



INTERNATIONAL BUS BENCHMARKING GROUP

# The Performance of London Buses Compared to Other World Cities

IBBG Phase 2019/2020  
(2018 data summary)

**Imperial College  
London**  
Projects

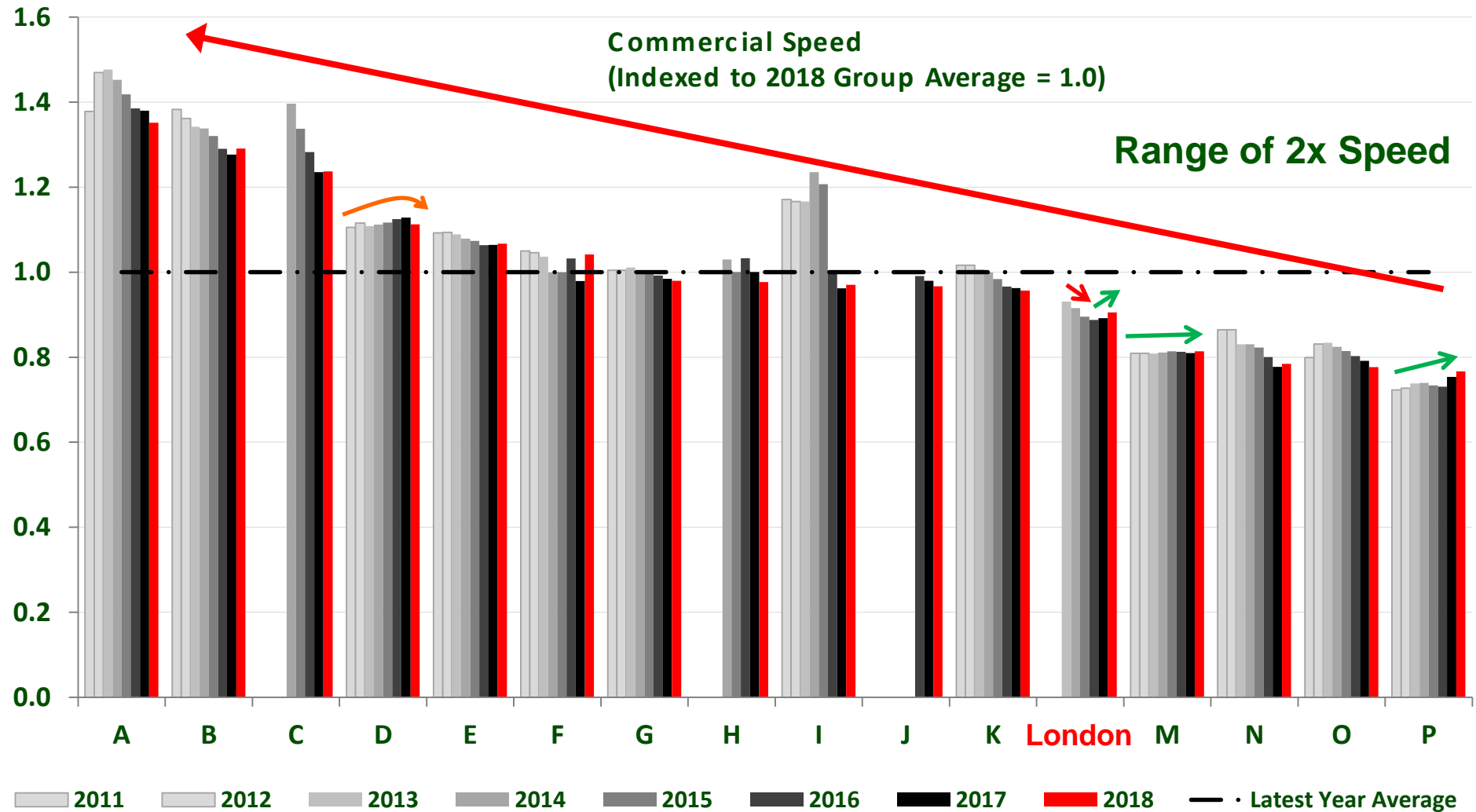
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# Fifteen Bus Benchmarking Group Member Cities, Sixteen Operators of which seven in the IBBG for 16 years



