with a range of value for money tickets and fares. This annual report covers the year from May 2014 to April 2015.

Our customers

We received a total of 1,324 customer comments about our services. This equates to under six comments per 100,000 passengers. We comply with our strict industry code of practice and every comment is investigated and action taken to avoid repetition.

Our fares

We offer a range of great value fares with single, return, daily and weekly tickets sold on bus. Longer duration tickets are available through our website and many tickets are available on Stagecoach Smart. Smartcard is the most convenient way to store your bus ticket with a recurring payment option to make arranging bus travel stress free. Smartcard gives customers the best savings compared to buying weekly tickets on bus.

Fares were reviewed in April 2014 and on average, fares increased by 2.5%. Some fares were frozen and others have also been reduced.



Stagecoach Cumbria and North Lancashire
carried 25.8 million passengers over the year.

Our fleet

We operate a fleet of 290 buses. During 2014 we introduced 44 brand new buses in Carlisle, replacing 66% of the fleet with new easy access buses fitted with greener enviro 5 engines.

All of our vehicles are inspected by our maintenance team at least every three weeks and maintained to much higher standards than the legal minimum. To ensure safety and comfort, every vehicle is checked and cleaned daily.

Our services

We operated a total of 13.3 million miles over the year, an increase of 1.12% over the previous year. Like all businesses, we have seen the effects of the economic situation over the past year, including Central and Local Government spending cuts, but we have endeavoured to maintain our services and even improve them.

Our key measure of performance is the reliability and punctuality of our services. In the past year we operated 99.72% of our scheduled services, with

a 0.14% failure due to internal reasons and 0.14% due to external reasons, such as congestion and diversions and 0.01% due to weather conditions. We monitor our services for punctuality and 94.3% of our services operated within six minutes of their scheduled time; traffic congestion and roadworks being the main sources of delays. We have introduced a new twitter account @stagecoachcni to keep our customers up to date with incidents on the highway and delays affecting our services.

We have made some further improvements to services over the past year, including more accessible buses and introduced new and extended services in Cumbria and Lancashire. We have also made a large number of changes to routes and timetables as a direct result of customer requests.

Stagecoach is a positive contributor to the local economy and we are proud to connect people, for business, leisure, work and education. Our customers support the local community by spending money in their communities, which in turn generate jobs, taxes and provides growth for Cumbria.

94.3% of services ran on time across Cumbria and North Lancashire.

Stagecoach contributes to local public services through the payment of taxes. These include employment tax for 766 staff, fuel tax, purchase tax & corporation tax.

New staff

We are a major local employer, with almost 600 drivers, 126 maintenance staff and cleaners and nearly 40 supervisors and managers all based locally. We are a local business supported by our international parent Stagecoach Group PLC. Our staff live in the communities that we serve and are a part of the fabric of local life. We continue to invest heavily in staff training, including the driver CPC qualification.

Our maintenance staff are all skilled workers and we employ up to five apprentices to provide skills for the future. Our supervisors and management staff have all completed the relevant training courses and obtained the necessary qualifications required for their respective posts.

Our environment

We used 1.61 million gallons of diesel fuel last year, at an average of 8.27 miles per gallon. We are working to improve fuel consumption through the use of on bus vehicle monitoring combined with a bespoke driver training programme.

All our fleet runs on bio diesel, 30% bio mass with a high-tech additive 'Envirox', to reduce pollution and CO₂ as well as improve fuel consumption. Vehicle engines must meet increasingly tough emissions regulations, with all new vehicle deliveries being of the latest 'Euro 5' standard.

We recycle an increasing amount of our waste, such as paper, litter, used oils, filters, batteries, parts etc. We also recycle the water that we use to wash our buses every night.



Key Facts

25.8
million
passenger journeys

13.3
million
miles operated

94.3%
service reliability
(run within six minutes
of scheduled time)

290
vehicles

766
staff



Head Office

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www.stagecoachbus.com/cumbrianorthlancs

Customer Comments and Suggestions

email: cumbrianorthlancs.enquiries@stagecoachbus.com

follow us on twitter [@stagecoachCNL](https://twitter.com/stagecoachCNL)

**Disability Help Desk**

0845 609 1266

Monday to Friday 0900 until 1700

(Typetalk)

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