

Annual Report

May 2019 to April 2020



About us

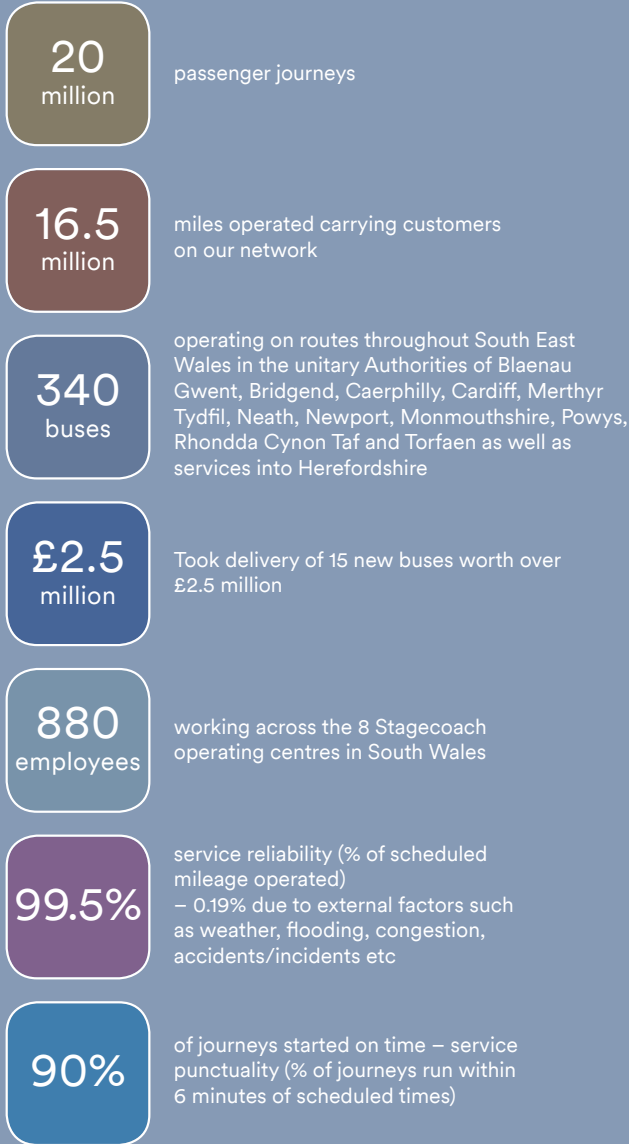
“providing local bus services and TrawsCymru services”

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 2019 to April 2020.



Key Figures



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 intercity services between Scotland and London. Now, 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 integration and connectivity with 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 of 2019 and Stagecoach investment of £3.5m postponed until after the coronavirus pandemic, for 16 full electric vehicles for Caerphilly town services to compliment and integrate with the TFW electric trains due in 2021.



Our passengers

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

We carried a total of 20 million passengers over the year, and received a total of 1677 passenger comments about our services, it has never been easier to contact us by email, online and through twitter. That equates to one comment for every 12,189 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.

Our services

We operated a total of 16.5 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, with socioeconomic and demographic reasons for patronage change, 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 for services X24, X3, 132, 26, 151, 1,2,5A,5C,6 and 7 in Cwmbran). We have also extended services with the T14 (Hereford – Brecon) now serving Cardiff, with more Sunday services in Cwmbran, Merthyr and Aberdare.

Our key measure of performance is the reliability and punctuality of our services. In the past year we operated 99.5% of our scheduled mileage, with 0.33% failure due to internal reasons, and 0.19% due to external reasons such as adverse weather (0.02%), congestion, diversions and road closures etc accounting for the rest. Our reliability is greatly affected by congestion and road traffic accidents and incidents involving other road users.

We monitor our services for punctuality and 90% of our services operated within 5 minutes of their scheduled journey start 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 rescheduling services 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 employ up to 14 apprentices to provide skills for the future”

We are a major local employer with 752 drivers, 107 maintenance staff and 27 administrative, 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 14 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.

Our fleet

We operate a fleet of 340 buses and coaches, of which we replaced 20 over the past year with Euro 6 low emission vehicles and double deck vehicles for busy Cardiff event days. We are fully compliant with PSVAR regulations, which means all our vehicles 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.

