



**International Bus  
Benchmarking Group**

# **The Performance of London Buses Compared to Other World Cities**

IBBG Phase 2020/2021  
(2019 data summary)

September 2021

**Imperial College  
London**  
Projects

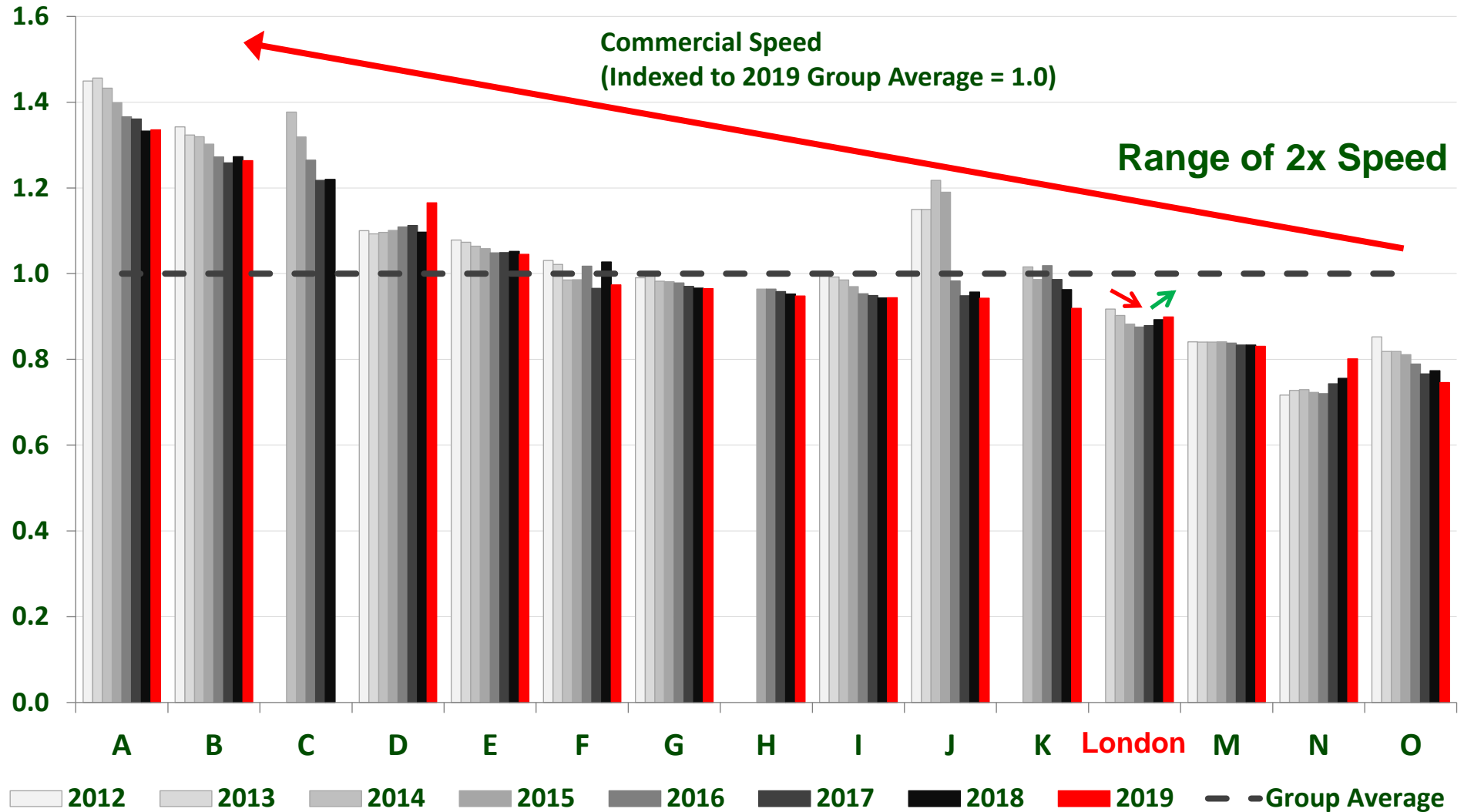
**TSC > Transport  
Strategy Centre**

# Fifteen Bus Benchmarking Group Member Cities; Seven Operators in the IBBG for 17 Years Now



