

Our employees

We are a major employer in the local economy with 1146 staff, 900 of whom are drivers, based at 5 depots in Barnsley, Rotherham, Chesterfield and two locations in Sheffield. The majority of our employees also live within the local communities in which our buses operate.

Our engineers have skilled qualifications, and more young, skilled people join our company each year through the award winning Stagecoach Apprenticeship programme. In 2017, Matthew Sanderson, an Engineering Apprentice from our Ecclesfield depot, was awarded first place for 3rd year apprentices in the Stagecoach Apprentice of the year awards.

In 2017/18 we were delighted to see many of our employees commended both locally and nationally for their excellent work. Carol Jones, our Head Office Receptionist was awarded the National Customer Service champion at the 2017 Stagecoach Group Champions awards.

At our annual Employee Awards night we recognised our long serving employees with an impressive 941 years combined service and commended other employees for their significant contribution. All the nominees from our Star of the Month employee rewards initiative attended and we crowned our Star of the Year - Steve Hickling, a Supervisor from our Barnsley depot.



Steve Hickling - a Supervisor from our Barnsley depot was crowned Star of the Year at our annual Employee Awards

We continue to recruit from our local communities and in March 2018, Stagecoach Yorkshire and Stagecoach North East began taking part in a pilot to launch Bus Driver Apprenticeships to the region alongside training provider Interserve Learning and Employment; this is the first programme of this kind throughout Stagecoach Group.

Our existing driver training modules have been expanded within the framework of the Apprentice Levy arrangements, using a combination of practical training and off-the-job learning over a period of 12 months.

In 2017/18 we launched and continue to grow a Health and Wellbeing programme throughout Stagecoach Yorkshire. This initiative includes a Health and Wellbeing charter which was introduced in August 2017. As part of this programme, we have undertaken a number of changes to the business to promote good health and wellbeing for employees.

Canteen areas have been refurbished and fitted with 'chill-out zones' where staff can play games, have comfy seats and make the most of their downtime between duties. There are also more depot based group activities organised to promote good health. At our Barnsley depot there are regular country walks organised where our team meet up to socialise and get some exercise.

Servicing our buses

All our vehicles are inspected by our engineers every 28 days, and maintained to the highest standards to ensure passenger safety and comfort. Every vehicle is cleaned at the end of each day. This process is supported by our in-service cleaning teams operating at Barnsley Interchange during the daytime.

Our fleet

We operate a fleet of 384 buses.

In October 2017 we invested £0.9 million in 6 new buses on service 1 in Barnsley with Euro 6 engines which reduce carbon emissions dramatically and add to our fleet of efficient, modern buses. Our average fleet age is 8.7 years.

All of our vehicles are fitted with CCTV and 126 have free Wi-Fi for the added convenience of our customers.

New investment

In addition to our £0.9 million investment in new vehicles, we have also invested in our properties to ensure we provide modern facilities to maintain our fleet and for our staff to work in.

In June 2017, we invested in new ticket machines for our entire fleet. These machines enabled us to introduce the ability to use contactless payments on our buses. Stagecoach Yorkshire was the first bus company in South Yorkshire to introduce contactless payments on buses. Allowing contactless payment on buses means that our customers now have even more flexibility on how they can pay for their bus travel including on bus cash or contactless, online or on the Stagecoach Bus App.



Our environment

We continue our aim to become a greener, smarter bus operator; not just on the road but in our depots, workshops, offices and canteens.

Our hybrid electric buses and new buses with the latest Euro 6 engines are designed to maximise fuel efficiency and significantly reduce carbon emissions. All our buses use bio diesel of which 30% comes from recycled waste products. Every bus is fitted with technology that gives drivers instant feedback on their driving and allows us to better assess performance and promote fuel efficient driving.

Our community

During 2017/18 we have increased the amount of public consultation we have undertaken in considering changes to

our services. This has helped us engage more effectively with our customers and helps us to further improve the services we offer.

In 2017/18 we have continued to support local charities where possible and we have also undertaken events at various local schools to help promote independent bus travel to young people in our area.

