

Annual Report

May 2013-April 2014



Stagecoach SOUTH
stagecoachbus.com/south

introduction

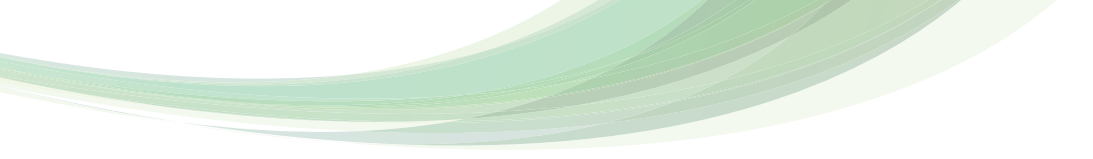
Stagecoach South provides local bus services across Hampshire, Surrey and Sussex, with some routes extending into Berkshire and Wiltshire.

We are based at our head office in Chichester with local depots in Aldershot, Andover, Basingstoke, Chichester, Farnham, 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 2013 until April 2014.



key facts

35 million passenger journeys
were made on Stagecoach South services.

19.9 million miles operated
within Hampshire, Surrey & Sussex to carry passengers.

99.5% of all services operated

93.4% of journeys
turned up within 5 minutes of the scheduled time

466 buses

operating on over 115 different routes across Aldershot, Guildford, Camberley, Andover, Basingstoke, Winchester, Portsmouth, Chichester, Worthing & Brighton with some routes extending into Newbury and Salisbury.

1150 employees

working across the depots which serve Hampshire, Surrey, Sussex, Berkshire & Wiltshire.

£5 Million invested

in new vehicles in the last year

“19 million miles over the year”



Our services

We operated a total over 19 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 0.16% failure due to internal reasons, and 0.31% due to external reasons.

We monitor our services for punctuality and 93.6% 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 our local highway authorities.

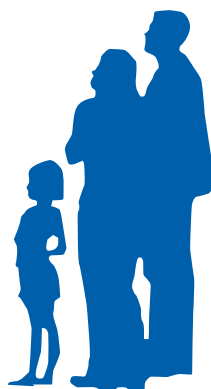
We have agreed a partnership scheme with Hampshire, Surrey, Wiltshire & West Sussex Councils as well as Portsmouth & Winchester city councils, to work together to improve and invest in our commercial services.

Our Customers

We carried a total of 35 million passengers over the year.

We received a total of 3615 passenger complaints about our services, representing one complaint per 9,693 passengers.

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



“35 million passengers over the year”

Our staff

We are a major local employer with 938 drivers, 152 engineers and cleaners and 68 support staff, supervisors and managers all based locally.



All our drivers have gained a Certificate of Professional Competence (CPC) and received a driver qualification card. CPC training is ongoing.

Our engineers are all skilled workers and we employ 4 apprentices to provide skills for the future. Our supervisors and managers have all completed relevant training courses for their various professions.

Our fares

We increased fares in April 2014 by an average of 2.5%. This was to cover our increased costs of pay, fuel and insurance, and to provide for further investment in new vehicles, plant and equipment.



Our environment

We used 2.3 million gallons of diesel last year, at an average of 8.73 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.

Stagecoach Group has achieved the Carbon Trust Standard for reducing energy consumption and has announced a challenging CO₂ reduction programme for the next 5 years.

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. 84% of our fleet meets at least the Euro 3 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.

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

“£5 million investment
in new buses”



Our achievements

From May 2013 to April 2014, we introduced 39 new, environmentally friendly buses across the region, an investment worth £5 million for the Aldershot, Basingstoke, Camberley, Havant, Portsmouth & Farnborough areas.

Throughout the year, we've worked hard to attract new people onto our buses and have run many promotional campaigns and tried some new ideas.

Despite the tough economic conditions, we have been able to attract more adult fare paying customers onto our buses. During the year we have carried 4.34% more than the previous 12 months.

Our fleet

We operate a fleet of 472 buses of which we replaced 39 over the past year with a total investment of £5million.

90% of our fleet is now fully accessible for the elderly, disabled and buggies.

All our vehicles are inspected by our engineers at least every 3 weeks, and maintained to much higher standards than the legal minimum, to ensure safety and comfort. Every vehicle is cleaned daily.



Our community

We 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.

The last year has seen local buses affected by Government spending cuts, with funding for supported services cut significantly. After working hard to build passenger numbers in recent years, we have been able to continue to run some routes on a commercial basis. Where this has not been possible, our planners have worked with local authorities to try and find ways to reduce costs without losing entire services.

We 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 Help for Heroes, The Prince's Trust in Bognor Regis, The Hampshire Talented Young Athletes Scheme, Wave 105's Cash for Kids and a number of smaller groups and clubs.



information

timetable information

0871 200 22 33 calls to Traveline cost 10p per minute plus network extras

customer services

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south.enquiries@stagecoachbus.com

website : www.stagecoachbus.com/south

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Details correct at May 2014.