# Commercial Speed is a Key Driver of Performance

World trends show speeds are decreasing



# KPI Structure: Balanced Scorecard Approach

---

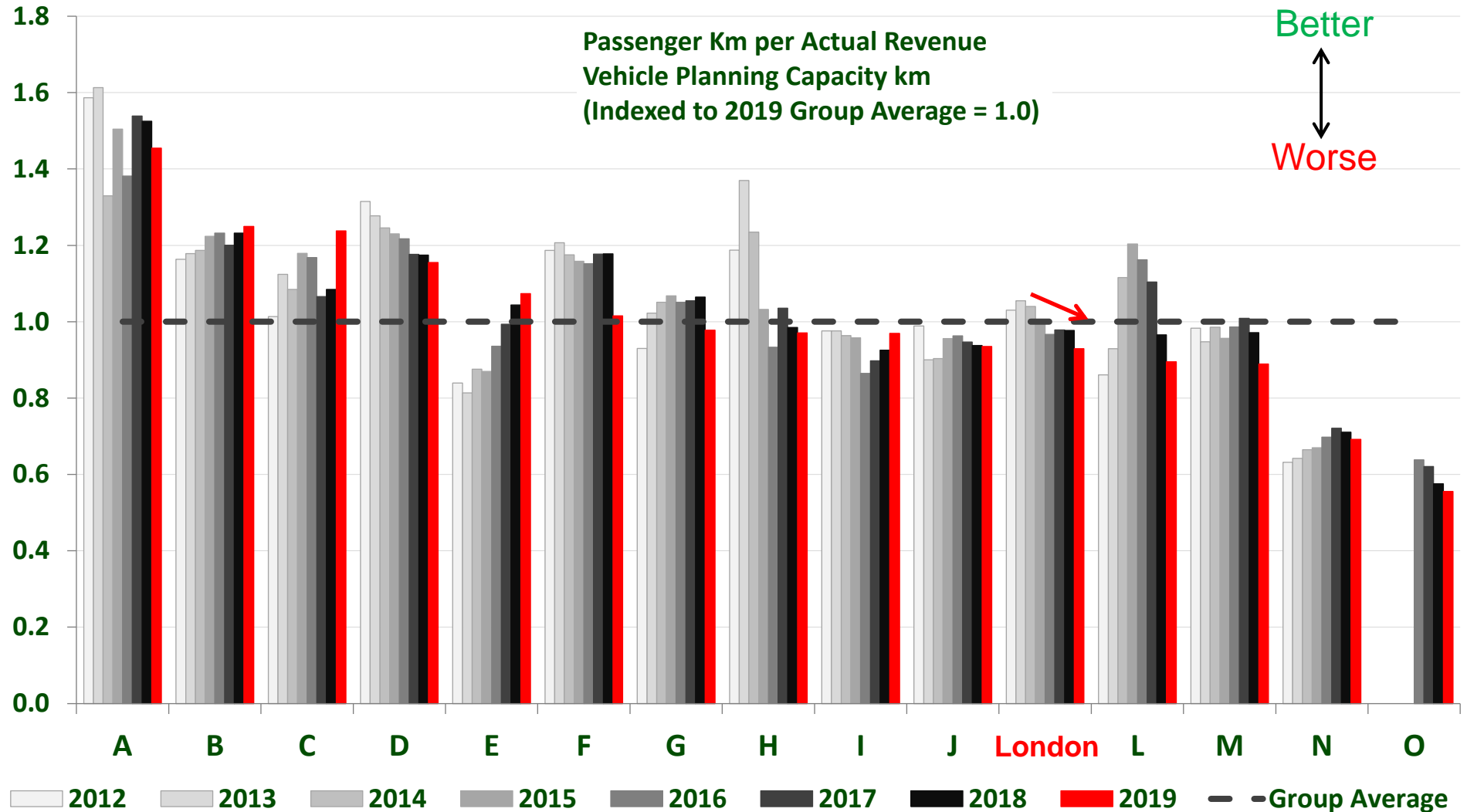
Key topics to measure how organisations perform against each other:



# Vehicle Capacity Filled by Passengers



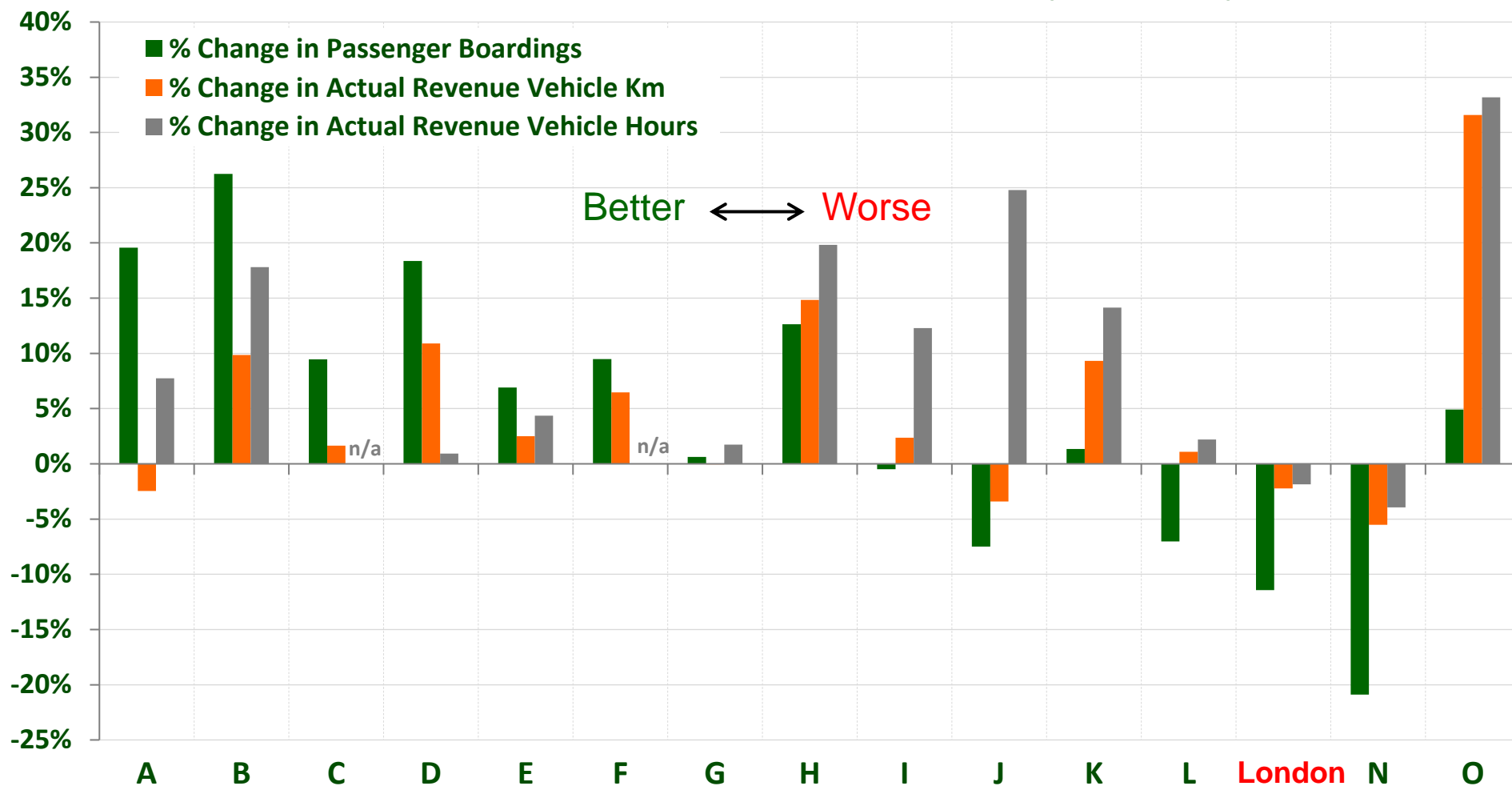
## How occupied are the buses on our network?



