



Annual Report

MAY 2017 TO APRIL 2018



key figures

23.2
million

passenger journeys

15.4
million

miles operated carrying customers
on our network

345
buses

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

£4
million

investment in 25 new buses

850
employees

working across the 8 operating
centres in South Wales

98.6%

service reliability
(% of scheduled mileage operated)
– 0.87% affected by weather

91.9%

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

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 2017 to April 2018.

our passengers

We carried a total of 23.2 million passengers over the year, and received a total of 1829 passenger comments about our services, it has never been easier to contact us by email, on line and through twitter. That equates to one comment for every 12,711 passenger journeys. We comply with our industry code of practice, and every observation received is investigated and action taken to avoid repetition of the problem. We respond to all of our customers within 7 days, and resolve our customers comment within 21 days.

Replied to by Wales Marketing 29 Jun
@EmilyEdmunds14 it's great to hear feedback like this! thank you and have a great weekend



Emily Edmunds
@EmilyEdmunds14

28 Jun

@StagecoachWales who take the time and effort to make the younger and older generation travel around on hot days like this, so thank you very much. Today I was travelling on the 35 Heel Rhydybedd bus up to dowlais around 3:35pm and I got to say the bus driver made us all feel welcome.

“the highest
satisfaction
rating of all
South East
Wales bus
operators”

Transport Focus surveyed bus users in Wales and reported the highest satisfaction rating for Stagecoach, of all South East Wales bus operators, scoring 90%.

<http://d3cez36w5wymxj.cloudfront.net/wp-content/uploads/2018/03/14203627/BPS-Wales-Summary-Report-in-English-Mar-2018.pdf>



our services

We operated a total of 15.4 million miles over the year. We have observed a change in customer travel patterns which we believe has been influenced by; highest ever car ownership in Wales, plentiful and cheap town and city centre car parking, low fuel prices, increase in the number of people in work with many people having no fixed employment site, online shopping and home delivery reducing shopping trips with those reaching the age to receive a free concessionary bus pass more than ever before having access to a car, with the adverse effects of traffic congestion acting to deter bus travel through longer journeys as reported by Greener Journeys.*

* <http://stge.co/iaXb30cweTS>

In spite of these challenges we have continued to invest in new buses and more bus journeys, with Gold standard buses (including free wi-fi and USB charging points) now operating on service 120/130 (Blaenrhondda/Blaencwm – Pontypridd – Caerphilly). We have also increased frequency on service 122 between Tonypany and Cardiff from a 20 minute service to a bus up to every 15 minutes.

Our key measure of performance is the reliability and punctuality of our services. In the past year we operated 98.6% of our scheduled mileage, with 0.3% failure due to internal reasons, and 1.1% due to external reasons such as adverse weather (0.86%), congestion, diversions and road closures etc. Our reliability was greatly affected by the adverse weather experienced in February & March 2018.

We monitor our services for punctuality and 91.9% of our services operated within 6 minutes of their scheduled time; traffic congestion, uncoordinated road works and lack of bus priority measures being the main reason for delays. We continue to seek improvements both through retiming services and through consultation with the local highway authorities for new and more effective bus priority measures.

“we have continued to invest in
new buses & more bus journeys”

our staff

We are a major local employer with 850 staff. 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 up to 10 apprentices to provide skills for the future. Our supervisors and managers have all completed the relevant training courses in order they may fulfil their various job roles.



"We are a major local employer with 850 staff"

our fares

We increased fares on 17th March 2018 due to rising costs which have increased higher than inflation due to slowing bus journey speed caused by congestion. We have promoted bus travel with a number of offers;

- *Travel for the unemployed at 50% discount*
- *Customer discount of 10% with megarider Xtra the monthly unlimited travel ticket which automatically renews and paid for by credit/debit card*
- *Promotional campaigns door to door to remind residents of how frequent and cheap Stagecoach 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 South Wales megarider Xtra and the Cardiff megarider Xtra tickets*
- *With our new app we now sell tickets on mobile phones*
- *Extended Caerphilly travel zone to incorporate Ystrad Mynach hospital*
- *Contactless payment now available on all Stagecoach in South Wales buses. Our drivers do have change where customers don't have the exact cash fare.*

Launching our contactless initiative with X-Factor's Lloyd Macey

L-R: Myrrick Jones, Operations Manager Porth; David Conway, Operations Director; Peter Henry, Engineering Director; Lloyd Macey; Rosa Williams, Marketing Manager.



