

## New UK-Europe low-cost link

### megabus.com's great value network

STAGECOACH has officially launched a new network of low-cost coach services from the UK to Continental Europe.

megabus.com has started running daytime and overnight coach services – for as little as £1 or €1 – between its main hub in London and destinations in France, Belgium and the Netherlands.

Passengers can travel to Paris, Brussels, Amsterdam and Boulogne on a new £2.5m fleet of state-of-the-art coaches equipped with free wi-fi and toilets. There is also a dedicated

Paris-Brussels-Amsterdam service. An interchange at London Victoria Coach Station also offers through services to and from locations in Scotland, England and Wales.

Sir Brian Souter, Stagecoach Group Chief Executive, said: "For too long, people in many parts of Europe have been paying too much for their coach travel. Our new network offers families, students and tourists great value fares and high-quality coaches. These services will deliver a long overdue shake-up to the over-priced European coach travel market."



Sir Brian Souter launches the new services.

### Love is in the air

MEGABUS.COM played its part in a very special occasion recently when customer Nathan "Avi" Muller proposed to his girlfriend Nina Lazerow aboard a megabus.com bus at Port Authority Bus Terminal in New York City, as a surprised passenger looked on. The couple, who are now due to marry, have enjoyed a three-year, long-distance relationship with frequent trips to and from New York and Baltimore on megabus.com services. His proposal gained widespread media coverage in the US.



The big proposal.

### Going Green

STAGECOACH'S fourth annual Group-wide Green Week has taken place, with activities held across the UK and North America to encourage environmental awareness. See page 6 for further details.

### UK Bus Managing Director to retire

LES WARNEFORD, Managing Director of Stagecoach's UK Bus division, is to retire next year.

He will step down from the post on 1 May 2013 when he will be succeeded by Robert Montgomery, currently Service Performance Director.

As part of the Group's succession planning, Robert Montgomery has been appointed Deputy Managing Director, Stagecoach UK Bus, effective 1 May 2012. He will work closely with Les Warneford over the next 12 months to ensure a smooth handover of responsibility.

Sir Brian Souter, Stagecoach Group Chief Executive, said: "Les has played a very significant role in Stagecoach's success. He has headed

a division which has provided consistently strong operational delivery, the best value fares to customers, huge levels of investment and industry-leading financial performance, as well as an exceptional track-record of passenger growth.

"Robert has spent a decade with Stagecoach and has overseen the strong growth of our bus companies in the south of England, as well as expanding our megabus.com budget coach operation in the UK. I am confident he will build on these strong foundations. We also have a talented and experienced wider senior management team at our UK Bus division, and a strong network of regional bus companies who have the power and flexibility to run their businesses locally."



Robert Montgomery.



Chris Cameron receives his award from Leon Daniels.

### Bravery honour for Chris

STAGECOACH London bus driver Chris Cameron has been rewarded for his bravery at Transport for London's Bus Awards.

Chris Cameron from Barking Depot was honoured after he stopped an attack on a young girl by a man at a bus stop. Chris stopped his vehicle and called the control centre for assistance. He then went beyond the call of duty by getting out of the bus to stop the attack and waited with the girl until the police arrived. Seven awards and three commendations were presented to London bus drivers by Leon Daniels, TfL's managing director surface transport.

## You what?!

*Overheard on the London Underground*

► **Announcement:** “District Line services are not running between Embankment and Whitechapel. Platform 3 is for Edgware Road, platform 4 is for Embankment. If you are still on this platform after these trains leave, you are lost and confused and need to find a member of staff.”

Can you beat that? Send your weird and wonderful overheard comments to [lindsay.reid@stagecoachgroup.com](mailto:lindsay.reid@stagecoachgroup.com)



# UK Bus appointments

► STAGECOACH has announced a number of senior management appointments in its UK Bus division.

Stagecoach North East Managing Director John Conroy will retire at the end of June. He will be replaced by Phil Medicott, current Managing Director, Stagecoach South East.

