



Annual Performance

Manchester

May 2016 – April 2017

greener smarter travel

Key Facts

A close-up photograph of a young woman with long, wavy blonde hair, smiling warmly while looking down at a smartphone held in her hands. She is wearing a light-colored, textured knit sweater. The background is softly blurred, showing what appears to be an indoor setting with warm lighting.

109 million

passenger journeys
were made on Stagecoach
Manchester buses

29 million

miles operated
across Manchester

89%

of journeys started on time

750

buses across Manchester

2,383

employees across Stagecoach
Manchester depots

£9 million

investment in new buses
and facilities

Stagecoach Manchester provides local bus services in Greater Manchester and parts of Cheshire and Derbyshire. Our aim is to provide safe, reliable, punctual, clean and comfortable services for our passengers and offer a range of value for money tickets. This annual report covers the year May 2016 to April 2017.

Our customers

In total our customers made 109 million journeys on our buses over the year.

An independent customer satisfaction survey by Passenger Focus, published in March 2017, showed that our overall customer satisfaction rating was 82 percent.

In July we celebrated the first year of operation at Hazel Grove Park and Ride by offering free travel for our customers. Hazel Grove is the UK's first privately funded park and ride site and in its first year of operation the site is meeting its aim to reduce the number of car trips taken along the heavily congested A6 with over 11,000 cars having used the facility.

In September we launched service 24, which travels from Stockport to Salford's MediaCityUK up to every 30 minutes on weekdays and Saturdays, with an hourly service on Sundays.

And October 2016 we launched an extension to the 330 service providing our customers with a direct link between Ashton and Manchester Airport via Stockport.

Both of these services are provided on new buses that have Euro 6 engines to reduce carbon emissions and feature e-leather seats, USB charging points and free Wi-Fi.

We also increased the frequency of our 56 and 57 services which operates between Harpurhey and Manchester City Centre via North Manchester General Hospital to run up to every 15 minutes.

In direct response to customer feedback we also introduced a new service 85A in South Manchester to provide people in Whalley Range with affordable and connected transport.

Our buses

We operate a fleet of 750 buses, which include:

- 144 hybrid electric buses
- 139 buses with Euro 6 engines

In the last year we invested over £9 million in 53 double-decker buses with the latest Euro 6 engines which reduce carbon emissions dramatically and add to our fleet of efficient, modern buses.

All of our buses are fitted with CCTV and over half have free Wi-Fi and our newer buses also offer free USB charging points for the convenience of our customers.

Our engineers inspect our buses every 28 days, and they are maintained to high standards to ensure customer safety and comfort. Every bus is cleaned daily and in response to customer feedback we have in-service cleaning teams operating in Piccadilly Gardens, Chorlton, Stockport and various other locations.

Independent research by Passenger Focus in autumn 2016 revealed 76 percent of our customers are pleased with the condition of the bus exteriors, and 71 percent were satisfied with the tidiness of the bus interiors.



Our team

We are a major employer in the local economy with 2,383 staff:

- 1,950 drivers
- 250 engineers and cleaners
- 21 Apprentices
- 162 supervisors, managers and ancillary staff

The majority of our staff also live within the local communities in which our buses operate.

All of our drivers have or are in the process of earning a Certificate of Professional Competence (CPC). They also receive other internal training, such as cycle awareness and disability awareness.

We invest heavily in our staff training and development including an extensive new driver training programme and annual driver Certificate of Professional Competence (CPC) courses. Our drivers are also supported by eco-champions who monitor and promote safe and fuel efficient driving.

Our engineers have skilled qualifications, and we are active in getting more young skilled people in our company each year through the Stagecoach Apprenticeship Scheme.

Our supervisors and managers have all completed relevant training courses for their roles. Many of our staff have shown an impressive commitment and loyalty to Stagecoach. Each year we hold Long Service Awards and in 2016/17 29 of our staff achieved milestones of between 20 and 45 years' service with us.

We are proud of our employees for both their work performance and their individual achievements.

Our services

Our services covered a total of 29 million miles over the year.

It is important to us to deliver the best service we can for our customers. One of the ways we monitor this is through the reliability and punctuality of our services. In the past year 89% of our services started their journey within five minutes of their scheduled time. Traffic congestion and roadworks continue to be the main reason for delays.

We continue to seek improvements both through rescheduling our services and in discussions with Transport for Greater Manchester and our local highway authorities. We also continue to introduce new routes and to serve new developments.

Investment in services

Over the last ten years we have invested over £122 million in new buses and services in Greater Manchester and in the last year we invested over £9 million in 53 new buses.

We continue to support Greater Manchester's Travelsafe Partnership, a dedicated team who provide regular patrols on the region's transport networks.

Over the last year there has also been significant investment and improvement in technology to make it easier and more convenient for people to travel by bus. Our adult 7 day tickets are now sold on smart cards and can be bought on bus or online and in September 2016 we launched a mobile app which makes it easier for our customers to plan their journey, access live bus times and to buy tickets direct to their phones.



In March 2017 we also launched contactless payments on all of our buses in Greater Manchester as part of a £12 million UK wide investment by Stagecoach.

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.

Stagecoach Group has achieved the Carbon Trust Standard for reducing energy consumption, and continues to have a challenging CO² reduction programme.

Our hybrid electric buses and new buses with the latest Euro 6 engines are designed to maximise fuel efficiency. Our fleet runs on B30 diesel which has only 70 percent carbon content, and our engines are fitted with controls which optimise fuel consumption. Every bus is also fitted with technology that gives drivers instant feedback on their driving and allows us to better assess performance.

We recycle or redirect away from landfill around 100% percent of our total waste.

Our community

We are a major employer in the local area and enable thousands of people to go about their daily activities. We also work with many local organisations to improve transport access and information.

We are also committed to supporting people into work and through a partnership with Transport for Greater Manchester and Job Centre Plus we ran a 'Train, Learn, Drive, Earn' course which resulted in five candidates successfully completing our driver training course and taking up permanent employment with us. Further courses are planned to take place throughout the next year.

We support a number of activities to promote the benefits of bus travel and to support our local communities including events like Catch the Bus Week, Green Week and Customer Service Week. In May 2016 as part of Green Week we helped to renovate an area of Hullard Park in Trafford in collaboration with Trafford Council and with the support of pupils from two local primary schools.



Our staff also actively raise funds for local charities. Our current charity partner is Prevent breast cancer (formerly Genesis). Through a range of fundraising activities, including attaining a Guinness World Record for the World's longest tutu (26 meters) to help to raise awareness of Prevent Breast Cancers Take on the Tutu campaign, we have so far raised over £17,000.

How to contact Stagecoach Manchester customer services

Email: manchester.enquiries@stagecoachbus.com

Stagecoach Manchester, Head Office, Hyde Road, Manchester, M12 6JS

Tel: **0161 273 3377**



**If you are unhappy with any of our responses you may contact
The Bus Appeals Body.**

All appeals should be addressed to:

BAB, c/o Bus Users UK, PO Box 119, Shepperton TW17 8UX

Tel: **0300 111 0001**

E-mail: enquiries@bususers.org

Website: www.bususers.org

Public Transport route and information

Monday to Friday 7.00am – 8.00pm

Saturday and Sunday 8.00am – 8.00pm

Calls cost 12 pence per minute plus
your phone company's access charge.



traveline
public transport info
0871 200 22 33

We accept:



Contactless payments



Mobile tickets



StagecoachSmart



Cash



Concessionary passes



get me there



stagecoachbus.com



Made from 50% recycled
& 50% sustainable sources.