

Network Performance

1st Quarter 2020/21

01 April - 26 June 2020

	Qtr 1 2020/21	Qtr 1 2019/20	Qtr 1 2018/19
All Buses			
Vehicle kms scheduled (million) **	100.4	109.3	112.2
% Vehicle kms operated	99.18%	98.00%	98.30%
% Kms lost for staff reasons	0.22%	0.08%	0.05%
% Kms lost for mechanical reasons #	0.22%	0.36%	0.42%
% Kms lost for traffic reasons #	0.38%	1.56%	1.22%
Vehicle kms operated (million) **	99.6	107.2	110.3
All Buses			
Bus Speeds (mph)	10.85	9.29	9.27
High Frequency Services			
Average scheduled wait (minutes)	6.40	5.16	5.09
Average excess wait (minutes)	0.46	0.88	0.94
Average actual wait (minutes)	6.86	6.04	6.04
% Chance of waiting <10 mins	76.1%	82.0%	81.9%
% Chance of waiting 10-20 mins	22.4%	16.6%	16.5%
% Chance of waiting 20-30 mins	1.4%	1.3%	1.4%
% Chance of waiting >30 mins	0.1%	0.2%	0.2%
Low Frequency Services			
% Departing on time	91.6%	84.7%	82.0%
% Departing early	2.5%	1.2%	1.2%
% Departing 5-15 mins late	4.7%	11.2%	13.3%
% Non arrival	1.2%	2.9%	3.6%
Night Buses			
% Departing on time	95.5%	90.3%	89.9%
EWT	0.60	0.54	0.58
Customer Satisfaction (score out of 100)			
Overall satisfaction	n/a	n/a	n/a
Specific Aspects :			
1. Personal safety & security at bus stops	n/a	n/a	n/a
2. Personal safety & security on bus	n/a	n/a	n/a
3. Crowding	n/a	n/a	n/a
4. Reliability	n/a	n/a	n/a
5. Information	n/a	n/a	n/a
6. State of repair of bus	n/a	n/a	n/a
7. Cleanliness	n/a	n/a	n/a
8. Bus stations	n/a	n/a	n/a
9. Bus stops & shelters	n/a	n/a	n/a
10. Smoothness of ride	n/a	n/a	n/a
11. Staff behaviour	n/a	n/a	n/a
12. Value for money	n/a	n/a	n/a

Results are reported using financial quarters.

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

Customer Satisfaction data is not available for this quarter due to the London wide social distancing following the outbreak of Covid-19 virus.