



Annual Performance

Merseyside & South Lancashire

May 2018 - April 2019



Stagecoach MCSL is the leading bus operator in the region, connecting communities, supporting economic growth and working to protect the environment.

We focus on what our customers tell us is important. We provide safe, high-quality, good value and accessible travel in Merseyside, Wirral, Chester and South Lancashire.

This annual report covers the year May 2018 to April 2019.

426



Our buses

426 buses help our customers get to where they need or want to go.

28 day inspections are undertaken on all our buses. They are also cleaned daily including when they are in service.

Our customers

93%

Were satisfied with our service*

75%

satisfied with value for money*

73%

satisfied with punctuality*

MAY 2018 - APRIL 2019

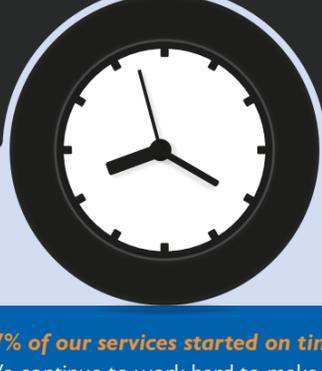
46.7 million people travelled with us over the last year.

*Passenger Focus Survey Autumn 2018

£3.5m

Investment

We invested £3.5 million in new buses.



Our Services

18.4 million miles were covered last year

The equivalent of travelling to the moon and back 38 times!

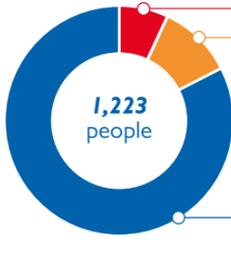


87% of our services started on time

We continue to work hard to make sure you are on time for where you need to go and where you'd like to be.

Our team

Help keep the North West moving.



35 members of staff received long service awards, for a collective of 927 years' service.

Our Environment

We have 113 Euro 6 engine vehicles which provides the latest high standards of green emissions.



100% of our waste is recycled or directed away from landfill.

Our community

We partnered with the Royal British Legion. The work that they undertake to support and care for our veterans and Serving personnel is outstanding. It is only right that we support them in this important work.



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