As a result, Stagecoach UK Bus Commercial Manager Paul Southgate will become Managing Director, Stagecoach South East, effective from 1 June.

Stagecoach has also announced that, from 1 May, Stagecoach North East Marketing Manager Jodine Milne was appointed to the newly-created role of Stagecoach UK Bus Marketing Manager.



**Retiring North East Managing Director John Conroy.**

And from 1 June, Helen Martin, currently Marketing Manager at Stagecoach South and Stagecoach South East, will become Marketing Manager, Stagecoach North East.

Les Warneford, Managing Director of Stagecoach UK Bus, said: “I would like to thank John for his loyalty and commitment to Stagecoach for many years. His knowledge and experience has been invaluable and we wish him all the best in his retirement.

“I would also like to congratulate Phil and Paul on their appointments and look forward to continuing to work with them to make further improvements for bus passengers in north east and south east England.

“Congratulations also go to Jodine and Helen on their new roles. These appointments will further strengthen our marketing team and help attract even more people on to our greener, smarter services.”



Stagecoach Managing Director Christopher Bowles (left) with the three winners.

## Big winners

► THREE Manchester residents have won one year’s free travel courtesy of Stagecoach Manchester after entering an online competition as part of a ticket promotion.

The trio responded to a simple question about the Megarider Xtra ticket, which is part of the company’s StagecoachSmart scheme.

Shaun Farrelly, one of the lucky winners, commented: “Smartcards are the future for purchasing passes for public transport, and with this prize I have been given the opportunity to experience this technology early on.”

## Boys are bus mad

► STAGECOACH North East recently made dreams come true by providing a souvenir for two young bus fans.

The highlight of the week for twins Henry and Thomas Galavant is the journey on their local bus service. To thank them for their enthusiasm, Stagecoach presented the toddlers with a model Stagecoach North East bus each which were gratefully received.

## Charity calendar raises thousands

STAGECOACH Yorkshire bus drivers who shed their inhibitions – along with their uniforms – for a charity calendar have raised more than £3,000 for The Children’s Hospital, Sheffield.

More than 20 drivers from Holbrook depot dared to bare all for the calendar, sales of which have now raised £3083.70 for The Children’s Hospital Charity.

Driver Chris Brownhill came up with the idea for the calendar after losing a granddaughter to cancer and chose The Children’s Hospital as a cause close to his heart.

Paul Lynch, Stagecoach Yorkshire’s Managing Director, said: “The team spirit of the Stagecoach team is to be applauded – and their bravery has literally paid off. This is a fantastic amount to donate to a very worthy cause.”



Stagecoach staff hand over the cheque to The Children’s Hospital Charity.



The Easter Bunny and Easter Chicken travel with Stagecoach

## Fife’s Easter eggstravaganza

► STAGECOACH East Scotland celebrated Easter in style this year with free chocolate giveaways at bus stations across the area, as well as a customer prize draw during the holidays.

Staff dressed up as an Easter Bunny and Easter Chicken toured the network on Good Friday and Easter Monday armed with baskets full of chocolates and sweets to give to their customers.

# Staff boost charity funds

▶ A GROUP of Stagecoach North East engineers and drivers have helped raise over £30,000 for charities across the North East.

Since 2006, Walkergate depot engineers Alan Appleby, Steve Laws, David Wynn, Mark Rutherford and Eddie King have undertaken a number of physical challenges to collect over £8,000 of funds for good causes throughout the region. In September they undertook their biggest challenge yet by cycling 900 miles from Lands End to John O'Groats and raised £3,500 which they decided to donate to the Tiny Lives Baby Unit.

From the same depot, drivers Ronnie

Oxborough and Stuart Cooper have also organised a number of fundraising events in aid of the Tiny Lives Baby Unit, raising £7,000 which has gone towards the purchase of specialist equipment for the facility.

All the money raised by the drivers – £15,500 – was then match-funded by Stagecoach North East, taking the total to over £30,000.

