

Network Performance

Financial Year 2019/20
01 April 2019 to 31 March 2020

	2019/20	2018/19	2017/18
All Buses			
Vehicle kms scheduled (million) **	486.0	490.5	499.6
% Vehicle kms operated	97.84%	98.13%	98.10%
% Kms lost for staff reasons	0.20%	0.10%	0.10%
% Kms lost for mechanical reasons #	0.46%	0.43%	0.40%
% Kms lost for traffic reasons #	1.06%	1.34%	1.40%
Vehicle kms operated (million) **	475.5	481.3	490.3
All Buses			
Bus Speeds (mph)	9.27	9.28	9.29
High Frequency Services			
Average scheduled wait (minutes)	5.21	5.12	5.05
Average excess wait (minutes)	0.95	0.95	0.96
Average actual wait (minutes)	6.16	6.07	6.01
% Chance of waiting <10 mins	81.2%	81.8%	82.1%
% Chance of waiting 10-20 mins	17.2%	16.6%	16.3%
% Chance of waiting 20-30 mins	1.4%	1.4%	1.4%
% Chance of waiting >30 mins	0.2%	0.2%	0.2%
Low Frequency Services			
% Departing on time	83.3%	82.3%	82.3%
% Departing early	1.4%	1.3%	1.4%
% Departing 5-15 mins late	11.8%	12.9%	12.9%
% Non arrival	3.4%	3.5%	3.4%
Night Buses			
% Departing on time	90.2%	90.9%	90.2%
EWT	0.63	0.59	0.55
Customer Satisfaction (score out of 100)			
Overall satisfaction	85	85	86
Specific Aspects :			
1. Personal safety & security at bus stops	86	86	86
2. Personal safety & security on bus	88	88	89
3. Crowding	83	83	84
4. Reliability	81	82	84
5. Information	81	82	82
6. State of repair of bus	86	85	86
7. Cleanliness	83	83	84
8. Bus stations	83	83	80
9. Bus stops & shelters	84	84	83
10. Smoothness of ride	84	84	84
11. Staff behaviour	88	88	88
12. Value for money	81	80	79

Results are reported using financial quarters.

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