# Growth: % Change in Passenger Boardings and Vehicle Kilometres (2014-2019, 5 year change)



% Change in Over 5 Years in Passenger Boardings, Actual Revenue Vehicle km and Actual Revenue Vehicle Hours (2014-2019)

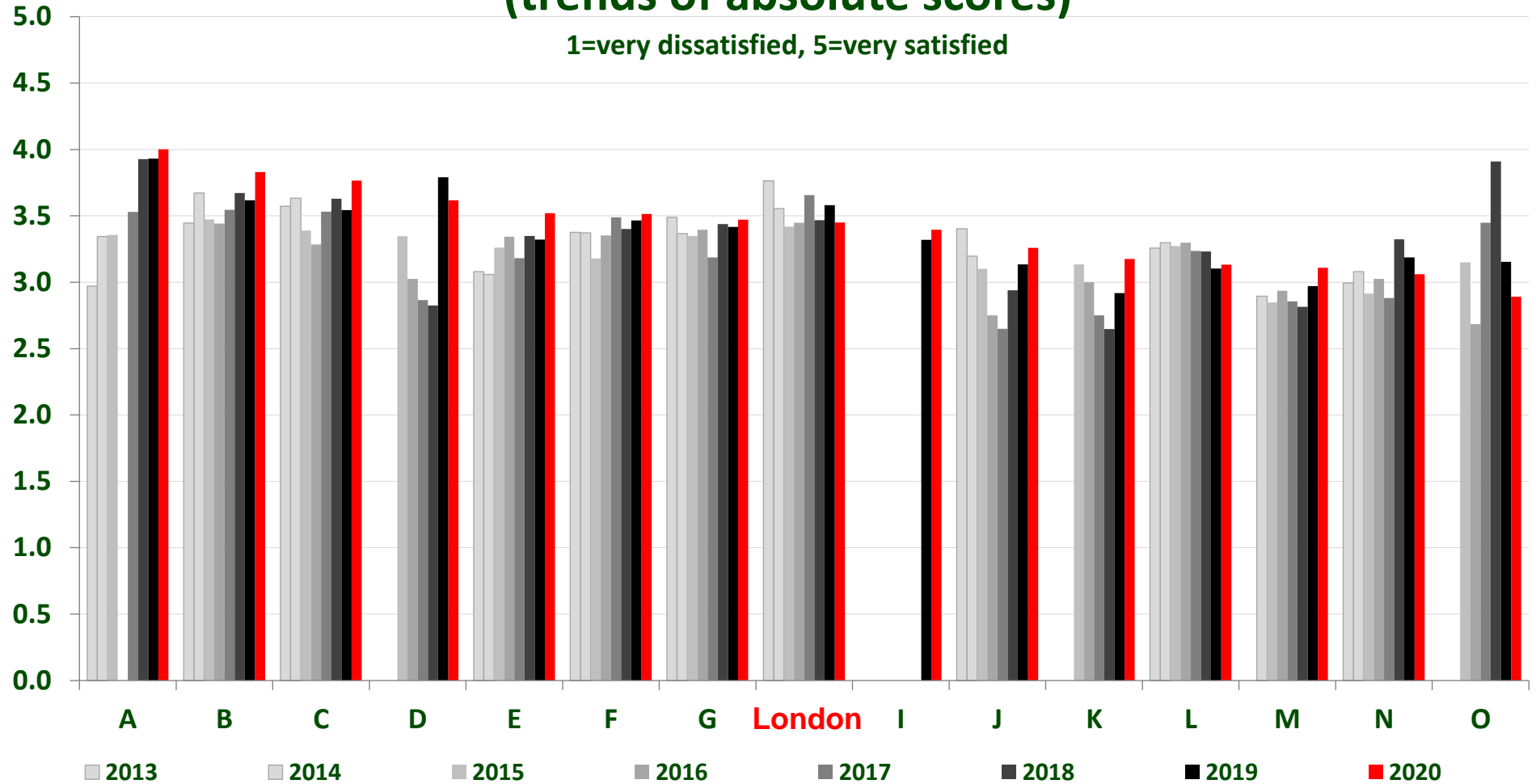