# Commercial Speed is a Key Driver of Performance

## World trends show speeds are decreasing



# KPI Structure: Balanced Scorecard Approach

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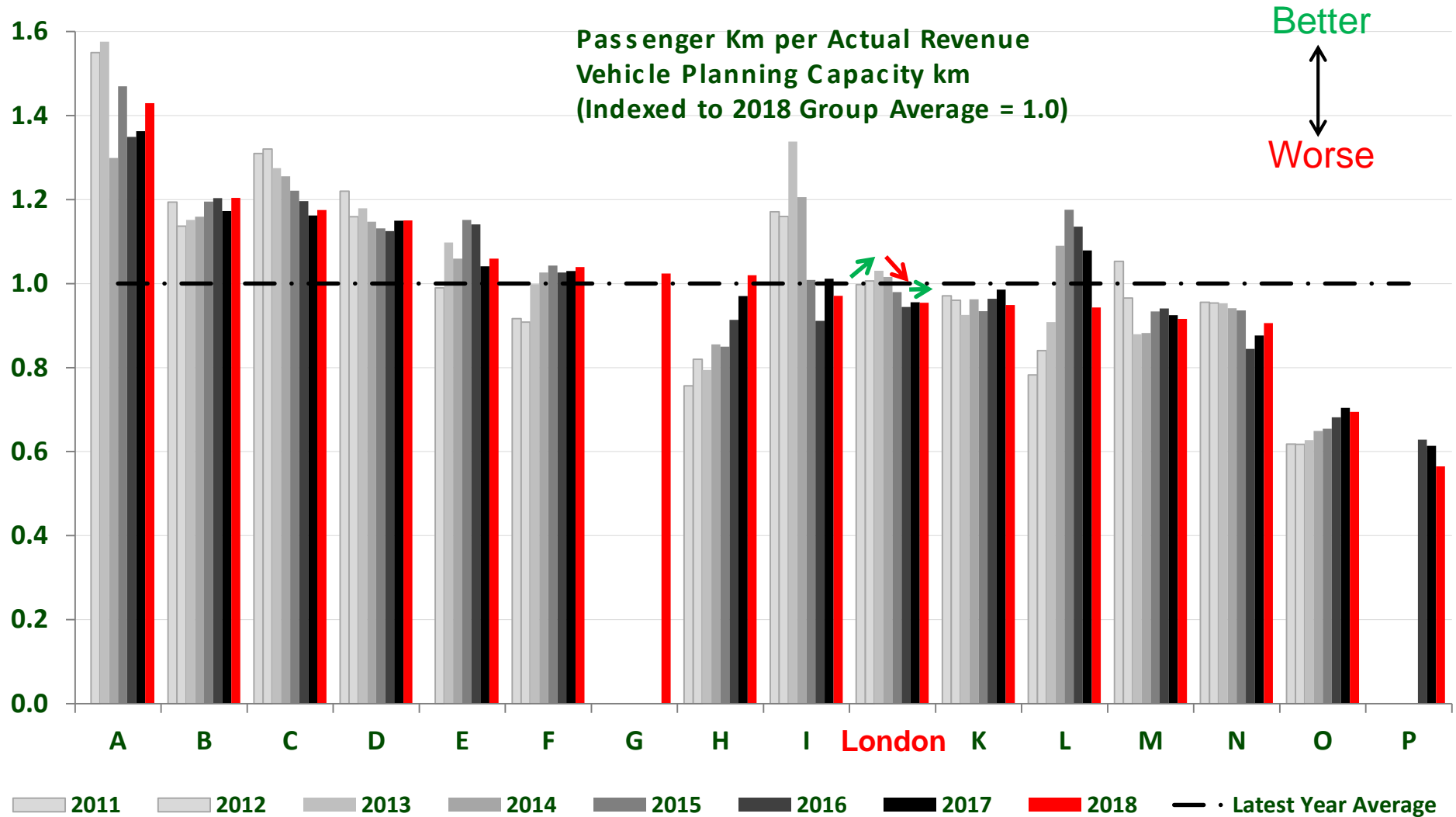
Key topics to measure how organisations perform against each other:





# Vehicle Capacity Filled by Passengers

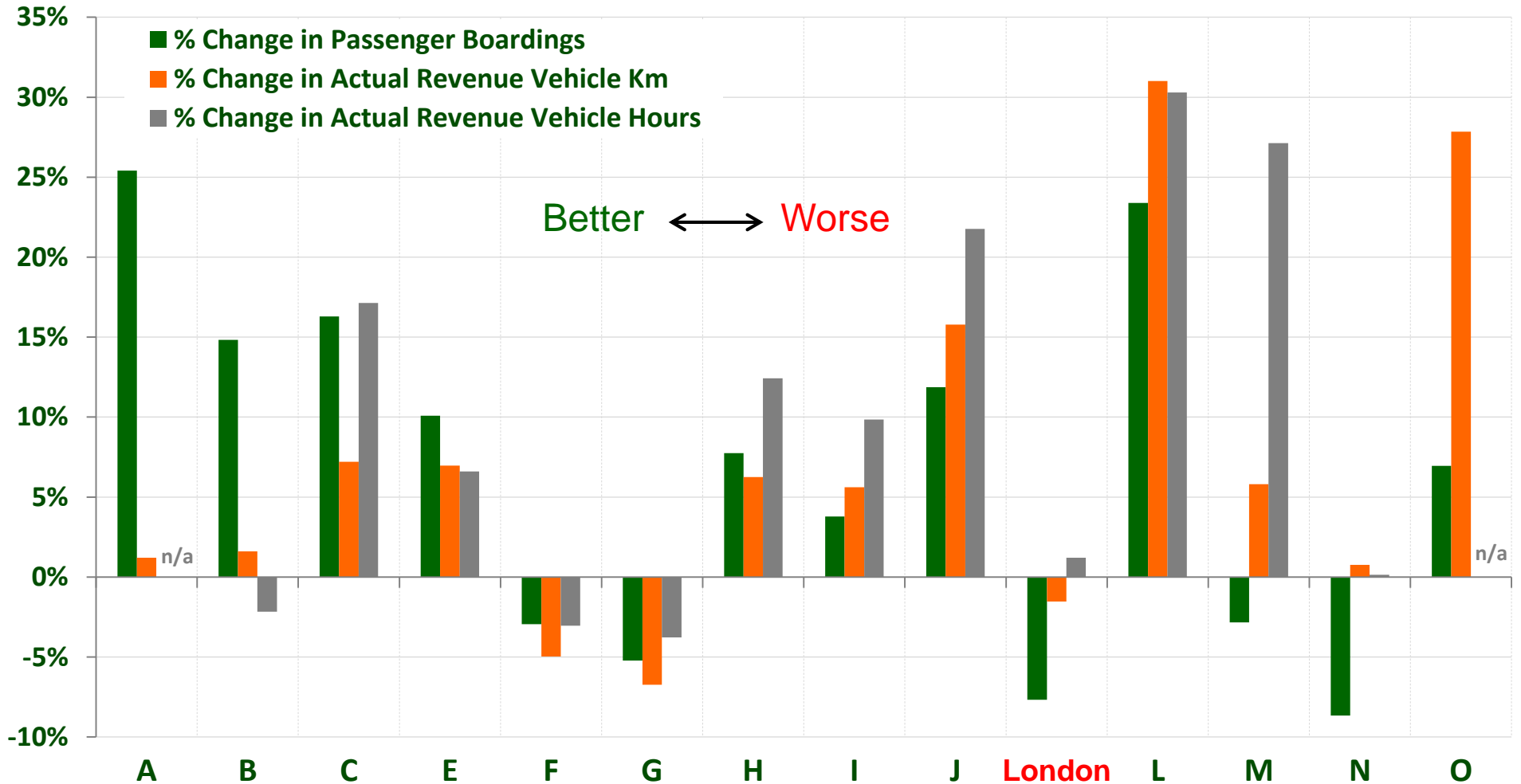
## How occupied are the buses on our network?