Our achievements

- 15 Euro 6 low emission buses replaced older buses during the year
- Started the infrastructure part of the electric vehicle project for Caerphilly
- Over 24% of buses are now Stagecoach Gold
- Introduced more Sunday services in Aberdare, Merthyr Tydfil and Cwmbran, extended Service 50 to serve the Royal Gwent Hospital
- Our 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 all buses so we are able to provide contactless payment for our customers, the first bus operator in Wales to do so



Our fares

Due to costs rising higher than passenger growth we had to increase fares during 2019/20. We have promoted bus travel with a number of offers;

- Introduced '3 short hop' fares in Cardiff in February 2019
- Introduced a 'Kid for A Quid' ticket from May until September 2019
- Redefined the '2gether ticket' and made it available to buy every day from May until November 2019
- 'Cheaper on the app' bundle promotion for the South Wales All Zones ticket from August to September 2019
- Discounted the 'Cardiff 12 trip' ticket from August until November 2019
- Introduced '3 short hop' fares in Newport in September 2019
- Family tickets were redefined to a group ticket for up to 5 people in September 2019
- Half price family dayrider tickets during October half term 2019
- Free travel on Service 7 (new Cwmbran Sunday service) on 3rd Nov 2019
- Discounted the 'Cwmbran/Newport 12 trip' ticket from December 2019
- Discounted the Blaenau Gwent, Cardiff Plus, Rhondda and South Wales All Zones family dayrider tickets during December 2019
- Discounted the Cwmbran/Newport Child and MTP 4 week tickets from December 2019 for 6 months
- Introduced a new 'Services 5/6 12 trip' ticket in Cwmbran from December 2019
- Reduced the Bridgend 1 week megarider ticket to £18.00 from January 2020



With TFW Rail we 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:

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

<https://bit.ly/2G1jdNA>



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, forcing fare increase.

The environment

We used just over 7.7 million litres of ultra-low sulphur diesel last year, an average of 9.7 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.

We have increased the number of Euro VI vehicles in the fleet by 15 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

We continue to support the local communities across South Wales. We're not just a servant of the community, we're at the heart of it **#proudtoserve**



Kevin Mathias, Electrician and Health & Well-being representative Porth Depot (left) and Mark Powell, Fleet Engineer Cwmbran and Brynmawr Depots (above) both named as 'Stagecoach Heroes' for their outstanding efforts during the COVID-19 pandemic.



Above: Stagecoach fan Alex visited Caerphilly depot to see the Stagecoach gold buses, he even had a turn in the cab!

Above: Staff at Porth Depot collected gifts for 'LATCH Welsh Children's Cancer Charity' and visited the Hospital in Cardiff to donate the gifts to the children.

Right: John Carpenter, Driver at Brynmawr Depot asked his colleagues to donate toiletries and sanitary products for patients suffering with COVID-19 at the Princes Charles Hospital in Merthyr Tydfil. John has already donated his first collection to the hospital and is busy collecting more items.



Supporting the Community



Above: Natalie Currivan, Driver from Merthyr Depot shaved her head for Macmillan 'Brave the Shave' and raised over £530 which was match funded by Stagecoach to total over £1,000.



Above: Mark Tunstall, Acting Traffic Manager and staff at Cwmbran Depot raise money for Kidney Wales.



Above: Hefin David AM Caerphilly, Rosa Williams, Marketing Manager for Stagecoach in South Wales; Wayne David, MP Caerphilly and Stagecoach passenger Mrs Quartly at the launch of the route 50A service to the Royal Gwent Hospital.



Left: Mark Rogers, Operations Manager Blackwood & Caerphilly presenting a cheque to New Inn AFC and honouring late driver Bryn Coundley.



Left: Josh dressed up as his father, who is a bus driver in our Aberdare depot, for 'National Superhero Day'.



Above left: Myrrick Jones, Operations Manager and Richard Gooding, Assistant Operations Manager Porth Depot hosting a coffee and cake morning to raise money for 'Macmillan Cymru Cancer Support' charity.



Above right: Stagecoach gold bus on display at Waunfawr Park, Crosskeys to commemorate Armed Forces Day 2019.



Above: Porth employees: Robert Dixon, Buildings Cleaner; Andrea Kavanagh and Paul Blofield, Depot Supervisors and Paul Harris, Driver present Christmas jumper money to the Wallich Welsh homeless charity.



Above: Blackwood & Caerphilly employees: Robert McEwen, Fleet Engineer; Stuart Davidson, Driver join Nigel Winter, Managing Director for Stagecoach in South Wales to raise money for 'Macmillan Cymru Cancer Support' charity by hosting a coffee and cake morning.



Left: Staff from Cwmbran depot compete for the annual raft race at Cwmbran's 'Big Event'.

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