

OUR COMMUNITY

We enable thousands of people to go about their daily activities and also work with many local organisations to improve transport access and information.

Our staff support a number of activities to promote bus travel including events like Catch the Bus Week, Green Week and Customer Service Week.

During the last year Stagecoach Wigan became a patron of Wigan Youth Zone, providing the country's largest youth club with funding to support local young people. We also offered discounted bus travel to Youth Zone members.

Over the last 18 months, we have been busy raising money for the Stagecoach Manchester and Wigan chosen charity – Francis House Children's Hospice. We've walked, run, cycled and even sent Santa and Wizards out on our buses to fundraise. So far we have donated over £7,000 to Francis House. We are proud of the commitment and dedication of our staff in fundraising and thank all of their families, friends and our customers who also contribute.



OUR ENVIRONMENT

We continue to make real progress in becoming a greener, smarter bus operator; not just on the road but in our depots, workshops, offices and canteens.

We use hybrid electric buses to maximise fuel efficiency. In the last year these buses operated around 5.3 million miles, resulting in a CO2 saving of 8019 metric tonnes. The rest of our fleet runs on B30 diesel which has only 70 per cent carbon content, and our engines are fitted with controls which optimise fuel consumption.

We recycle or redirect away from landfill more than 95 per cent of our total waste.

SO FAR WE HAVE
DONATED OVER £7,000
TO FRANCIS HOUSE.

How to contact Stagecoach Manchester and Wigan Customer Services

Email: manchester.enquiries@stagecoachbus.com

Stagecoach Manchester
Head Office
Hyde Road
Manchester
M12 6JS

Tel: **0161 273 3377**

If you are unhappy with any of our responses you may contact
The Independent Bus Appeals Body.

All appeals should be addressed to:

BAB, c/o Bus Users UK
PO Box 119
Shepperton
TW17 8UX

Tel: **0300 111 0001**

E-mail: enquiries@bususers.org
Website: www.bususers.org

Public Transport route and information

Monday to Friday 7.00am - 8.00pm
Saturday and Sunday 8.00am - 8.00pm

Calls from landlines cost 10p per minute.
Calls from a mobile may vary.

*All information correct at time of going to print, May 2015.

Follow us @StagecoachGM



Made from 50% recycled &
50% sustainable sources.

MAY 2014 – APRIL 2015

STAGECOACHBUS.COM/MANCHESTER



ABOUT US

Stagecoach Manchester and Stagecoach Wigan provide local bus services in Greater Manchester and parts of Cheshire and Derbyshire. Our aim is to provide safe, reliable, punctual, clean and comfortable services for our passengers, with a good value for money range of tickets and fares.

Stagecoach has local depots at Ashton under Lyne, Hyde Road in Manchester, Middleton, Sharston, Stockport and Wigan. Our Head Office is based at Hyde Road in Manchester and we are a subsidiary of Stagecoach Group Plc.

This report covers the year from May 2014 to April 2015.

KEY FACTS

MANCHESTER

£5 million investment in buses
104 million passengers
26.4 million miles operated
2000 employees

98.7% service punctuality
99.5% reliability
700 buses
1 customer complaint
 per 26,193 passenger journeys

WIGAN

9.8 million passengers
3.9 million miles operated
300 employees
97.8% service punctuality

99.6% reliability
96 buses
1 customer complaint
 per 17,642 passenger journeys

AWARDS IN 2014



**Environmental Improvement
in Passenger Transport**
 Chartered Institute of Logistics &
 Transport (North West) – Winner



**City Operator
of the Year**
 UK Bus Industry Awards –
 Silver

OUR CUSTOMERS

In total our customers made 114 million journeys on our buses over the year, an increase of 1.9 per cent on the previous year.

In the same period, we received 4,542 complaints, equivalent to one customer complaint for every 25,146 passenger journeys.

An independent customer satisfaction survey by Passenger Focus, published in March 2015, showed that our overall customer satisfaction rating was 86 per cent, the highest amongst local bus companies.

Across both operating companies every complaint is fully investigated in compliance with our industry code of practice.

