

Key Facts

40 million

passenger journeys were made on Stagecoach South buses

21 million

miles operated

99.6%

reliability of all services operated

87.2%

of journeys turned up within 5 minutes of the scheduled time.

485

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

1240

employees working across the depots which serve hampshire, Surrey, Sussex, Berkshire & Wiltshire

£5.5 million

invested in new vehicles in the past 12 months



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Details correct at May 2015



Annual Performance

South

May 2014 to April 2015

greener smarter travel



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, Portsmouth, Winchester and Worthing. In the early part of 2015 we added a further base in Guildford to improve delivery of services across the South Surrey area.

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 2014 until April 2015.

Our services

We operated a total of 20 million miles over the year.

Our key measure of performance is the reliability and punctuality of our services. In the past year we operated 99.6% of our scheduled services, with 0.1% failure due to internal reasons, and 0.30% due to external reasons, unfortunately congestion.

We monitor our services for punctuality and 87.2% 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 introduced a real time tracking system to our fleet enabling us to monitor our services for delays and take action to minimise the effect to our customers.

Our customers

We carried a total of 40 million passengers over the year.

We received a total of 3739 passenger complaints about our services, representing one complaint per 10,698 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 970 drivers, 185 engineers and cleaners and 84 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 7 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 our fares in April 2015 by an average of 2.5%. This as 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 2.4 million gallons of diesel last year, at an average of 8.85 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. 91% 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.

7 depots have had new energy efficient lighting installed.

Customer satisfaction

From May 2014 to April 2015, we introduced 43 new, environmentally friendly buses across the region, an investment worth over £5.5 million.

Throughout the year, we've worked hard to attract new people onto our buses and have run many promotional campaigns and tried 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 2.96% more than the previous 12 months.

Working with all partners, we have fitted vehicles in Portsmouth and Winchester with next stop announcements which is welcomed by those with sight difficulties and visitors. This supplements the 188 buses which are fitted with WiFi.

In June 2014 we launched a company-wide Twitter account and to date we have over 3,500 followers.

Our fleet

We operate a fleet of 485 buses of which we replaced 43 over the past year with a total investment of £5.5 million.

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. Every vehicle is cleaned daily.

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 work in partnership with local councils and authorities to improve bus services across Surrey, Hampshire, West Sussex and Brighton.

The last year has seen local buses affected by further 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 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 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. Our depot teams regularly take part in events to raise money for their chosen charities, including cycle events and fun runs.