

May 2015 to April 2016



Annual Report

Key Facts

24 million passenger journeys

15.9 million miles operated
carrying customers on our network

366 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

£5.5 million
investment in 35 new buses

870 employees
working across the 8 depots

99.6% service reliability
(% of scheduled mileage operated)

93.1% service punctuality
(% of journeys run within 6
minutes of scheduled times)





Launched our first Gold Service on X24 with Free Wi-Fi and USB charging points

Invested over £5.5 million in 35 brand new low-floor, single deck buses



Introduced Smart ticketing



Now displaying in real time on screens in Cardiff and Newport



about us

Stagecoach in South Wales provides local bus services throughout South East Wales. We also operate the T4 TrawsCymru services on behalf of the Welsh Government and express coaches on behalf of megabus.com. As a part of the Stagecoach Group plc, every day our staff aim to provide safe, reliable, punctual, clean and comfortable services at an affordable price for our customers. This annual report covers the year from May 2015 to April 2016.

our passengers

We carried a total of 24 million passengers over the year, and received a total of 1519 passenger comments about our services, a reduction of 14% compared to the previous year. That equates to one comment per 16,098 passenger journeys. We comply with our industry code of practice, and every complaint is investigated and action taken to avoid repetition of the problem. We respond to all of our customers within 7 days.

our services

We operated a total of 15.9 million miles over the year, a decrease of nearly 2% over the previous year. We have observed a change in customer travel patterns which we believe has been influenced by; plentiful and cheap town and city centre car parking, the lowest petrol prices for many years, those reaching the age to receive a free concessionary bus pass more than ever before have the greatest access to a car and the adverse effects of traffic congestion acting to deter bus travel as reported by Greener Journeys.*

* <http://goo.gl/BcGcCf>

In spite of these challenges we have continued to invest in new buses and more journeys with increase to frequencies on services 50/56. Investment in Free Wi-Fi on buses and USB charging points. Service X24 (Newport – Cwmbran – Blaenavon) now runs with buses featuring all these facilities plus high back leatherette seating for greater comfort.

Our key measure of performance is the reliability and punctuality of our services. In the past year we operated 99.6% of our scheduled mileage, with 0.2% 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 93.1% of our services operated within 6 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 the local highway authorities.

our staff

We are a major local employer with 755 drivers, 118 maintenance staff and 58 administration, supervisory, management and support staff all based locally. We continue to invest in training our staff. Every driver undertakes a training day each year 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 the relevant training courses in order they may fulfill their various job roles.

our fares

We last increased fares in April 2014. We have promoted bus travel with a number of offers;

- Child Urban **dayrider** reduced to £2.00
- Travel for the unemployed at 50% discount
- Customers get 16% off travel with **megarider Xtra**
- Promotional campaigns door to door to remind residents of how frequent and cheap our bus services are compared to the cost of car travel and parking
- With Stagecoach **smartcard** customers may now buy their ticket online and make greater savings
- Special offers; discounted **Gold megarider Xtra** and the Cardiff **megarider Xtra** tickets
- Single, return and **megarider** prices have not increased since April 2014

We have teamed up with Arriva Trains to offer Bus & Rail ticketing with Explore Cardiff & Valleys and Night Rider, in the Aberdare, Caerphilly, Cwmbran and Merthyr Tydfil areas: train tickets are available for purchase on your local bus for connecting travel by rail to Cardiff.*

* <http://goo.gl/bE5r6x>

With Bus and Rail ticketing being available across the Stagecoach South Wales network through PLUSBUS.*

* <http://goo.gl/qFx5KS>

We work with other Bus operators in South East Wales to offer multi-operator bus ticketing with **NetworkRider**.*

* <https://goo.gl/fPtPmE>

Holding fares and introducing special offer bus ticket deals are aimed at halting the trend toward travel by car. Plentiful and low cost car parking in the town and city centres are acting to increase traffic congestion which detracts from bus travel and increases the cost of bus travel as more resources are required in order to keep the bus running on time.

Since 1995 bus speeds have reduced by over 12% due to increasing traffic congestion and a lack of effective bus priority measures. This detracts from the customer experience putting pressure on revenue and increasing bus operator costs which is not reflected in any cost indexes.

our fleet

We operate a fleet of 366 buses and coaches, of which we replaced 35 over the past year with an investment of £5.5 million. We are fully compliant with PSVAR regulations, which means we provide vehicles which are easily accessible. All our vehicles are inspected, brake tested and emissions tested by our maintenance teams at least every 21 days, using DVSA 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

- Introduced **smart** ticketing across our network offering customers great savings with new convenient payment options online
 - Introduced automatic vehicle location (AVL), which now displays on real time screens in Cardiff and Newport. With our new redesigned website offering LIVE bus times to customer smart phones
 - Our new look website features a journey planner which also informs of the cost of travel and option to buy travel in advance with **smartcard** helping to reduce the time taken when boarding the bus and offering customer discounts and special offers
- ## the environment
- We used just over 9.0 million litres of diesel last year, an average of 9.48 miles per gallon, an improvement of over 3.1% 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 achieved the Carbon Trust Standard for reducing energy consumption, and has announced a challenging CO₂ reduction programme for the years ahead.
- We have reduced CO₂ emissions per mile by over 10% in 5 years through new bus investment with increasingly environmentally friendlier engines. 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 most of our sites, and this will increase as bus washing machines are replaced with newer more environmentally friendly models.
- Invested over £5.5 million in 35 brand new low-floor, single-deck buses to serve our customers with a higher standard of vehicle
 - Increased the frequency of Services 50/56 from every 30 mins to every 20 mins
 - Launched our first Stagecoach **Gold** service on the X24 which includes Free Wi-Fi, USB charging points, high back leatherette seats, comfortable interior and a Euro 6 engine



Stagecoach Customer Services

Stagecoach in South Wales

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Torfaen

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Enquiries

south.wales@stagecoachbus.com

Twitter

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

Website

www.stagecoachbus.com

Ticket Sales

www.buymymegarider.com

Bus Appeals Body

If you've got an unresolved complaint with a bus or coach company, you can contact the Bus Appeals Body on:

Tel: 0300 111 0001

Email: enquiries@bususers.org

Web: www.bususers.org

Bus Timetable Information:



traveline
public transport info

0800 464 00 00
traveline-cymru.info

