

annual performance May 2014 to April 2015

key facts

✓ 26 million passenger journeys

✓ 16.3 million miles operated

carrying customers on our network

✓ 341 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

✓ £3.5 million investment in 35 new buses

✓ 845 employees

working across the 8 depots

✓ 99.5% service reliability

✓ 92.5% service punctuality



Stagecoach Customer Services

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enquiries south.wales@stagecoachbus.com

[@StagecoachWales](https://twitter.com/StagecoachWales)

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**
public transport info
0871 200 22 33
traveline-cymru.info

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



Stagecoach
in South Wales



stagecoachbus.com/southwales

annual report

May 2014 to April 2015

Greener Smarter Travel

2014-2015 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 2014 to April 2015.

our passengers

We carried a total of 26 million passengers over the year, and received a total of 1631 passenger complaints about our services, a reduction of 14% compared to the previous year. That equates to one complaint per 15,963 passenger journeys. 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 16.3 million miles over the year, a decrease of nearly 5% 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 92.5% 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 through consultation with our local highway authorities.

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such as weather;
congestion,
diversions etc



our staff

We are a major local employer with 699 drivers, 118 engineers and cleaners and 58 managers, supervisors and support staff 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 10 apprentices to provide skills for the future. Our supervisors and managers have all completed relevant training courses for their various professions.

fares

We last increased fares in March 2014 and have undertaken not to do so for the remainder of this calendar year. In June 2014 we introduced a VIP Scheme which entitles under 19s to a third off the adult fare on production of an easily acquired and free of charge pass.

our fleet

We operate a fleet of 360 buses and coaches, of which we replaced 35 over the past year with an investment of £3.5 million. 99.7% 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 3.5 million in 35 brand new low-floor, single-deck buses to serve our customers.
- Increased passenger numbers on our X4 service by 4%
- Increased passenger numbers on our 132 service by 7%
- Increased passenger numbers on our 172 service by 4%
- Reduced our buildings CO2 Emissions by 12%



92.5% of
journeys turned
up within 5
mins of their
scheduled time



the environment

We used 7.9 million litres of diesel last year, an average of 9.36 miles per gallon, an improvement of over 3.6% on the previous 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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