

Network Performance

Financial Year 2018/19
01 April 2018 to 31 March 2019

	2018/19	2017/18	2016/17
All Buses			
Vehicle kms scheduled (million) **	489.2	499.6	507.9
% Vehicle kms operated	98.12%	98.10%	97.40%
% Kms lost for staff reasons	0.10%	0.10%	0.10%
% Kms lost for mechanical reasons #	0.43%	0.40%	0.50%
% Kms lost for traffic reasons #	1.34%	1.40%	2.00%
Vehicle kms operated (million) **	480.1	490.3	494.7
All Buses			
Bus Speeds (mph)	9.28	9.29	9.24
High Frequency Services			
Average scheduled wait (minutes)	5.12	5.05	4.98
Average excess wait (minutes)	0.95	0.96	1.10
Average actual wait (minutes)	6.07	6.01	6.07
% Chance of waiting <10 mins	81.8%	82.1%	81.5%
% Chance of waiting 10-20 mins	16.6%	16.3%	16.6%
% Chance of waiting 20-30 mins	1.4%	1.4%	1.6%
% Chance of waiting >30 mins	0.2%	0.2%	0.3%
Low Frequency Services			
% Departing on time	82.3%	82.3%	80.1%
% Departing early	1.3%	1.4%	1.5%
% Departing 5-15 mins late	12.9%	12.9%	14.2%
% Non arrival	3.5%	3.4%	4.2%
Night Buses			
% Departing on time	90.9%	90.2%	87.9%
EWT	0.59	0.55	0.62
Customer Satisfaction (score out of 100)			
Overall satisfaction	85	86	86
Specific Aspects :			
1. Personal safety & security at bus stops	86	86	87
2. Personal safety & security on bus	88	89	89
3. Crowding	83	84	84
4. Reliability	82	84	84
5. Information	82	82	83
6. State of repair of bus	85	86	86
7. Cleanliness	83	84	84
8. Bus stations \$	83	80	79
9. Bus stops & shelters	84	83	84
10. Smoothness of ride	84	84	84
11. Staff behaviour	88	88	89
12. Value for money	80	79	75

Results are reported using financial quarters.

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

\$ Bus Stations evaluation score for CSS is based on an annual survey, the latest being carried out in Q1 2017-18