



Annual Performance

Cumbria and North Lancashire

May 2015-April 2016



About us

Stagecoach Cumbria and North Lancashire provide local bus services across Cumbria and North Lancashire with a number of services operating in 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 2015 to April 2016.

Our customers

We received a total of 1202 customer comments about our services. This equates to under 5 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 2015 and on average, they increased by 2.5%. Some fares were frozen and others have also been reduced.



Stagecoach Cumbria and North Lancashire carried 24.1 million passengers over the year.

Our fleet

We operate a fleet of 281 buses. During 2015, we introduced 28 new buses in Carlisle, replacing 38% of the fleet with new easy access buses fitted with greener enviro 6 engines.

We have also added seven new high spec vehicles for our Gold X4/X5 service between Workington and Penrith.

All 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

2015/16 has been an extremely challenging year for Stagecoach Cumbria and North Lancashire and the communities it serves following the aftermath of Storm Desmond. Our Carlisle Depot was flooded and there was extensive damage sustained to a number of roads and bridges that affected our services, particularly in the Lakes with the A591 closure. As a result we operated additional buses to provide shuttle services between Grasmere and Keswick, Pooley Bridge and Penrith, as well as Sainsbury's

service for residents in Cockermouth, whilst work was undertaken to restore the damaged infrastructure. This took the commitment of our staff, some of which had been personally affected, to re-establish the Carlisle depot in a short period of time and work in challenging conditions to ensure disruption to our passengers was kept to a minimum.

We operated a total of 12.5 million miles over the year, a reduction of 5.5% 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 99.42% of our scheduled services, with a 0.15% failure due to internal reasons and 0.43% due to external reasons such as congestion and diversions and 0.22% due to weather conditions. We monitor our services for punctuality and 94.6% of our services operated within six minutes of their scheduled time: traffic congestion and roadworks being the main sources of delays. We continue to have our twitter account @StagecoachCNL to keep our customers up to date with incidents on the highway and delays affecting

94.6% of services ran on time across Cumbria and North Lancashire.

our services which was highly effective during the floods.

We launched our new Stagecoachbus.com website in December, making it easier for our passengers to plan their journey, buy the best value tickets and track their bus via their smartphone, tablet or PC.

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 growth for Cumbria.

Stagecoach contributes to local public services through the payment of taxes. These include employment tax for 755 staff, fuel tax and corporation tax.

New staff

We are a major local employer, with almost 600 drivers, 120 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

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 have obtained the necessary qualifications required for their respective posts.

Our environment

We used 1.51 million gallons of diesel fuel last year, at an average of 8.26 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 improving 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 we use to wash our buses every night.

Key Facts

24.1
million
passenger journeys

12.5
million
miles operated

94.6%
service reliability
(run within six minutes
of scheduled time)

281
vehicles

755
staff



Head Office

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Customer Comments and Suggestions

email: cumbrianorthlancs.enquiries@stagecoachbus.com

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

**Disability Help Desk**

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Monday to Friday 0900 until 1700

(Typetalk)

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