John Conroy, Managing Director, Stagecoach North East, said: "The fact that these employees have raised over £15,000 is testament to their dedication to supporting worthwhile causes. Helping local charities is something they believe in and we are delighted to be able to contribute to the money they've raised."



The proceeds of the team's Lands End to John O'Groats cycle are handed over.

## Bus-rail smart scheme launched

▶ STAGECOACH has launched an innovative ticketing scheme to allow passengers to travel by bus and rail on one smartcard.

The smart ticketing pilot in Basingstoke, Hampshire, is one of the UK's first commercial multi-modal applications of the Government-preferred ITSO technology. It allows a South West Train season ticket and a Stagecoach South bus ticket to be stored on one StagecoachSmart travel card.

Passengers simply hold their StagecoachSmart travel card over special readers on the bus, at ticket gates or on rail platforms.



Pictured L-R: Dave Lees, Managing Director, Southampton Airport; Dean Pettitt, Station Manager, South West Trains and Steve Thurston, Head of Planning and Development, Southampton Airport.

## New machines are just the ticket

▶ SOUTH West Trains has installed a new railway ticket machine at Southampton Airport. The new style 'ticket on departure' machine for collecting tickets will provide a quick and easy way for passengers to collect their pre-booked railway tickets.

Dean Pettitt, Station Manager, South West Trains, said: "With many passengers now choosing to buy their tickets through our website, we wanted to provide even easier access to passengers simply wanting to collect their pre-booked tickets and who don't necessarily need to queue at one of our full service ticket machines."

## SWT and Network Rail form new alliance

▶ SOUTH West Trains and infrastructure operator Network Rail have launched a new alliance with the aim of delivering better rail services in the south and south-west of England.



Alliance Managing Director Tim Shoveller.

A single senior joint management team now has responsibility for both trains and track on the route operating out of London Waterloo in a first for the UK rail industry.

It aims to cut delays for passengers, provide better customer service, deliver more effective management of disruption, and improve the efficiency of the railway.

## Follow the code

▶ EAST Midlands Trains, in partnership with the British Transport Police (BTP), has launched a new code of conduct to help reduce anti-social behaviour on the Robin Hood Line, which covers services between Nottingham and Worksop.

## Top texting

▶ STAGECOACH South is running a text competition designed to encourage awareness of its environmentally friendly bus fleet operated in the Winchester area.

People who text one of the names of Sheep characters depicted on the city's buses will have the chance to win a monthly voucher or special hamper prepared by the Good Life Farm Shop.

The first winner, Sheila North, was recently presented with her prize – a hamper – by Stagecoach Operations Manager Tom Waterhouse.



Operations Manager Tom Waterhouse, Jemma Morgan from Good Life Farm Shop, winner Sheila North and Stratford Canning, also from Good Life Farm Shop.



The Lincoln tour bus.

## Lincoln on tour

STAGECOACH East Midlands has teamed up with Lincoln Business Improvement Group and the Visit Lincoln Partnership to offer a tour of Lincoln by open top bus which takes in all the city's sights on a one-hour trip.

Visitors to the city can enjoy the tour during July and August.

## On the pull

BROMLEY Garage saw true strength recently as strongman and anti-bullying campaigner Dave Gauder took part in his 1050th bus pull, using a Stagecoach London vehicle.

Dave was inspired to set up his anti-bullying campaign after being bullied in his teens. He took up weightlifting and now tours the country, showing by pulling a bus how inner strength can be used against all odds.

Big Dave in action.



# School pupils help launch new buses

STOCKPORT schoolchildren have helped Stagecoach Manchester to officially name and launch six new single-decker buses to serve the Stockport area.

The pupils, who entered a competition to name the new vehicles, were joined by the Stagecoach Manchester Managing Director, Christopher Bowles, and local councillor, Philip Harding from the Transport for Greater Manchester Committee, to mark the launch into service of the six new buses.

Christopher Bowles said: "We hope that the addition of these vehicles to our fleet will ensure an even higher standard of travel for our loyal customers in the area."



Stagecoach Managing Director Chris Bowles launches the new vehicles with the school pupils.



