

Key Facts

40.4 million

passenger journeys
were made on Stagecoach
South buses

21 million

miles operated
across the South

486

buses operating 150
different routes

1226

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

£6.6 million

investment in new buses



☎ 0345 121 0190

🐦 @StagecoachSouth

✉ south.enquiries@stagecoachbus.com

Stagecoach South
The Bus Station, Southgate, Chichester,
West Sussex PO19 8DG

www.stagecoachbus.com

Details correct at July 2017



Annual Performance

Stagecoach South

May 2016 to April 2017



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 and our 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 2016 until April 2017.

Stagecoach South provides local bus services across Hampshire, Surrey and West Sussex. We aim to provide safe, reliable, comfortable service 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 99.5% of our scheduled services, with 0.14% failure due to internal reasons and 0.35% due to external reasons.

We monitor our services for punctuality and 88.6% of our services operated within 5 minutes of their scheduled time, traffic congestion being again the main reason for the delay.

We continue to seek improvements both through rescheduling services and in discussions with the local highway authorities to improve road layouts and bus priority.

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

Our staff

We are a major local employer with 984 drivers, 172 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 11 apprentices to provide skills for the future. Our supervisors and managers have all completed relevant training courses for their various professions.

Our fares

In September 2016 we launched our mobile app which enabled passengers to purchase their tickets directly on their phone and means they no longer need to worry about having enough change for their bus ticket, and allows them to plan their journeys and buy tickets in advance.

April 2017 saw the introduction of contactless payment on our vehicles, giving passengers another option of buying their travel, again without the worry of cash. They can just *tap & go*, making bus travel even easier.

Our environment

We used 2.4 million gallons of diesel last year, at an average of 8.83 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. 41% of our fleet is fitted with Euro 5 engines and a further 10% is fitted with Euro 6 which further help to reduce our vehicle emissions.

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.

Over £6.6 million invested in brand new state of the art vehicles in the past year.

Our customers

We carried a total of 40.4 million passengers over the year. We received a total of 3374 passenger complaints about our services which represents one complaint per 11,964 passengers.

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

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 local towns and cities where 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 The Roberts Centre Portsmouth, the Rucksack Project, St Michael's Hospice, Sam's Haven Cancer Research UK, The Princes Trust and Help for Hero's and a number of smaller groups and clubs.

Our depot teams regularly take part in events to raise money for their local chosen charities such as fun runs and cycle events.

Our investments

In December 2016 we invested £4.5million in new buses for our Gold route 1 service in Aldershot. These buses not only increased the capacity along the route which was suffering from overcrowding at times, it gave passengers luxurious buses with USB charging points, free wifi and next stop announcements as well as having the latest Euro 6 engines. Throughout the year we also invested £1.5 million in 9 new buses for Winchester Park & Ride, as well as 3 brand new MMC400 vehicles for our Activ8 service in Andover.

Stagecoach have invested heavily in a new mobile App, which has everything the customer needs in one place. Customers can use the journey planner to get from A to B easily, view the ticket options for their journey and keep up to date with any disruptions along the route.

The App also has a live bus times feature. Customers are able to see exactly when their bus will arrive. Once they are on the bus, they can watch their journey to see exactly where they need to get off.

Customers can also use the App to buy their tickets. They can pay securely and download them straight to their device. So customers don't have to worry about change, and they can use their tickets instantly or save them for a later date.

Contactless payments are also now being accepted on all our buses allowing more customers a wider choice of ways to buy their tickets, and with more digital ways of paying boarding times will be reduced ensuring that services operate more efficiently.