



## Network Performance

Financial Year 2017/18  
1st April 2017 - 31st March 2018

	2017/18	2016/17	2015/16
<b>All Buses</b>			
Vehicle kms scheduled (million)	499.6	507.9	506.7
% Vehicle kms operated	98.1%	97.4%	97.2%
% Kms lost for staff reasons	0.1%	0.1%	0.1%
% Kms lost for mechanical reasons #	0.4%	0.5%	0.4%
% Kms lost for traffic reasons #	1.4%	2.0%	2.3%
Vehicle kms operated (million)	490.3	494.7	492.5
<b>All Buses</b>			
Bus Speeds (mph)	9.29	9.24	9.31
<b>High Frequency Services</b>			
Average scheduled wait (minutes)	5.05	4.98	4.94
Average excess wait (minutes)	0.96	1.10	1.15
Average actual wait (minutes)	6.01	6.07	6.09
% Chance of waiting <10 mins	82.1%	81.5%	81.3%
% Chance of waiting 10-20 mins	16.3%	16.6%	16.7%
% Chance of waiting 20-30 mins	1.4%	1.6%	1.7%
% Chance of waiting >30 mins	0.2%	0.3%	0.3%
<b>Low Frequency Services</b>			
% Departing on time	82.3%	80.1%	80.6%
% Departing early	1.4%	1.5%	1.3%
% Departing 5-15 mins late	12.9%	14.2%	13.9%
% Non arrival	3.4%	4.2%	4.1%
<b>Night Buses</b>			
% Departing on time	90.2%	87.9%	85.5%
EWT	0.55	0.62	0.76
<b>Customer Satisfaction (score out of 100)</b>			
Overall satisfaction	86	86	86
<b>Specific Aspects :</b>			
1. Personal safety & security at bus stops	86	87	87
2. Personal safety & security on bus	89	89	89
3. Crowding	84	84	83
4. Reliability	84	84	84
5. Information	82	83	81
6. State of repair of bus	86	86	87
7. Cleanliness	84	84	85
8. Bus stations	80	79	78
9. Bus stops & shelters	83	84	84
10. Smoothness of ride	84	84	84
11. Staff behaviour	88	89	88
12. Value for money	79	75	73

# Includes a generally small amount of kilometres lost for miscellaneous reasons.