

ON STAGE



INSIDE Stylish send-off page 3 | Green fingered fun page 6

Back to the Future #FourTrains

ENTHUSIASTS, history buffs and customers were treated to a world first recently as four generations of trains representing the past, present and future of passenger rail travel, ran side by side, in the same direction on the East Coast main line.

The famous Flying Scotsman, alongside two of Virgin Trains' #PlushTush trains (the HST Intercity 125 (Class 43) National Railway Museum, and our Intercity 225 (Class 91) Flying Scotsman) were joined by the new Azuma (Class 800), which will go into service next year.

The journey through the Yorkshire countryside was enjoyed by crowds of rail fans who took advantage of viewing points along the route and greeted the trains at York station.

Coverage of this unique #FourTrains event made the national and regional news on the BBC and ITV and exploded on Twitter and Facebook where the live footage was streamed and pictures shared around the world.

David Horne, Managing Director for Virgin Trains on the East Coast, said: "Just one year on from unveiling our brand new Virgin Azuma trains, we're delighted to present this unique event that showcases the past, present and future of rail travel in the UK, with



The #FourTrains event showcased four generations of trains and was a huge success

Azuma travelling alongside 'Flying Scotsman' and trains from our revamped current fleet. With our new Azuma trains entering service next year, this is an opportunity to celebrate the icons of the railways and

look forward to 2018 when we'll usher in a new era for travel on the East Coast route." A big 'Thank You' from Virgin Trains to everyone who made the event such a success.

Launch of new local travel app

EAST KENT is the first area in the UK to pioneer a new free local transport app.

The TravelHero app is designed to provide an easy-to-use tool that allows customer to compare travel options in the local area for bus and cab journeys.



Available to download now from the App Store on iOS smartphones, local people can use TravelHero to plan door-to-door journeys by bus or cab, buy tickets by card or PayPal, and enjoy hassle-free travel using mobile tickets.

TravelHero has brought together well-known bus service provider Stagecoach South East and Kent cab company Longleys Private Hire to make travel easier for customers in the region. TravelHero will particularly appeal to people travelling between towns and villages within East Kent, including students and young professionals and those who are occasional bus and cab users. Its features include sophisticated journey planning, tailored routes for individual needs, secure cashless payments and convenient mobile ticketing. TravelHero Product Champion, Elizabeth Evans, said: "TravelHero offers a new, trusted and convenient way to make journeys easier, and we hope East Kent residents enjoy the app. It has the potential to expand to deliver even better value and convenience for customers."

West Coast Partnership BID

STAGECOACH and Virgin will partner with French high speed operator SNCF in their joint bid for the West Coast Partnership rail franchise, which will incorporate current West Coast and new HS2 services. The Government has announced that the West Coast Partnership franchise will run from 2019, that it will include the first few years of operation of HS2, and that bidders must have high speed experience. SNCF, one of the world's most recognised and capable High Speed operators brings that experience to our partnership. The shareholding for the bid is Stagecoach 50%, SNCF 30% and Virgin 20%. Martin Griffiths, Chief Executive of Stagecoach Group, said: "This creates a powerful world-class partnership, bringing together the team which has transformed inter-city rail travel in the UK with the most recognised and capable high speed operator in Europe."

What a Laugh!



Tyne and Wear Metro passenger:

"I always remember two young girls saying just before Christmas they were going to Edinburgh for mahogany – meaning Hogmanay!"

If you have seen or heard something funny – online, in the papers, on social media or just while out and about – send your contributions for the 'What a Laugh' section in the next edition to lindsay.reid@stagecoachgroup.com

Extra car parking at Havant station

A NEW and improved car park at Havant station, adding over 200 extra car parking spaces as well as better facilities for passengers, is now open. The works at Havant station were funded by the Department for Transport and delivered by South West Trains' project team.

Improved security and lighting, extra CCTV cameras, new Help Points and segregated walkways all feature in the new car park as the total number of spaces in the new decked car park has been brought up to almost 500. Alistair Wright, Head of Station Property for South West Trains, said: "We're really pleased to be opening these extra car parking spaces for passengers at Havant."

"We've now delivered an extra 1,400 spaces across the network in the past twelve months which will contribute towards improving the journeys for many of our passengers."



From left to right: Graham Weavers, Rail Operator Supervisor for South West Trains, Alan Mak MP for Havant and Alistair Wright, Head of Station Property for South West Trains.

Celebrating individual style

TV AND fashion celebrity Jessica Wright is helping to celebrate the style of bus passengers across the UK. The former TOWIE star teamed up with Stagecoach, to launch a search for a 'style squad' – a group of individual customers who will be chosen based on their style, creativity and personality. The campaign aims to highlight and applaud the diverse range of fashion tastes that exist among the country's bus passengers, with entrants asked to share their sense of style via social media. Stagecoach and the team behind Jessica's Sistaglam clothing range, will choose Jessica's squad at a fashion day for shortlisted applicants and the overall winners will take part in a 'squad' photoshoot with Jessica for her Sistaglam clothing line, followed by a meal with the star. The winners will also feature in an advert to be displayed on buses in different parts of the UK. Jessica said: "I love watching what people are wearing and seeing how creative they can be with their outfits – what someone wears really shows off their personality. The country's bus passengers are a great example of the range of styles and tastes people have when it comes to fashion and I am really excited to hear what Stagecoach customers can bring to our squad – we're looking for fun people with big personalities, individual style and a passion for fashion."



