

annual performance May 2007 to April 2008

key facts:

22.1 million passenger journeys
were made on Stagecoach Yorkshire services

10.3 million miles operated
within Yorkshire to carry passengers

220 buses
operating throughout Barnsley, Rotherham, Doncaster, Kirklees,
Wakefield and Pontefract

700 employees
working across 5 depots

£2.5m fleet investment
for 23 brand new low floor buses



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public transport info
01709 51 51 51

May 2007 to April 2008
annual performance

for Barnsley, Rotherham, Doncaster
and the Dearne Valley.



Stagecoach YORKSHIRE
Stagecoachbus.co.uk/yorkshire

Growing passenger numbers at Stagecoach Yorkshire

In May 2007 the Stagecoach Yorkshire bus network underwent major changes across the Barnsley area to build a reliable, robust and affordable network. These changes, which were the single biggest for more than 20 years, have been the catalyst for unprecedented passenger growth. The changes have contributed to a **3.2% growth in the total number of passengers using the network.**

During the year we have continued to improve the reliability and punctuality of services in addition to a major review of the Deame Valley network.

At the end of the year we sold our small Huddersfield business to concentrate our efforts in South Yorkshire.

2007 - 2008 operational performance statistics

reliability

Reliability means ensuring our passengers have a high degree of confidence that the bus they are expecting to catch is going to turn up. To enable this to happen we have to deal with factors within our control, such as making sure we have enough drivers and buses available; and factors outside of our control, such as traffic congestion and bad weather.

In the last 12 months, Stagecoach Yorkshire has operated 99.2% of all scheduled mileage.

Of the 0.8% of schedules mileage, that we didn't operate, 0.4% was due to factors outside of our control and the rest was due to factors within our control, which we are constantly working to improve.

99.2% off all service mileage operated.



punctuality

Punctuality means running our buses on time in accordance with the timetables we publish. We regularly monitor the punctuality of our services and, in the 12 months ending April 2008, we monitored 34,890 of our 805,798 journeys. Over this 12 month period, 89.9% of journeys turned up within 5 minutes of the scheduled time, and the biggest single factor affecting our punctuality was traffic congestion, a factor out of our control.

customer satisfaction

In the year ending April 2008 we received 1619 complaints from the total 22.1m passenger journeys, which is equivalent to one complaint for every 13,650 passenger trips completed. Total complaints were therefore down almost 20% on 2006/07.

fleet

We operate a fleet of over 220 buses, and in the past 12 months we have invested £2.5m in our fleet with the purchase of 23 new low floor buses. This followed 22 the year before.

This means 69.5% of our fleet are now fully accessible low floor buses up from 42.6% last year.

employees

We employ around 700 people at our 5 depots and head office, of which more than 500 are drivers, a further 140 work in our engineering function, the remaining make up our operational and support staff. The majority of our staff live within the local communities in which our buses operate.

We are also active in getting more young people into our company through the Stagecoach Apprenticeship Scheme, and we currently have 4 local youngsters going through our Engineering Apprenticeship Scheme.



63% increase in the number of low floor easy access buses on our services.

Playing our part in helping cut down harmful emissions into the atmosphere is important to us, as our buses use nearly 6.3 million litres of diesel fuel every year.

environment

Bus engine emissions are measured using the 'Euro' standard which dictates the maximum exhaust emission levels for a wide range of pollutants. Euro2 is the minimum legal standard for the exhaust emissions of a diesel powered vehicle registered between October 1997 and September 2001. Euro3 emission standards applied from October 2001 until September 2006, and Euro4 applies from October 2006. Each of these standards progressively decreases the amount of pollutants a diesel engine can legally emit, making the engines cleaner and greener. All our buses run on Ultra Low Sulphur Bio Diesel with a high tech additive which improves fuel consumption and reduces pollution.

75% of the buses we operate have engines that meet Euro 2, 3 or 4 standards.

People often think buses emit more pollutants than cars, but it is difficult to objectively compare the two. One nationally accepted objective measure is to compare the pollution generated for every passenger kilometre, and independent figures show that buses are a much more environmentally friendly form of transport, emitting only 2g of pollutant per passenger kilometre compared to cars at 7g.

