

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 2013 to April 2014.



We carried a total of 25.6 million passengers over the year.



Our Customers

We received a total of 1,477 customer complaints about our services. This equates to under six complaints per 100,000 passengers. We comply with our strict industry code of practice and every complaint is investigated and action taken to avoid repetition of the problem.

Our Services

We operated a total of 13 million miles over the year, an increase of 0.6% 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 99.7% of our scheduled services, with a 0.1% failure due to internal reasons and 0.1% due to external reasons, such as congestion and diversions and 0.01% due to weather conditions. We monitor our services for punctuality and 92.7% of our services operated within five minutes of their scheduled time; traffic congestion and roadworks being the main sources of delays. We continue to seek improvements by rescheduling services and lobbying local highway authorities for bus priority measures.

Some of our services are run in partnership with Cumbria or Lancashire County Councils, with whom we work together to improve and invest in our services and facilities.

We have made some further improvements to services over the past year, including more accessible buses introduced to 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.

Our Staff

We are a major local employer, with almost 600 drivers, 135 engineers and cleaners and over 60 supervisors and managers all based locally. We are a local business supported by our international parent group. 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 engineers 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 for their various professions.

All our drivers are Certificate of Professional Competence (CPC) qualified.



Our Fares

We continue to offer great value fares with single and return tickets and a range of longer duration tickets.

During the year we introduced the Stagecoach Smart travel card. Smartcard is a new way to buy and store bus travel and has a recurring payment option to make arranging bus travel stress free. Due to rising costs and further local government cuts, fares were increased by 3% in April 2013.

Our Fleet

We operate a fleet of 303 buses and coaches. During 2013, we introduced brand new buses on Service 300 between Whitehaven and Carlisle. The new luxury buses include leather seating, free wifi, tinted windows, a distinctive gold livery and a blue and gold external colour scheme.

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



Our Environment

We used 1.63 million gallons of diesel fuel last year, at an average of 8.10 miles per gallon. We are working to improve fuel consumption through technical measures and all of our drivers have completed a safe and fuel efficient driving course. In the North West, we were the first location in Stagecoach UK Bus to use the Green Road 'Ecodriver' technology, fitted to our buses at Barrow depot. This trial was deemed a success at improving fuel consumption, reducing accidents and generally improving the comfort of the journey for customers.

All our fleet runs on bio diesel, 30% bio mass with a high-tech additive 'Envirox', to reduce pollution and improve fuel consumption. Vehicle engines must meet increasingly tough emissions regulations, with all new deliveries being of the latest 'Euro 5' standard. Over 66% of our fleet meets at least the Euro 3 standard.

We recycle most 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 2013/14

25.6 million passenger journeys

13 million miles operated

750 staff

Up to 294 vehicles

92.7% service punctuality

(run within five minutes of scheduled time)

Head Office

Stagecoach Cumbria and North Lancashire
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Carlisle
CA3 8DA
www.stagecoachbus.com/cumbrianorthlancs

Customer Comments and Suggestions

cumbrianorthlancs.enquiries@stagecoachbus.com

Disability Help Desk

0845 609 1266

Monday to Friday 0900 until 1700

(Typetalk)

cumbrianorthlancs.disabilityhelpdesk@stagecoachbus.com

Nationwide Bus Times



traveline
public transport info

www.traveline.info

0871 200 22 33

Calls cost 10p per minute plus network extras



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Greener Smarter Travel

Annual Report

May 2013 - April 2014



Stagecoach CUMBRIA AND NORTH LANCASHIRE



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