Lynne Harrop, Stagecoach UK Bus Head of Marketing and Customer Experience, said: "At Stagecoach, we place huge emphasis on our people and this campaign is a great way to recognise the huge diversity of styles of our passengers, whether they're travelling to university, commuting to work, heading to the shops or going out with friends. It's also a great opportunity to do something to get people excited about taking the bus."

Book your seat on the library bus

PUPILS from Oak Tree Academy in Stockton-on-Tees have been given a ticket to read, after Stagecoach North East donated a bus which will be transformed into a library.

Nathan Stanislawski, Operations Manager for Stagecoach North East's Teesside depot, said: "We always try our best to support projects which will benefit the local community and it feels brilliant that we are helping to make a real difference to so many youngsters at Oak Tree Academy."

"Being able to lend a helping hand to community projects like a new library for a school on our doorstep is always important, especially when it comes to youth learning and development." The bus will be turned into a reading library which



Oak Tree Academy pupils were delighted with their donated bus

will be a permanent fixture within the school grounds and will be open throughout the school day to all year groups. The bus conversion is set to be completed by the end of the summer term in preparation for the new school year.

Unique gift for care home

STAGECOACH East Midlands responded to a request from a local Lincoln care home to provide them with a replica bus stop and timetable for their residents. The bus operator donated the unique gift to Bernadette House Care Home after being contacted by the home to help residents with their everyday therapy. The bus stop has been placed in the reminiscence garden for all to use. The majority of residents at Bernadette House are living with Dementia but before they came to

the care home, they used to use their local bus service on a regular basis. Many continue to walk around the home looking for the bus stop. Staff at Bernadette House work with residents on a regular basis practicing Reminiscence Therapy. This type of therapy encourages discussion of past activities; events and experiences that help people reconnect with their former lives. By providing a bus stop and timetable, Stagecoach East Midlands hopes to bring some familiarity and comfort to the residents.



From left: Elizabeth Stephens (Owner of Bernadette House Care Home), Eric Dunham (Resident), Mick Forbes (Stagecoach East Midlands Engineering Director who organised the bus stop), Kay Bunn (Resident), Bruce Ingamells (Resident) and Eve Radford (Resident)

Stylish send-off

PERTH'S bid for 2021 City of Culture status was seen off in style by Virgin Trains.

A delegation representing Scotland's newest city boarded Virgin's Highland Chieftain service at Perth Station to take the bid for submission in London.

Perth's submission for the heavily-feted City of Culture awards was approved by Perth & Kinross Council on Wednesday and is one of 11 bids due to be submitted from around Britain.

Martin Griffiths, the Stagecoach Chief Executive who helped see off the bid team, said it was an "historic day" for the city.

"With Stagecoach's global headquarters in Perth, we have a long and very close relationship with this great city. I was delighted to see Perth's city status



Stagecoach Chief Executive Martin Griffiths and Fiona Robertson, Head of Culture and Community Development at Perth and Kinross Council

reaffirmed in 2012 and it is a source of great pride to see the bid for City of Culture carried down to London by a Virgin train on this historic day. We wish them every bit of luck," he said.

Driving school safety

A DONATION of £300 has been made by Stagecoach South East's Hastings depot to King Offa Primary Academy to help promote road safety and the school crossing patrol.

Ryan Laker, Deputy Headteacher of King Offa Primary Academy, said: "We are very grateful for the £300 donation to the school – this will have a positive impact on promoting road safety outside the school and in the local community, as well as preserving the job that the school crossing patrol does."

Rob Hutchings, Hastings Operations Manager, said: "Ryan's father is Phil, one of our full time drivers – that's how the relationship with King Offa started. Phil took a bus down there last year and taught a couple of year groups how to use the bus safely – they obviously value the input Stagecoach has to the community."



Phil Laker – Hastings driver (left), Ryan Laker – King Offa Deputy Headteacher (back), Anne Hickson – King Offa School Crossing Patrol (right) with King Offa pupils

On the ball

A YOUNG football team is sporting a brand new kit thanks to Stagecoach South which has sponsored their shirts, through its Coastliner 700 brand. Under 13s Rustington Otters junior football club welcomed the partnership with Stagecoach at the start of the season. Coach Andy Alman, said: "We're delighted to have Stagecoach partner with us. Encouraging up-and-coming sporting talent is hugely important to us and so the sponsorship will make a very positive contribution."



Stagecoach Operations Manager Rob Vince and Coastliner 700 driver Scott Carwithen with the Rustington Otters Under 13's team

Cash for kids

STAGECOACH East Scotland is sponsoring the TAY FM Cash for Kids charity 500 Faces campaign for 2017.

The campaign was launched at Perth depot by Operations Director David Frenz who was the first person to sign up and will be cycling along one of East Scotland's longest bus routes.

Employees have raised over £1,300 so far, taking part in fundraising activities such as a sponsored silence, a swear jar, artistic commissions and running the Edinburgh half marathon.



