

North America team unites in response to hurricane

▶ BRAVE employees in the United States and Canada pulled out all the stops to get vital transportation services back on track and support the community after Hurricane Sandy hit North America last month.

The superstorm struck on 29 October and has been blamed for more than 100 deaths – including dozens in New York City.

It made tens of thousands homeless as well as hitting electricity connections, fuel supplies and the transport infrastructure.

Stagecoach companies and employees in the north-east of North America provided transportation and other assistance to local

communities both before and in the aftermath of Hurricane Sandy.

Coach USA companies stepped in to help after the Governor gave orders to evacuate New Jersey's coastal communities and, within days of the storm, got transportation services back up and running.

They also took part in a 200-vehicle multi-operator emergency bus operation to temporarily replace rail services hit by the hurricane.

Buses and drivers from Coach Canada's facilities in Montreal and Peterborough also helped the response effort.

Stagecoach's megabus.com budget coach service also helped customers whose services had to be

cancelled on safety grounds as a result of the hurricane.

Megabus.com was forced to cancel around 550 trips and the disruption affected almost 30,000 customers. But the customer service team helped get passengers re-booked or receive refunds and services were fully operational within three days.

New York Sightseeing staff also worked alongside local council officials and tech giant Google to provide transportation for volunteers from Manhattan to get to Staten Island, which was one of the areas worst-hit by the storm.

Full story: see pages 2 and 3

Drivers shine at national awards

▶ STAGECOACH bus drivers did the company proud in the 2012 Bus Driver of the Year competition.

Daniel Wilton of Stagecoach Manchester was highest placed of all 24 Stagecoach UK Bus representatives, finishing third overall. Daniel also scooped the Best Newcomer award.

Gordon Cutting from Stagecoach Oxfordshire was the second highest placed Stagecoach driver, finishing in 5th place, and also won the award for Best Highway Code Test Result.

Meanwhile, Stagecoach East Scotland driver Ian Sayer-Field won the Best Competitor in Scotland title, and a Stagecoach in Fife vehicle was named Best-Presented Bus at the national finals.

Major investment in big buses

▶ A BIG investment is boosting a fleet of Britain's biggest coaches as it continues to meet growing demand for megabus.com's services.

Stagecoach is spending £3.2m on 11 Plaxton Elite i coaches. The 15-metre-long vehicles, all equipped with free Wi-Fi, will be introduced soon on megabus.com routes covering Scotland and England.

They all have 75 seats, offering more than 20% extra capacity and extra luggage space, compared to the standard 15-metre vehicles.

Remembering those who gave so much



Stagecoach East Scotland Operations Director Sarah Longair with Private Fraser Bowman (left) and Private Kieran Hughes (right) from 51st Highland, 7th Battalion the Royal Regiment of Scotland (7SCOTS) at the launch of the Perth bus poppies.

▶ OUR debt to servicemen and women was recognised across the country as Stagecoach Group's bus and rail companies supported the Royal British Legion's 2012 Poppy Appeal.

Uniformed Armed Forces personnel travelled free of charge on the Group's South West Trains and East Midlands Trains rail networks on London Poppy Day, while ex-Services rail employees were invited to wear their military decorations at work.

Stagecoach Supertram also offered free travel to Service personnel on its Sheffield tram network on November 1 and on Remembrance Day itself, as well as fitting trams

with large poppies.

At its UK Bus division, Stagecoach provided poppies for the 22,000 local bus staff who choose to wear them, thanks to donations from its operating companies in Scotland, England and Wales.

Meanwhile, in Perth, the company fitted big poppies to each of the 65 buses in its local fleet to support Poppyscotland's 2012 Scottish Poppy Appeal throughout November.

Two Stagecoach London buses – on routes 53 and 55 from south-east and east London into the centre of the city – were also decked out in poppy-themed livery to mark the annual Poppy Day events.

Standing up to Sandy

Stagecoach colleagues unite to provide a storming service

FROM the moment orders were given by the Governor to evacuate New Jersey's coastal communities, Stagecoach's team in North America got in gear to join the huge effort to combat the Hurricane Sandy superstorm.

Coach USA's Suburban Transit was among the first to step up to the plate to help. Located in New Brunswick, New Jersey, the company sent 50 buses to Atlantic City and neighbouring towns to bring people to safety at Rutgers University and other state operated shelters.

Fifty buses were sent by Suburban Transit to Atlantic City and neighbouring towns to bring evacuated people to safety at Rutgers University and other state-operated shelters.

When the storm hit, regular bus services in the North-east had to be cancelled. Much of the NJ TRANSIT rail system was disrupted and the New York City subway system was also affected.

