



FACTS 2014/15

17.2 million passengers

6.5 million miles

416 staff

156 buses

98.9% service reliability

92.9% service punctuality

Annual Report

Stagecoach Yorkshire

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May 2014 to April 2015



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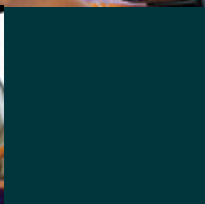


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Information correct at time of print - August 2015

Stagecoach Sheffield provides local bus services in Sheffield. 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 17.2 million passengers over the year, which was 2.9% lower than the previous year.

We encourage passengers to make comments and suggestions about our services. This has provided invaluable feedback and many compliments. During the past 12 months we have received 1,189 communications (equivalent to 1 communication for every 14,500 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 to take into account customer feedback.

Our services

We operated a total of 6.5 million miles over the year, which was the same as the previous year. Our key measure of performance is the reliability and punctuality of our services. In the past year we operated 98.9% of our scheduled services, with 0.45% failure due to internal reasons, and 0.62% due to external reasons such as congestion, diversions and the poor winter weather. We monitor our services for punctuality and 92.9% of our services operated within 5 minutes of their scheduled time, traffic congestion being the main reason for delay. We continue to seek improvements both through rescheduling services and in discussions with our local highway authorities. We now have dedicated staff based in the Urban Traffic Control offices in Sheffield 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 swiftly and effectively so as to minimise any adverse impact on the service and our customers.

Our staff

We are a major local employer with 344 drivers, 54 engineers and cleaners, and 18 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. 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.

“UK Bus Awards runner up.”

“17.2 million passengers over the year.”

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, plant and equipment.

In 2014 we introduced the South & West Yorkshire Family Dayrider ticket which offers 2 adults and up to 3 children (or 2 children and a dog) unlimited travel for one day on our buses in South & West Yorkshire, as well as Stagecoach Supertram in Sheffield for £9.

Our fleet

We operate a fleet of 156 buses (including 50 with free Wifi). All our fleet is low floor to provide easy access for the elderly, disabled and buggies. The average age of our fleet is 6.1 years which follows heavy investment in 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 used 868,000 gallons of diesel last year, at an average of 7.08 miles per gallon. We continue to improve fuel consumption 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. All our fleet meets at least the Euro 3 standard. We operate 40 hybrid electric double-deckers on services 52 and 120.

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

We are part of Sheffield Bus Partnership, working together with other bus operators, SCC and SYPTE to provide better buses for local communities. Sheffield Bus Partnership stimulated a 9.6% growth in passenger journeys during its first 18 months.

“We operate 40 hybrid electric double-deckers.”