# Customer Satisfaction (Overall)



## How satisfied are customers with their bus services? (trends of absolute scores)

1=very dissatisfied, 5=very satisfied

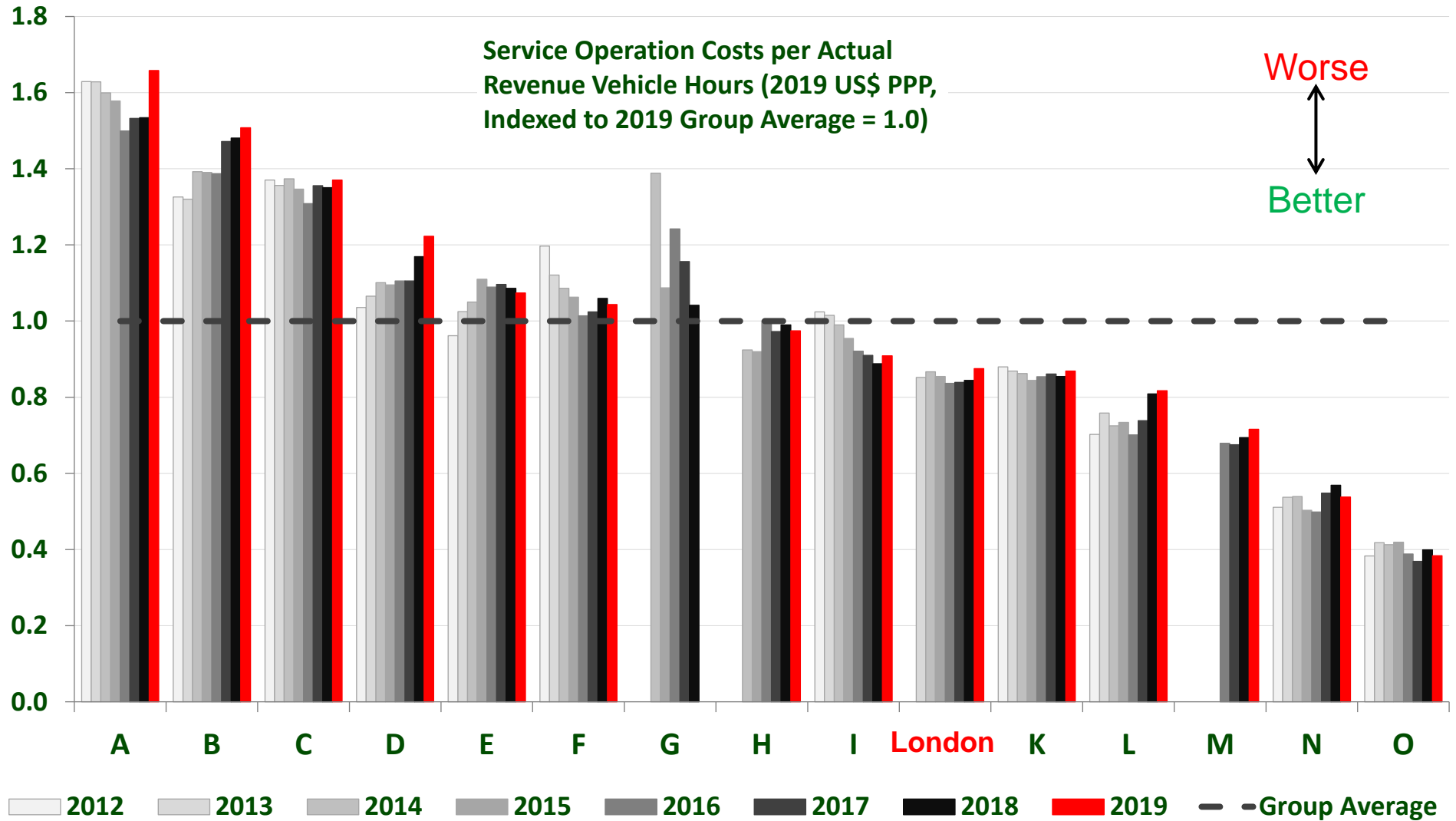


■ Note: International comparisons not advised due to known cultural bias