But Suburban quickly resumed limited services within two days, and by Friday 2 November was operating a normal weekday schedule. At the same time, Suburban was running dozens of shuttle buses for companies like Goldman Sachs, Barclay Bank, JP Morgan and Bloomberg Financial Services as well as meeting all of the needs of its regular charter customers, including Princeton University, Monmouth University and numerous others.

The company also ran 40 buses on behalf of NJ TRANSIT from Ramsey Rt. 17 Station, and from the Meadowlands Sports Complex in East Rutherford, New Jersey, to a ferry terminal in Weehawken, NJ.

Olympia Trails, another Coach USA company based in Elizabeth, New Jersey, provided seven buses and drivers to operate a portion of the NJ TRANSIT park & ride service.

Coach Canada provided a total of 14 buses and 28 drivers from its facilities in Montreal and Peterborough.

John Emberson, President of Coach Canada and General Manager of the District which includes Suburban's operation, said: "The performance of Suburban's management was extraordinary. Suburban's President, Scott Sprengel, Operations Manager Brett Burke and Maintenance Director Al Freda worked around the clock to set up these operations. In spite of the many obstacles, they got the job done."

Supervisory personnel worked double shifts, while drivers volunteered to operate services under some horrendous road conditions. Two drivers, Lisa Johnston and Jarett Gustus, were particularly helpful in setting up the emergency services, including the necessary training and



The water rises in Bryony Chamberlain's street.

“Considering the working conditions, what that crew did to pull this operation, literally out of the mud, was incredible.”

field supervision. This entire operation was only possible as a result of an extraordinary team effort.

Coach USA's Shortline business also put in a huge effort to get its services restored quickly and run a full commuter service to New York City by the Wednesday after the storm hit.

Stagecoach's megabus.com coach service was forced to cancel around 550 trips covering a 14-state area in the North-east of the United States, plus Washington, DC and Toronto.

Bryony Chamberlain, Director of Operations for megabus.com North America, said: "In total, the disruption affected almost 30,000 customers."

"However, services were virtually fully operational by Thursday with the final routes being reinstated early on the Friday morning.

"Many of our staff were stuck for three or four days in hotels at the far end of the routes and



The Hoboken team who worked round the clock to get sightseeing services back on to the streets of New York.

communications with their families became difficult due to lack of power and mobile phone connections. Our Elizabeth depot, which also houses the main Customer Service Team, is near to Staten Island which is one of the worst affected areas. There were many stories of employees who lost their homes and property but many came in to work to try to find some normalcy in their lives.

“I thank all of our staff for making such efforts to keep our services running and our customers moving despite the impact that the storm had on their own lives. I can personally sympathize having spent three days unable to escape my apartment, surrounded by waist-high water. The service coordination and website information I could only do sitting outside in the cold plugged in to a lamppost that had a generator and I



SVLuma, Shutterstock.com

would have escaped a day earlier had I not been working on this as I missed the National Guard evacuating the building through the other entrance.”

The storm also impacted on the New York sightseeing bus operation run by the Group’s joint venture Twin America.

“Complete devastation.” That was first thought of Anthony Fasano, Gray Line New York’s Maintenance Manager, after he was finally allowed back into the New York Sightseeing bus depot in Hoboken.

There were 33 double-decker buses on the premises and six motor coach buses, all of which sustained salt water damage. Most of the equipment that was moved on top of desks ended up in the water anyway since all of the desks had been flipped by the currents. Tools, computers, filing cabinets and their contents were all destroyed.

But, despite all of the odds stacked against the Hoboken crew, they were able to get sightseeing services in New York City back up and running three days after the storm.

Jim Murphy said: “We began running a 24-hour operation on the Wednesday and ran that through the next two to three days with different people here, working around the clock to make this thing happen.”

“The houses of most of the crew were in a



The Twin America sightseeing buses took part in the relief operation.

bad condition,” said Operations Anthony Fasano. “Their families were dealing with struggles outside. Considering the working conditions, what that crew did to pull this operation, literally out of the mud, was incredible.”

The Hoboken team showed up at 5am, stayed as late as 11pm, and even overnight. When the crew showed up, they didn’t know what to expect. Their lockers had been submerged and all of the work clothes inside of them had been soaking in salty, oily water for two days, but they didn’t complain.

There’s no doubt that, when Hurricane Sandy struck in 2012, our employees proved yet again that they can rise to even the toughest challenges. Despite huge personal upheaval, they delivered for customers, local communities and our company.

You what?!

Overheard in the travel shop at Kirkcaldy Bus Station while two students were completing Unirider applications.

Student 1: "How long is our course?"

Student 2: "One year."

Student 1: "And what year are we in?"

Student 2: Shakes head and walks off...

