

Key Facts

22.5
million
passenger journeys

11.9
million
miles operated

284
vehicles

732
staff



Head Office

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Customer Comments and Suggestions

email: cumbrianorthlancs.enquiries@stagecoachbus.com

follow us on twitter @stagecoachCNL



Disability Help Desk

0845 609 1266
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All details correct at the time of going to print, August 2019



Annual Performance

Cumbria and North Lancashire

May 2018 - April 2019

greener smarter travel



About us

Stagecoach Cumbria and North Lancashire provide local bus services across Cumbria and North Lancashire with a number of services operating in adjoining counties. We have five depots based in Barrow, Carlisle, Kendal, Morecambe and Workington. Our aim is to provide safe, reliable, punctual, clean and comfortable services with a range of value for money tickets and fares. We are based locally at our head office in Carlisle and this report covers our activities over the year up to the end of April 2019.

Our customers

We received a total of 1485 customer comments about our services. This equates to fewer than 7 comments per 100,000 passengers. We comply with our strict industry code of practice and every comment is investigated and action taken

to avoid repetition. Complaints received by email or social media are acknowledged by our customer service teams and after thorough investigation; customers will receive a response within 7 days.

Our fares

We offer a range of great value fares with single, return, daily and weekly tickets sold on bus. Longer duration tickets are available through our website or via the stagecoach bus app. Many tickets are available on StagecoachSmart card, which is the most convenient way to store your bus ticket with a recurring payment option to make arranging bus travel stress free. Smart gives customers the best savings compared to buying weekly tickets on bus.

Fares were reviewed in April 2019 and on average, they increased by 3.29%.

Stagecoach Cumbria and North Lancashire carried **22.5 million** passengers over the year.

Our fleet

We operate a fleet of 284 buses. All our vehicles are inspected by our maintenance team at least every four weeks and maintained to much higher standards than the legal minimum. To ensure safety and comfort, every vehicle is checked and cleaned daily.

In January 2019, a brand new fleet of 18 double decker buses were launched as part of a £3.8 million investment to support Stagecoach's commitment to provide high quality travel for passengers living and working in Lancaster and Morecambe. The buses run on the established 1 route between Lancaster and Morecambe, offering free wi-fi, usb charging points and next stop announcements. The new buses have cleaner, greener engines to help reduce carbon emissions.

Our services

We operated a total of 11.9 million miles over the year, an increase of 0.67% over the previous year. Like all businesses, we have seen the effects of the economic situation over the past year, including central and local government spending cuts, but we have endeavored to maintain our services and even improve them.

Our key measure of performance is the reliability and punctuality of our services. In the past year, we operated 99.7% of our scheduled services, with a 0.12% failure due to internal reasons and 0.18% due to external reasons such as congestion and diversions. We continue to monitor our services for punctuality with traffic congestion and roadwork's being the main source of delays.

We use our twitter account @StagecoachCNL to keep customers up to date with incidents on the highway and delays affecting our services.

An increasing number of customers are using the app to plan their journey and track bus arrival times.

Stagecoach is a positive contributor to the local economy and we are proud to connect people, for business, leisure, work and education. Our customers support the local community by spending money in their communities, which in turn generate jobs, taxes and growth for Cumbria and Lancashire.

Stagecoach contributes to local public services through the payment of taxes. These include employment tax for 732 staff, fuel tax and corporation tax.

99.7% of scheduled services ran across Cumbria and North Lancashire.

Our staff

We are a major local employer, with almost 600 drivers, 106 maintenance staff and cleaners and nearly 63 supervisors and managers all based locally. We are a local business supported by our international parent Stagecoach Group PLC. Our staff live in the communities that we serve and are a part of the fabric of local life. We continue to invest heavily in training, including the driver CPC qualification.

Our maintenance staff are all skilled workers and we employ up to five apprentices to provide skills for the future. Our supervisors and management staff have all completed the relevant training courses and have obtained the necessary qualifications required for their respective posts.

We work with drivers continuously to improve driving skills and use a monitoring system on the buses called Green Road. Using a traffic-light LED system on the dashboard, GreenRoad gives drivers instant feedback on their driving manoeuvres, encouraging smoother, safer, and more fuel-efficient driving.

In the last year, 176 drivers (31%) received Fleet Elite awards for their exceptional driving standards.

An impressive 80 of these drivers achieved the Gold badge for consistently maintaining the Fleet Elite driving standard for three consecutive years.

Many of our employees have shown impressive commitment and loyalty to Stagecoach and the bus industry in general. Each year we hold Long Service Awards and, in 2018/19, 36 of our Cumbria and North Lancashire team achieved milestones of between 20, and 42 years service with us.

Our environment

We used 6.59 million gallons of diesel fuel last year, at an average of 8.24 miles per gallon. We are working to improve fuel consumption through the use of on bus vehicle monitoring combined with a bespoke driver training programme.

All our fleet runs on bio diesel, 30% bio mass with a high-tech additive 'Envirox', to reduce pollution and CO₂ as well as improving fuel consumption. Vehicle engines must meet increasingly tough emissions regulations, with all new vehicle deliveries being of the latest 'Euro 6' standard.

We recycle an increasing amount of our waste, such as paper, litter, used oils, filters, batteries, parts etc. We also recycle the water we use to wash our buses every night.