



Annual Performance *Stagecoach South*

May 2018 to April 2019

Key Facts



40 million

passenger journeys
were made on Stagecoach
South buses

21 million

miles operated
across the South

487

buses operating 152
different routes

1248

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

£9 million

investment in new buses

Stagecoach South provides local bus services across Hampshire, Surrey and West Sussex with some routes extending into Berkshire and Wiltshire.

Our head office is based in Chichester and we have depots in Aldershot, Andover, Basingstoke, Chichester, Guildford, Portsmouth, Winchester and Worthing. We are a subsidiary of Stagecoach Group plc, a leading provider of bus, coach, tram and rail services throughout the UK.

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 2018 until April 2019.



Two brand new services launched from Sunday 29th July 2018 serving Guildford, the University of Surrey and Stoughton.

With increased congestion and traffic on our roads, our buses provide a sustainable and attractive alternative to the private car.

In July 2018 we introduced two new routes in Guildford with a dedicated fleet of buses fitted with USB charging points, free onboard WiFi and distinctively branded to represent our new partnership with the University of Surrey.



Our investments

In January 2019, we launched a fleet of 9 new fully electric, zero emission buses on our Guildford Glide Park & Ride network of services. The BYD ADL Enviro200EV 10.8m electric buses, represented an investment of over £3 million.

Working with the BYD ADL Partnership, the energy storage specialists Zenobe Energy, as well as members of Surrey County Council and Guildford Borough Council has enabled us to deliver the 36 seated, fully-electric buses. As a significant transport organisation we are committed to improving air quality across the country and making bus travel the safest and cleanest travel option, which mark a huge step forward.

An investment of £6m was made to deliver a fleet of 30 brand new advanced double decker buses. In May 2018, we introduced 30 brand new state of the art double decker buses on the popular Coastliner 700 between Littlehampton, Worthing & Brighton. Fitted with environmentally friendly Euro 6 engines, the buses include the new ADL SmartSeat, which features ergonomically formed backrests and finished in e-leather for added comfort, with USB charging, free WiFi and contactless payments.



Our Community

We continue to play a big part in the local community and we enable thousands of people to get to locations to work, rest and play. We have Quality Bus Partnership Schemes set up in all the local towns and cities where we operate, and 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 Princes Trust by giving 12 x 1 week passes, worth over £2900 to the charity; supporting the apprenticeship scheme – Shaping Portsmouth by providing a bus to visit schools and central points across the city to raise awareness of the great opportunities for apprenticeships in the city. In addition we support 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, football matches and cycle events.

Investing in the best

The strength of our business is built on the high quality of our employees. They ensure we can deliver a high standard of service day in, day out – and play a vital role in our goal to encourage more people to use public transport.



TRAINING & DEVELOPMENT

- Internal staff development programme
- Best vocational PCV driver training programmes of any bus operator
- Mentoring programmes and other initiatives to recruit and retain staff
- In-house CPC training centre
- Driver Certificate of Professional Competence



HEALTH & WELLBEING

- National employee assistance programme (includes a 24-hour confidential counselling service)
- Regular health check initiatives
- Provision of free fruit and healthy snacks
- Driving Fitness programme



RECOGNITION

- STAR OF THE MONTH - Internal scheme that rewards our colleagues for their hard work and efforts, and recognises their contribution and commitment to making our business a success.

Apprenticeships

Our award-winning engineering apprenticeship scheme is a four year programme, during which our apprentices are trained to the highest standards in the industry in mechanical and electrical engineering. An Advanced Apprenticeship in Bus and Coach Engineering Maintenance is awarded at the end of the programme.

Our fares

January 2019 saw us freeze all fares on our mobile App to encourage more people to use the App instead of cash payments, which will help speed boarding time. We also had a below inflation fare revision on remaining fares of 2.19%.

Our Customers



We carried just over **40 MILLION** passengers over the year. We received a total of 3019 passenger complaints about our services, which represent **one complaint per 13,448 passengers.**

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

Customer Service

As an organisation we believe in offering the best service possible, and have committed to a significant investment in the delivery of a 3 to 5 year Customer Experience Strategy, aiming to improve customer experience even further.

Our environment

We used 2.4 million gallons of diesel last year, at an average of 8.80 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.

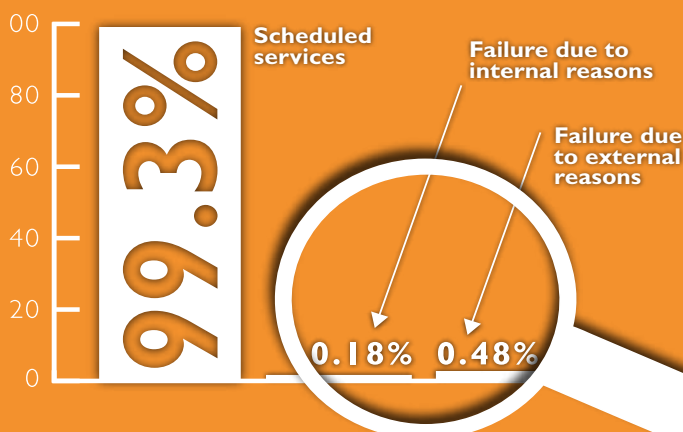
Apart from 9 fully electric buses, all our fleet runs on low sulphur diesel, with a high-tech additive Envirox to reduce pollution and improve fuel consumption.

Vehicle engines must meet increasingly higher Euro standards of exhaust emissions. 38% of our fleet is fitted with Euro 5 engines and a further 21% 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. And 7 of our 8 depots have had new energy efficient lighting installed.

Our services

21.2 MILLION MILES OVER THE YEAR



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 and West Sussex Councils as well as Portsmouth, Brighton & Hove and Winchester city councils, to work together to improve and invest in our services.

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



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