Can you beat that? Send your weird and wonderful overheard comments to

lindsay.reid@stagecoachgroup.com



A special journey

AN EXCLUSIVE bus journey was a dream come true for two very important passengers.

Stagecoach West welcomed Jamie and Ollie – who both have leukaemia – on board a Routemaster for their private bus trip around Gloucester.

The boys both had a great time and enjoyed waving to passers-by as they toured the streets.

Jamie and Ollie are pictured enjoying their VIP journey with the help of Stagecoach's Roger Dewsbury.

David gets on his bike

DRIVER David Marno swapped his bus for a bike to raise a hefty sum for charity.

Ashford-based David (pictured) completed a sponsored cycle between Hastings and Ashford Depots, earning over £600 for AYME, the Association of Young People with ME.

Stagecoach gave £200 to the cause with the rest donated by David's sponsors.



Royal recognition for Stan

A CATERING Manager's taste for Army life continued long after he left the regulars.

Now Warrant Officer Stan Worthington has received extra-special recognition for his work with the 151 (London) Transport Regiment (Volunteers).

Stan, who works at Stagecoach London's West Ham Bus Depot, has just received the Queen's Warrant, which recognises experienced soldiers who often have specialist appointments and a senior management role focusing on the training, welfare and discipline of a company of up to 120 soldiers.

He joined 151 Regiment after 12 years as a regular soldier, during which time he trained as a chef and took part in tours of duty to Hong Kong, Kenya, Germany and Northern Ireland.

"I felt I had achieved everything that I wanted with the Army," said Stan.

"I had travelled the world and learned a trade but I missed the comradeship and, within three months of leaving the Army, I was knocking on the TA door. I have been a Reservist for 22 years.

"An Army really does march on its stomach. As



Warrant Officer Stan Worthington (left) receives the Queen's Warrant from Brigadier Bill O'Leary TD ADC Assistant Divisional Commander Theatre Troops.

Regimental Catering Officer I am in command of 12 chefs and am responsible for making sure that, when out in the field on exercise, the rations have been ordered and that the troops are well fed."



The engineering Rapid Response Team. Pictured, from left, are: Denise Hancock (Day Controller), Peter Robinson, Colin Coupland, Tony Barnes, Ben Coghlan and Blu Langley.

Golden performance

A STAGECOACH team has formed new friendships during a proud performance at the Olympic and Paralympic Games.

Staff from across the UK helped the 2012 Games become a huge success. A great example of this teamwork was the group of colleagues from Upton Park Depot, which served as the central maintenance facility and the heart of engineering for the Olympics and Paralympics.

Lifetime friendships were formed at the depot and everyone involved did a fantastic job in ensuring the transport operation was a success.

Jubilee joy

A COLOURFUL tribute to a Royal celebration has won national recognition.

Stagecoach South's Jubilee bus was recently named winner of Route One Magazine's annual livery competition.

The livery, designed by South East marketing assistant Kristina Gwynne, marked the Queen's Diamond Jubilee and received 30% of readers' votes to secure victory over stiff competition.





Railway reunion

▶ EAST Midlands Trains held a unique photocall recently, with a line-up of rolling stock from each class member of the East Midlands Trains fleet on display.

The special event marked the completion of a £30 million refurbishment of the entire fleet.

Pedal power

▶ A 500-MILE challenge raised £500 for a great cause.

South West Trains Guards Depot Manager Paul Wade cycled the route of The South Western Railway tour bus.



The sponsored event was for Link Leisure, which supports children and adults with learning disabilities, and Paul (pictured) thanked the many colleagues who supported him.

Bosses board the trams

▶ STAGECOACH Supertram bosses took the direct approach to find out what passengers thought of their services.

The managers boarded Sheffield trams during National Customer Service Week to meet customers and listen to their feedback.

Speaking beforehand, Supertram's Head of Customer Service, Claire Ansley, said: "We are looking forward to finding out more about what our customers are happy with and what they think we can improve on."

"We provide good-quality, affordable and reliable travel for around 44,000 people every day but we are always looking for ways we can improve our services to help attract even more people on to our network."

Chas and Dave get on board

▶ 'ROCKNEY' legends Chas and Dave have teamed up with East Midlands Trains to promote the train operator's great-value fares to London.

The much-loved duo appear on billboards and radio adverts throughout the East Midlands, encouraging people to 'Gertcha self' to London with East Midlands Trains.



New award in Best Stations

▶ AWARDS celebrating East Midlands Trains' best-performing stations also now celebrate the company's top people.

Now in its third year, the Best Station Awards included a new category to recognise the most Outstanding Personal Contribution made by a member of the station's teams.

