

annual performance

May 2013 to April 2014

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key facts

- ✓ **19.2 million passenger journeys**
were made on Stagecoach in Oxfordshire and
Oxford Tube services
- ✓ **10.7 million miles operated**
within Oxfordshire to carry passengers
- ✓ **174 buses**
operating on routes across Oxfordshire
- ✓ **497 employees**
working from 3 depots in Oxford, Witney and
Banbury and 3 sub-depots
- ✓ **£2.8m investment**
on new buses in 2013-2014

Stagecoach Customer Services

Stagecoach in Oxfordshire
Freepost SCE 15567
Oxford
OX4 2BR

01865 772250

oxford.enquiries@stagecoachbus.com

disability helpdesk

oxfordshire.disabilityhelpdesk@stagecoachbus.com

nationwide bus times



Calls cost 10p per minute from a BT landline,
calls from other service providers and calls from mobiles may vary.

The Bus Appeals Body

Bus Users UK
Terminal House
Shepperton
TW17 8AS



www.stagecoachbus.com/oxfordshire



Oxford
tube



2013-2014 results

Stagecoach in Oxfordshire provides local bus services throughout Oxford City and Oxfordshire. It also operates the Oxford Tube coach service between Oxford and London.

Our aim is provide safe, reliable, punctual, clean and comfortable services with a good value for money range of tickets and fares. This annual report covers the year from May 2013 to April 2014.

our customers

We carried 19.2 million passengers during the year on our local bus and Oxford Tube services, a 3.2% increase on last year.

We received a total of 1,640 complaints about our services, equating to one complaint per 11,688 passengers, an improvement of 9.5% over the previous year. We comply with our industry code of practice, and every complaint is investigated and action taken to avoid a repetition of the problem.

our services

We ran a total of 10.7 million miles over the year with just 0.59% lost mileage on local bus.

A key measure of performance is the reliability and punctuality of our services. In the past year we operated 99.4% of our scheduled local bus journeys, with 0.3% due to internal reasons and 0.3% due to external reasons such as traffic congestion and bad weather.

We monitor our services for punctuality and 94.5% of our services ran within 5 minutes of their schedules time, traffic congestion being again the main reason for delay. We continue to seek improvements both through rescheduling services and discussions with the local highway authority, Oxfordshire County Council.

our fleet

We operate a fleet of 174 buses and coaches of which we replaced eight midi buses for services 12, 14 and 16 and four mini buses for Banbury town services B1, B2, B7 and B10.

We also introduced a new Headington Connect service for which we bought five new ADL double deck buses and four single midi buses.

The Headington Connect services are supported financially by Oxfordshire County Council with funding from the Department for Transport through the Local Sustainable Transport Fund.

All our buses are low floor and provide easy access for the disabled, elderly and people with buggies. The average age of the fleet is 4.5 years.

Our buses and coaches are inspected at least every three weeks and are maintained at much higher standards than the legal minimum to ensure safety and comfort. Every vehicle is cleaned internally and externally on a daily basis.

our fares

Due to the rising cost of maintenance, insurance and fuel tax, our Oxford SmartZone 4 week, 13 week, annual and 18 & under fares increased in January. In April other fares increased by an average of 2.5%.

our staff

We are a major employer in Oxfordshire with 406 drivers, 57 maintenance staff, 34 administrative staff, managers and supervisors, all based locally.

Our drivers on average have completed four stages of their Certificate of Professional Competence (CPC). Our maintenance team consists of skilled workers and we employ two apprentices to provide skills for the future. Our supervisors and managers have all completed relevant training courses for their various professions.



our environment

We used 6 million litres of diesel during the year at an average of 8.08 mpg.

All Stagecoach in Oxfordshire buses and Oxford Tube coaches now run on B30 fuel - a fuel blend consisting of 30 per cent biofuel and 70 per cent standard diesel, cutting emissions by up to 22%. We achieved a reduction of 9.9% in CO2 emissions per passenger.

Our Oxford city centre bus fleet is fully compliant with the requirements of the Oxford Low Emission Zone which was introduced in January 2014.

Through our efforts to reduce energy consumption and recycling we saw a reduction in CO2 emissions from our buildings of 18.4%.

our achievements

- Increase in passenger numbers during the year.
- Further improvement in reliability.
- Use of B30 fuel type for all services.
- Introduction of the Oxford Tube money saving offers in Oxford campaign.
- Reduction of CO2 emissions at our depots.