

Network Performance

Financial Year 2021/22
01 April 2021 to 31 March 2022

	2021/22	2020/21	2019/20
All Buses			
Vehicle kms scheduled (million) **	485.5	470.8	486.0
% Vehicle kms operated	97.86%	98.74%	97.84%
% Kms lost for staff reasons	0.48%	0.19%	0.19%
% Kms lost for mechanical reasons #	0.45%	0.32%	0.46%
% Kms lost for traffic reasons #	1.21%	1.52%	1.52%
Vehicle kms operated (million) **	475.1	464.9	475.5
All Buses			
Bus Speeds (mph)	9.58	10.27	9.30
High Frequency Services			
Average scheduled wait (minutes)	5.24	5.51	5.21
Average excess wait (minutes)	0.90	0.61	0.95
Average actual wait (minutes)	6.14	6.12	6.16
% Chance of waiting <10 mins	81.5%	81.7%	81.2%
% Chance of waiting 10-20 mins	17.0%	17.2%	17.2%
% Chance of waiting 20-30 mins	1.3%	1.0%	1.4%
% Chance of waiting >30 mins	0.2%	0.1%	0.2%
Low Frequency Services			
% Departing on time	84.4%	89.5%	83.3%
% Departing early	1.8%	2.1%	1.4%
% Departing 5-15 mins late	10.6%	6.5%	11.8%
% Non arrival	3.2%	1.9%	3.4%
Night Buses			
% Departing on time	90.6%	94.9%	90.1%
EWT	0.58	0.34	0.64
Customer Satisfaction (score out of 100) *			
Overall Customer Satisfaction	78	77	85
Bus Station / Stop satisfaction			
Cleanliness	69	69	83
Information / Electronic countdown	59	56	81
State of repair	75	74	83
Crowding	71	71	83
Your personal safety	77	76	86
Wait time for your bus	73	74	81
The ability to social distance	71	72	n/a
The availability of hand sanitiser (Bus station)	49	48	n/a
On Bus satisfaction			
Cleanliness	71	73	83
Information	74	75	81
Crowding	69	71	83
Comfort	72	73	n/a
Temperature	73	73	n/a
State of repair	76	77	86
Availability of seats	75	78	n/a
The ability to social distance	67	71	n/a
Journey time (not including waiting)	78	79	n/a
Your personal safety	77	77	88
Smoothness of journey	77	77	84
Ease of getting on and off	80	81	n/a
Approachability and helpfulness of the driver	71	71	88
Delays	12.4%	13.7%	n/a
Valued as a customer	73	74	n/a
In control of your journey	0	72	n/a
First bus	95.3%	93.7%	n/a
Face covering satisfaction			
Respondent wearing face covering	88.9%	97.1%	n/a
Other customers wearing face covering*	45.1%	77.7%	n/a
Satisfaction with other customers wearing face covering correctly	59	69	n/a
TfL's enforcement of rules on wearing face covering	56	65	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.