

# Key facts

## May 2018 – April 2019

**42.6 million passenger journeys**  
were made on Stagecoach South East buses.

**18.1 million miles**  
operated within Kent & East Sussex.

**97.1% of all services operated**  
with 80.8% of buses running within 5 minutes  
of the scheduled time.

**471 buses**  
operating across Canterbury, Herne Bay, Thanet, Ashford,  
Folkestone, Dover, Hastings and Eastbourne with some routes  
extending to Tunbridge Wells and Maidstone.

**1,261 employees**  
working across our region.

*nationwide bus times*

 **traveline**  
public transport info  
0871 200 22 33  
www.traveline.info  
Calls cost 12p per minute plus your phone company's access charge

*customer services & disability helpdesk*

Monday to Friday 07:30 until 18:00  
☎ 03456 00 22 99    @StagecoachSE  
✉ southeast.enquiries@stagecoachbus.com  
🌐 stagecoachbus.com

*or write to*

Stagecoach South East  
Customer Services  
The Bus Station  
St. George's Lane  
Canterbury  
CT1 2SY

*bus users UK*

is a proactive group giving bus passengers  
a voice across the country  
☎ 0300 111 0001  
✉ enquiries@bususers.org  
🌐 bususers.org

*or write to*

Bus Users UK  
Victoria Charity Centre  
11 Belgrave Road  
London  
SW1V 1RB

Details correct at June 2019.



# Annual Performance



May 2018 to April 2019

# Introduction

Stagecoach South East provides local bus services across east Kent and East Sussex, with some routes extending into west Kent – to Tunbridge Wells and Maidstone.



Our head office is in Canterbury with local depots in Herne Bay, Thanet, Ashford, Folkestone, Dover, Hastings and Eastbourne with a small outstation at Old Romney.

We are a subsidiary of Stagecoach UK Bus, one of 18 operating companies in Stagecoach UK Bus.

Our aim is to provide safe, reliable, punctual, clean and comfortable services with a good value for money range of tickets and fares.

## Our services

We operated over 18.1 million miles during the year. Our key measure of performance is the reliability and punctuality of our services. In the past year we operated 97.1% of our scheduled services. We monitor our services for punctuality and 80.8% 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.

## Our fares

Every year we need to review our fares to ensure we are recovering our operating costs whilst offering the best value to our customers. In July 2018 we increased the price of the some fares, but froze the prices of all tickets on the Stagecoach Bus App.

Buying and using a ticket on our app is quick and easy to do. It's faster and more convenient than buying on the bus because our customers don't have to wait for the driver to issue a ticket and process a payment. Customers can buy their mobile ticket in advance and they don't have to activate it until they need to travel. Using mobile tickets helps speed-up the time it takes to board the bus which we hope in the long run will mean that our services are less delayed at busy bus

stops when people are queuing to buy their ticket.

Customers can always buy their ticket on the bus, but the more people choose to use a mobile ticket, the less time it takes to get on board and the quicker everyone can get on their way.

To encourage more travel in the evenings we reduced the price of our eveningrider ticket on the app by 40% and extended the validity, it's now valid from 6pm instead of 7pm. The change came into effect from Friday 16 November, just in time for Christmas shopping, enabling shoppers or Christmas revellers to take advantage of an extra hour's unlimited bus travel.

## Our passengers

We carried over 42.6 million passengers during the year. We received a total of 4,432 passenger complaints about our services which equates to one complaint per 9,612 passengers. We comply with our industry code of practice, and every complaint is investigated and action taken to avoid repetition of the problem.

## Our staff

We are a major local employer with 992 drivers, 172 engineers and cleaners, and 97 support staff, supervisors and managers all based locally.

Our drivers complete an ongoing

programme to achieve their driver Certificates of Professional Competence (CPC). Our engineers are all skilled workers and we currently employ 9 apprentices to provide skills for the future. Our supervisors and managers have all completed relevant training courses for their various professions.

## Our fleet

We operate a fleet of 471 buses and have a programme of investment that replaces older vehicles each year – our entire fleet is DDA (Disability Discrimination Act) compliant. New buses are introduced to our busiest routes, ensuring the highest possible number of customers benefit from these modern, comfortable and environmentally friendly vehicles.

All of our vehicles are inspected by our engineers every 4 weeks, to ensure safety and comfort. Every vehicle is cleaned daily.

## Our environment

We used over 4.46 million litres of diesel during the year. We are working to improve fuel consumption through technical measures, and all our drivers have completed a Safe and Fuel Efficient Driving course.

All of our fleet (except biofuel buses) runs on low sulphur diesel. Vehicle engines must meet increasingly higher

Euro standards of exhaust emissions – 15% of our buses have the latest Euro 6 specification engines.

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

We have a company Green Team with members representing different job roles from all of our seven depots. The team has been given special training and looks at each depots energy, recycling and sustainability performance and suggests areas for further improvement.

All of our buses are equipped with an eco-driving system called Green Road. The system gives drivers an indication of how they are driving via a green, amber and red warning device which reduces fuel consumption by encouraging better driving practices.

## Our community

We play a big part in the local community and we enable thousands of people to go about their everyday activities.

We have Quality Bus Partnership schemes set up in the majority of the main urban areas in the region, where we work together with our partners, in particular local authorities, to improve local bus services.



*In November, Stagecoach covered one of its double decker buses in a poppy wrap to support the Royal British Legion Poppy Appeal and pay tribute to the commitment and sacrifice of service men and women through the generations. As part of the RBL's official launch of the Poppy Appeal in Kent, veterans and members gathered at the Bus Station in Canterbury where they welcomed Kent's first Poppy Bus.*



*In December, Santa (aka local bus driver Brian Newton) journeyed around Eastbourne on our special Santa Bus spreading Christmas cheer on routes 111A, 1X, 3 and The Loop. The fundraising driver handed out sweets to youngsters and all donations went to our now annual Christmas fundraising campaign for local charity 'You Raise Me Up'. A total of £931.22 was raised during the one week period the service ran.*

*We support a number of community groups and good causes. In September, Stagecoach celebrated its 25th anniversary since it took over the East Kent Road Car Company in 1993. To mark the occasion, we had the opportunity to sponsor the county's leading youth league for the 2018-19 season, providing a match ball for each of the 199 teams across the county.*



## Our achievements

### Transport Focus Survey

In autumn 2018, more than 9 in 10 customers across Kent gave the thumbs up to the company's services with a 91% overall journey satisfaction rating according to independent research by consumer watchdog Transport Focus. The watchdog also recorded an 81% satisfaction rating with the punctuality of our buses and 86% with the bus driver greeting/welcome. 87% of passengers were also satisfied with on-bus journey times.



### Bus Driver of the Year

In August, local family man Graham Hall was crowned one of the UK's top ten bus drivers. The father of five was one of 91 drivers who battled for the ultimate accolade for passenger transport professionals; to be named Bus Driver of the Year at the national finals in Blackpool. Graham, from Hastings depot, received a trophy and a cash prize after being placed 5th overall in the national contest. He was also the third highest rated Stagecoach driver in the UK.