In October 2017 we visited Bents Green School in Sheffield. This school specifically caters to students with learning difficulties. We worked with a class of students with autism to help them to practice using the bus. This included donating an old uniform and a steering wheel for them to practice in their classroom and attending the school with a bus where the children were able to practice boarding the bus, pressing the bell and saying "thank you" to the driver. This event featured in a local news broadcast on BBC Look North.

In March 2018 we visited the Nurturing Centre at Darton College in Barnsley. This centre also caters to young people on the autism spectrum. At this event the children took part in a question and answer session with one of our bus drivers and allowed the young people to ask any questions about getting on the bus and voice any concerns they have about catching the bus. We also held a practice session for them to board the bus, ask for their destination and pay a fare. We also took the children on a short bus journey; for some of them this was their first ever bus journey.

Waste recycling

We currently recycle 83% of the waste we produce from scrap metal to waste paper.

Coming up in 2018 ...

- We will be introducing a fleet-wide radio system to help to improve service delivery
- 18 new ultra-low emission hybrid buses in Sheffield on route 1, a key commuter route in the City
- Our Stagecoach Gold X17 route will benefit from new Gold standard buses to launch the new express connection between Sheffield, Meadowhall and Barnsley
- In Sheffield, the new Buses for Sheffield customer identity will launch throughout the City – including at bus stops, on buses, at interchanges and online



Annual Report

for Stagecoach in
South Yorkshire
& Chesterfield

May 2017 - April 2018

Facts 2017/18

42.4 million

passenger journeys

19.1

million miles operated
across our region

1146

employed with Stagecoach Yorkshire

384

Buses across our Barnsley, Chesterfield,
Rotherham and Sheffield depots

We achieved
99.2%
service reliability

92.4% **85%**
of services achieved
start time punctuality
of services achieved
service mid-point
punctuality

£0.9 million

investment in 6 new buses

Stagecoach Yorkshire provides local bus services in South Yorkshire, Chesterfield, North East Derbyshire and parts of West Yorkshire. We also work closely with our colleagues at Supertram and megabus.com.

We aim to provide safe, reliable, punctual, clean and comfortable services for our passengers and offer a range of value for money tickets.

Our passengers

In the 2017 Transport Focus Passenger Survey, we achieved **92% overall passenger satisfaction**, which is a 3% increase on last year and significantly higher than the 87% average for bus service providers in South Yorkshire.



Our customers made 42.4 million journeys on our buses over the year.

We encourage our customers to make comments and suggestions about our services. Over the last 12 months we have received 2381 complaints, equivalent to one complaint for every 17801 passenger journeys. We comply with the industry code of practice and every complaint is thoroughly investigated. Every suggestion or comment on possible improvements is considered and often changes to services, tickets, routes and timetables are made taking into account feedback from our customers.

Over the last 12 months we have had more and more positive feedback from our customers, particularly via social media. In March 2018, when the snow hit South Yorkshire, we received a raft of positive feedback and compliments from customers regarding our staff. A few of which are below:

@StagecoachYrks Your bus drivers are amazing! Getting people around and pushing through! #superdrivers #sheffield #BeastFromTheEast #snowday2018

@StagecoachYrks amazing job your drivers are doing! They are a credit to your service well done guys!! And drive safe!!

Thank you @StagecoachYrks for doing your best to take all commuters home safe. Thank you to the person behind the Stagecoach twitter account for putting up with all mad, angry or cold customers. #youaregreat #BeastFromTheEast #thank you

@StagecoachYrks my thanks to the bus drivers of Sheffield who got me through the snow this morning. #Angelsonourshoulders #BeastFromTheEast #bbcnews

Our services

Our services covered a total of 19.1 million miles over the year.

Our key measures of performance include the reliability and punctuality of our services. We operated 99.2% of all our journeys.

All of our buses are fitted with automatic vehicle location technology. In the past year, 92.4% of our services started their journey within five minutes of their scheduled time and we achieved an 85% mid-point punctuality score. Traffic congestion and roadworks are the most common reasons for delays.