East Scotland staff at the charity 500 Faces launch at Perth depot

Easter treat

BLACKWOOD and Caerphilly depots decided to give an Easter treat to Ty Hafan, a local Children's Hospice that care for children with life limiting illnesses.

Staff collected Easter eggs and soft toys to help give the youngsters a little respite from all their worries and hopefully bring a smile to their faces. Over 100 eggs and assorted soft toys were collected and delivered to Ty Hafan on Good Friday where everyone was overjoyed with gifts. Thanks to all who donated.



Stagecoach named best bus operator

BUS Operator of the Year status has been awarded to Stagecoach at the 2017 London Transport Awards.

The Group's East London bus business was honoured at the 14th annual ceremony in London.

The awards are supported by Transport for London, London Councils, London Travel Watch and London First and recognise excellence in transport and reward innovation and progress for transport initiatives which are really working in London.

Stagecoach London's East London Bus and Coach Company – which covers Barking, Bow, Leyton, Romford and West Ham garages – was recognised as the best of the larger operators.

The company's South East London Bus Company was also shortlisted in the same category.

Two Stagecoach London employees were also shortlisted for awards; drivers Danny Petrie, from Romford Garage, and Dave Waller from Leyton Garage, were named as finalists for the Frontline Employee of the Year Award.

Former Stagecoach London Managing Director Mark Threapleton said: "I am thrilled that the hard work of our frontline employees and management teams at our garages has been recognised in this way. I'd also like to congratulate Danny and Dave on their shortlisted nominations."

Click to donate

EAST Midlands Trains has launched a new scheme that enables customers to donate their Delay Repay compensation to charitable causes in an innovative industry first. Following the introduction of Delay Repay, which enables customers to be compensated if their journey overruns by 30 minutes or more, the new initiative will offer the opportunity to make a difference with the click of a button. The first charity nominated is Railway Children, a charity fighting for children at risk on the streets of the UK, India and East Africa who run away from home or are forced to leave due to poverty, violence or neglect. Jake Kelly, Managing Director for East Midlands Trains, said: "Obviously we dislike our trains being late as much as our customers do and we do everything we can to avoid any delays. However, if we can make sure that a good cause such as Railway Children could benefit in some way from any unfortunate delays, then at least we're making a positive difference."

Special visit

U.S. Congresswoman Marcy Kaptur visited Lakefront Lines in Brookpark, Ohio recently. She took a tour and received a briefing by Regional VP Scott Sprengel and his team about the company, as well as a government relations briefing from Sean Hughes, Director of Corporate Affairs for Coach USA North America. The Congresswoman was impressed with the company's operations and really appreciated the invite.



Sean Hughes, Congresswoman Kaptur, Scott Sprengel

High flier



Dominique with her certificate

DOMINIQUE Farr a driver at Cwmbran Depot performed a parachute jump in order to raise over £1,000 for Crownbridge Special School, Croesyceiliog. Dominique raised £520.35 through sponsorship, which the company agreed to match fund.

megabus.com network expansion

MEGABUS.COM has announced a significant network expansion with the addition of a series of new routes across England and Wales. The company has partnered with South Gloucestershire Bus and Coach Company Ltd to deliver five new routes across the Midlands and South West of England. The Bristol-based company will operate the new routes as part of the megabus.com network, offering megabus.com's first direct links to Heathrow or Gatwick from 13 towns and cities. A fleet of 26 coaches will operate the new services from the South Gloucestershire Bus and Coach Company depot in Bristol. megabus.com Managing Director Edward Hodgson said: "We are delighted to add these latest routes to the megabus.com network. We are excited to be offering, for the first time, direct services to both Heathrow and Gatwick airports, providing passengers the cheapest possible option for travelling to and from these key hubs which are used by millions of people every year."



"We're also providing new services right to the heart of two key universities in the East Midlands – Nottingham Trent and Loughborough – and the University of Bath in the West Country, opening up great value travel for even more students. "Our aim is to provide new affordable transport options for people who previously may not have been able to afford to make these journeys, and by doing so we are delivering a boost to tourism and local communities. We look forward to continuing to welcoming more customers on board."



Retiring Operations Director Neil Instrall

Neil bids farewell

SOUTH East Operations Director Neil Instrall has retired after 20 years with the company. His retirement meal was attended by all of the company's directors and managers as well as admin assistant Bridget Harris who herself celebrates 60 years of service later this year. Neil joined Stagecoach in 1997 as Operations Manager in Aldershot and later held several managerial roles before being appointed as Operations Director in 2002. Neil said: "My fondest moments at Stagecoach are the launch of the Thanet Loop in 2004, the route 16 Gold launch in 2014 and watching the various graduate and SDP trainees that I have mentored progress in their careers. "I now plan to spend time on the large garden which I have never seemed to have had the time to devote to, and to carry out more voluntary turns at the Kent & East Sussex Railway."

