

## Network Performance

Financial Year 2022/23

01 April 2022 to 31 March 2023

	2022/23	2021/22	2020/21
<b>All Buses</b>			
Vehicle kms scheduled (million) **	478.3	485.5	470.8
% Vehicle kms operated	95.97%	97.86%	98.74%
% Kms lost for staff reasons	1.81%	0.48%	0.19%
% Kms lost for mechanical reasons #	0.71%	0.45%	0.32%
% Kms lost for traffic reasons #	1.51%	1.21%	1.52%
Vehicle kms operated (million) **	459.0	475.1	464.9
<b>All Buses</b>			
Bus Speeds (mph)	9.42	9.58	10.27
<b>High Frequency Services</b>			
Average scheduled wait (minutes)	5.35	5.24	5.51
Average excess wait (minutes)	1.15	0.90	0.61
Average actual wait (minutes)	6.50	6.14	6.12
% Chance of waiting <10 mins	78.8%	81.5%	81.7%
% Chance of waiting 10-20 mins	18.9%	17.0%	17.2%
% Chance of waiting 20-30 mins	1.9%	1.3%	1.0%
% Chance of waiting >30 mins	0.4%	0.2%	0.1%
<b>Low Frequency Services</b>			
% Departing on time	81.5%	84.4%	89.5%
% Departing early	2.3%	1.8%	2.1%
% Departing 5-15 mins late	11.6%	10.6%	6.5%
% Non arrival	4.6%	3.2%	1.9%
<b>Night Buses</b>			
% Departing on time	88.2%	90.6%	94.9%
EWT	0.73	0.58	0.34
<b>Customer Satisfaction (score out of 100) *</b>			
Overall Customer Satisfaction	78	78	77
<b>Bus Station / Stop satisfaction</b>			
	Bus Stops & Shelters		
Cleanliness	69	69	69
Information / Electronic countdown	61	59	56
State of repair	74	75	74
Crowding	72	71	71
Your personal safety	77	77	76
Wait time for your bus	72	73	74
The ability to social distance	n/a	71	72
The availability of hand sanitiser (Bus station)	44	49	48
<b>On Bus satisfaction</b>			
Cleanliness	71	71	73
Information	74	74	75
Crowding	71	69	71
Comfort	72	72	73
Temperature	73	73	73
State of repair	77	76	77
Availability of seats	75	75	78
The ability to social distance	0	67	71
Journey time (not including waiting)	77	78	79
Your personal safety	78	77	77
Smoothness of journey	76	77	77
Ease of getting on and off	80	80	81
Approachability and helpfulness of the driver	71	71	71
Delays	13.3%	12.4%	0
Valued as a customer	71	73	74
In control of your journey	71	0	72
First bus	95.1%	95.3%	1
<b>Face covering satisfaction</b>			
Respondent wearing face covering	30.0%	88.9%	1
Other customers wearing face covering*	2.2%	45.1%	1
Satisfaction with other customers wearing face covering correctly	63	59	69
TfL's enforcement of rules on wearing face covering	n/a	56	65

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.