

ANNUAL REPORT

May 2018 - April 2019



Stagecoach in Oxfordshire

Oxford
tube

stagecoachbus.com

2018-2019

Key Facts

Stagecoach provides local bus services throughout Oxford City and Oxfordshire and the 24 hour Oxford Tube coach service between Oxford and London.

Our aim is to provide safe, reliable, punctual, clean and comfortable services with a range of excellent value for money tickets and fares.

This Annual Report covers the year from **May 2018 to April 2019**.

 **Stagecoach** in Oxfordshire

 **Oxford tube**

7.5 million

bus miles on local bus services in Oxfordshire

19.1 million

passengers on local bus services in Oxfordshire and on Oxford Tube

98.9%

of all timetabled local bus journeys operated

173

buses and coaches on services in Oxfordshire

545

employed by Stagecoach in Oxfordshire

60%

of departures from Oxford city centre were operated with buses fitted with Euro 6 engines, significantly reducing the levels of emissions

Our Customers

Last year we carried over 19 million passengers during the year on local bus services in Oxfordshire and the Oxford Tube. We have continued to see strong passenger growth on our Stagecoach Gold branded services into Oxford as well as on Oxford City services.

We received a total of 1,413 complaints about our services, equating to one complaint per 13,540 passengers. Over the past 12 months, we have responded to queries and complaints via a range of methods with the use of Twitter continuing to increase.



We currently have a combined Twitter following of over 18,119 people. Research by Transport Focus, an independent body, published in March 2019, showed that our overall customer satisfaction rating for Oxfordshire was 94%, an increase from 91% in the previous year. We comply with the industry Code of Practice, and every complaint is investigated and action taken to avoid repetition of the problem.

Our Services

In the past year we operated over 7.5 million miles on local bus services within Oxfordshire. A key measure of performance is the reliability and punctuality of our services.

In 2018/19 we ran 98.9% of all timetabled local bus journeys, with 0.26% being lost due to traffic congestion and delays caused by roadworks.



We monitor our services for punctuality and as a result of roadworks across the county 86.9% of our services ran within 5 minutes of their scheduled time. Major schemes such as Access to Headington will continue to have an impact on traffic in and around the city. We will continue to work closely with Oxfordshire County Council to ensure we minimise the impact of any major schemes.

Stagecoach in Oxfordshire operates a modern fleet of 173 buses and coaches. The fleet is made up of a mixture of Hybrid, Euro 5 and Euro 6 engines making the Stagecoach fleet in Oxfordshire one of the cleanest fleet in terms of emissions.

Our Fares

Over the past 12 months we have revised our pricing on local bus, continuing to ensure that any increases are kept to a minimum. Oxford Tube prices were reduced in Autumn 2018 through a fares promotion which was successful in attracting more passengers to the service, with the lower fares continuing through into 2019. Many passengers in Oxford continue to choose to use SmartZone products which offer excellent value for money with an average cost per journey of less than £1.

Our People

We are one of the major employers in Oxfordshire with a team of 449 drivers, 60 maintenance staff and 36 people in supporting administration, supervisory and managerial roles.

In 2018, our management team has supported a range of health and well being initiatives to encourage and incentivise our staff to eat and live healthier. This includes health checks completed on site, organised visits from healthcare specialists and even free fruit Fridays.

Our Environment

At the end of the 2018/19 year, 60% of Stagecoach departures from Oxford City Centre were operated with buses fitted with Euro 6 engines, significantly reducing the level of emissions. We are working closely with Oxfordshire County Council and the City Council with their Zero Emission Proposals. We support the intention behind low emissions and believe that buses and coaches are part of the solution and should be at the heart of any plans to improve the local environment.



Achievements:

- In 2018 won the Chris Ball Memorial Award for safe and fuel efficient driving across all depots for the fifth year running
- Continued to support Helen and Douglas House through fundraising, sponsorship and donation



stagecoachbus.com

customer services

oxford.enquiries@stagecoachbus.com

01865 77 22 50

 @stagecoach_ox

 /StagecoachInOxfordshire

Monday-Friday 7am-8pm

weekends 8am-7pm

public holidays 9am-5pm

Freepost STAGECOACH OXFORDSHIRE

disability helpline

01865 77 22 50

oxfordshire.disabilityhelpdesk@stagecoachbus.com

Stagecoach now offers journey assistance cards to present to the driver if you need extra help. For more information visit our website or contact customer services.

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Stagecoach in Oxfordshire