In good health

STAGECOACH North East's Walkergate depot has once again been recognised for the commitment to the health and wellbeing of its staff, with the team receiving the Gold Better Health at Work award. The North East Better Health at Work award has four levels – Bronze, Silver, Gold and Continuing Excellence and is delivered by a range of local NHS Trusts, local authorities and other providers. The regional initiative promotes health and wellbeing in workplaces across the region. Health advocates Tommy Blacker, Assistant Operations Manager, Engineer David Wynn and Driver Nick Monte lead on the project to improve the health of the 360 employees at the depot, and will next aim for the final accolade of 'Continuing Excellence' standard. Tommy said: "We are delighted to receive the award and it is a credit to all the staff who have participated in the events and worked hard to achieve their goals."



Stagecoach employees Tommy Blacker and Nick Monte with the Better Health at Work Gold Award

Building confidence in public transport

STAGECOACH Group joined hundreds of venues and companies across the UK to help give people with disabilities greater confidence in using public transport.

As part of the second annual Disabled Access Day, Stagecoach companies worked to encourage disabled people, their friends and families to visit somewhere new and try public transport to get there.

Stagecoach bus and rail companies joined over 300 venues that have already signed up to Disabled Access Day, with more than 1000 events planned nationally.

Stagecoach activities included 'Try A Bus Day' events at a number of Stagecoach bus companies, a 'Try a Train Day' event hosted by East Midlands Trains and Stagecoach bus companies taking part in a social media campaign to promote the event and launching poster campaigns to demonstrate how they can help passengers with disabilities

Stagecoach Group Director of Communications Steve Stewart said: "We've invested more than £1 billion in new accessible buses and coaches in the UK in the past decade, as well as improving our train fleets. But we know that building the confidence of people with disabilities in using public transport is about far more.

"It's also about the direct, face-to-face support that our bus drivers, rail teams and other employees give to our customers. We want our buses and trains to open up opportunities for people with disabilities rather than being seen as a barrier. As well as the huge investment we make in employee training, these transport taster days are part of our drive to make using public transport as easy as possible for everyone."

Years of Service Awards at Coach Canada

THIS year, Coach Canada had the pleasure of presenting Years of Service awards to 43 recipients. There were awards for 12 employees at 15 years, 21 employees at 20 years, six employees at 25 years, two employees at 30



years, one employee at 35 years and one employee – Terry Pecoskie (pictured) – with 40 years' service. We are proud to have such great, dedicated employees as part of our team.



PICTURE THIS



THIS edition's Picture This winner was taken by instructor **Mike Fenton** who works for Stagecoach East Midlands. It shows a training bus on a frosty morning in Hull.

Congratulations to Mike who will shortly receive his prize of £50 in M&S vouchers.

If you have any good photos for Picture This please send them to Lindsay Reid, On Stage, Stagecoach Group, 10 Dunkeld Road, Perth, PH1 5TW, or email it to lindsay.reid@stagecoachgroup.com

Historic day for Ilkeston

ILKESTON'S first train services in over 50 years are now up and running after the opening of a brand new station.

The new multi-million pound station, built by Network Rail and managed by East Midlands Trains, gives local Ilkeston residents direct access to Nottingham station and other locations including Liverpool, Norwich, Sheffield, Leeds and Manchester. The station, constructed as part of a £10million investment programme funded by the Department for Transport, Derbyshire County Council and the Nottingham Housing Market area, was built by Network Rail in partnership with East Midlands Trains and Northern Rail.

Jake Kelly, Managing Director of East Midlands Trains, said: "The opening of Ilkeston station is a truly historic day. The station and services will bring many advantages for the local communities we serve and the wider region as a whole."



Celebrations take place at the opening of the new station

"The station opening has been a long time coming and we're delighted that our customers are now seeing the benefits – a brand new car park, fully accessible platforms, modern waiting areas and, most importantly, regular services running through the station seven days a week."

£70million orders for new vehicles

NEW vehicle orders worth £70million were recently announced by Stagecoach. A new fleet of around 340 vehicles, will be introduced in the coming 2017–18 financial year as the company continues to reinvest profits in improving services for customers in communities across the UK.

The latest announcement takes Stagecoach Group's total orders of new buses and coaches to more than £1 billion in the past 11 years, delivering around 7,000 new vehicles for passengers.

The brand new buses and coaches will be introduced in Stagecoach's regional networks in England, Scotland and Wales, as well as on the company's megabus.com network in the UK. Almost half of the new vehicles meet the Government's Low Carbon Emission Bus specification, while around two thirds feature innovative stop-start technology to help improve fuel consumption and reduce emissions. Most of the new vehicles are set to be built in the UK. Each of the new vehicles will also be fitted with CCTV, and USB charging points, while most will also have wifi installed, giving customers free internet access during their journeys.



Stagecoach Group Chief Executive Martin Griffiths said: "Our focus is on delivering practical improvements to make travel even better for our customers. We are continuing to reinvest money from fares in state-of-the-art, cleaner, greener vehicles, digital technology and smart ticketing to deliver an even higher standard of service. These latest vehicle orders are an important part of our strategy to encourage even more people to take the bus. "Local bus services are the backbone of the country's transport networks. However, the increasing problem of traffic congestion in our towns and cities is holding buses back and it is high time our politicians stepped up and took action to support bus passengers and free up road space to help bus networks flourish."

And the winners are...