# Financial Efficiency: Cost per Vehicle Hour



## How do costs of running services compare?

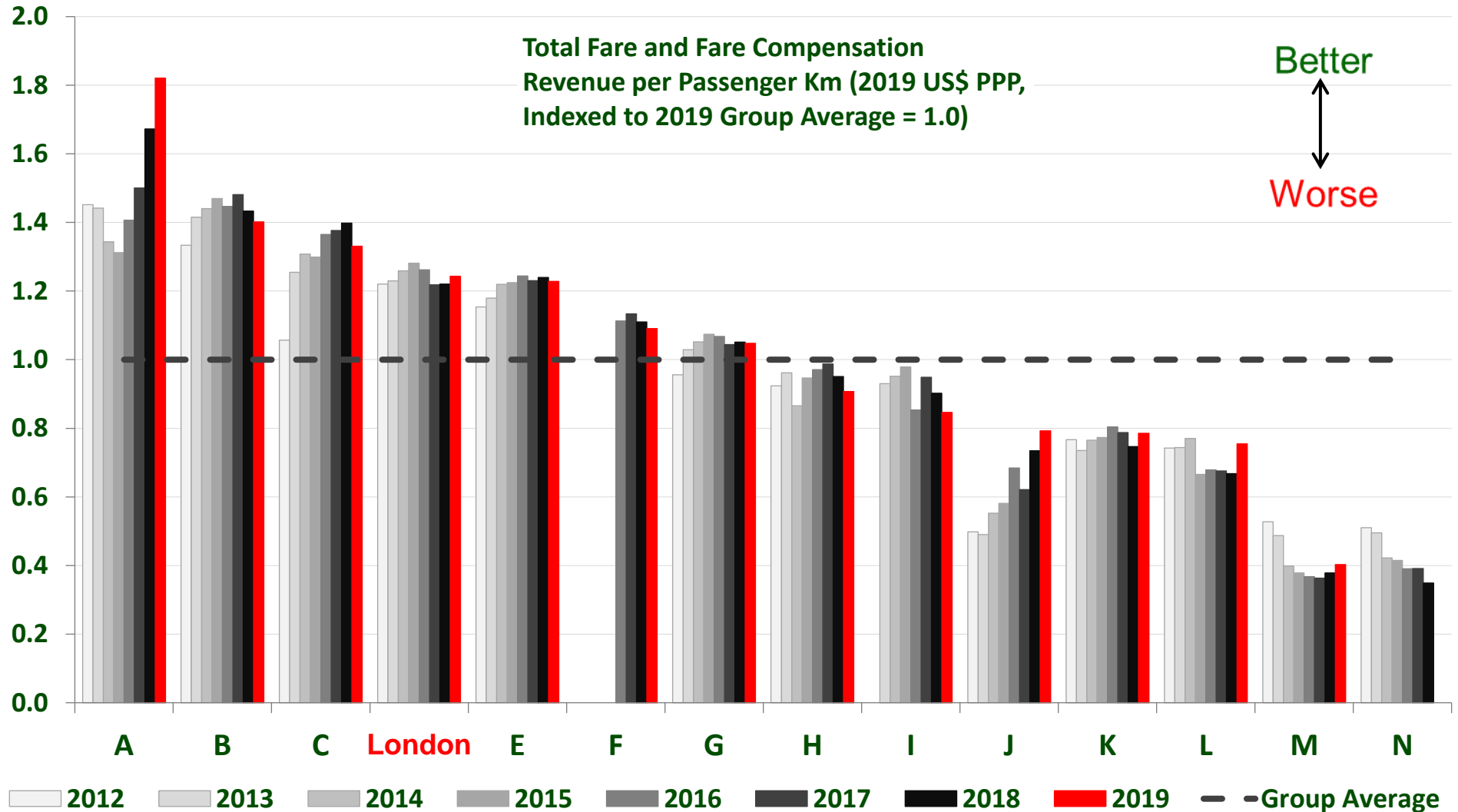




# Balancing Affordability and Cost Recovery



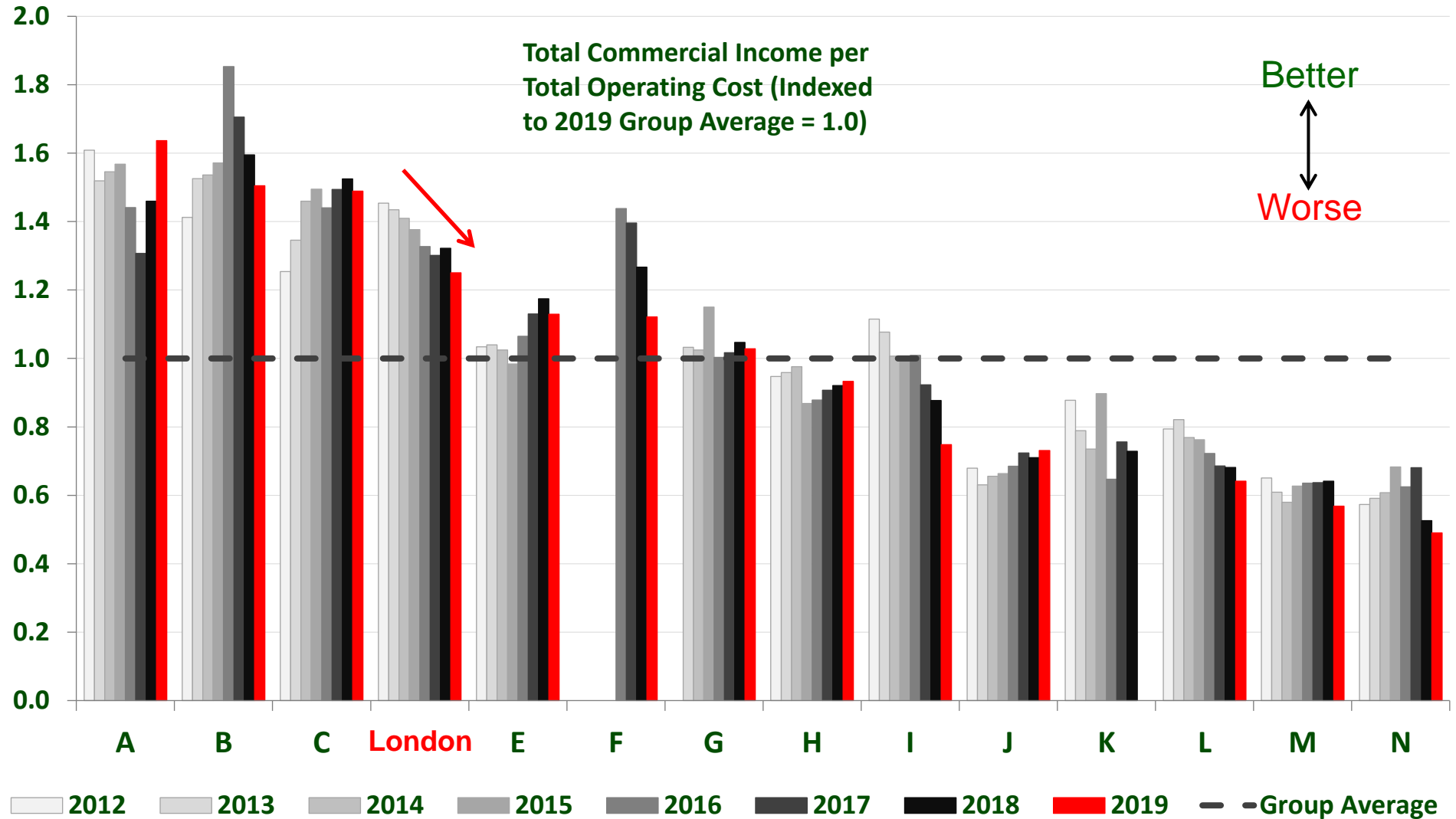
## How does the average fare per journey length compare?



