

FACTS 2014/15

11 million passengers

4.9 million miles

273 staff

101 buses

99.2% service reliability

95.7% service punctuality

Annual Report

Stagecoach Yorkshire

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May 2014 to April 2015



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Stagecoach in Chesterfield provides local bus services in Derbyshire and parts of South Yorkshire and Nottinghamshire. 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 to April 2015.



Our passengers

We carried a total of 11.0 million passengers over the year, the same as in the previous year.

We encourage passengers to make comments and suggestions about our services and over the year 714 customers contacted us (equivalent to 1 communication for every 15,300 passengers). We comply with our industry code of practice and every complaint is thoroughly investigated. Where we have failed a refund or complimentary ticket is offered. Action is also taken to avoid repetition of the problem. Every suggestion or comment on possible improvements is considered and many changes to services, routes and timetables have been made as a direct result of customer feedback.

Our services

We operated a total of 4.9 million miles over the year, an increase of 0.1 million over the previous year. Our key measure of performance is the reliability and punctuality of our services. In the past year we operated 99.2% of our scheduled services, with 0.2% failure due to internal reasons, and 0.6% due to external reasons such as congestion, diversions and weather. This year the adverse winter weather accounted for two thirds of our external figure. We monitor our services for punctuality and 95.7% of our services operated within 5 minutes of their scheduled time, traffic congestion being the main reason for delay.

We work together with Chesterfield College, providing bespoke travel options for their students. For many years we have worked with Derbyshire County Council to improve and invest in our services, particularly on key corridors.

We continue to seek improvements both through rescheduling services and in discussions with our local highway authorities.

Our staff

We are a major local employer with 223 drivers, 40 engineers and cleaners, and 10 supervisors and managers all based locally. We have continued to invest in training all our staff. All our drivers have completed the five stages of their Certificate of Professional Competence (CPC). Our engineers are all skilled workers and we employ 3 apprentices to provide skills for the future. Our supervisors and managers have all completed relevant training courses for their various professions.

In April 2015 we celebrated our staff for their long service with an awards ceremony at Whitley Hall, in Sheffield. Brian Barnett from our Chesterfield depot was recognised for an incredible 50 years of service to the company. In total 38 people were awarded, including our Managing Director Paul Lynch who marked 30 years of service while our Commercial Director John Young celebrated 35 years.

Our fares

We increased some fares during the year, although many ticket prices were frozen. This was to cover our increased costs of pay, fuel and insurance, and to provide for further investment in new vehicles, depot and equipment.

Our fleet

We operate a fleet of 101 buses and coaches (including 12 with free Wifi), of which we replaced 12 over the past year with a total investment of £2 million. Six of the new buses were Gold specification, equipped with free Wifi, hand stitched leather seats, and dedicated drivers for service X17 (Sheffield – Chesterfield – Matlock). 100% of our fleet is low floor to provide easy access for the elderly, disabled and buggies. The average age of our fleet has improved to 6.8 years which follows heavy investment in this and previous years.

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 environment

We achieved an average fuel consumption rate of 7.78 miles per gallon. We continue to improve fuel consumption where possible through technical measures, and all our drivers have completed a safe and fuel-efficient driving course. In addition, we have invested in a vehicle monitoring system whereby every bus is now fitted with technology that gives drivers instant feedback on their driving and allows us to better assess performance. 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.

We recycle our waste, such as litter, used oils, filters, batteries, parts, etc. We also recycle the water we use to wash our vehicles every night.

Our achievements

A fleet of 6 new double-decker ADL Enviro 400 buses to Gold specification were launched in November 2014 for service X17 (Sheffield – Chesterfield – Matlock). 6 new single decker ADL Enviro 200 buses were also introduced on service 51 (Chesterfield – Clay Cross) as part of a £2.2 million investment.

“More than 95% of journeys run on time.”

“We carried a total of 11 million passengers over the year.”

“6 new single decker buses were launched as part of a £1.02 million investment.”