Stagecoach presents the competition winners and hands over the cheques

THE WINNERS of Stagecoach East Midlands' competition to design a litter themed bus were announced as the company supported the Keep Britain Tidy campaign. The newly designed Stagecoach East Midlands double decker bus made its first outing, by visiting the schools that took part in the competition. Over the last few weeks, primary schools in the Skegness area have been taking part in a competition to design a Stagecoach bus for Keep Britain Tidy, Stagecoach East Midlands' charity partner for 2017, while learning more about the positive impact they can have on the environment. The winners were Elise Kay and Evie Morris, both aged seven and from Beacon Academy Primary. Stagecoach presented £500 to the winning school and, in an effort to fund an anti-litter campaign, £500 was also presented to Keep Britain Tidy.

Green fingered fun

A COMMUNITY planting event involving a range of partners has helped beautify Long Eaton station's surroundings. The event was the culmination of a nine-month project to improve the street scene on Tamworth Road. Work began in late summer 2016 when staff from East Midlands Trains and Network Rail took part in two community days to clear overgrown areas. With extra help from the station adopters, Sawley Parish Council, CrossCountry Trains and Derbyshire County Council, 16 new planters have now been added and the surrounding banking area has been planted with over 500 plants and shrubs. Jason Cocker, Area Station Manager for East Midlands Trains, said: "It was fantastic to muck in and help with this community planting day with various rail partners and local groups."



Station Adopters and members of Sawley Parish Council were joined by staff from East Midlands Trains, CrossCountry Trains, Network Rail and Derbyshire County Council in transforming the entrances to Long Eaton Railway Station

New hybrid buses launched

A FLEET of seven electric-hybrid double deck vehicles, serving Edzell, Brechin, Forfar, Kirriemuir and Dundee, has been launched by Stagecoach East Scotland. As well as delivering lower emissions than standard buses, the vehicles are constructed to a high specification with comfortable coach style "e-leather" seating, free wifi access and USB charging points. The order forms a £2.1m investment by Stagecoach, of which £300k has been supported by the 'Scottish Green Bus Fund' provided by the Scottish Government.



One of the brand new electric hybrid vehicles

The Golden Hop



AN EXCITING new open top summer bus service has been launched by Stagecoach South West. The fleet of Golden Hop open-top buses hit the road will run up to every 20 minutes, 7 days a week connecting St Marychurch, Torquay, Paignton and Paignton Zoo. Visitors can enjoy a unique sightseeing experience and hop on and off as often as they like to visit destinations and attractions along the route. Each 'Golden Hop' bus features a distinctive yellow livery with its very own 'bus hopper' animal character. Led by Gary the Rabbit (the Hop mascot) the other five characters were all named by local school children: Chirpy Cricket, Porter Penguin, Cango Kangaroo, Freddie Frog and Swashbuckle the Pirate Parrot.



Supertram spring clean

SUPERTRAM was among the Group's businesses to take part in a national environmental initiative as employees headed down to Spring Lane tram stop to take part in The Great British Spring Clean. The campaign, created by Keep Britain Tidy, aimed to bring people together from across the country to clean up the litter that blights communities. Using social media, Supertram asked customers to highlight the worst affected areas in Sheffield and several members of staff from the company's Nunnery Square Depot spent hours in the pouring rain cleaning the most nominated area. They did a superb job, removing a total of 25 bags of rubbish.

Leading the way

Stagecoach bus employees are leading the way in a global performance scheme which measures safe and fuel-efficient driving. A total of 4,896 Stagecoach drivers have been awarded Fleet Elite status under the programme, managed by GreenRoad. Over 2,400 of drivers have achieved the Gold badge for consistently maintaining the Fleet Elite safe and fuel-efficient driving standard for three consecutive years, and 1,400 drivers for four consecutive years. Stagecoach drivers account for almost half of the 9,930 drivers globally who met the Fleet Elite standard in 2016. More Stagecoach employees gained Fleet Elite status than any other bus operator – or other company on the scheme – in the UK and worldwide. Fleet Elite standard drivers must clock up more than 500 driving hours and achieve an average of five or less events, such as harsh braking or acceleration, per 10 hours of driving over the calendar year. In fact, 127 Stagecoach drivers scored zero – a perfect score – during the period.

LETTERS OF PRAISE

If you or one of your colleagues has received a letter of praise from a customer, please email a copy to lindsay.reid@stagecoachgroup.com or post it to Lindsay Reid, Senior Group Communications Manager, Stagecoach Group, 10 Dunkeld Road, Perth, PH1 5TW. We will publish as many as possible.



The below was sent to Director of Corporate Affairs for North America, Sean Hughes.

Dear Sean,

Thank you to Coach USA/megabus.com for your donation of \$2,686 to the Gary Sinise Foundation. Your kind generosity and belief in our mission are essential to sustaining our efforts. The Gary Sinise Foundation works to bridge the disconnect between those who defend our nation and those who benefit from their sacrifices. And to always show our American heroes the utmost respect whenever possible.

Thank you for your generous support. Together we'll continue to grow our outreach and establish new programs to benefit America's veterans, active duty, first responders and their families.

Sincerely,

Judith L. Otter
Executive Director

The below email was sent to Stagecoach Group head office.

