

London Buses Performance Financial Year 2011/12

	This year	Last year	2009/10
All Buses			
Vehicle kms scheduled (million) *	501.6	498.5	497.2
% Vehicle kms operated	97.6%	97.4%	97.1%
% Kms lost for staff reasons	0.1%	0.1%	0.1%
% Kms lost for mechanical reasons #	0.4%	0.4%	0.5%
% Kms lost for traffic reasons #	1.9%	2.1%	2.3%
High Frequency Services			
Average scheduled wait (minutes)	4.39	4.40	4.4
Average excess wait (minutes)	1.00	1.03	1.12
Average actual wait (minutes)	5.39	5.43	5.52
% Chance of waiting <10 mins	86.3%	85.9%	85.3%
% Chance of waiting 10-20 mins	12.7%	12.9%	13.4%
% Chance of waiting 20-30 mins	0.9%	1.0%	1.1%
% Chance of waiting >30 mins	0.1%	0.2%	0.2%
Low Frequency Services			
% Departing on time	83.2%	81.4%	80.5%
% Departing early	1.1%	1.8%	2.0%
% Departing 5-15 mins late	11.9%	12.7%	12.9%
% Non arrival	3.8%	4.1%	4.6%
Night Buses (101 routes)			
% Departing on time	86.5%	86.5%	86.7%
Customer Satisfaction (score out of 100)			
Overall satisfaction	80	80	79
Specific Aspects :			
1. Personal safety & security	85	84	83
2. Crowding	79	78	78
3. Reliability	80	79	80
4. Information	79	79	78
5. State of repair of bus	82	82	82
6. Cleanliness	80	80	80
7. Bus stations	74	74	70
8. Bus stops & shelters	80	80	78
9. Smoothness of ride	80	78	77
10. Staff behaviour	85	85	86
11. Value for money	67	70	73

* 2011/12 contained an extra day.

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