



Annual Performance

South

May 2015 to April 2016

Key Facts



39.5 million

passenger journeys
were made on Stagecoach
South buses

21 million

miles operated
across the South

482

buses operating 115
different routes

1182

employees employed across
8 depots which serve
Hampshire, Surrey, Sussex,
Berkshire & Wiltshire

£2.5 million

investment in new buses



[Stagecoach South](#) provides local bus services across Hampshire, Surrey and Sussex, with some routes extending into Berkshire and Wiltshire.

Our head office is based in Chichester with local depots in Aldershot, Andover, Basingstoke, Chichester, Guildford, Portsmouth, Winchester and Worthing.

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 2015 until April 2016.

Stagecoach South provides local bus services across Hampshire, Surrey and West Sussex. We aim to provide safe, reliable, comfortable services with value ticket offers.

Our services

We operated a total of 21 million miles over the year.

Our key measure of performance is the reliability and punctuality of our services. In the past year we operated 99.4% of our scheduled services, with 0.18% failure due to internal reasons, and 0.42% due to external reasons.

We monitor our services for punctuality and 86.0% 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 in discussions with the local highway authorities.

We have agreed a partnership scheme with Hampshire, Surrey, Wiltshire & West Sussex Councils as well as Portsmouth & Winchester city councils, to work together to improve and invest in our commercial services.

Our customers

We carried a total of 39.5 million passengers over the year.

We received a total of 3696 passenger complaints about our services, representing one complaint per 9,335 passengers.

We comply with our industry code of practice, and every complaint is investigated and action taken to avoid repetition of the problem.

Our staff

We are a major local employer with 962 drivers, 151 engineers and cleaners and 69 support staff, supervisors and managers all based locally.

All our drivers have completed the first three stages of their Certificate of Professional Competence (CPC) and the vast majority have completed stage four.

Our engineers are all skilled workers and we employ 10 apprentices to provide skills for the future. Our supervisors and managers have all completed relevant training courses for their various professions.

Our fares

In April 2016, we froze our fares, holding them at 2015 prices, and to help our peak time customers we made cheaper off-peak return tickets available all day.

For evening travellers after 7pm, we introduced a one price nightrider ticket, costing just £2 to travel anywhere on the Stagecoach South network, stretching from Andover to Brighton.

Over £2.5 million invested in 18 new state-of-the-art vehicles in the past year

Our investments

In October 2015, we unveiled a new fleet of 18 brand new buses for Winchester city, representing an investment of £2.5 million investment for the local city network, under the 'Kings City' brand identity. Key features of these vehicles included free wifi, USB charging ports, CCTV, GPS tracking and the latest Euro 6 engines.

Investment in new technology, that helps us better manage our operations and provide more up-to-date travel information continues. Customers can now access an industry-leading fares finder and real-time bus updates on our new website. Even more developments are planned, including a new app, to further improve the bus travel experience.

Further commitments to smart ticketing have led to the launch of more products being available on our StagecoachSmart card.

Working in partnership with Hampshire County Council and Surrey County Council has resulted in more buses being fitted with free Wi-Fi and next stop announcements, as well as installation of real-time next bus information at many stops.

Our environment

We used 2.34 million gallons of diesel last year, at an average of 8.84 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 (SAFED) course.

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. 93% of our fleet meets or exceeds the Euro 3 emission standard.

We recycle most of our waste, such as litter, used oils, filters, batteries, parts, etc. We also recycle the water we use to wash our vehicles every night.

7 of our 8 depots have had new energy efficient lighting installed.

Our community

We continue to play a big part in the local community and we enable thousands of people to go about their everyday activities.

We have Quality Bus Partnership schemes set up in all the major towns and cities we operate in, where we work together with our partners, in particular local authorities, to improve local bus services.

We also work with many local organisations to improve transport access and information, such as hospitals, business centres and colleges.

Every year, we support a number of community groups and charities, such as Cancer Research UK, The Prince's Trust, Help for Heroes, Wave 105's Cash for Kids and a number of smaller groups and clubs. Our depot teams regularly take part in events to raise money for their chosen charities, including cycle events and fun runs.