



Annual Report

MAY 2018 TO APRIL 2019



Our history

Stagecoach is Britain's original and most successful transport start-up. It was founded in 1980 by Sir Brian Souter, a former bus conductor, and his sister, Dame Ann Gloag, an ex-theatre nurse, in Perth, Scotland. Backed by redundancy money from their father, a former bus driver, the family business started out with just two buses, initially running inter-city services between Scotland and London.



Now almost four decades later, Stagecoach is recognised as one of the world's most innovative transport groups and is part of the fabric of daily life in Britain. It has operated transport services in five different continents and worked successfully with public and private sector partners in different regulatory and commercial environments.

The Stagecoach history behind bus operations in South Wales can be traced back to the Transport Act 1968; buses were mainly owned and operated by either Local Authorities (e.g. Merthyr Tydfil Corporation, Caerphilly Urban District Council) or larger National Groups of private companies (e.g. Western Welsh, Red & White). The 1968 Act created the state owned National Bus Company. In South Wales this meant the amalgamation of Western Welsh and Red & White to become National Welsh in due course. The municipal companies largely continued unchanged although 1974 boundary changes did see the amalgamation of some smaller companies into larger organisations in order to create more sustainable units.

The 1985 Transport Act deregulated bus operations and in South Wales new operators commenced business

operating on routes previously served by National Welsh. Several municipal operators and eventually National Welsh itself went out of business. Western Travel, a medium sized bus group based in Cheltenham bought the bus operations based at Chepstow, Cwmbran, Brynmawr and Crosskeys from National Welsh in 1991. Twelve months later National Welsh collapsed and Western Travel expanded into Merthyr and the Rhymney Valley as a result. Western Travel was purchased by Stagecoach in 1993 and in 1997 Rhondda Buses was purchased adding depots at Porth and Caerphilly. In 2000 the bus operations of Phil Anslow Travel were purchased in Pontypool and in 2001 the company was renamed Stagecoach in South Wales as part of a re-branding project bringing all the former entities under one clear brand. In February 2006 Crosskeys Coach Hire Ltd was purchased and added to the Stagecoach brand offering network stability, improved connectivity and standard ticketing across the operating area.

<https://bit.ly/2XBv6Vm>

about us today

The Stagecoach South Wales business has invested over £30m in the last ten years in new buses with additional investment in ticketing technology, customer payment methods, Wi-Fi, USB charging on buses, live bus times to customer smart phones, app and website journey planner, with further success in securing 15 brand new vehicles for the TrawsCymru T4, T14 and 43/X43 services from summer 2019 and Stagecoach investment of £3.5m in 2020 for 16 full electric vehicles for Caerphilly town services to compliment the TFW electric trains due in 2021.



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 Stagecoach, 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 2018 to April 2019.



“also operating TrawsCymru services on behalf of the Welsh Government and express coaches on behalf of megabus.com”



key figures

23
million

passenger journeys

15.6
million

miles operated carrying customers on our network

340
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

Successfully bid for over £4 million of funding for 31 new buses, including 16 full electric buses

880
employees

working across the 8 Stagecoach operating centres in South Wales

99.3%

service reliability (% of scheduled mileage operated)
– 0.23% due to external factors such as weather, congestion, accidents/incidents etc

89%

of journeys started on time – service punctuality (% of journeys run within 6 minutes of scheduled times)

our passengers

We carried a total of 23 million passengers over the year, we received a total of 1820 passenger comments and an average of 75% positive and neutral comments on Twitter about our services, it has never been easier to contact us by email, online and through twitter. That equates to one comment for every 12,648 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.

Contact us...



Transport Focus surveyed bus users in Wales in 2017 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 15.6 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, socioeconomic and demographic reasons for patronage change, with the adverse effects of traffic congestion acting to deter bus travel through longer and unpredictable journey times 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). We have also extended services with the T14 (Hereford – Brecon) now serving Cardiff, the services 25 and 132 serving Cardiff Bay with more Sunday services in Cwmbran, Merthyr and Aberdare. The Service 50A now providing a service to the Royal Gwent Hospital from Caerphilly.

Our key measure of performance is the reliability and punctuality of our services. In the past year we operated 99.3% of our scheduled mileage, with 0.47% failure due to internal reasons, and 0.23% due to external reasons such as adverse weather (0.04%), congestion, diversions and road closures etc. accounting for the rest. Our reliability is greatly affected by other road users; congestion, road traffic accidents and incidents, road maintenance and utility maintenance providing for high levels of disruption.