Jon Ellis at the Hastings half marathon.

## Jon's on the run

HASTINGS bus driver Jon Ellis has completed his first half marathon, in 3 hours 16 minutes, to raise more than £300 for his local Rainbow Nursery.

Stagecoach buses were used to provide the park and ride service for the hundreds of runners and spectators at the event.

"We are delighted to have the opportunity to support this key event and congratulate Jon for his achievement," said Stagecoach Operations Manager Rachel Geliamassi.

## On your marks

THE OXFORD Tube played its part in the London Marathon by offering free travel for all participants.

Carole Stevens, Oxford Tube Manager, said: "We are really pleased to be showing our support for the runners again this year. Also, the money that many of them raise for their chosen charities has never been so important, so we wanted to do our bit to make sure that the charities can benefit from every penny raised."

## Game on

BUS DRIVERS from Stagecoach Merseyside recently came out on top during a table tennis tournament with the Officers from Merseytravel at the Gillmoss Bus Depot. It has been agreed that the re-match will be held to raise funds for Cancer Research UK.



The winning Stagecoach Merseyside team.

## Picture of the Season



► This edition's winning Picture of the Season was taken by Coach USA motorcoach operator Frank Shoemaker. It shows a Coach USA service at the Pennsylvania Monument in Gettysburg.

Congratulations to Frank who will shortly receive his prize of \$80.

If you think you have a picture that captures one of the four seasons, please send your image to Lindsay Reid, On Stage, Stagecoach Group, 10 Dunkeld Road, Perth, PH1 5TW, or email it to: [lindsay.reid@stagecoachgroup.com](mailto:lindsay.reid@stagecoachgroup.com)



## Basingstoke's new look

► A £1MILLION project to transform Basingstoke Station has been completed.

Delivered by South West Trains, it has provided improved access to the station and a better passenger flow. Other improvements include additional cycling facilities equipped with shelters and CCTV.

The new-look station was officially opened by Managing Director of the South West Trains and Network Rail Alliance, Tim Shoveller, and Councillor David Leeks, Mayor of Basingstoke and Deane.

Tim Shoveller said: "The improvements we've



The new look Basingstoke Station.

made at Basingstoke Station are a testimony to our commitment to delivering station enhancements for all of our passengers."



Adham with Supertram staff during his challenge.

### Tram challenge

► TRAM commuters in Sheffield recently witnessed a record attempt on the Supertram network as Adham Fisher attempted to visit every city tram stop in the shortest time possible.

He managed it in one hour, 46 minutes and 53 seconds – beating his previous time but not the unofficial record.

The challenge launched Adham's tour of urban rail systems: his next stop is in New York.

Adham has unsuccessfully tried 11 times to break the Guinness World Record for visiting every station on the London Underground, informally known as the Tube Challenge.

### In the running for franchises

► STAGECOACH Group has been shortlisted by the Department for Transport (DfT) to bid for the Great Western and Thameslink passenger rail franchises.

A Stagecoach Group spokesman said: "We are pleased to have been successful in being short-listed. Our bids will be firmly focused on delivering better services for passengers, value for money for taxpayers and the right risk-reward profile for our shareholders."



### Day of the customer

► EAST Midlands Trains closed the doors of its Derby Headquarters for the day recently as all of the company's head office managers and staff got back to the floor and worked at stations and on trains to help passengers with the Easter getaway.

The initiative, which has been named 'Day of the Customer', was designed to provide extra support to passengers travelling at what is traditionally one of the busiest travelling days of the year.

David Horne, Managing Director for East Midlands Trains, said: "It's really important that we see and experience things as our customers and front-line staff see them and we have to get out of the office to get this experience."

## New braking system drives greener trains

► SOUTH West Trains has completed a multi-million pound investment programme to deliver regenerative braking across its fleet to save energy and provide even greener trains.

The £2.2m programme has involved installing equipment on more than 200 electric trains which operate on the South West Trains network. These trains run services in the London suburban area, to Guildford, Alton, Portsmouth, Reading, Southampton and Weymouth. They are all now fitted with the new energy-saving technology.

