



Network Performance
Fourth Quarter 2011/12
 07th January – 31st March 2012

	This Quarter	Same quarter a year ago
All Buses		
Vehicle kms scheduled (million)	118.1	114.5
% Vehicle kms operated	97.8	97.7%
% Kms lost for staff reasons	0.1%	0.0%
% Kms lost for mechanical reasons [#]	0.4%	0.4%
% Kms lost for traffic reasons [#]	1.8%	1.8%
Vehicle kms operated (million)	115.5	111.9
High Frequency Services		
Average scheduled wait (minutes)	4.36	4.40
Average excess wait (minutes)	0.95	1.02
Average actual wait (minutes)	5.31	5.42
% Chance of waiting <10 minutes	86.8%	86.0%
% Chance of waiting 10-20 minutes	12.3%	12.8%
% Chance of waiting 20-30 minutes	0.8%	1.0%
% Chance of waiting >30 minutes	0.1%	0.2%
Low Frequency Services		
% On time	83.6%	81.7%
% 2.5 - 8 minutes early	0.9%	1.8%
% 5 -15 minutes late	11.6%	12.7%
% 15+ mins late, 8+ mins early and missing	3.9%	3.8%
Night Buses		
% On time	89.0%	86.3%

Results are reported using financial quarters.

Quarter 4 in 2011/12 contained 85 days compared with 83 days in 2010/11.

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

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Customer Satisfaction (score out of 100) #

Overall satisfaction	81	80
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Specific Aspects :

1. Personal safety & security at bus stops	83	81
2. Personal safety & security on bus	86	84
3. Crowding	80	77
4. Reliability	80	78
5. Information	80	78
6. State of repair of bus	83	80
7. Cleanliness	81	79
8. Bus stations	75	74
9. Bus stops & shelters	81	79
10. Smoothness of ride	81	78
11. Staff behaviour	85	83
12. Value for money	66	66