

annual performance May 2013 to April 2014

key facts

✓ 26.9 million passenger journeys

✓ 17.1 million miles operated

carrying customers on our network

✓ 367 buses

operating on routes throughout South East Wales in the unitary authorities of Blaenau Gwent, Bridgend, Caerphilly, Cardiff, Merthyr, Newport, Monmouthshire, Powys, Rhondda Cynon Taf and Torfaen as well as services into Herefordshire

✓ £3.4 million investment on 31 new buses

✓ 878 employees

working across the 8 depots

✓ 99.5% service reliability

✓ 90% service punctuality



Stagecoach Customer Services

Stagecoach in South Wales
1 St. David's Road
Cwmbran
Torfaen
NP44 1PD

enquiries south.wales@stagecoachbus.com

website
www.stagecoachbus.com/southwales

ticket sales
www.buymymegarider.com

bus users uk

exists to help you get the best from your bus service. If you need advice or if you have complained about a bus service and have not had a satisfactory response, they can be contacted on:

Tel: 02920 221370

email: wales@bususers.org

Bus timetable information:

traveline cymru

0871 200 22 33*

www.traveline.info



* Calls cost 10p per minute from BT landline.
Calls from other service providers and mobiles may vary.



stagecoachbus.com/southwales

annual report

May 2013 to April 2014

Greener Smarter Travel

2013-2014 results

about us

Stagecoach in South Wales provides local bus services throughout South East Wales in the unitary authorities of Blaenau Gwent, Bridgend, Caerphilly, Cardiff, Merthyr Tydfil, Newport, Monmouthshire, Powys, Rhondda Cynon Taf and Torfaen and operates services into Herefordshire. We also operate express coaches on behalf of megabus.com. Our head office is located in Cwmbran with local depots in Aberdare, Brecon, Brynmawr, Blackwood, Caerphilly, Cwmbran, Merthyr Tydfil and Porth. We are a subsidiary of Stagecoach Group plc, an international provider of bus, coach, tram and rail services in the UK, 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. This annual report covers the year from May 2013 to April 2014.

our passengers

We carried a total of 26.9 million passengers over the year, an increase of 0.3% on the previous year.

We received a total of 1898 passenger complaints about our services, an increase of 22% over the previous year. That equates to one complaint per 14173 passengers. We comply with our industry code of practice, and every complaint is investigated and action taken to avoid repetition of the problem.

our services

We operated a total of 17.1 million miles over the year, an increase of 1.4% over the previous year. Like all businesses, we have been affected by the national economic recession, but have endeavoured to improve and maintain services as far as possible.

Our key measure of performance is the reliability and punctuality of our services. In the past year we operated 99.5% of our scheduled services, with 0.3% failure due to internal reasons, and 0.2% due to external reasons such as adverse weather, congestion, diversions, etc. We monitor our services for punctuality and 90% of our services operated within 5 minutes of their scheduled time, traffic congestion being again the main reason for delay. We continue to seek improvements both through rescheduling services and in discussions with our local highway authorities.

99.5% of all journeys operated, with 0.3% failure due to internal reasons, and 0.2% of miles were not operated due to external reasons such as weather; congestion, diversions etc



our staff

We are a major local employer with 695 drivers, 125 engineers and cleaners and 58 supervisors supervisors and managers all based locally.

We continue to invest in training our staff. Every driver undertakes a training day to enable them to hold a Certificate of Professional Competence (CPC). We employ 9 apprentices to provide skills for the future. Our supervisors and managers have all completed relevant training courses for their various professions.

fares

We increased fares in April 2013 by an average of 3.5%, to cover our increased costs of pay, fuel and insurance, whilst providing for further investment in new vehicles, plant and equipment.

our fleet

We operate a fleet of 367 buses and coaches, of which we replaced 31 over the past year with an investment of £3.4 million. 91% of our bus fleet (excluding school buses) is low floor to provide easy access for the elderly, disabled and buggies.

All our vehicles are inspected, brake tested and emissions tested by our engineers at least every 21 days, using VOSA approved test equipment, and maintained to higher standards than the legal minimum to ensure safety and comfort. Every vehicle is cleaned daily, and fully valeted at no more than 21 day intervals.

our achievements

- Invested 3.4 million in 31 brand new low-floor, single-deck buses to serve our customers.
- Increased passenger numbers on our 120/130 services by 14%
- Increased passenger numbers on our 132 service by 7%
- Increased passenger numbers on our 60 service by 9%
- Reduced our Buildings CO2 Emissions by 24%



90% of journeys turned up within 5 mins of the scheduled time



the environment

We used 8.6 million litres of diesel last year, an average of 9.03 miles per gallon, an improvement of over 5% on last year. We are working to improve fuel consumption through technical measures, and all our drivers have completed a safe and fuel-efficient driving course. Stagecoach Group has recently achieved the Carbon Trust Standard for reducing energy consumption, and has announced a challenging CO2 reduction programme for the next 5 years.

All our fleet 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. 48% are Euro 4 and above, with a third of the fleet at Euro 5 EEV

We recycle most of our waste, such as paper, cardboard, plastics, used oils, filters, batteries, parts, etc. We recycle bus washing water on some sites, and this will increase as bus washing machines are replaced.

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