That honour went to David Bradley from Spalding Station, who received the new award for his dedication and commitment, often in his own time, to ensuring the station is well maintained.

Highly Commended awards were presented to Jason Cocker from Sheffield, Gary Smedley from Nottingham and Ashok Mistry from Leicester.

Loughborough station picked up the award for Most Improved Station this year, with Uttoxeter also Highly Commended in this category.

In the Large Stations category, Sheffield was named as the winner, while Leicester received a Highly Commended award.



The East Midlands Trains Best Station Award winners.

For the second year running, East Midlands Parkway was named as Best Medium Station and the Highly Commended award was given to Loughborough.

Melton Mowbray was hailed as Best Small Station with Market Rasen Highly Commended, while Alsager picked up the Community Partnership Award, with Aslockton station Highly Commended.

Andy Moore, Head of Stations for East Midlands Trains, said: "It really was a tough task choosing the winners this year but we congratulate all the deserving winners in this year's Best Station Awards."

All change at Leicester

▶ RAIL passengers in Leicester are enjoying improved facilities thanks to a £6 million redevelopment scheme at the station.

The investment by Network Rail and East Midlands Trains has created 'a truly welcoming and attractive gateway' into the city of Leicester, said City Mayor Sir Peter Soulsby as he officially opened the new-look facility.

"Leicester Station is a fantastic building," added the Mayor, who's pictured (left) with Spencer Gibbens, Route Enhancement Manager for Network Rail and David Horne, Managing Director of East Midlands Trains.



Multi-million-pound rail boost for Dorset

▶ A HUGE new investment by South West Trains is bringing service improvements and new jobs.

The £23 million package covering 91 of SWT's fleet is set to improve accessibility for passengers with disabilities and create a state-of-the-art new paint shop that will boost the regional economy.

Train leasing company Porterbrook has awarded the contract for the work to South West Trains and the four-year programme of work will be

carried out at Bournemouth traincare depot in Dorset.

Construction and civil engineering company BAM Nutall has also started construction of a new £3.2 million paint shop at the depot, with completion scheduled in April 2013.

Both projects will result in 38 new full-time jobs at the depot and will mean that all maintenance, overhaul and repainting work can be carried out at Bournemouth for the first time.



Hastings drivers Pippa Sands, Tim Farrant, Scott Johnson and Alan Jeapes get into the spirit of Halloween.

Fright night

▶ **CREEPY** costumes were the order of the day as Stagecoach South East staff laid on extra buses to help Halloween revellers attend Hastings Bonfire Night.

Rachel Geliamassi, Operations Manager at Hastings Bus Depot, said: "We decided to get into the spirit of the event with some fancy dress and our drivers were out in force with their ghoulish outfits on show."

Elite athletes

▶ **TWO** Stagecoach North East colleagues were in the elite ranks of runners in this year's BUPA Great North Run.

David Wakefield and Sean Smith both finished in the top one per cent of competitors, with David placed 82nd (fourth out of the veterans) in a time of one hour 16 minutes and Sean placed 203rd at one hour 21 minutes.

Jodine Milne and Senga Crosby, based at the company's head office in Sunderland, also took part in the annual event, raising £1,000 for Grace House.

Stagecoach North East sponsored the Grace House vests and donated £200 to the charity for staff members' efforts.

What's the buzz?

▶ **A PILOT** project putting Stagecoach UK Bus on Twitter has been nominated for two top accolades at the 2012 Social Buzz Awards.

The Twitter feed carried news and views from East Scotland, Oxfordshire and Oxford Tube services, and has now been named as a finalist in the Best Use of Insight/Monitoring category.

It was also shortlisted for the Best Social Media Customer Service Strategy award at the awards, which take place on November 28 in London.

The driving force

▶ **STAGECOACH** Merseyside & South Lancashire helped make sure this year's Open Golf Championship at Royal Lytham and St Anne's went swingingly. Staff worked hard to operate services from the Park and Ride to the big event, and thanks are due to everyone involved.



The Stagecoach Open Golf team.

Top apprentices



The 2012 Apprentice of the Year winners.

▶ **YOUNG** colleagues have shone in Stagecoach's 2012 Apprentice of the Year awards.

The Year One winner was Stuart McMaster from West Scotland with Daniel Brace from South West in second place and James Thornborrow in third.

London apprentice Ryan Barnes came out top in Year Two, with Toby Prentice from South East in second and Josh Critten in third place.

For Year Three, Yorkshire's Izet Iseni took the top spot, closely followed by Rhys McKay from Bluebird in second place and Craig Carter from West in third.

Pulling power

▶ **CHARITY** fundraisers with a lot of pulling power were given a helping hand by Stagecoach London.

