



Annual Performance

Manchester

May 2018 – April 2019



Stagecoach Manchester is the leading bus operator in the region, connecting communities, supporting economic growth and working to protect the environment.

We focus on what our customers tell us is important. We provide safe, reliable, high-quality, good value and accessible travel in Greater Manchester and parts of Cheshire and Derbyshire.

This annual report covers the year May 2018 to April 2019.



Our buses

750 buses help our customers get to where they need or want to go.

28 day inspections are undertaken on all our buses. They are also cleaned daily, including when they are in service.

Our customers

89%

were satisfied with our service*

69%

satisfied with value for money*

*Passenger Focus Survey 2018

MAY 2018 – APRIL 2019

106 million people travelled with us over the last year.

£37m



Investment

Over the last five years we have invested over £37 million in new buses and services to benefit our customer in Greater Manchester.

This investment means our customers travel on some of the newest and environmentally friendly buses in the country and have access to online and mobile ticketing, can pay contactless and can even track their bus in real time.



Our services

Our buses covered over 26.5 million miles last year

The equivalent of travelling around Earth 1,066 times!



92% of our services started on time

We continue to work hard to make sure our customers are on time for where they need to go.

Our team

We help keep Greater Manchester moving.

2,323 people

58 members of staff received long service awards, for a collective of **1,685 years' service.**



22 apprentices

137 supervisors, managers & ancillary staff

284 engineers & cleaners

1,880 drivers



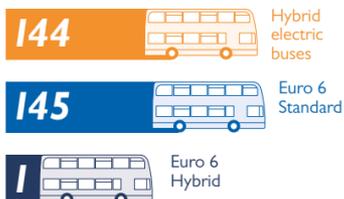
Our Environment

Public transport, particularly the bus, is central to the air quality solution. Buses play a vital role in avoiding or reducing journeys and in providing more sustainable transport options.

A Euro 6 bus produces fewer emissions overall than a Euro 6 car and can carry 20 times more people.

We have also invested in GreenRoad telematics technology. This gives information to our drivers on the quality of their driving to help deliver safer and more comfortable journeys for our customers and more fuel efficient services.

We have one of the greenest bus fleets outside of London



Just 7 passengers makes 1 bus more fuel efficient than a car*

*A bus with just seven passengers is more fuel efficient than seven 40mpg single occupancy cars.



Our community

Since October 2017 our staff have been fund raising for The Royal Manchester Children's Hospital Charity.

We have raised over £26,500 to date.



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