In 2017/18 we have been working hard to improve links and services on some of our key routes and corridors, particularly improving local connections to out of town retail sites.

Barnsley and the Dearne Valley

We continue to play an active part in the Barnsley, Doncaster and Rotherham Bus Partnerships and work closely with other partners to promote using the bus. In December 2017 a South Yorkshire-wide youth campaign was launched to increase awareness and use of buses.

At the start of the school holidays in July 2017 we launched new service X65 connecting Barnsley with Meadowhall during weekends and school holidays. The fast connection (using the M1 motorway) proved popular. From the same date we also relaunched service 70 (Doncaster to White Rose Way Park & Ride) to include a call at Lakeside Village Shopping Outlet.

In Barnsley and the Dearne Valley we improved connections to the out of town Retail Park at Cortonwood with an eye-catching marketing campaign which was targeted across the route from Barnsley to Doncaster.

In September 2017, in partnership with SYPTE, we enhanced service 67 in Barnsley to serve Wentworth Business Park at Tankersley and provided improved connectivity for the various employers in the area.

Also in September 2017 we introduced the first ever direct link from Sheffield City Centre to Doncaster Sheffield Airport when we launched service 737. The service operates up to 8 times per day and is designed to cater for the popular Flybe and WizzAir flights.

In October 2017, we introduced a new Stagecoach Express X10 service linking Barnsley and its northern suburbs with Leeds. This service runs hourly, 7 days a week, using coaches with a team of dedicated drivers and provides an attractive alternative to the car or the train for this popular commuter and leisure route. Later services are provided on Friday and Saturday nights to offer a cheap connection between Barnsley and Leeds.



In April 2018 we conducted a survey on the bus where 99% of all customers surveyed agreed that they would recommend the X10 service to a friend - in fact many already had!

In April 2018, we doubled the frequency of the 59 service which connects Barnsley, Royston and Wakefield. This interurban route has potential for further growth and we will be promoting this link throughout 2018.

Sheffield and Chesterfield

In September 2017, our 265 service was revamped as service 2 and rerouted to serve The Moor area in Sheffield, recognising the changes taking place in this area. This created a direct link, 7 days a week into the main retail quarter of Sheffield for customers in Barnsley, Chapeltown and North Sheffield.

In January 2018, following a consultation in Stocksbridge regarding the Supertramlink services in the area and changes to the Supertram timetable, we introduced a revised SL1 and SL1a service. At the same time, we took steps to improve connections between the bus and the tram at the Middlewood Park and Ride site and introduced our dedicated Middlewood Park and Ride Supervisor, Jay Churn. Jay has proven to be very popular with the local community and has even become a bit of a local social media star, having been asked for a selfie by a passing customer.

In September 2017, we increased the frequency of our popular commuter route 43 connecting Chesterfield, Dronfield and Sheffield. This operates up to every 20 minutes, offers free Wifi and was part of a project to improve key interurban links.

In October 2017, we made further improvements to connections in Chesterfield when service 54 (Chesterfield to Clay Cross) was adapted to serve Chesterfield rail station up to every 10 minutes from Chesterfield town centre. This link proved so popular that in January 2018 we extended the 51 service (Chesterfield to Danesmoor) to serve the rail station in both directions to and from Chesterfield town centre. Both of these links have proved very popular.



On 25th March 2018, we added East Midlands Designer Outlet to our network with services 54 and 56 providing regular services from Chesterfield, Clay Cross and the local villages.

We have dedicated staff based in the Urban Traffic Control offices in Sheffield town hall who work closely with our local authority partners to ensure that buses are running on time and that any services that experience delays or disruption are dealt with effectively so as to minimise any potential disruption to the service and our customers.

As part of our work within the Sheffield Bus Partnership, we have been laying the foundations for introducing a new customer facing identity for the Sheffield Bus Partnership in the city. The Buses for Sheffield identity began appearing in Sheffield on the front of the buses in March 2018 - this identity will continue to roll out across the city at customer touch points including bus stops, interchanges, timetables and online leading up to the official launch in June 2018.

