

annual performance May 2014 to April 2015

key facts

- ✓ **19.6 million passenger journeys**
were made on Stagecoach in Oxfordshire and Oxford Tube services
- ✓ **10.8 million miles operated**
within Oxfordshire to carry passengers
- ✓ **176 buses**
operating on routes across Oxfordshire
- ✓ **502 employees**
working from 3 depots in Oxford, Witney and Banbury and 3 sub-depots
- ✓ **£10m investment**
on new Oxford Tube coaches in 2014-15

visit www.stagecoachbus.com

customer services

oxford.enquiries@stagecoachbus.com

disability helpdesk

oxfordshire.disabilityhelpdesk@stagecoachbus.com

 @Stagecoach_Ox

 /StagecoachOxfordshire

01865 77 22 50

Stagecoach in Oxfordshire
Freepost SCE 15567
Oxford
OX4 2BR

The Bus Appeals Body

Bus Users UK
Terminal House
Shepperton
TW17 8AS

This leaflet has been made using
paper from sustainable sources



Once you have finished with
this leaflet, please recycle it

 **Stagecoach** in Oxfordshire



Oxford
tube

 **Stagecoach** in Oxfordshire

2014-2015 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 2014 to April 2015

our customers

We carried 19.6 million passengers during the year on our local bus and Oxford Tube services, a 2.0% increase on last year.

We received a total of 1,599 complaints about our services, equating to one complaint per 12,195 passengers, an improvement of 4.0% over the previous year.

Independent research by Passenger Focus, published in March 2015, showed that our overall customer satisfaction rating for Oxford was 87%.

Over the 12 months, we have responded to queries and complaints via a range of methods with the use of Twitter increasing. We currently have a combined following of over 8,000 people and over the year posted over 9,000 tweets. 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 10.8 million miles over the year with just 0.8% lost mileage on local bus.

A key measure of performance is the reliability and punctuality of our services. In the past year we operated 99.2% of our scheduled local bus journeys, with 0.4% due to internal reasons and 0.4% due to external reasons such as traffic congestion and bad weather.

We monitor our services for punctuality and 93.2% of our services ran within 5 minutes of their scheduled time.

We continue to seek improvements both through rescheduling services and discussions with the local authority, Oxfordshire County Council.

We have implemented 9 changes to timetables in the year to help improve the reliability of our services.

our fleet

We operate a fleet of 176 buses and coaches of which we replaced 26 Oxford Tube coaches to the value for £10million.

We introduced free WiFi on buses operating into the city centre which has proved popular with our customers.

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 fares across the Oxfordshire network increased by 1.8%.

our staff

We are a major employer in Oxfordshire with 409 drivers, 59 maintenance staff, 34 administrative staff, managers and supervisors, all based locally.

We were awarded for our employees' consistently strong eco-driving performance over the past year, which is measured by our GreenRoad system, designed to reduce CO2 emissions through safe and careful driving.



our environment

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 2.8% 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.

our achievements

- Increase in passenger numbers during the year, despite problems with roadworks and congestion.
- Introduction of 26 new coaches on the Oxford Tube.
- Runner up in the UK Coach Awards for Express Operator.
- 128 of our buses now fitted with free to use WiFi.
- Awarded the Christopher Ball Memorial Award for best performing company in Stagecoach UK Bus for our employees' consistently strong eco-driving performance.
- In 2014, Stagecoach in Oxfordshire and Oxford Tube employees selected Helen & Douglas House as our chosen charity. So far through fundraising and contributions, we have donated £7,000.