

Network Performance

Financial Year 2020/21
01 April 2020 to 31 March 2021

	2020/21	2019/20	2018/19
All Buses			
Vehicle kms scheduled (million) **	470.8	486.0	490.5
% Vehicle kms operated	98.74%	97.84%	98.13%
% Kms lost for staff reasons	0.19%	0.19%	0.10%
% Kms lost for mechanical reasons #	0.32%	0.46%	0.43%
% Kms lost for traffic reasons #	1.52%	1.52%	1.34%
Vehicle kms operated (million) **	464.9	475.5	481.3
All Buses			
Bus Speeds (mph)	10.27	9.30	9.28
High Frequency Services			
Average scheduled wait (minutes)	5.51	5.21	5.12
Average excess wait (minutes)	0.61	0.95	0.95
Average actual wait (minutes)	6.12	6.16	6.07
% Chance of waiting <10 mins	81.7%	81.2%	81.8%
% Chance of waiting 10-20 mins	17.2%	17.2%	16.6%
% Chance of waiting 20-30 mins	1.0%	1.4%	1.4%
% Chance of waiting >30 mins	0.1%	0.2%	0.2%
Low Frequency Services			
% Departing on time	89.5%	83.3%	82.3%
% Departing early	2.1%	1.4%	1.3%
% Departing 5-15 mins late	6.5%	11.8%	12.9%
% Non arrival	1.9%	3.4%	3.5%
Night Buses			
% Departing on time	94.9%	90.1%	90.9%
EWT	0.34	0.64	0.59
Customer Satisfaction (score out of 100) *			
Overall Customer Satisfaction	77	85	85
Bus Station / Stop satisfaction			
Cleanliness	69	83	83
Information / Electronic countdown	56	81	82
State of repair	74	83	83
Crowding	71	83	83
Your personal safety	76	86	86
Wait time for your bus	74	81	82
The ability to social distance	72	n/a	n/a
The availability of hand sanitiser (Bus station)	48	n/a	n/a
On Bus satisfaction			
Cleanliness	73	83	83
Information	75	81	82
Crowding	71	83	83
Comfort	73	n/a	n/a
Temperature	73	n/a	n/a
State of repair	77	86	85
Availability of seats	78	n/a	n/a
The ability to social distance	71	n/a	n/a
Journey time (not including waiting)	79	n/a	n/a
Your personal safety	77	88	88
Smoothness of journey	77	84	84
Ease of getting on and off	81	n/a	n/a
Approachability and helpfulness of the driver	71	88	88
Delays	13.7%	n/a	n/a
Valued as a customer	74	n/a	n/a
In control of your journey	72	n/a	n/a
First bus	93.7%	n/a	n/a
Face covering satisfaction			
Respondent wearing face covering	97.1%	n/a	n/a
Other customers wearing face covering*	77.7%	n/a	n/a
Satisfaction with other customers wearing face covering correctly	69	n/a	n/a
TfL's enforcement of rules on wearing face covering	65	n/a	n/a

Results are reported using financial quarters.

* Only partial CSS data available for Year 2020-21 (Q2 to Q4).

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