

Key facts

May 2015 – April 2016

45.1 million passenger journeys

were made on Stagecoach South East buses.

20.7 million miles

operated within Kent & East Sussex.

99.6 % of all services operated

with 94.9% of buses running within 5 minutes of the scheduled time.

473 buses and coaches

operating across Canterbury, Herne Bay, Thanet, Ashford, Folkestone, Dover, Hastings and Eastbourne with some routes extending to Tunbridge Wells and Maidstone.

1,343 employees

working across our region.



Customer Services

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Calls cost 12p per minute plus your phone company's access charge.

Details correct at August 2016.



Stagecoach South East Annual Performance

May 2015 to April 2016

Introduction

Stagecoach South East provides local bus services across east Kent and East Sussex, with some routes extending into west Kent - to Tunbridge Wells and Maidstone. We also operate coaches to London on behalf of National Express.



Our head office is in Canterbury with local depots in Herne Bay, Thanet, Ashford, Folkestone, Dover, Hastings and Eastbourne with a small outstation at Old Romney.

We are a subsidiary of Stagecoach Group plc, an international provider of bus, coach, tram and rail services in the UK, Europe, USA and Canada.

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



Our services

We operated over 20.7 million miles during the year. Our key measure of performance is the reliability and punctuality of our services.

In the past year we operated 99.6% of our scheduled services. We monitor our services for punctuality and 94.9% of our services operated within 5 minutes of their scheduled time, traffic congestion being the main reason for delay. We continue to seek improvements both through rescheduling services and in discussions with our local highway authorities.

Our fares

We have been independently found to have the best value bus fares in Britain

We support a number of community groups and good causes and our corporate charity is Pilgrims Hospices in east Kent. Our staff take part in regular fundraising events for the charity, this year four teams of employees from Dover and Thanet depots entered the hospice's It's a Knockout event.

Our 'Storm Loopers' team from Thanet finished in first place while one of our Dover teams finished second!



Two of our drivers from Thanet depot, Garry Warren and Jake Bowd, successfully completed the 2016 Virgin Money London Marathon in April for the charity Children with Cancer UK. Garry and Jake ran the 26 miles in 4 hours 43 minutes and 4 hours 18 minutes respectively and have raised over £6,700 for their chosen charity.



three times and a recent survey carried out by consumer group Transport Focus found that bus passengers rated Stagecoach as the best value major operator in the country.

In the South East we increased some of our fares by an average of 3% this year.

Our passengers

We carried over 45.1 million passengers during the year.

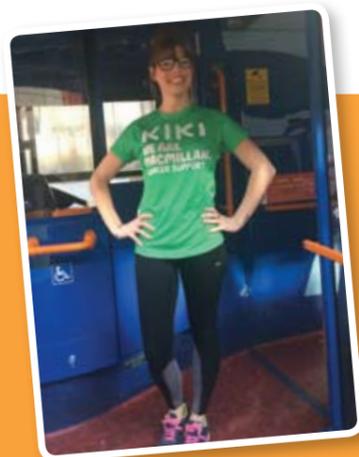
We received a total of 2,536 passenger complaints about our services which equates to one complaint per 17,793 passengers. We comply with our industry code of practice, and every complaint is

investigated and action taken to avoid repetition of the problem.

Our community

We play a big part in the local community and we enable thousands of people to go about their everyday activities.

We have Quality Bus Partnership schemes set up in the majority of the main urban areas in the region, where we work together with our partners, in particular local authorities, to improve local bus services.



Hastings driver Kiki Brown also completed the 2016 Virgin Money London Marathon as well as running the Hastings half marathon, raising over £1,100 for her chosen charity Macmillan Cancer Support.

Our achievements

Bus use in east Kent has more than doubled in the last decade, a trend we are also seeing in the East Sussex area of our business.

The increase in passengers has been most notable on the following routes:

18% increase on routes E & G – Ashford

7% increase on the Dotto Train – Eastbourne

4% increase on the Unibus route – Canterbury

Route 1/1A – Eastbourne

In January, we upgraded our buses on the popular 1/1A route in Eastbourne with newer and bigger double deck buses equipped with free wifi. The 12 double deckers replaced the smaller single deck vehicles that previously operated on the route, linking Hamlands and Old Town with Langney and Shinewater through the town centre. As well as offering more capacity and comfort, the buses feature a new 'ONE' branded livery.



Timetables for the route were also simplified by separating the buses that extended to Hailsham and Roebuck Park into a new route. Route 1X now runs between Eastbourne town centre and Roebuck Park through Langney Rise, Stone Cross and Hailsham.

Route 8/8A/8X 'Breeze' – Broadstairs, Margate & Canterbury

In April, we introduced £2.6 million worth of ultramodern double deck buses on the 'Breeze' route between Broadstairs, Margate and Canterbury. The 13 new state-of-the-art vehicles are designed to accommodate passengers in comfort and convenience on the route, which carried 1.9 million passengers in 2015.

For comfort, the buses have high-back moquette fabric seats and tinted windows to reduce the build-up of heat inside. Each bus is equipped with air-chill technology which maintains a comfortable interior temperature all year round. The new buses also have Euro 6 specification engines which represent the very latest in clean engine technology.

As well as being more environmentally friendly, the buses feature free wifi and usb charging points for passengers to recharge their smart phones whilst travelling. Our 'Breeze' buses sport an attractive design on the outside which features some of Thanet's most popular landmarks.



Our staff

We are a major local employer with 1,032 drivers, 205 engineers and cleaners, and 106 support staff, supervisors and managers all based locally.

Our drivers complete an ongoing programme to achieve their driver Certificates of Professional Competence (CPC). Our engineers are all skilled workers and we currently employ 11 apprentices to provide skills for the future. Our supervisors and managers have all completed relevant training courses for their various professions.

Our fleet

We operate a fleet of 460 buses and 13 coaches and have a programme of investment that replaces older vehicles each year - our entire fleet will be DDA (Disability Discrimination Act) compliant by the end of December 2016. New buses are introduced to our busiest routes, ensuring the highest possible number of customers benefit from these modern, comfortable and environmentally friendly vehicles.

All our vehicles are inspected by our engineers at least every 3 weeks, and maintained to much higher standards than the legal minimum, to ensure safety and comfort. Every vehicle is cleaned daily.

Our environment

We used 2.6 million gallons of diesel last year, at an average of 7.87 miles per gallon. We are working to improve

fuel consumption through technical measures, and all our drivers have completed a Safe and Fuel Efficient Driving course.

All our fleet (except biofuel buses) runs on low sulphur diesel, with a high-tech additive Envirox to reduce pollution and improve fuel consumption. Vehicle engines must meet increasingly higher Euro standards of exhaust emissions and 90% of our fleet meets at least the Euro 3 standard with this figure expected to increase to 100% by the start of 2017.

We recycle most of our waste, such as litter, used oils, filters, batteries, parts, etc. We also recycle the water we use to wash our vehicles every night.

We have a company Green Team with members representing different job roles from all our seven depots. The team has been given special training and looks at each depot's energy, recycling and sustainability performance and suggests areas for further improvement. So far the Green Team has helped facilitate an increased rate of recycling and an investment in more energy efficient lighting.

All our buses are equipped with an eco-driving system called Green Road. The system gives drivers an indication of how they are driving via a green, amber and red warning device which reduces fuel consumption by encouraging better driving practices.