# Commercial Recovery Ratio



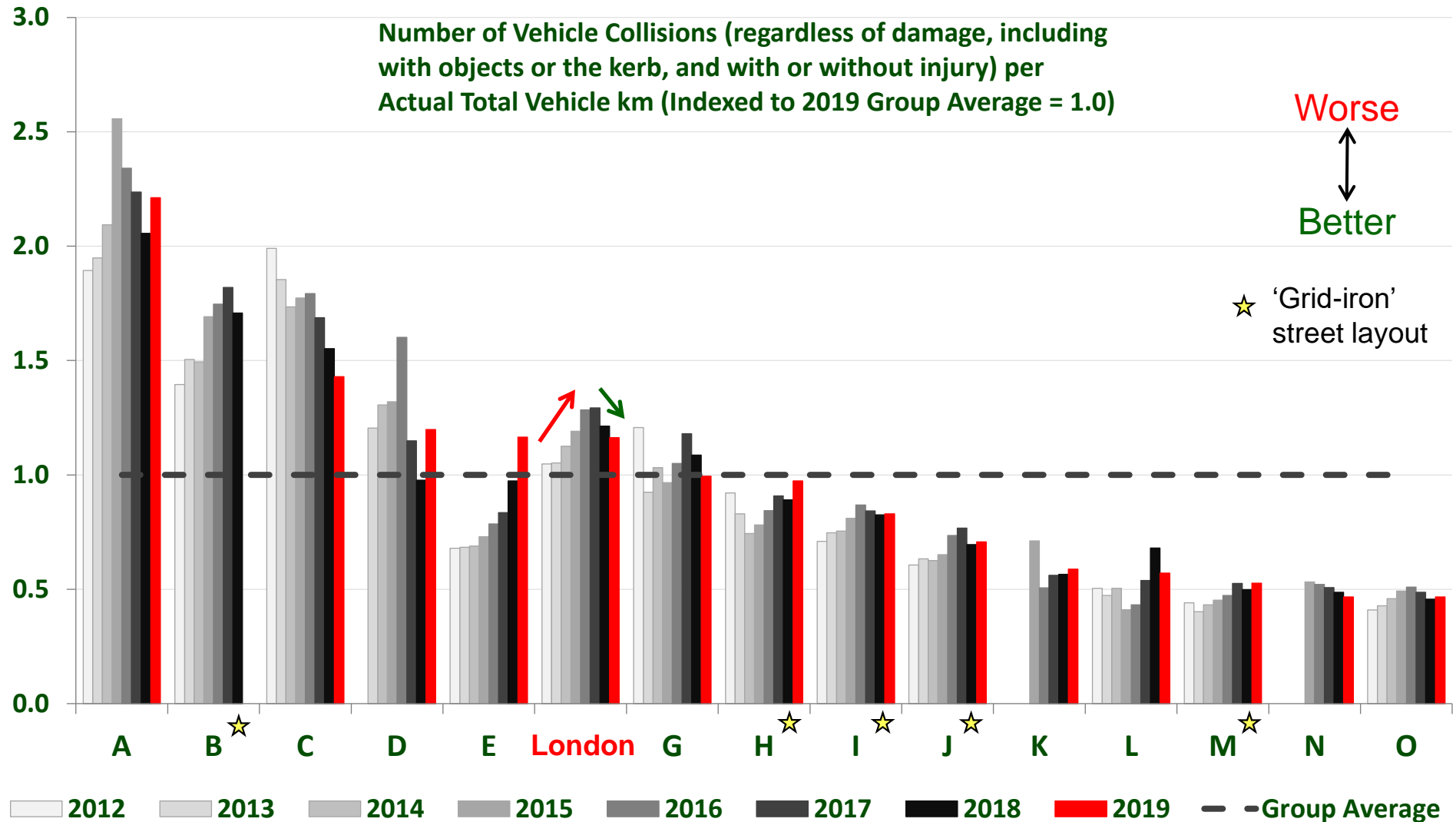
## How does the level of income generated vs. operated costs compare?



# Collisions per Vehicle km



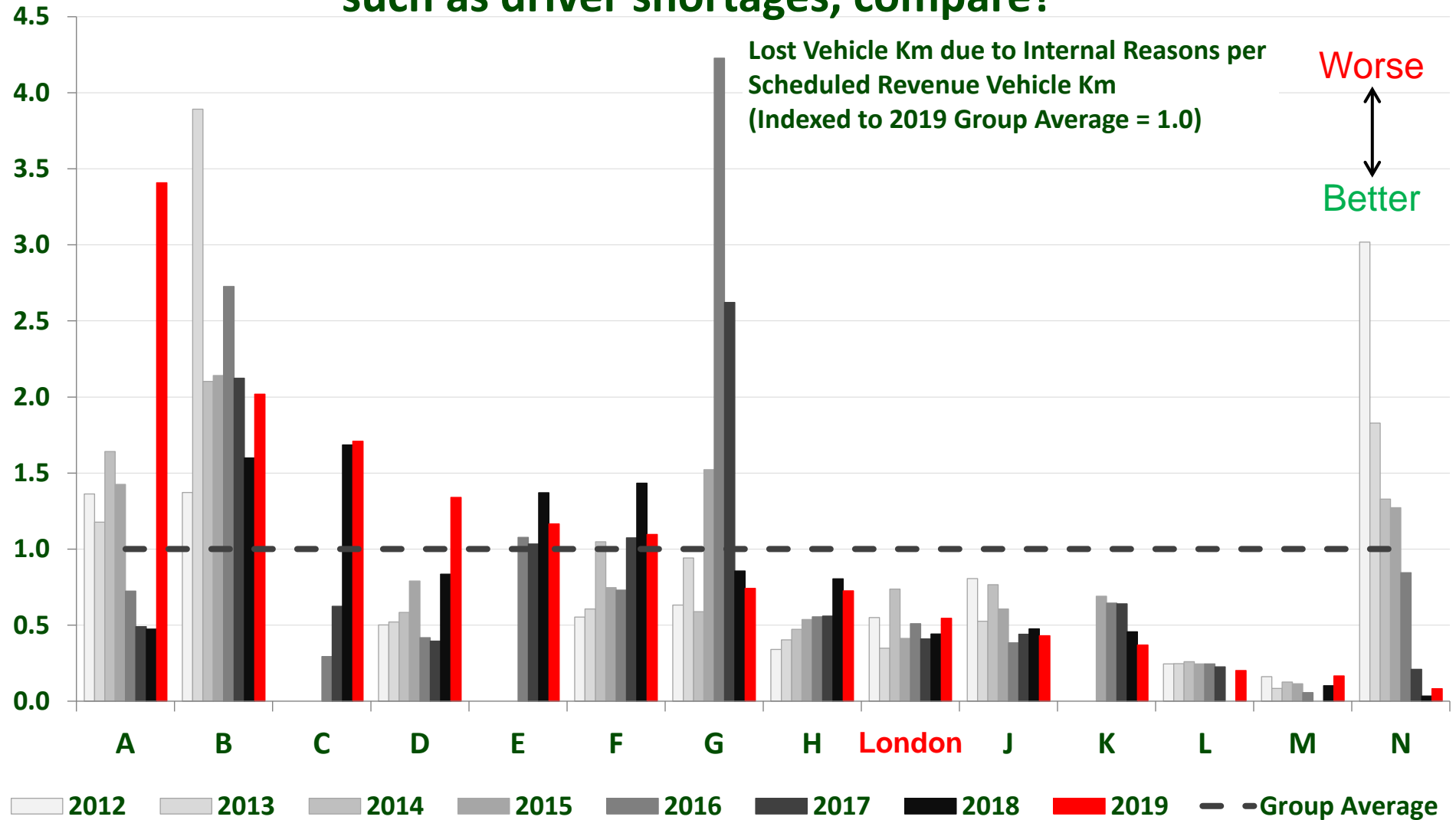
## How does the collision rate compare?