Dear Mr Griffiths,

I would like to thank driver Mark Sneddon for handing in my identity badge which I lost while walking to work in Kirkcaldy recently. He made an effort over and above what would be expected of

someone to find me and call my office to arrange for the badge to be returned to me.

Many thanks
Name supplied

Special bus donation

A DREAM is coming true for a woman who is passionate about helping the homeless following her recent plea for a double-decker bus. Stagecoach South has agreed to assist with Joanne Vines vision to convert a double-decker bus into a shelter to provide cooking, showering and sleeping facilities for the homeless community of Portsmouth. Stagecoach was pleased to donate a retired double-decker bus free of charge.

Edward Hodgson, Managing Director for Stagecoach South, said: "We are delighted to help such a worthwhile project and one that will make a real

difference to people in the community." Joanne is hoping that the community will show their generosity to help kit out the bus and complete the refurbishment. Once finished, the bus will have space for 12 beds, showers, a kitchen and toilets and Joanne hopes to have it ready by September.



Joanne Vines with the donated Stagecoach bus



Stagecoach representatives at the conference

TIC TOC Conference

A NUMBER of Stagecoach representatives attended the 'TIC TOC' conference, which aims to further promote diversity and inclusion within the transport industry.

The event was sponsored by East Midlands Trains, GWR and Inclusive Employers.

Chris Buckley, Talent Manager for EMT, who presented at the event said: "It was great to bring so many people from across rail and transport together in one room to discuss the Diversity & Inclusion agenda. We heard about some really positive and practical initiatives to help everyone move their agenda forward regardless of where they were on their D&I journey."

Superbowl transport

AMERICAN Coach Lines picked up the Atlanta Falcons after their return from the Superbowl. The company has been the Falcons' bus provider for many years.



Coach USA vehicles prepare to meet the Atlanta Falcons American football team off the plane

Rugby mad

DRIVERS in South Wales were invited to wear their Welsh rugby shirts to work recently to coincide with the Wales V Ireland 6 Nations rugby match and help raise funds for charity.

All donations were handed over to local charity Noah's Ark Children's Charity. A total 18 Drivers from Blackwood depot all wore their rugby shirts, along with some drivers from Porth depot, and together they raised more than £120.



Driver Alan Yates was among those to wear a Wales rugby top

Welcoming new graduates

THE LATEST recruits to the Stagecoach Bus Division graduate management training programme visited Perth head office recently. The seven trainees, who have embarked on the two year training programme, enjoyed a meeting with Chief Executive Martin Griffiths. The latest recruits to the programme include two colleagues from Coach USA – Katiria Rodriguez and Jason Cevallos – who will both spend a year within the UK Bus Division before returning to Coach USA to complete their development programme.

To date, 15 employees who completed the graduate development programme have successfully developed their careers into director roles, with another 30 going into management roles.

■ Giving back

MANY Coach USA companies have been very active in giving back to the community with the annual Coach USA Cares food drive and clothing drive held in the fall and winter. Among them, Lakefront Lines and Wisconsin Coach Lines staff participated in the drives. Some beneficiaries of the efforts were the Cleveland Food Bank, Milwaukee Rescue Mission and the Hope Center of Waukesha, CUMAC in Paterson. In addition, the company's successful Lakefront "Stuff the Bus" led to 14 boxes of a wide variety of food items being collected and delivered to the Cleveland Food Bank. Thanks to everyone for their donations.



■ Toby's Bus-a-thon

SIX-year-old Toby Somers, accompanied by his mother Lucy and father Jason, undertook a 12-hour Bus-a-thon exclusively using 11 different Stagecoach buses, to raise more than £1,300 for the Champs Appeal in aid of the Hirschsprung Disease charity.

Toby's love of buses has grown over the years from aged 2 1/2 when he spent a lot of time in Leicester Royal Infirmary and would watch the buses through the window. "Now he spends hours looking through Stagecoach bus timetables and planning his own bus routes", said Lucy. Afterwards, Toby told us the day after: "I really enjoyed the day and my favourite bus was the number 50 from Bedford to Rushden. I'm happy we were able to raise a lot of money doing something that I love."



STAGECOACH London Service Controller Abdus Shahid recently bumped into TV presenter Joe Swash at his local gym.

The former Eastenders star was happy to have his photo taken with Abdus.

If you, or one of your colleagues, have a claim to fame – perhaps a hidden talent, a meeting with a celebrity or an interesting hobby – please email details to lindsay.reid@stagecoachgroup.com

Supporting Mary's Meals

SUPPORT by Stagecoach Group for the Scottish charity Mary's Meals has helped add more than 200 schools to its global feeding programme over the past 12 months.

Stagecoach donated £70,000 to the charity's 'Feed Our Future' campaign last year, with a further £30,000 of support coming from Chairman Sir Brian Souter's personal charitable trust.

As Mary's Meals prepares to increase school feeding in South Sudan in response to the ongoing crisis there, the charity has announced that an additional 211 schools have benefitted from its work in the past year.

Magnus MacFarlane-Barrow, Founder and Chief Executive of Mary's Meals, said: "In the challenging times we are facing today, school feeding is more



important than ever to provide children with essential sustenance, stability, and hope for a better future.