The company supplied a double-decker for a charity bus pull in Bromley which raised over £3,000 for Harris HospisCare's Team Jake Appeal.

The charity offers free support to people with cancer and other life-limiting conditions throughout Bromley, and Stagecoach's Bromley garage was delighted to help.

The company has also donated a bus to the NHS to be used in a smoking awareness campaign.



Taking the strain: The charity bus pullers in action.

A vintage event



Vintage buses grace the Goodwood Revival.

▶ **VINTAGE** buses added a suitably nostalgic note to this year's Goodwood Revival historic racing event.

Stagecoach South operated the vintage buses, sourced from a number of Stagecoach companies, to help visitors attend the event.

Adam Keen, Operations Manager at Chichester said: "Passengers enjoy travelling on historic buses which are staffed by drivers wearing period dress.

"The feedback we receive is always positive and the collaboration between Goodwood and ourselves has resulted in one of the most unique and interesting bus routes in the UK".



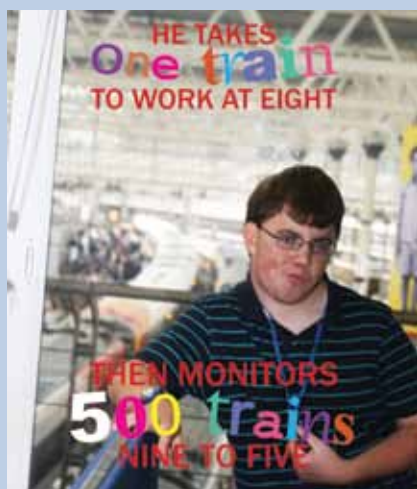
Picture of the Season

► This edition's winning Picture of the Season was taken by Andy Small, who works for East Midlands Trains at Leicester Station. It shows an EMT Meridian train at Cooks Lane (between Market Harborough and Leicester).

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

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

Inspiring aspirations



► A RAIL enthusiast who turned his interest in trains into a full-time job is helping to inspire others.

South West Trains/Network Rail Alliance employee David Mason (above) is appearing in a promotional campaign for the Aspirations for Life campaign, which helps people with learning disabilities to find paid employment.

David impressed his bosses during work placements at Network Rail while he was still at school. This led to a permanent post, and he now features on campaign posters on display at Waterloo Station.

Colours of the rainbow

► A COLOURFUL new information service is keeping South West Trains passengers up to speed on their journeys.

The recently launched online Rainbow Board uses a colour-coded panel to display an at-a-glance summary of how the South West Trains network is running.

"With minute-by-minute updates provided by our operations control team, passengers will be able to easily access the latest information about their train service," said Adam Piddington, Head of Information and Customer Experience for the South West Trains/Network Rail Alliance.

Community spirit

► EAST Midlands Trains and South West Trains collected no less than nine awards at this year's Community Rail Awards.

At East Midlands Trains, the Derwent Valley Line received three accolades including first prize in the category of small projects for its 'Get on track for great school trips' project to encourage school children to try the train.

The team also picked up a second-place award for the marketing of this project, and a third place for best marketing publication for its 'Where will you go tonight?' promotional leaflet.

The Peak Rail Shop and Information point at Matlock station collected a second place award for 'Best Station Retail Outlet' and was also

highly commended for best station development. Alsager station on the North Staffordshire Community Rail Line won second place for Best Station Adoption Group.

South West Trains' Lymington-Brockenhurst Community Rail Partnership won a second place award under 'Community Art Schemes' for its 'Show the Way - Rail Trail' Art Project.

Meanwhile, there were two more awards for initiatives on the South West Trains route, with Sandown station picking up third place for its new community cafe 'The Larder and Pie House' and Christchurch station for 'Best Community Rail Event' for its celebration of the 150th anniversary of the railway in Christchurch.



Carlisle Operations Manager Bob Cook presents Valerie with her prize.

Hundred reasons to celebrate

► ONE hundred was a lucky number for Cumbria customer Valerie Hind.

Valerie was the hundredth winner in series of competitions held to mark the company's 100 years of service in the area.

Concessionary travel card holders simply collected and submitted 15 concessionary travel tickets issued on Stagecoach bus services in Carlisle in the month of September.

After receiving her prize of Love to Shop vouchers worth £40, a delighted Valerie revealed: "This is the first time I've entered as I told my niece about it last month and she won! I couldn't believe it.

"The vouchers will certainly be of use coming up to Christmas."

Axminster earns highest ranking

► AXMINSTER Station has been named Best Medium Station of the Year in the 2012 National Rail Awards.

The South West Trains station beat off stiff competition from stations from across the country to win the accolade.

"This is great recognition for the team," said Glen Hatherley, Station Manager for South West Trains.