# Lost Vehicle Km (Internal Reasons)

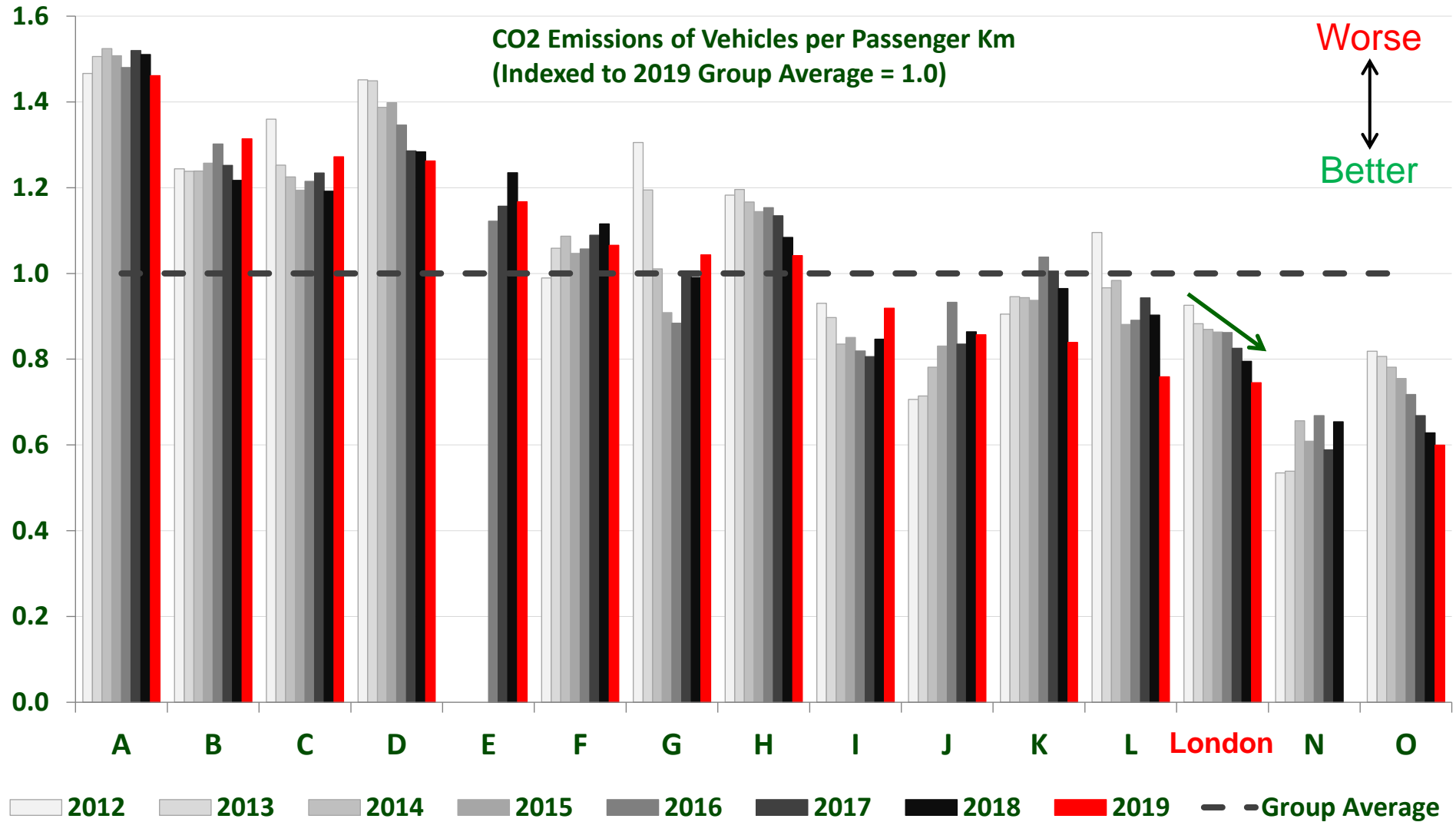


How does lost km due to internal reasons, such as driver shortages, compare?