South West Trains Engineering Director Christian Roth said: "Trains are already one of the most environmentally-friendly forms of transport and the completion of this project will provide our passengers with an even greener and smarter way to travel."

# On board with green thinking



Above: Staff in Banbury, Oxfordshire out and about handing out information.  
Below: Ray James from Slatyford depot hands out eco kits to passers-by in Newcastle.



Above: Stagecoach Manchester Managing Director Chris Bowles with the winners of the schools green design competition.  
Left: The Bluebird green team take part in a local litter pick.



Above: Merthyr Tydfil green team member Geraint Howells sells tickets for the green staff raffle.  
Below: East Midlands employees Sharyn Swaby, Darren Waddingham and Alex Proctor out on tour



## STAGECOACH used its fourth annual group-wide Green Week to celebrate its environmental achievements so far.

During the week, the company encouraged employees and customers to further drive forward the green agenda with a series of activities taking place across all of its businesses.

Many activities took place throughout Green Week including online competitions, roadshows and giveaway days, energy awareness events, green school days, local green team activities and staff raffles.

Stagecoach Group Chief Executive Sir Brian Souter said: "Green Week is now an established and important part of our efforts to protect the environment and become a more sustainable business. But we know the global challenge we all face on climate change is not just about what we do during this week, but how we make a difference every day of the year. That's why we will continue to work hard to encourage our staff and help our customers to adopt greener lifestyles."



Stagecoach South East employees out and about with their green stand.



## So close...

STAGECOACH South West was recently shortlisted for the Environment Award at the Express and Echo Business Awards. Although they were pipped to the post for the honour, a good time was had by all at the event.

## Britain's busiest regional bus route goes greener

BRITAIN'S busiest regional bus route – Service 192 in Manchester – is to go greener with the introduction of a fleet of 40 hybrid electric vehicles, following a successful bid to the Government's Green Bus Fund.

A fleet of 19 hybrid electric vehicles will also be introduced by Stagecoach on its Sheffield 52 route.

Stagecoach is investing a total £12.2million in the new greener buses for Manchester and Sheffield, matched by a grant of £4.6million from the Green Bus Fund. The new vehicles are expected to go into service in early 2013.



Peter Nash with his special retirement cake.

## Peter closes one door... and opens another

UK BUS Policy Adviser Peter Nash recently retired after a career in the industry spanning over 40 years.

Thanking him for his commitment to the company, UK Bus Managing Director Les Warneford paid tribute to Peter's knowledge and experience in helping to guide the company through many political changes.

Peter said: "It has been a very interesting journey and I have enjoyed almost every minute of being in the industry."

In his retirement Peter plans to put together a book which captures the essence of the industry and the spirit of Stagecoach. He is looking for entertaining stories about people who work (or worked) in the industry which will illustrate just what a great industry it is.

Once published, any profits will be donated to the Kithead Trust, the national archive for records about the industry. Contributions describing who, what, when and where, should be sent to pushonce@btinternet.com.

## On parade

MEGABUS.COM was involved in the Chicago and Des Moines parades recently.

In Chicago, Chuck, Gabby and a team of eight parade walkers carried a megabus.com banner and distributed blue megabus.com branded beads. And in Des Moines, six parade walkers carried the megabus.com banner and distributed the goodies.

Overall, the parades proved to be an excellent marketing tool and were a great success.

## US acquisition

STAGECOACH has announced it is acquiring nine businesses from Coach America in the USA. The businesses include operations in Texas and California, which will enable Stagecoach to expand its megabus.com budget coach network more efficiently and more quickly.

## Top fundraisers

STAFF at Perth HQ recently raised more than £300 for Down's Syndrome Scotland by holding a dress down day and baking sale. Thanks to all who contributed.

# Cool curlers on top



L-R - Skip: Nick Avlonitis; Vice: Ken Seim; Lead: Joe McCulloch; Second: Joe Kapron.

