

# East Newswire...

Keeping you up-to-date with what's happening across East... 15 August

We are  
stronger together



## Latest News

**What's hot - and what the press say about it.**

### **Peterborough bus operator shortlisted in two awards categories**

Peterborough's biggest bus operator has been shortlisted as finalists in two categories for a prestigious local awards scheme. Stagecoach East has been shortlisted in the category for Business of the Year and the Award for Collaboration - for its work on Businesses Against Abuse BAA) - at the Cambridge Independent Business Awards 2025.

**Read more:** <https://www.peterboroughtoday.co.uk/business/peterborough-bus-operator-shortlisted-in-two-awards-categories-5269946>

### **All the ways to save on bus travel in Cambridgeshire with new fares**

Bus passengers are being urged to check the best ticket for their journey ahead of new fares being brought in across Cambridgeshire. Stagecoach East says the changes will be made from August 31 and mean adults can now get unlimited travel "for less than the price of a high-street latte".

**https://www.cambridge-news.co.uk/news/local-news/ways-save-bus-travel-cambridgeshire-32204515**

### **Beds bus operator simplifies fares to make journey planning easier**

Bedfordshire and Cambridgeshire's biggest bus operator is set to simplify its fare, across the region, in a big to it easier for customer to plan their journeys.

**Read more:** <https://www.bedfordtoday.co.uk/travel/beds-bus-operator-simplifies-fares-to-make-journey-planning-easier-5262601>

### **Stagecoach East bus drivers climb Mount Snowdon for Magpas**

A mountain climb has raised more than £2,600 for a life-saving charity that operations across the region. Stagecoach East bus drivers Adam Backshall, Lewis Freemantle, and Ross Burton took on the challenge of climbing Mount Snowdon, the highest peak in Wales at 3,560 feet.

**Read more:** <https://www.huntspost.co.uk/news/25352298.stagecoach-east-bus-drivers-climb-mount-snowdon-magpas/>

We do the  
right thing



## Performance Stats

**Reliability and punctuality figures from across East**  
**(Remember: we operate over 250,000 miles each week!)**

\* Service operated \*\* Start time compliance from start of journey

We plan  
for the future



	July			
	Bedford	Cambridge	Fenstanton	Peterborough
Reliability *	99.50%	97.50%	99%	99.20%
Punctuality **	86%	91%	94%	88%

# Customer Voice

What our customers say about our colleagues and services.



"I was on the X5 this morning when we were waiting for a few hours on the A421 after a car crash. I wanted to say that the bus driver (sorry, I do not know his name but he had a tattoo and brown hair) went above and beyond to reassure all passengers and keep us informed at all times. He made sure we were all aware of the situation, kept us comfortable and really made an effort in difficult circumstances (a three hour wait!). He was truly amazing & a credit to Stagecoach. I'm so grateful. He acted amazingly in such awful circumstances, made sure we got where we needed to be & stayed so positive and friendly throughout. I couldn't say thank you enough to him. Please please can you pass on my thanks and compliments as its people like him that make the world go around. You should be very proud that you have such a lovely and kind man working for you. I hope he's had a less stressful day. (I was the girl in the black puffer coat with glasses.) Again, I really can't express my thanks enough to him."

"He was very helpful when I struggled to wheel a wheelchair on. He helped me without me having to ask. He was friendly and polite."

"Great driver, great customer service. He knows the roads well and you feel safe with him whatever the weather."

"He was polite, arrived on time and got to Tesco's quickly and it was a very enjoyable and pleasant journey :)"

"The bus was amazingly on time to pick me up and was overall quick. The driver was very nice throughout."

"The bus driver went today was utterly brilliant. The gentleman I was supporting is in a motorised wheelchair and really struggles with getting on buses (particularly because his chair is very wide and long). The bus driver we had was so patient and kind. He really went out of his way to make sure that Sam and I felt in no rush and stepped in to make sure that Sam was able to get on the bus properly."

"So lovely, so friendly and so so funny! Was especially so kind to my Grandma and to my Uncle who has learning needs. Really patient!"

"The driver helped another passenger by letting them know there was a number 3 bus after overhearing the passenger saying he was waiting for one. Didn't have to and just thought it was nice of him."

## Snapshot of the Week

Stagecoach East shortlisted at the Cambridge Independent Awards

