



Network Performance
Third Quarter 2009/10
 19th September 2009 – 8th January 2010

	This Quarter	Same quarter a year ago
All Buses		
Vehicle kms scheduled (million)	151.1	149.6
% Vehicle kms operated	96.3%	96.9%
% Kms lost for staff reasons	0.3%	0.4%
% Kms lost for mechanical reasons [#]	0.5%	0.4%
% Kms lost for traffic reasons [#]	2.9%	2.3%
Vehicle kms operated (million)	145.4	144.9
High Frequency Services		
Average scheduled wait (minutes)	4.40	4.40
Average excess wait (minutes)	1.24	1.26
Average actual wait (minutes)	5.64	5.66
% Chance of waiting <10 minutes	84.3%	84.2%
% Chance of waiting 10-20 minutes	14.1%	14.1%
% Chance of waiting 20-30 minutes	1.4%	1.4%
% Chance of waiting >30 minutes	0.3%	0.3%
Low Frequency Services		
% On time	77.7%	78.9%
% 2.5 - 8 minutes early	2.0%	2.1%
% 5 -15 minutes late	14.7%	14.5%
% 15+ mins late, 8+ mins early and missing	5.6%	4.6%
Night Buses		
% On time	86.4%	84.8%

Results are reported using financial quarters.

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

Continued.....



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Customer Satisfaction (score out of 100)

Overall satisfaction	79	80
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Specific Aspects :

1. Personal safety & security at bus stops*	81	81
2. Personal safety & security on bus*	86	86
3. Crowding	77	78
4. Reliability	79	80
5. Information	77	77
6. State of repair of bus	82	82
7. Cleanliness	80	80
8. Bus stations	69	72
9. Bus stops & shelters	78	79
10. Smoothness of ride	77	77
11. Staff behaviour	85	86
12. Value for money	73	75

From Q1 2009-10, the Customer Satisfaction Survey sample was reweighted, to better reflect current bus usage. For example there are proportionately more commuters and younger users than previously. The reweighting has the effect of generally slightly reducing average satisfaction scores.

* Individual measures for Personal safety & security at bus stop and Personal safety and security on bus, have replaced the single weighted average composite measure for safety & security.