In March 2014, we introduced a Twitter account providing our customers with access to regular service updates and a contact point for general enquiries and comments. We have over 5,500 followers of @StagecoachGM.

OUR FARES

In the last year our fares increased on some of our local network tickets in Middleton and Wigan and on Manchester network tickets.

This was a result of rising costs and service investments. We kept price changes to a minimum and also froze the price of some of our tickets and our single journey fares.

Our weekly Manchester megarider at £13.50 offers the best-value ticket of its type in the area with further savings available for on-line customers (28 day megarider and megarider xtra at £50). Independent research by Passenger Focus rated Stagecoach Manchester amongst the best operators for value for money, with satisfaction of 74 per cent.

OUR STAFF

We are a major employer with 2,324 staff, of whom 1,885 are drivers, 297 engineers and cleaners and 142 supervisors, managers and ancillary staff. The majority of our staff also live within the local communities in which our buses operate.

We are committed to staff training and all of our drivers hold, or are in the process of completing, a Certificate of Professional Competence (CPC). They also complete other training such as customer care, cycle awareness and disability awareness. Our engineers are all skilled workers and we are active in getting more young people into our company, through the Stagecoach Apprenticeship Scheme. We currently have 18 engineering apprentices in training. Our supervisors and managers have all completed relevant training courses for their various professions.

Many of our staff have shown an impressive commitment and loyalty to Stagecoach. Each year we hold Long Service Awards and in 2014/15 36 of our staff archived milestones of between 20 and 45 years service with us.

OUR SERVICES

Our services operated a total of 30.3 million miles over the year, an increase of 7 per cent on the previous year.

Our key measures of performance are the reliability and punctuality of our services. In the past year Stagecoach operated 99.5 per cent of our scheduled services and 98.7 per cent of our services started their journey within five minutes of their scheduled time. Traffic congestion and roadworks continue to be the main reason for delays. We continue to seek improvements both through rescheduling our services and in discussions with Transport for Greater Manchester and our local highways authorities. In 2014/15 we made more than 80 timetable changes to improve punctuality.

OUR BUSES

We operate a fleet of around 790 buses, which includes 128 hybrid electric buses, placing Stagecoach Manchester as one of the leading investors in this greener technology in the UK, outside London. In the last year we invested in new buses, including 29 new Euro 6 type double-decker buses, an investment worth more than £5 million. These new buses, the first of their type in Greater Manchester, add to our fleet of efficient, modern buses and continue to reduce the impact public transport has on the environment.

Some 440 of our buses, including all of our 29 new buses and all electric hybrid buses, are now fitted with free Wi-Fi for the convenience of our customers. In the last year over 2.3 million Wi-Fi sessions were recorded.

All our vehicles are inspected by our engineers at least every three weeks, and maintained to much higher standards than the legally required minimum to ensure safety and comfort. Every vehicle is cleaned daily and in response to customer feedback we also have in-service cleaning teams operating in Piccadilly Gardens, Chorlton, Stockport and various other locations. Independent research by Passenger Focus revealed 81 per cent of our customers are pleased with the condition of the bus exteriors, while 74 per cent were satisfied with the tidiness of the bus interiors, a 5 per cent improvement on the previous year.

**WE HAVE CONTINUED
TO INVEST IN THE
BUSINESS, WITH OVER
£5 MILLION INVESTED
IN 29 NEW DOUBLE-
DECKER BUSES.**

OUR ACHIEVEMENTS

In the last 12 months we have continued to invest in the business, including 40 new buses, expanding our premises and in new vehicle location technology.

Work started on our new Park and Ride site at Hazel Grove, Stockport. Due to open in the summer of 2015, the site offers free parking for 400 cars and 30 cycles. Our hybrid buses will serve the site offering services up to every 10 minutes. Hazel Grove is Greater Manchester's first bus-based park and ride facility and the first commercially funded and operated site in the UK.



During the last year we also invested in new routes. In May 2014 we expanded the business by introducing a new cross city service 38 which connects several of the region's major universities, college campuses and hospitals and improves our network in Manchester and Salford. Later in the year, in partnership with Manchester Metropolitan University, we enhanced our popular Magic buses to provide a new service, 141, from East Didsbury to their new Birley Building.