

ANNUAL REPORT

May 2017 - April 2018



Stagecoach in Oxfordshire

Oxford
tube

stagecoachbus.com

2017-2018

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 2017 to April 2018**.

 **Stagecoach** in Oxfordshire

 **Oxford tube**

7.5 million

bus miles on local bus services in Oxfordshire

19.0 million

passengers on local bus services in Oxfordshire and on Oxford Tube

99.1%

of all timetabled local bus journeys operated

175

buses and coaches on services in Oxfordshire

544

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 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 1,411 complaints about our services, equating to one complaint per 13,500 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 following of over 17,200 (increase of 26%) people.



Research by Transport Focus, an independent body, published in March 2018, showed that our overall customer satisfaction rating for Oxfordshire was 91%, an increase from 89% in the previous year.

We comply with our 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 2017/18 we ran 99.1% of all timetabled local bus journeys, with 0.3% being lost due to traffic congestion and delays caused by roadworks.



Months of roadworks in the city centre came to an end in October 2017 when the new Westgate shopping centre opened. We monitor our services for punctuality and as a result of roadworks across the county 85.2% 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.

Our Fleet

Stagecoach in Oxfordshire operates a modern fleet of 175 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 in the UK.



Our Fares

We revised some of our fares on local bus services in April 2018, Oxford Tube fares were restructured, introducing a new group ticket for up to 3 adults and 2 children and simplifying the return tickets, this is the first major change for Oxford Tube fares since April 2015. 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 and employ a team of 451 drivers, 54 maintenance staff and 39 people in supporting administration, supervisory and managerial roles. We continue to invest in training for our drivers and providing new diagnostic technology for our engineering teams.



Our Environment

By the end of the 2017/18 year, 60% of Stagecoach departures from Oxford City Centre were operated with buses fitted with Euro 6 engines, significantly reducing the level of emissions.



Achievements:

- Won the Chris Ball Memorial Award for safe and fuel efficient driving across all depots for the fourth year running
- Continued to support Helen and Douglas House through fundraising, sponsorship and donations



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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