

Key Facts

38.7 million

passenger journeys
were made on Stagecoach
East buses

17.9 million

miles operated
across East Anglia

99%

services operated
throughout the region

361

buses across Bedford,
Cambridge, Peterborough
and Huntingdon

940

staff employed across
four Stagecoach East depots

£8.5 million

investment in new vehicles



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Annual Performance *East*

May 2014 - April 2015



our results

Stagecoach East provides local bus services throughout Cambridgeshire and Bedfordshire including the cities of Cambridge and Peterborough. We operate from four main depots; Bedford, Cambridge, Fenstanton, and Peterborough. In addition buses run from a number of smaller outstations in the market towns. Our Head Office, also based in Cambridge, provides support to the operational depots. We endeavour to provide safe, reliable, punctual, clean and comfortable services, and offer a range of value for money tickets. This report covers our activities between May 2014 and April 2015.

our staff

We are a major local employer, with 739 drivers, 137 engineers and cleaners, as well as 3 directors and 61 supervisory and managerial staff.

We continue to invest heavily in training and development for all our staff. All our licence holders have completed five stages of 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 and Bedfordshire, including the cities of Cambridge and Peterborough. We aim to provide safe, reliable, comfortable services with best value ticket offers.

Over £8.5 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 3841 miles we operated. We constantly monitor our performance. We observed 85,000 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 had to accommodate significant roadworks in multiple locations throughout the year but hope to see the benefits of these next year. The majority of our fleet is fitted with Real Time Information, which assists us in tracking vehicles, therefore monitoring our performance, and enabling us to adjust our timetables to improve reliability. Over 99% of our services operated, an impressive figure we're proud to maintain for a sixth year.

The Cambridgeshire Guided Busway continues to go from strength to strength. Since opening, we have seen continual increase in customers on this prestigious route, and have increased the frequency to meet demand. Customers are attracted by the benefits of The Busway priority, value fares, comfort and free wifi. We will look to increase the frequency in line with demand as the new town of Northstowe, with direct access to the Busway, begins to take shape.

our fares

We offer a range of value for money tickets including a recurring monthly payment system delivered through the Stagecoach smartcard. A recent introduction of 5 SmartDays has been successful following requests for part time and flexible working customers. We listen to our customers and do our utmost to meet their requests

our investment

We continue to invest in our fleet of buses. Across the company 18 brand new coaches were introduced for our award winning X5 service between Oxford and Cambridge, 6 new buses joined the fleet operating on the world's longest Guided Busway, 11 new Goldline high specification double decker buses operate the Cambridge to Haverhill commuter services and 6 new buses form part of the university contract in Cambridge City. This investment totalled over £8.5 million. Our operational fleet for regular services is wheelchair accessible, the remainder are restricted to schools operations.

our customers

This year over 38.7 million passengers travelled on our bus services, a 1.4% increase on the previous year, and we operated 17.9 million miles, an increase of 0.4 million miles overall.

our environment

We used 2.3 million gallons of fuel last year, at an average of 7.77 miles per gallon. We operate our fleet on a bio-diesel mix, manufactured in part from recycled waste products. All of our fleet runs on Ultra Low Sulphur Diesel, with the high-tech additive Envirox which reduces pollution and improve fuel consumption. 89% of the fleet meet the strict Euro 3 Emissions requirement, with 49% achieving Euro 5 standard or higher. We recycle 80% of our waste, including office waste, litter, used oils, filters, batteries and used parts. The water used to wash our vehicles each night is recycled. Enthusiastic Green Champions at each depot monitor our performance to reduce wastage and promote energy efficiency. This information is then made available to all staff to raise awareness of how well we are doing as a company.