



# Annual Performance

## East Midlands

May 2018 - April 2019

nationwide bus times  
 **traveline**  
 public transport info  
 0871 200 22 33

Calls cost 12p per minute  
 plus your phone company's access charge  
 Daily 0700 to 2200

local Stagecoach info  
**0345 605 0 605**  
 Monday to Friday, 0830 until 1700  
[eastmidlands.enquiries@stagecoachbus.com](mailto:eastmidlands.enquiries@stagecoachbus.com)  
**www.stagecoachbus.com**  
 @StagecoachEMid

disability helpdesk  
**01522 663 532**  
 Monday to Friday, 0830 until 1700  
[eastmidlands.disabilityhelpdesk@stagecoachbus.com](mailto:eastmidlands.disabilityhelpdesk@stagecoachbus.com)

what to do if things go wrong  
 We do our best to meet your expectations, but occasionally things go wrong. If you feel we have failed you in some way please tell us about it using the contact details below.

customer services  
 Stagecoach East Midlands  
 Warneford House,  
 Runcorn Road,  
 Lincoln, LN6 3QP

If you are unhappy with our response, this is the independent body that will review complaints:  
 The Bus Appeals Body  
 0300 111 0001 or [enquiries@bususers.org](mailto:enquiries@bususers.org)



### KEY FACTS

**90.8%**  
**punctuality** on services throughout the East Midlands

**1300**  
**staff** employed across eight Stagecoach East Midlands depots

**460**  
**buses** across Lincoln, Hull, Grimsby, Skegness, Worksop, Mansfield, Gainsborough and Scunthorpe

**over 44 million**  
**passenger journeys** were made on Stagecoach East Midlands

**99.4%**  
**reliability** on services throughout the East Midlands

**20 million**  
**miles operated** across East Midlands

Stagecoach East Midlands is the region's largest bus operator and runs local bus services in Kingston upon Hull, throughout Lincolnshire, Nottinghamshire and South Yorkshire. Every day our staff continue to work hard to provide safe, reliable, punctual, clean and comfortable bus services at affordable prices for our customers.



During the period from May 2018 to April 2019 some 44,000,000 people travelled with us across the region. Every day we post live travel updates on Twitter @StagecoachEMid and we now have over 10.3K followers with many regularly using this platform to get in touch; people can also contact us by email, phone, letter and via our website. This essential feedback ensures that we keep improving travel experiences.



## Here's just a few of the highlights of the past year:



### Seasiders

A new Seasiders' story book was introduced at a Family Fun Day in Skegness on 30 May 2019. A donation from sales was made to Active Lincolnshire, a charity working to promote the benefits of a healthy lifestyle throughout Lincolnshire. The story focuses on Sweetie, the Seaside who enjoys a few too many treats, and tells of how her friends help her with tips on healthy eating, exercise and meditation; the result of all Sweetie's hard work is that she enters the Olympics and wins the race!



### Scunthorpe

During October we introduced our Simplibus approach to the local bus network in Scunthorpe, working with the TAS Partnership, North Lincolnshire Council and Hornsby Travel. Launched at two events in Scunthorpe town centre and Ashby, Simplibus offers improved bus routes, great value fares, regular frequencies and better links to retail parks on the outskirts of town.

### Pronto

Eleven brand new high-specification double decker buses were launched on the Pronto bus route between Nottingham, Mansfield and Chesterfield, which effectively doubled the number of seats provided by the service. The new buses feature environmentally friendly Euro VI engines, USB charging ports, wi-fi and luxury e-leather high backed seats. A launch event in the centre of Nottingham showcased one of the new buses and featured singing waiters handing out free slices of pizza to visitors.



### InterConnect Bus Walks

We launched our 'InterConnect Bus Walks' this year in partnership with the county and district councils along with the Lincolnshire Ramblers Association. The project encourages people to use the InterConnect bus routes to travel to the start and finish points of seven linear walking routes of varying lengths, which are suitable for beginners, families and experienced walkers. The Bus Walks aim to promote the use of bus services for leisure activities, highlight the health benefits of fresh air and exercise, and emphasise the environmental credentials of bus travel.



### The Community

On 15 June 2018 we launched our 'East Midlands' Community Bus' named 'Hattie' in Louth town centre along with representatives of Age UK; Stagecoach donated £1000 to Age UK to celebrate the introduction of the Community Bus, which can be booked for charity and community events across the region to provide tea and coffee making facilities, relaxation and activities and games for children.



### Getting There Together

In October, Stagecoach East Midlands celebrated the 'Getting There Together' Campaign which ran over a full month and included 'Customer Service Week', 'National Inclusion Week', 'Safety and Wellbeing Week' and 'Environment and Community Week'. Activities included setting up food collection points at depots to make donations to local food banks. We also produced a special story book for children highlighting the importance of looking after bees and wildlife which was donated to schools and libraries across the region.



### Our Team

Each depot at Stagecoach East Midlands is run by a local team of staff, including managers, supervisors, drivers, mechanics and cleaners. We continue to invest in staff training and apprenticeships to ensure that our people have the skills and expertise to take the very best care of our customers.

In May 2018, Stagecoach East Midlands won the 'Bronze Healthy Workplace Award' and 'Outstanding Workplace Award' as part of the North Lincolnshire Council's 'Wellbeing at Work Awards' scheme. The awards celebrate companies' initiatives to introduce health and well-being programmes in the work place; the 'Time to Talk' pledge continues to be an important element, reflecting the ongoing commitment Stagecoach has made to promoting a healthy lifestyle for employees and the wider community.

Many of our staff members take part in community and charity work across the towns and cities in our region.



Staff at Grimsby Depot have worked hard this year with a series of fundraising activities in support of the British Heart Foundation in memory of bus driver Andrew Taylor, who sadly passed away in December 2017 after suffering a sudden heart attack aged just 46 years old. In June 2018 they raised £2,500 for the charity by holding an event featuring a variety of activities including a cricket match between Stagecoach and Grimsby Town Cricket Club. Fundraising efforts by the team are ongoing with a target set of reaching £7,500 by the end of 2019.

Around twenty drivers, engineers and office staff from Mansfield Depot joined forces in 2018 to produce a charity calendar to raise money in support of The John Eastwood Hospice. The local hospice had recently cared for one of Mansfield's regular passengers and in his memory it was chosen to receive the £2,250 raised from sales of the calendar. The team felt moved to highlight the essential work of the hospice in providing palliative care for local people through this fundraising project.



Barrie Parkinson a driver from Skegness Depot was among winners at the annual Stagecoach Group Champions Awards; the awards recognise excellence over areas such as Safety, Health, Community, Customer Service, Environment and Innovation. Barrie was recognised for his selfless actions when a car collided head on with his bus. Despite suffering life-threatening injuries, his first reaction was to check on his passengers and phone through to control to report the incident. He was nominated for the award by colleagues who felt that he deserved recognition for his efforts on that day and the spirit he has shown during his recovery.



Traffic Controller Chris Kelk pictured receiving the award on behalf of Barrie.