

Key Facts

40.4 million
passenger journeys
were made on Stagecoach
East buses

21.4 million
miles operated
across East Anglia

99%
services operated
throughout the region

436
buses across Bedford,
Cambridge, Huntingdon,
Norfolk and Peterborough

1078
staff employed across
four Stagecoach East depots

£4.5 million
investment in new vehicles



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Annual Performance *East*

May 2015 - April 2016



our results

Stagecoach East provides local bus services throughout Cambridgeshire and Bedfordshire including the cities of Cambridge and Peterborough. Since May 2015, our services also include those in North Norfolk, including the well established Coasthopper route from King's Lynn through Hunstanton to Wells-next-the-Sea and Cromer. We operate from five main depots; Bedford, Cambridge, Fenstanton, King's Lynn and Peterborough. In addition buses run from a number of smaller outstations in the market towns surrounding these locations. Our Head Office which is based in Cambridge provides necessary support to the operational depots.

We endeavour to provide safe, reliable, punctual, clean and comfortable services, and offer a range of value for money ticketing options. This report covers our activities between May 2015 and April 2016.

our staff

We are a major local employer, with 853 drivers, 158 engineers and cleaners, as well as 4 directors and 63 supervisory and managerial staff. We continue to invest heavily in training and development for all our staff. All our licence holders are continually trained to uphold their Certificate of Professional Competence (CPC). We remain committed to providing skills for the future, with the continuation of our apprenticeship programme and our graduate training scheme.

Stagecoach East provides local bus services throughout Cambridgeshire, Norfolk and Bedfordshire, including the cities of Cambridge and Peterborough. We aim to provide safe, reliable, comfortable services with best value ticket offers.

Over £4.5 million invested in new vehicles in the past year

our services

We actively encourage feedback from our customers through letters, telephone calls, emails and social media. In the past year, we received complaints about our services equivalent to just one for every 7,919 miles we operated. We observed over 89,000 journeys at various times of the day and days of the week. Over 90% of our journeys met the industry standard for punctuality. We have seen the end of some roadworks which affected our services, however new road scheme initiatives have occurred which impact on a number of routes across the county. We endeavour to minimise the impact of such works to our customers as much as possible. Our fleet is fitted with Automatic Vehicle Location facilities which assists us in tracking vehicles, and as a result allows us to monitor our performance and adjust our timetables where possible to improve service reliability. Over 99% of our services operated, a figure we have achieved for seven consecutive years.

The Cambridgeshire Guided Busway continues to flourish as a service. There has been continual growth in passengers on this prestigious route and we have plans to introduce more buses when the large new town of Northstowe has residents in place. The Coasthopper route is another well known and respected route that we operate from our King's Lynn depot. It forms a key part of the North Norfolk network, and connects numerous picturesque towns and villages for local residents and tourists alike to enjoy the attractive landscape including Sheringham and Blakeney

our fares

We offer a range of value for money tickets including recurring monthly payment options for regular customers, through the Stagecoach smartcard. Now over 90% of weekly tickets are purchased on our Smartcards at four of our depots, with the newer acquisition of Stagecoach in Norfolk moving onto smart products in the coming financial year.

our investment

As in previous years, we have continued to invest in the fleet of buses we operate across the counties. Across the company, 25 new vehicles have been purchased and introduced onto our services within the year. 20 new vehicles specifically designed and branded to operate on the world's longest Guided Busway have been introduced and 5 new Optare Solo vehicles have been brought into the King's Lynn depot for use on the busy town network. This investment totalled over £4.5 million, and there are purchases for further investment in King's Lynn for the popular Coasthopper route in the next financial year. This investment has improved our overall fleet age profile and all our operational fleet for regular services is fully accessible.

our customers

This year over 40.4 million passengers travelled on our bus services, and we operated 21.4 million miles.

our environment

We used 2.6 million gallons of fuel last year, at an average of 8.15 miles per gallon. We operate our fleet on a bio-diesel mix, manufactured in part from recycled waste products. All our fleet run on Ultra Low Sulphur Diesel, with the additive Envirox which reduces pollution and improves fuel consumption. 96% of the fleet meet the strict Euro 3 Emissions requirement, with 41% achieving Euro 5 and 7% Euro 6 standards. We recycle 61% of our waste, including office waste, litter, used oil filters, batteries and used parts. The water used to wash our vehicles each night is recycled and enthusiastic Green champions at each depot keep a watch on our performance with aims to reduce wastage and promote energy efficiency. This information is then relayed to staff to raise awareness of how we are doing as a company and how they can assist improving our green credentials.