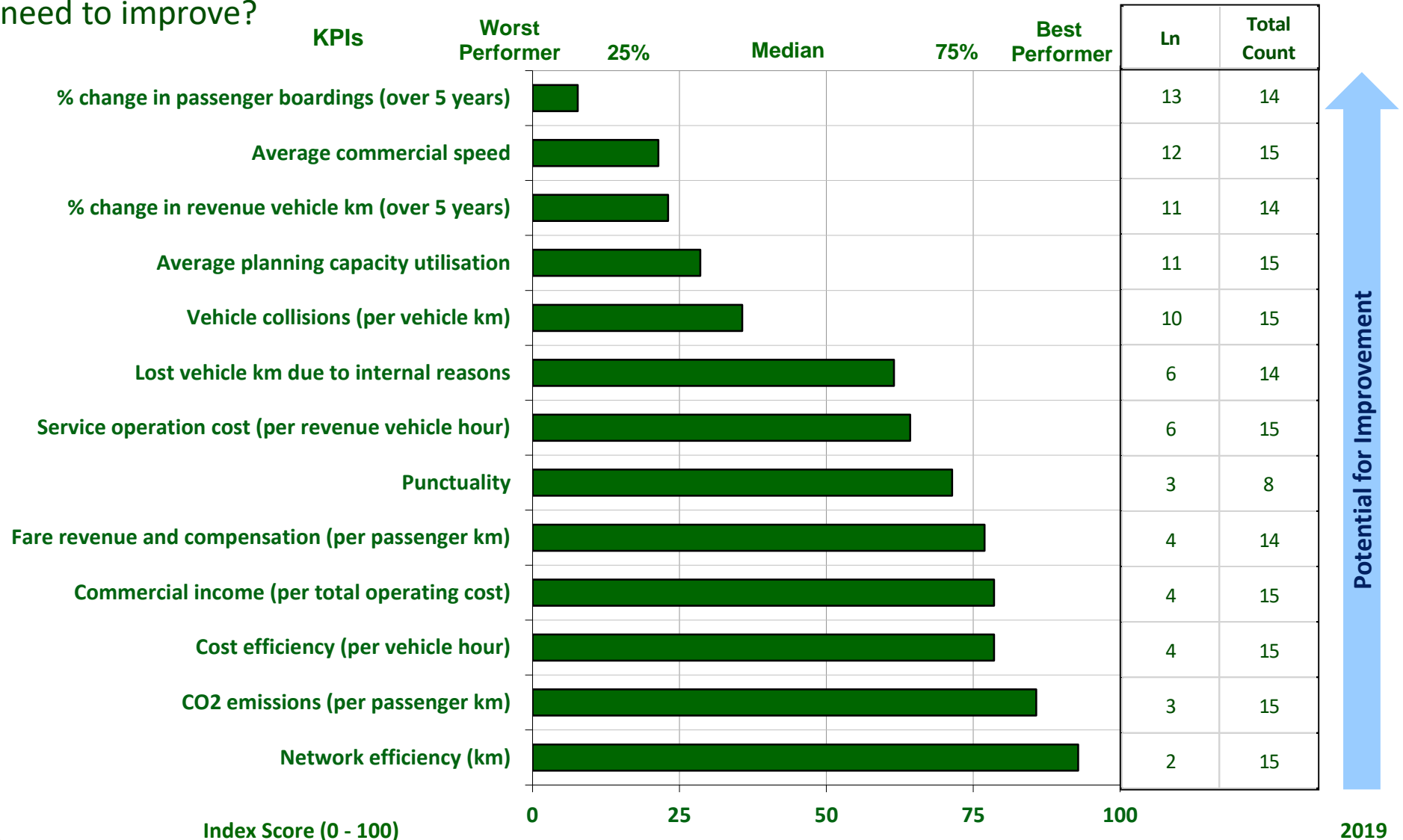


## How does CO2 emissions per passenger km compare?



# Performance Dashboard (absolute): How Does London Buses Rank Relative to Other Group Members on Several Dimensions in 2019?

How does London perform against other members? Where does London do well and where do we need to improve?



Potential for Improvement

Index Score (0 - 100)

0 25 50 75 100

2019

## Concluding comments: London Buses Continue to be a Good Performer Against Peers, With Above Average Levels or Improving Trends in Many KPIs (1)

---

- Key Performance Driver Commercial Speed is Below Average, But has Improved Recently
  - Reduction in roadworks has helped average speed improve in the last three years
  - Bus speeds are now 10.1% below group average, affecting internal and relative performance
- Average Asset Utilisation and Good Availability:
  - Vehicle utilisation has dropped below the group average due to a reduction in boardings, but as speed and journey time variability improve, utilisation is expected to improve again.
  - London Buses performs the 6<sup>th</sup> best in terms of service availability, e.g. low lost vehicle kilometres.
- Good Financial Performance:
  - Service operating cost per revenue vehicle hour remains good, 6<sup>th</sup> lowest and 12% below group average.
  - 4<sup>th</sup> lowest subsidy requirement compared to other international peers, helped by relatively low operating cost and reasonable fares.

## Concluding comments: London Buses Continue to be a Good Performer Against Peers, With Above Average Levels or Improving Trends in Many KPIs (2)

---

- Good Environmental Performance:
  - London performs 3<sup>rd</sup> best with the positive trend continuing. CO2 emissions per passenger km has significantly improved over the past years, especially since 2016, which is good given the reduction in passenger km.
  
- Vehicle collisions reduced, but more opportunity for improvement
  - 2019 saw continued reductions in collisions/km, a 10% drop compared to 2017 levels.
  - While collisions per vehicle km for London Buses remain 16% above IBBG's group average, the collisions per vehicle hour are now at the IBBG group average level. This is due to the relatively slow bus speeds in London compared to IBBG peers and hence less vehicle kilometres are produced for one vehicle hour.
  - London Buses has established a bus safety programme: <https://tfl.gov.uk/corporate/safety-and-security/road-safety/bus-safety> that was partly informed by lessons learned through the IBBG.
  - Safety is a key focus area for IBBG Members, including London Buses. The IBBG continues work on increased comparability and understanding of safety data, and continues to benchmark safety programs and policies to help improve safety in all IBBG member cities.