"As a key focal point for the local community in Axminster, we are determined to keep building on this success and we'll be making sure our award is displayed in pride of place at the station."



Steve Rooks is thankful to reach the Great North Run finish line.

Keep on running

► A DEBUT appearance in the Great North Run has raised some £700 for Action Medical Research.

Bus driver Steve Rooks finished his first half marathon in 2 hours 49 minutes, and his employers Stagecoach Midlands donated £290 towards his sponsorship appeal.

Big turn-off cuts carbon

▶ A BIG turn-off proved to be a great experience for Stagecoach North East.

During a recent bank holiday, the company asked its depots to take part in the Big Switch Off – shutting down every non-essential piece of electrical equipment.

The challenge was to reduce energy consumption to less than that used by the company on Christmas Day 2011.

The winner was Hartlepool Depot, which slashed its energy usage by an impressive 42%.

The depot was rewarded with £1000 from the company which it chose to donate to Macmillan Cancer Support.

“This challenge proves that, by simply turning off a few switches, a great energy saving can be achieved,” said Sandy Gallacher, Operations Manager for Hartlepool.

Staff saddle up for bike scheme

▶ MORE and more Stagecoach colleagues are enjoying a healthier, more sustainable lifestyle by cycling to and from work.

Almost 1500 employees – from bus drivers and support staff to those working at Stagecoach’s Group headquarters in Perth – have benefited from £1 million worth of new bikes in less than a year, thanks to the company’s Cycle to Work Scheme.

Staff can choose from more than 140 bicycles, including mountain bikes, hybrids and road bikes, up to a total value of £1,000.

Stagecoach UK Bus Managing Director Les Warneford said: “This is proving to be a very successful scheme and I’m delighted that so many of our employees have taken advantage of the offer.”



▶ STAGECOACH in Lancaster has launched an improved service on its 2/2a route which is now serviced by new double-decker buses with free Wi-Fi access on board.

Green groundwork

▶ A SHINING example set by Stagecoach Manchester has been rewarded with some environmental silverware.

The company’s work to make Manchester a cleaner, greener city was recently recognised by community charity Groundwork, bestowing its silver Environmental Business Pledge award.

After achieving the bronze pledge award last

year, Stagecoach Manchester has continued to reduce the impact of its operations on the environment.

Managing Director Christopher Bowles said: “As a transport provider we take our environmental responsibilities very seriously and being presented with the silver award is a fantastic achievement for everyone who works at Stagecoach Manchester.”



Buses on Stagecoach Midlands’ Warwick University route are greener than ever.

Go to the top of the class

▶ WARWICK University students are enjoying greener travel, thanks to a £1.6 million investment in eco-friendly measures.

Stagecoach Midlands bought 10 new buses for its Warwick University service, replacing most of the existing fleet with state-of-the-art, low-floor, easy-access vehicles built to the highest environmental standards.

The new vehicles also boast free Wi-Fi access, allowing travellers on the route to stay online whilst they are on the move.



Driving down carbon emissions: One of some 1000 Stagecoach set to run on cleaner, greener fuel.

Scottish fleets find the right formula for a greener future

▶ BUS travel is set to become even more eco-friendly north of the border, thanks to Stagecoach’s plans to further cut its carbon emissions.

Over 1000 vehicles in Stagecoach East Scotland and Stagecoach West Scotland’s fleets are to run on cleaner, greener fuel.

The new B30 fuel system uses a

specially blended mix of 30% biofuel and 70% standard diesel, reducing the impact of both companies on the environment.

These buses and coaches previously used a mix of 5% biofuel and 95% diesel, and the new formula is expected to cut CO₂e (carbon dioxide equivalent) emissions from these vehicles by up to 22%.



Gray Line New York has earned a Tourist Sightseeing Award from the New York City Association of Hotel Concierges.

Gray Line is top of the heap

▶ **START spreading the news – Gray Line New York is making a big impression in the Big Apple!**

The bus tour company has just been awarded the Tourist Sightseeing Award at the 6th Annual Concierge Choice Awards after impressing judges with its exciting and unique opportunities for the 50 million tourists who visit New York City every year.

The awards – held by the New York City Association of Hotel Concierges – honour the city's most elite companies, organisations and individuals who create exceptional experiences for visitors.

"We are truly honoured by this award as we are constantly striving to provide new and innovative ways to entertain New York's many visitors," said David W. Chien, Marketing Director of Gray Line New York.

"Thank you to all members of New York City Association of Hotel Concierges. We are by your side and together we will do great things in 2013!"