A TEAM from Coach Canada recently came out on top in the 2012 Rotary World Curling Championships which also included teams from the United States and the UK.

"We were confident with each other's abilities and worked well together as a team," said team leader Joe McCulloch.



John Curran, Vice-President Sales (centre, left) and Ovi Montes, Director of Operations (centre, right) accept the award.

## Award winners

COACH USA's Chicago Trolley business recently received two awards for community service. The Greater North Michigan Avenue Association named Chicago Trolley as the 2012 Business Impact of the Year award winner for the company's positive impact on the tourism market in Chicago's famous Magnificent Mile district.

The Chicago Police Department also recognized Chicago Trolley with a civic commendation for its support of Chicago's Community Alternative Policing Strategy.



One of the new coaches.

## New vehicles roll in

COACH Canada has taken delivery of 10 brand new Prevost H3-45 coaches. The vehicles each have an individually designed wrap, and are dedicated coaches for Safeway Tours, one of Coach Canada's top charter clients.



L-R: Doug Fleming (Retired Managing Director for Stagecoach East Scotland), Sandra Speight, Doug Fleming's wife Davina and Senior Driver Mike Reid.

## So long to Sandra

➤ EAST Scotland employee Sandra Speight recently retired after working in the main office at St. Andrews Depot and Bus Station for over 18 years. Staff wish Sandra all the best in her retirement.

## Amanda's challenge

➤ STAGECOACH Cumbria admin coordinator Amanda Kirtley is preparing to take part in an Iron Man event on 1 July called Outlaw, which involves cycling 112miles. Amanda also takes part in numerous other charity challenges. If anyone would like to sponsor her, please visit the below links.

<http://www.justgiving.com/AKHH>

Hospice at Home - who provide care and treatment in the home for the terminally ill.

<http://www.justgiving.com/AKC4C> Care for Casualties - The Rifle Regiment - who provide care and rehabilitation for casualties of war.

## CONTACTS

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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 15 June.



## The quickfire round - Afruz Ali

### West Ham Garage

➤ **Who are you?**  
Afruz Ali, Service Quality Supervisor (I-Bus controller) at West Ham Garage.

➤ **What do you like most about your job?**  
Achieving high performance standards for the routes I control and facing different challenges every day.

➤ **What do you like least about your job?**  
Not being able to interact with platform staff (drivers) and not being a garage specific or a route specific controller. I'd also like to put forward more of my own ideas.

➤ **Favourite TV show?**  
24 and CSI.

➤ **Biggest achievement?**  
Getting married to my girlfriend, having our own house and, finally and most importantly, my two little princesses.

➤ **Worst job?**  
I don't believe in a worst job - it's what you make of it.

➤ **Most embarrassing moment?**

Waiting for a shop door to open, not realising that it was not automatic!

➤ **Dream job?**

Being a pilot and travelling around the world.

➤ **Favourite animal?**

I would love to own a Husky. I find them cute.

➤ **Most like to be stuck in a lift with?**

My late father. I feel like I've not had enough time with him. There is still so much I have not said to him. I miss him every day.



The Quickfire Round 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](mailto:lindsay.reid@stagecoachgroup.com)

## Rewarding long service



➤ STAGECOACH Merseyside & South Lancashire recently held a Long Service Awards Dinner. Among the award recipients was Les Burton, Operations Director, who has 45 years long service, together with the longest serving drivers: Andy McNabb, Billy Hogg and recently retired Brian Rose. The dinner provided the Directors the opportunity to personally acknowledge loyal service.

➤ A TOTAL of 621 years of long service in Cumbria and North Lancashire has been recognised at a recent ceremony.

Stagecoach Managing Director Nigel Winter said: "This is proof of the commitment and dedication our staff have shown to the passenger transport industry in Cumbria and North Lancashire. It gave me great pride to present so many awards to so many dedicated staff".



## Charity cakes

➤ GENEROUS staff at Perth HQ recently raised more than £300 for Down's Syndrome Scotland through a dress down day and baking sale.