

ANNUAL REPORT

May 2016 - April 2017



Stagecoach in Oxfordshire

Oxford
tube

Greener Smarter Travel

stagecoachbus.com

2016-2017

Key Facts

Stagecoach provides local bus services throughout Oxford City and Oxfordshire and the 24 hour Oxford Tube 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 2016 to April 2017**.

 **Stagecoach** in Oxfordshire

 **tube**

7.2 million

bus miles on local bus services in Oxfordshire

18.8 million

passengers on local bus services in Oxfordshire and on Oxford Tube

99.6%

of all timetabled local bus journeys operated

172

buses and coaches on services in Oxfordshire

524

employed by Stagecoach in Oxfordshire

£6.9million

invested in 31 new double deck buses

58%

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 18.8 million passengers on local bus services in Oxfordshire and the Oxford Tube. We have seen increased passenger demand on our Stagecoach Gold branded services into Oxford as well as on Oxford City services. Rural services have been affected by Oxfordshire County Council's decision to remove funding from supported local bus services in July 2016. Stagecoach is pleased to have been able to keep some services running on a commercial basis.



We received a total of 1,206 complaints about our services, equating to one complaint per 15,500 passengers, an improvement of 7% over the previous year.

Research by Transport Focus, an independent body, published in March 2017, showed that our overall customer satisfaction rating for Oxfordshire was 89%, an increase from 88% satisfaction in the previous year.

Over the past 12 months, we have responded to queries and complaints via a range of methods with greater use of social media, including Twitter and Facebook. We currently have a combined following of over 13,500 people and over the year posted over 9,400 tweets.

We comply with our industry Code of Practice, and every complaint is investigated and action taken to avoid repetition of the problem.

Our Services

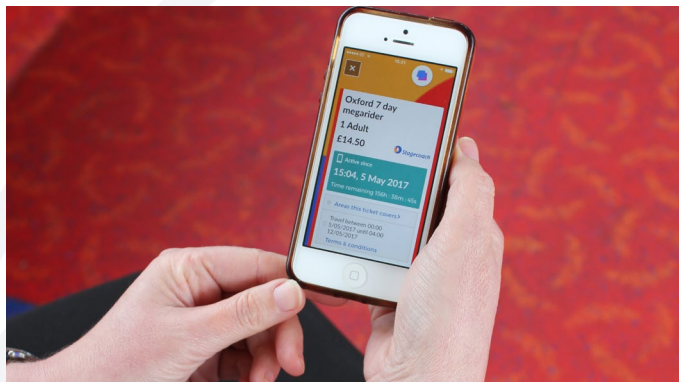
In the past year we operated over 7.2 million miles on local bus services within Oxfordshire. A key measure of performance is the reliability and punctuality of our services. In 2016/17 we ran 99.6% of all timetabled local bus journeys, with 0.3% being lost due to traffic congestion and delays caused by roadworks.

In the year to April 2017, local bus services in Oxford have suffered delays caused by extensive roadworks at Wolvercote and Cutteslowe roundabouts, Headington and city centre closures in preparation for the new Westgate Centre. We monitor our services for punctuality and as a result of the roadworks 84.2% of our services ran within 5 minutes of their scheduled time. We would expect that, when these schemes are completed, punctuality will improve, although worsening traffic congestion throughout the County and in particular in Oxford city is a major problem. We participate in a Punctuality Improvement Partnership with Oxfordshire County Council and we are making strenuous efforts to improve our performance.

In October 2016 we introduced contactless payment on all Stagecoach local bus services throughout Oxfordshire and the Oxford Tube, enabling passengers to pay for their travel on the bus by credit or debit card, ApplePay and Android payment devices. This is part of a £12 million programme to roll-out contactless payment on Stagecoach local bus services throughout the UK. Stagecoach in Oxfordshire was the first bus company outside of London to introduce contactless payment across its entire network. Contactless payment has proved to be very popular with customers, many of whom have switched to this method of purchasing their travel.



A new Stagecoach bus app was introduced in 2016 enabling customers to access real time information on the move, journey planning, and the ability to purchase tickets in advance of travel.



Our Fleet

Stagecoach in Oxfordshire operates a modern fleet of 172 buses and coaches. In 2016/17 we invested £6.9 million on 31 new double deck buses. These new buses, fitted with engines to the latest Euro 6 standard, offer a considerable reduction of emissions, particularly nitrogen oxides (NOx), over the previous Euro 5 standard. Of these 31 new buses, 21 are in service on some of the busiest City routes, and 10 on services between Wantage, Grove, Abingdon and Oxford.

Our Fares

We revised some of our fares on local bus services in April 2017, many fares having been unchanged for two years. Oxford Tube fares have not increased since April 2015. Many customers in Oxford 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 431 drivers, 57 maintenance staff and 36 people in supporting administrative, 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 2016/17 year, 58% of all Stagecoach departures from Oxford City Centre were operated with buses fitted with Euro 6 engines, significantly reducing the level of emissions.

Achievements:

- First bus company in the UK outside London to introduce contactless payment on buses across its entire network
- New Stagecoach Gold buses on Wantage to Oxford services completing the conversion of all interurban services into Oxford to Stagecoach Gold premium standard of comfort and service
- Won the Chris Ball Memorial Award for safe and fuel efficient driving across all depots for the third year running
- Achieved Runner Up in the 'Express Operator' category of the National Coach Industry Awards
- Oxford Tube driver, Gavin Francis, won the 'Top Express Coach Driver' award in the National Coach Industry Awards
- Continued to support Helen and Douglas House through fundraising, sponsorship and donations



Gavin Francis, winner of the 'Top Express Coach Driver' award.

stagecoachbus.com

customer services

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 @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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