North to south

▶ **A 600-mile inter-city marathon raised more than £2200 for charity.**

Kenneth Monaghan of Stagecoach West Scotland cycled from Edinburgh to London – via Glasgow, Belfast, Dublin and Cardiff – to raise funds for the Myotubular Trust.

He has issued a big thank you to everyone who sponsored him.

Bake-off boost

▶ **A BIG-HEARTED bake-off proved a tasty way to raise funds for charity.**

MacMillan Cancer Support benefited from a baking sale and dress-down day held by staff at Stagecoach HQ in Perth.

The event raised £380 which was generously matched by the company. Thanks to all who donated and bought.

Coach company expands across USA

▶ **COACH USA has completed its purchase of nine Coach America companies.**

The addition of these companies means Coach USA now operates more than 2500 buses across 30 companies in North America – making it one of the largest providers in the bus industry.

Meanwhile, one of the recently purchased companies – Coach USA Elko, Nevada – has been nominated for the prestigious 2012 Best Mining Related Company Award.

This is one of the most highly regarded transportation awards in the region and recognises consistently delivered quality services in often challenging off-road terrain.



Forces get on board

▶ **MEGABUS.COM went the extra mile to support a recent military marathon.**

The company provided free transport to sponsor the Navy and Air Force marathon in Washington DC, helping runners get to the start line.

Early bird catches the worm

▶ **EARLY mornings were key for Coach USA employee Amarjeet Jammu as he studied for his Certified Public Accountants (CPA) qualification.**

Amerjeet moved to America from India in 2008 and, concerned about the slowdown in the US economy, he decided to study for US qualifications.

He and his family saved for a year to cover exam fees and study materials, then Amarjeet spent a year getting up at 4am to study before work.

He was delighted to pass his exam and said: "Today I feel very confident about myself and still wake at 4am looking for the next challenge in life when most people are sleeping."



Coach USA employee Amarjeet Jammu got up before dawn to make time for his studies.



Milan (left) receives his trophy from Joe Gillis, President of Northwest Motorcoach Association.

Milan's a Rodeo star

▶ **MILAN Lawrence, a Driver Trainer from Raz Transportation in Portland Oregon, took first place in the Northwest Motorcoach Association's Driver Education and Bus Rodeo competition.**

Competing in the event for the first time, Milan brought home the trophy for Raz Transportation after beating 12 other drivers in the competition.

Milan is now on loan to the Anaheim facility in California, assisting with their Megabus driver training.

Chuck touches down with football fans

▶ **MEGABUS.COM colleagues have kicked off a new campaign to tell football fans about their great services.**

Since 2010 the company has been meeting college students face-to-face at tailgating events, where fans enjoy food and drink served from the tailgate of their cars at football games.

This season, teams of megabus.com representatives – and mascot Chuck – will educate football fans about the intercity express bus service and distribute megabus.com-branded items at nine major universities including Ohio State University, Georgia Tech and University of Iowa.



megabus.com US mascot Chuck spreads is a big hit with football fans at a tailgating event.

Wanderer boosts good causes



The Worth Valley Wanderer raised cash for Samaritans and Weston Park Hospital.

▶ EAST Midlands Trains has again used one of its trains to raise valuable funds for charity.

Following the success of the Mid-Norfolk Marauder, which raised more than £24,000 for the Railway Children's Charity in 2011, the company arranged for The Worth Valley Wanderer to carry out a special service in aid of Samaritans and the Weston Park Hospital in Sheffield and raised a huge £37,000.

New commercial roles

▶ STAGECOACH has announced that Group IT Director Alistair Smith has been appointed to the wider role of Director of Commercial and IT for Stagecoach Group.

Meanwhile, Stephanie Rivet has joined the business as Head of Commercial for Stagecoach Group.

Stephanie, who joins from Virgin Rail Group, will report to Alistair Smith and will support the Group's commercial development across its different divisions in the UK and North America.



Loyal service

▶ MORE than two centuries of service was celebrated by Stagecoach Bluebird recently.

Current and recently retired employees gathered for a special Long Service Dinner in Aberdeen.

Golden celebration

▶ STAGECOACH East Midlands has helped celebrate the success of the region's Olympic and Paralympic athletes.

In Hull, a bus was painted gold to hail the success of the gold medallist boxer Luke Campbell, who was also given a ticket to ride free on all Stagecoach buses in the East Midlands.

Meanwhile, in Nottinghamshire, Stagecoach helped gold medal-winning Paralympic athlete Richard Whitehead tour the county on a specially prepared open-top bus.



A triumphant Luke Campbell graces the specially decorated bus.

Bridget's service spans 55 years



▶ VETERANS of Stagecoach South East were given recognition and thanks at a recent long service award ceremony.

Bridget Harris was honoured for no less than 55 years' service, having worked for the company since she was 16 years old.

