

Annual Report

May 2019 to April 2020



Stagecoach Manchester is proud to serve the communities of Greater Manchester.

We are the leading bus operator in the region, connecting communities, supporting economic growth and working to protect our local environment.

We focus on what our customers tell us is important. We provide safe, reliable, high-quality, good value and accessible travel in Greater Manchester and parts of Cheshire and Derbyshire.

This annual report covers the year May 2019 to April 2020.



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Our services are a lifeline to communities; helping people to get to and from work, take the kids to school, get to crucial job interviews, travel to and from hospital appointments, get out of the house for leisure activities and venture to see the friends and family they care about.

In the last year over 96.2 million customers travelled with us. 90% were satisfied with our service*

Investment



We have proud history of investing in bus services in Greater Manchester. Last year was no exception; we invested over £18 million in new buses and a further £1.2 million capital investment in buildings. This means our customers travel on some of the newest and environmentally friendly buses in the country. They also have access to online and mobile ticketing, can pay contactless and can even track their bus in real time.

£18m

91.1%

of our services started on time.



Our services

Every day we help to connect our communities to the people and places they care about. Our buses covered 26.2 million miles over the last year and we work hard to make sure they are on time for our customers despite the increasing congestion we continue to face.

Our team

We have a workforce of 2422 people who are passionate about serving the communities of Greater Manchester. In the last year an impressive 55 people in our team received a long service award, for a collective of 1,570 years' service.

18



Apprentices

166



Supervisors,
managers &
ancillary staff

282



Engineers &
cleaners

1,956



Drivers



Our buses

The people who take our 791 buses aren't just customers; they're our friends, neighbours; they're our local shopkeepers and commuters, school kids and day trippers and we care about their journeys. We clean our buses daily, including when they are in service and every bus is inspected every 28 days.



Our Environment

In March 2020 we proudly unveiled Greater Manchester's first zero emission, electric double decker buses. This fleet of 32 buses is now helping to ease pollution on some of Europe's busiest roads. This investment, is one of the biggest single investments in electric buses in Europe, and represents our continued commitment to being central to the air quality solution in Greater Manchester. All of our buses also have GreenRoad telematics technology. This gives information to our drivers on the quality of their driving to help deliver safer and more comfortable journeys for our customers and more fuel efficient services.

A Euro 6 standard bus produces fewer emissions overall than a Euro 6 car and can carry 20 times more people.

We have:

32 Electric buses
138 Euro 4&5 Hybrid Buses
1 Euro 6 Hybrid bus
172 Euro 6 buses



Electric bus

Our community



Our staff live and work in the communities we proudly serve and are committed to doing what they can to support these communities. In the last year our two-year charity partnership with **The Royal Manchester Children's Hospital Charity** concluded, with our staff having helped to raise over £31,000 to help sick children across the region. Our current charity partner is Forever Manchester, and our staff are now helping to raise funds that will be used to support community activity across the region.



£31k Raised

In October 2019 we supported Prevent Breast Cancer's bright pink **BooBee Bus** which was used for **BreastFest**, a month-long breast cancer awareness campaign. Our drivers helped tour the bus around Greater Manchester to inform and educate others about the disease.

In February 2020 we were proud to give our support to **Rushbrook Primary School's** much-loved **Breakfast Club**, which runs in partnership with Gregg's Foundation and provides a morning meal for up to 120 school children each day.



Covid -19



Throughout the Covid-19 pandemic our absolute priority has been to keep our customers and employees safe.

We have continued to operate our services throughout and play a crucial role in ensuring that key workers, such as NHS staff and the people vital to the food supply chain, are able to get into work.

When the UK went into lockdown we moved to special temporary timetables whilst ensuring that we continued to serve critical routes.

We've also put a range of extra measures in place to make sure our customers feel confident in using our services, including strict cleaning regimes and social distancing measures, which we know are their biggest priorities. Our buses also have protective screens to provide a physical barrier between the driver and passenger and we encourage contactless payments.

We are hugely proud of the fantastic efforts of all of our employees in response to the crisis. Our own key workers have made a huge contribution to the national effort and we thank every one of them and our customers for their on-going support.

Public transport, particularly bus services, will continue to play a crucial role in the country's recovery ahead. As well as helping to restart our economy, they are vital in bringing normality back to many areas of our daily lives, keeping families and communities connected and continuing to contribute to a safer, cleaner and healthier region.

We will continue to work with government and other key stakeholders on the important role that our bus services have in the future ahead.

Contact us

Email: manchester.enquiries@stagecoachbus.com

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**If you are unhappy with any of our responses you
may contact The 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



traveline
public transport info
0871 200 22 33

Monday to Friday
7.00am – 8.00pm

Saturday and Sunday
8.00am – 8.00pm

Calls cost 12 pence per minute plus your phone
company's access charge.

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