We have teamed up with Arriva Trains to offer Bus & Rail ticketing with the Rail Road ticket, buy your day or week ticket for Cardiff on the bus changing onto rail at your nearest station at Aberdare, Porth and Caerphilly. Plus 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://www.plusbus.info/>

We work with other Bus operators in South East Wales to offer multi-operator bus ticketing with NetworkRider: <https://goo.gl/fPtPmE>

Keeping bus fares competitive 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 20% (7% since 2016) due to increasing traffic congestion and a lack of bus priority measures in some areas. This detracts from the customer experience, putting pressure on revenue and increasing bus operator costs.

our fleet

We operate a fleet of 345 buses and coaches, of which we replaced 25 over the past year with an investment of £4 million. We are fully compliant with PSVAR regulations, which means we provide vehicles which are easily accessible.



Above: 120/130 gold launch at Coleg Y Cymoedd, Nantgarw.

Right: Nigel Winter, Managing Director and Coleg Y Cymoedd Principal, Judith Evans.

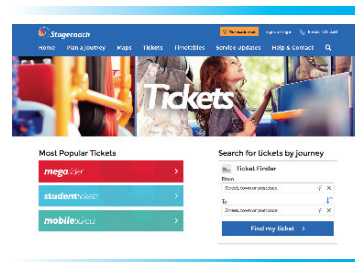


“our third Stagecoach Gold launch on the 120/130 services”

All our vehicles are inspected, brake tested and emissions tested by our maintenance teams at least every 28 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, fortnightly with a mini valet and fully valeted at no more than 28 day intervals.

our achievements

- Invested over £4 million in 25 brand new low-floor, single deck buses to serve our customers with a higher standard of vehicle.
- Increased the frequency of Services 122 from every 20 mins to every 15 mins Tonypandy to Cardiff
- Launched our third Stagecoach Gold service on the 120/ 130 which includes Free Wi-Fi, USB charging points, high back leatherette seats, comfortable interior, next stop audio visual announcements and a Euro 6 engine.
- Our new look website and app features a journey planner which also informs of the cost of travel and option to buy travel in advance with smartcard or on smart phone helping to reduce the time taken when boarding the bus and offering customer discounts and special offers.



- We invested in upgrading our ticket machines on buses so we are able to provide contactless payment for our customers, the first bus operator in Wales to do so.
- Transport Focus surveyed bus users in Wales and reported the highest satisfaction rating for Stagecoach, of all South East Wales bus operators, scoring 90%.

<http://d3cez36w5wymxj.cloudfront.net/wp-content/uploads/2018/03/14203627/BPS-Wales-Summary-Report-in-English-Mar-2018.pdf>

- Stagecoach operates the TrawsCymru T4 service, the Transport Focus survey scored customer satisfaction with TrawsCymru services at 94%.



the environment

We used just over 8.3 million litres of bio diesel last year, an average of 9.51 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. Stagecoach Group has achieved the Carbon Trust Standard for reducing energy consumption, and has announced a challenging CO2 reduction programme for the years ahead.



Jamie Gibbs
@jngibbs106

23 May

First ride on an electric bus that @StagecoachWales is trialling in #Caerphilly. Quite impressive – much smoother and quieter ride. Having zero emissions is a pretty big plus too 😊 Hoping they'll roll these out permanently!



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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 bio 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. Over two thirds of the fleet are fitted with Euro 5 or 6 engines with 114 buses fitted with Euro 3 and 4 engines.

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 upgraded.



“Our key measure of performance is the reliability and punctuality of our services”



Stagecoach Customer Services

Stagecoach in South Wales

1 St David's Road

Cwmbran

Torfaen

NP44 1PD

Enquiries

southwales.enquiries@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