"The generosity of Mary's Meals supporters and the wider public, combined with UK Aid Match funding, has enabled us to reach many more children who, without Mary's Meals, would be out of school today."

Richard gives a helping hand

RICHARD Brooks, leading driver from Porth depot recently assisted a young visually impaired couple become more confident in using bus services. Along with the Rhondda Cynon Taff Sensory Services Team, Richard drove an Enviro 200 bus to meet the couple, who were apprehensive about using Stagecoach services with their baby in a buggy. Mr Brooks spent the day allowing them to practice boarding and alighting, finding their seat and parking the buggy. Richard drove around Tonypanyd and stopped at various bus stops for additional practice. The couple were provided with journey



assistance cards and it was a valuable opportunity for them to gain some confidence in using the bus. Nigel Winter, Managing Director for Stagecoach in South Wales, said: "Richard Brooks is a credit to his depot and the company and I'd like to thank him and everyone involved in this very worthwhile initiative."

■ Omnibus Society Celebration

THE MIDLAND Branch of the Omnibus Society celebrated their 70th Anniversary in style at the British Motor Museum, Gaydon. Guests included Gary Nolan, Branch Ambassador and former RD Midlands & Wales Stagecoachbus UK, Pat Stringer, Commercial Director for Stagecoach Midlands, and Toby Somers, a bus-mad six-year-old from Northampton who suffers from Hirschsprung's Disease. Members from the south of the area arrived by Stagecoach Midland's heritage Bristol Lodekka FLF (JAH 553D) and those from the north in a TM Volvo/Plaxton coach. A collection for the CHAMPS appeal, the charity supporting children with Hirschsprung's Disease, was made on the day and raised £146.



Guests help celebrate the Omnibus Society's 70th anniversary

■ Inspiring women

STAGECOACH South East got involved when Simon Langton Girls' Grammar school played host to five inspirational women at a special event to mark International Women's Day. Stagecoach Engineer Liz Eades was among those taking part in the event, taking to the stage to talk to year 10 students about their lives and careers. Liz began working for Stagecoach in 2011 after serving four years in the army. She said: "When I left the army I was semi-skilled so I didn't consider that I could get into an engineering career very easily. As a Stagecoach driver I built-up a good rapport with the engineering team, then one day a job opportunity came up in the workshop and I went for it. It was great that Stagecoach recognised my potential and gave me that opportunity to progress so quickly. I'm now fully qualified and loving the job."



Stagecoach engineer Liz Eades (left) with others who attended the event

Free travel at foodbank

STAGECOACH North East has worked in partnership with Middlesbrough Foodbank to launch an initiative which offers free travel on buses for its community members.

The local bus operator has joined forces to create a bespoke voucher scheme for its services across the Tees Valley, to help assist people who visit the centres with their travel costs.

The voucher, which can be exchanged on all Stagecoach buses in Teesside and Hartlepool, enables anyone who uses the foodbank service in Middlesbrough to travel on a single journey from its seven food bank collection centres throughout Middlesbrough.

Residents who visit the community foodbank can then benefit from a free journey home with their groceries or can travel further afield and enjoy a trip to places in and around Stockton, Middlesbrough and Hartlepool.

Nathan Stanislawski, Operations Manager at Stagecoach North East's Teesside depot, said: "We hope that this helps people to get around



Nathan Stanislawski, Cllr Matthew Storey, Soroush Sadeghzadeh, Wendy Sutton and Tony Shaw

their community and make it that little bit easier to perhaps visit friends or family or enjoy the places and spaces in and around Middlesbrough."

Making a difference

OUTSTANDING South West Trains staff were celebrated recently at the company's I Make A Difference Awards. Employees were rewarded for their excellence across a number of roles at the annual awards ceremony.

Wimbledon Station was named the best large station while the medium station award went to Twickenham and Swanwick got a special recognition /small station award. Other winners included:

Brian Cole – Customer Service Assistant of the Year
Jonathan Crook – Customer Service Ambassador of the Year

Antonia Ugbaja – Rail Operator of the Year

Drusilla Hodges – Clerical Officer of the Year

Abayomi Idowu – Security and Revenue Employee of the Year

Manoj Bhardwaj – I Lead the Difference

Terry Johnson – Lifetime Achievement

Tim Culver – Customer Experience Employee of the Year

Dan Boyd (Woking) and **Fiona Adams** (Weymouth) – I Make the Difference (Guards inner and outer awards)



Lifetime achievement award winner Terry Johnson with his award

Awarding the prizes, Adam Piddington, Director for Customer Service at South West Trains, said: "I am very proud of all of our winners. They have all demonstrated the meaning of making the difference by providing first-class customer service which, in a business like ours, is vital. "Although we can only recognise a small number of our employees at these awards, we know we have teams across the South West Trains network providing fantastic customer care for our passengers."

Virgin Trains charity rail tour

AN "EPIC" charity rail tour organised by Virgin Trains and partners to celebrate 40 years since the launch of the High Speed Train (HST) has raised more than £50,000 for Railway Children.

More than 500 people joined the sold-out one-off train from London King's Cross to Edinburgh, raising more than £50,000 for the charity which works to

support children in India, Africa and the UK, many of whom are living on the streets.