We digitally monitor our services for punctuality and 89% of our services operated within 6 minutes of their scheduled journey start time; traffic congestion, uncoordinated road works, utility works and lack of bus priority measures being the main reason for delays. We continue to seek improvements both through rescheduling services (adding resource and therefore cost) and through consultation with the local highway authorities for new and more effective bus priority measures. We continue to invest in additional resources to maintain as punctual a service as possible.

our staff

We are a major local employer with 744 drivers, 108 maintenance staff and 28 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 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 employ up to 10 apprentices to provide skills for the future"



our fares

We have promoted bus travel with a number of offers;

- We were the first major operator in Wales to offer customers contactless payment on all our Buses. Remembering Stagecoach drivers will give change on bus.
- With our new app we now sell tickets on mobile phones.
- Travel for the unemployed at 50% discount.
- Customer discount of up to 12% (when compared to weekly tickets) with megarider Xtra the monthly unlimited travel ticket which automatically renews and paid for by credit/debit card.
- Promotional campaigns door to door and through digital means 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 buy their ticket online and make greater savings.
- Special offers; discounted megarider Xtra tickets in the following ticket zones; Caerphilly/Cardiff, Cardiff, Cwmbran/Newport, Islwyn, Newport, Pontypridd/Cardiff, South Wales.
- Extended Caerphilly travel zone to incorporate Ystrad Mynach Hospital.
- Introduced a new 12 tripper ticket, ideal for part-time workers, in Cwmbran and now available in Cardiff.

"Extended Caerphilly travel zone to incorporate Ystrad Mynach Hospital"



our fleet

We operate a fleet of 340 buses and coaches. 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 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. We have achieved DVSA Earned Recognition accreditation.



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% 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.

Aberdare town network branding on: Service 6 (Aberdare – Merthyr Tydfil) and Services 7/8/9 (Aberdare, Glynhafod, Hirwaun).



“Every vehicle is cleaned daily, fortnightly with a mini valet and fully valeted at no more than 28 day intervals”.



our achievements

- 20 Euro 6 low emission buses replaced older buses during the year, converting Cwmbran town services to Stagecoach Gold.
- Succeeded in gaining over £4m in funding for 31 new vehicles.
- Over 22% of buses are now Stagecoach Gold.
- Extended Services T14, 25 and 132 to Cardiff and Cardiff Bay, introduced more Sunday services in Aberdare, Merthyr Tydfil and Cwmbran, extended Service 50 to serve the Royal Gwent Hospital.
- 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 to pay for travel, 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 all our customers, the first major bus operator in Wales to do so.



“we provide contactless payment for all our customers, the first major bus operator in Wales to do so”



the environment

We used just over 8.3 million litres of ultra low sulphur diesel last year, an average of 9.6 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 has achieved the Carbon Trust Standard for reducing energy consumption, and has announced a challenging CO2 reduction programme for the years ahead.



An electric bus trialled in Caerphilly town

We have increased the number of Euro VI vehicles in the fleet by 21 and by improving MPG efficiency, we've reduced the amount of nitrous oxide as an emission. All our fleet runs on ultra 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. Over two thirds of the fleet are fitted with Euro 5 or 6 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.

supporting the community



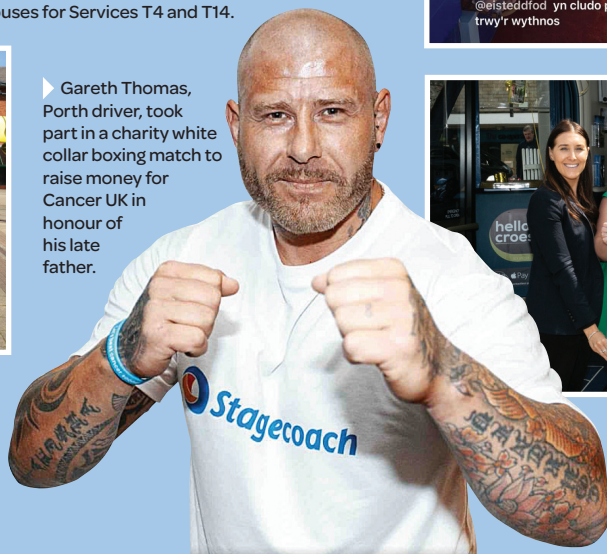
▲ Cwmbran depot staff joined by Stagecoach in South Wales MD, Nigel Winter at the annual raft race in the Cwmbran Big Event.



▲ Stagecoach in South Wales MD, Nigel Winter was joined by Deputy Minister for Economy and Transport, Lee Waters to launch the latest Traws Cymru buses for Services T4 and T14.



▲ Stagecoach in South Wales MD, Nigel Winter is joined by Cllr Sean Morgan to launch the latest Enviro VI 'gold' buses in Blackwood.



► Gareth Thomas, Porth driver, took part in a charity white collar boxing match to raise money for Cancer UK in honour of his late father.



▲ Porth staff member handing out Easter eggs to children.



▲ Blackwood and Caerphilly staff took part in a charity head/beard shave to raise money for St David's hospice to honour a driver who passed away.



▲ Our local heroes in and around Torfaen were awarded money towards their charities and had a gold Enviro VI bus named after them.



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