Bridget has always worked as administrative clerk and has strongly supported many Operations Managers over the years.

Bridget Harris, pictured with her partner Brian Harper (centre), is congratulated by Stagecoach South East Managing Director Paul Southgate.

▶ HUNDREDS of Londoners accepted an open invitation to tour two of the capital's bus garages.

Stagecoach London's West Ham and Leyton Garages both held open days, with West Ham welcoming over 200 visitors and some 1500 people attending Leyton Garage as it celebrated its centenary year.

An open top bus route linked the two sites, and the popular event included a drive-through tour of West Ham depot, giving passengers a chance to see its state-of-the-art facilities.

Open invitation



Stagecoach South's Queen Mary Leyland takes visitors past the line-up at West Ham.



Competition winners with Lord Provost Bob Duncan, Jonny Milligan of Dundee Travel Active, Sarah Longair, Operations Director, Stagecoach East Scotland and Sarah Elliott, Marketing Manager, Stagecoach East Scotland.

The art of green travel

▶ PRIMARY pupils have been taking some eco-friendly facts on-board.

The Dundee children learned about the benefits of walking, cycling and using the bus, thanks to Stagecoach Strathtay and Dundee Travel Active.

The pupils were also asked to design a poster highlighting the benefits of using public transport, and winning artwork from each school was proudly displayed on Dundee buses.

John goes the extra mile

➤ A BUS driver's dedication to fundraising has received special recognition from the Meningitis Trust..



With the support of Stagecoach West, John Evans from Stroud organises transport to enable fundraising volunteers to complete different sections of the Five Valleys Walk which takes place each September.

John, who is involved in four months of planning for the event, starts his event day routine at 6am and works tirelessly until all vehicles have been locked back in the depot at night.

As a special thank you for his commitment and support, he was recently presented with a picture frame and gift card by Sue Davie, Chief Executive Officer of the Meningitis Trust.

Half-century celebrations

➤ LIVERPOOL'S Gillmoss bus depot turned back the clock to celebrate the 50th anniversary of its opening.

Stagecoach Merseyside marked the special occasion by bringing back some of the depot's original buses and presenting some items of memorabilia to staff.

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 December 14, 2012.



The quickfire round - Mike Waters

Coach USA/Megabus

- **Who are you?**
Mike Waters, Coach USA/Megabus, Senior Director, Business Development/West.
- **What do you like most about your job?** All of it. Being part of a new, expanding service.
- **What do you like least about your job?** Delayed flights and rude TSA inspectors (is there any other kind?).
- **Favourite TV show?** Cold Case – the bad guy always gets it in the end!
- **Biggest achievement?** Fathering two boys who have done well and are good people.
- **Worst job?** A bus cleaner cleaning out ski trip buses in the 60s.
- **Most embarrassing moment?** As happens with advancing age, forgetting my PIN number on what seems a regular basis!
- **Dream Job?** I love cooking so it has to be a chef.
- **Favourite animal?** Has to be cats – my wife can't seem to have a house without at least three of them.
- **Most like to be stuck in a lift with?** Bill Clinton. While being a Republican, I think he appears to be extremely intelligent and would likely make for a very interesting conversation on life and government.



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



Operations Manager Frank Price and Assistant Operations Manager Barnaby Crowley.

Barnaby on board

➤ STAGECOACH North East has appointed graduate Barnaby Crowley as Assistant Operations Manager at its Stockton Depot.

Barnaby (23) comes to Stockton from Stagecoach South, where he completed the first year of his Graduate Programme.

Frank Price, Operations Manager, Stockton Depot Stagecoach North East, said: "Barnaby has shown great understanding of the industry during his time with the company and his promotion to Assistant Operations Manager was a natural progression."

Like father, like son

➤ EIGHTEEN-year-old Richard Summers has become one of the youngest bus drivers in the South West after following in his dad Chris's footsteps to join Stagecoach.

Richard, who has already proved to be a skilled driver and a valued member of the team, said: "All the passengers keep asking if I'm old enough to drive a bus!"

"I really love it here. I am so chuffed to be a bus driver and to be working with my dad."



Eighteen-year-old Richard Summers is one of the South West's youngest drivers.

James delighted to face fresh challenge

➤ A FORMER mechanical apprentice has shifted up a gear in his Stagecoach career.

James Hudson has just become assistant engineering manager with Stagecoach Yorkshire, based at the company's Barnsley Depot on Wakefield Road.

"I'm very much looking forward to my new role with Stagecoach," said James.

"The company operates a huge network and fleet of vehicles in the region and I am delighted to be part of such a strong team of engineers."



Stagecoach Yorkshire's new assistant engineering manager James Hudson.