David Horne, Managing Director of Virgin Trains on its East Coast route, said: "Some of these routes are very rarely used by passenger services nowadays and it was a treat for many people to see behind the scenes inside our depots from the comfort of one of our trains!"

Coach USA tribute

ON Saturday, March 25th, Mitch McClurg, General Manager of Elko, Inc passed away suddenly at his home in Spring Creek, Nevada.

Mitch was born in Fort Dodge, Iowa on

December 23, 1963. Mitch joined Coach USA in 2012 serving at the controller for Elko, Inc. and was promoted to General Manager in 2016. Mitch will be remembered for his level-headedness, strong financial acumen, approachability and leadership. Mitch enjoyed sports and outdoors activities. He was drafted for and played minor league baseball after a successful college baseball career at Arizona State University. Mitch will be missed by his family, the whole Elko team and all of Coach USA.



42 years on the buses

CONGRATULATIONS to Tom Andrews from Stagecoach West Scotland who celebrated his retirement after 42 years working in the bus industry.

Tom (65), from Dronan, joined the bus industry in 1974 with Western SMT which was bought by Stagecoach in 1994 and started his career at Cumnock depot. He worked there for 20 years before moving to Ayr depot in 1994. Tom was the first driver on the very first X77 express service from Ayr to Glasgow.

A landscape gardener by trade, Tom loves gardening and plans to spend much of his retirement in the garden and to take up bowling.



Stagecoach West Scotland Managing Director Tom Bridge (left) congratulates Tom Andrews on his retirement

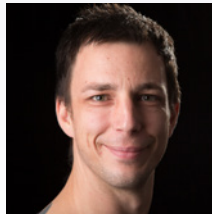
Contacts

Editor: **Lindsay Reid**, On Stage, Stagecoach Group, 10 Dunkeld Road, Perth, PH1 5TW
Email: lindsay.reid@stagecoachgroup.com

If you have a story for On Stage, please contact Lindsay Reid as above. The copy deadline for the next edition of On Stage will be **Friday 16 June 2017**.

GETTING TO KNOW YOU...

Neill Barraclough, Electrical Coordinator, Supertram



Who are you?

Neill Barraclough – Electrical Coordinator, Supertram.

What do you like most about your job?

The variety of the work streams! As the department

evolves my colleagues and I get an increasingly diverse array of projects/jobs to be involved in.

What do you like least about your job?

The lack of manuals/drawings for some of the equipment we have to work on.

Favourite Food?

Grilled swordfish teriyaki with edamame beans and noodles.

Least favourite food?

Fruit – mainly bananas as the texture is disturbing.

What are you most proud of?

My wife.

Favourite holiday destination?

Bora Bora (not to be confused with Tora Bora although the latter is cheaper) or the Maldives.

Most embarrassing moment?

Either a wardrobe malfunction whilst running on a treadmill or my nude red arrow re-enactment while in the army.

Favourite Music?

It changes daily but rock music mainly unless I'm at the gym in which case I like then something fast like Skrillex or Knife Party.

Person you would most like to have dinner with?

Russell Howard.

First thing you would do if you won £1m?

Buy a private island.

'Getting To Know You' features in every edition of On Stage and we want to hear from as many staff as possible. To suggest the next participant, email lindsay.reid@stagecoachgroup.com

New appointments



New East Scotland Commercial Manager Scott Hall

SCOTT Hall, has taken on the role of Commercial Manager, Stagecoach East Scotland. Scott joined the company in 2004 and held a number of roles before being appointed Dunfermline Assistant Operations Manager. Scott said: "I'm delighted to begin

my new role and look forward to working closely with all other departments across East Scotland, using my operational experience to manage and maintain an effective network of services." Graeme Muir from Stagecoach's St Andrews and Aberhill depots, will take on the Assistant Operations Manager role at Dunfermline depot following Scott's promotion. Graeme has been an Assistant Operations Manager with Stagecoach for 15 months and will be based at the Stagecoach depot in Dunfermline, which operates a fleet of 90 vehicles and over 200 drivers.

Kerry's new role



New Operations Manager Kerry Ryan

STAGECOACH East Midlands has appointed an Operations Manager to join its senior management team. Kerry Ryan has joined the company after working for Hull City Council for 18 years. Spending the last seven years leading the Highways and

Transportation team at Hull City Council, Kerry was responsible for managing the transport network including public transport, tenders, concessionary fares and the Hull Bus Interchange. Kerry's new role at Hull depot will see her have day-to-day responsibility for 300 staff and 129 vehicles. Kerry said: "Joining Stagecoach gives me the opportunity to build on the extensive investment made in recent years, listen and respond to our customers and ensure we continue to provide a quality service for Hull and the surrounding area."

Natasha continues to rise through the ranks

A FORMER Customer Services Assistant at Birmingham New Street has risen through the ranks to become General Manager of one of the busiest routes on the Virgin Trains' network. Birmingham-born Natasha Grice has been appointed General Manager, EBW Route (Euston-Birmingham-

Wolverhampton), which manages more than 11 million journeys per year.

Natasha said: "I'm incredibly proud to be taking on the role of General Manager for EBW. I couldn't be more excited. The route is unrecognisable from the one we inherited back in 1997."