# Growth: % Change in Passenger Boardings and Vehicle Kilometres (2013-2018, 5 year change)



% Change in Over 5 Years in Passenger Boardings, Actual Revenue Vehicle Km and Actual Revenue Vehicle Hours (2013-2018)

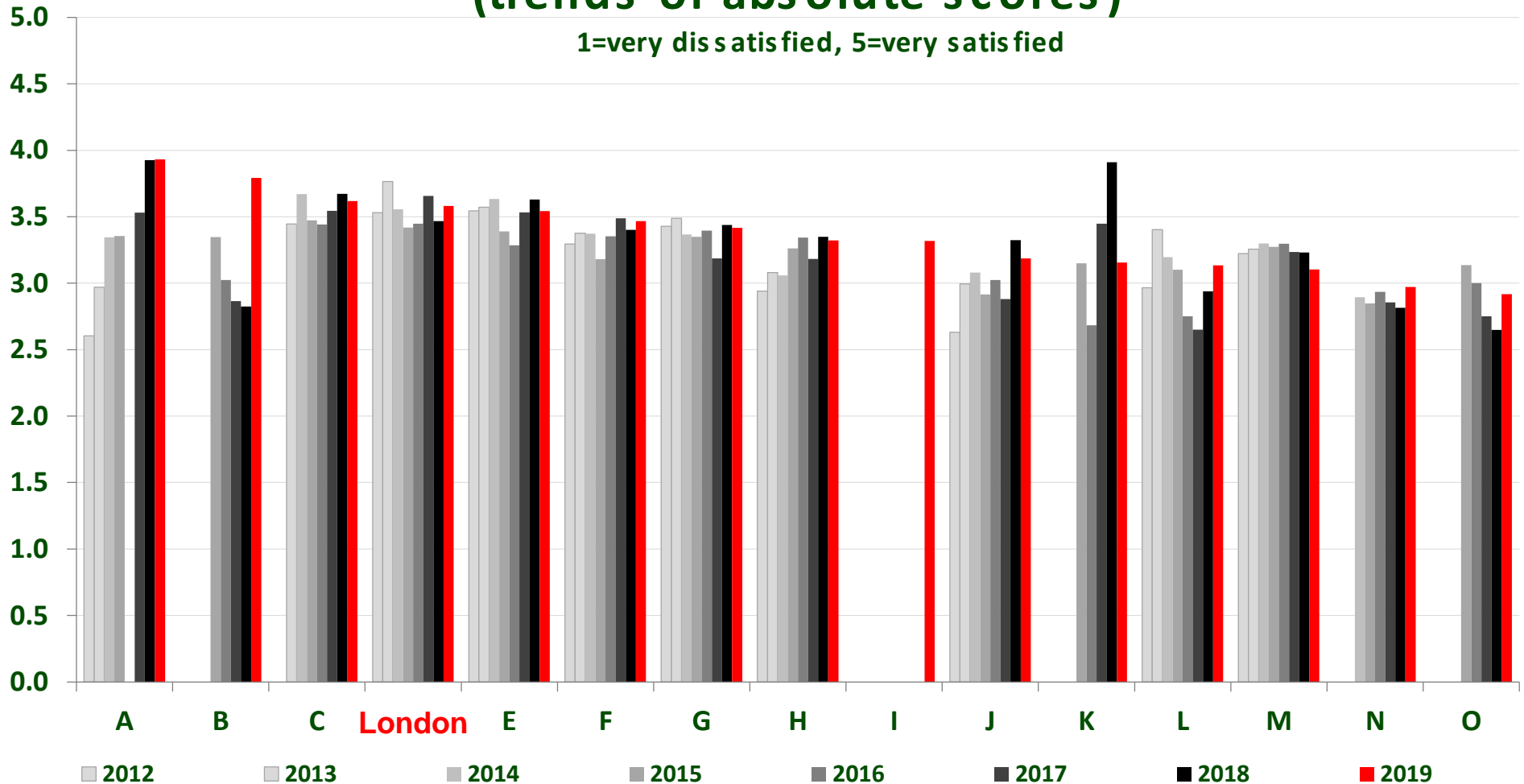


Note: 5 year trend data available for 14 of the 16 operators

# Customer Satisfaction (Overall)



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

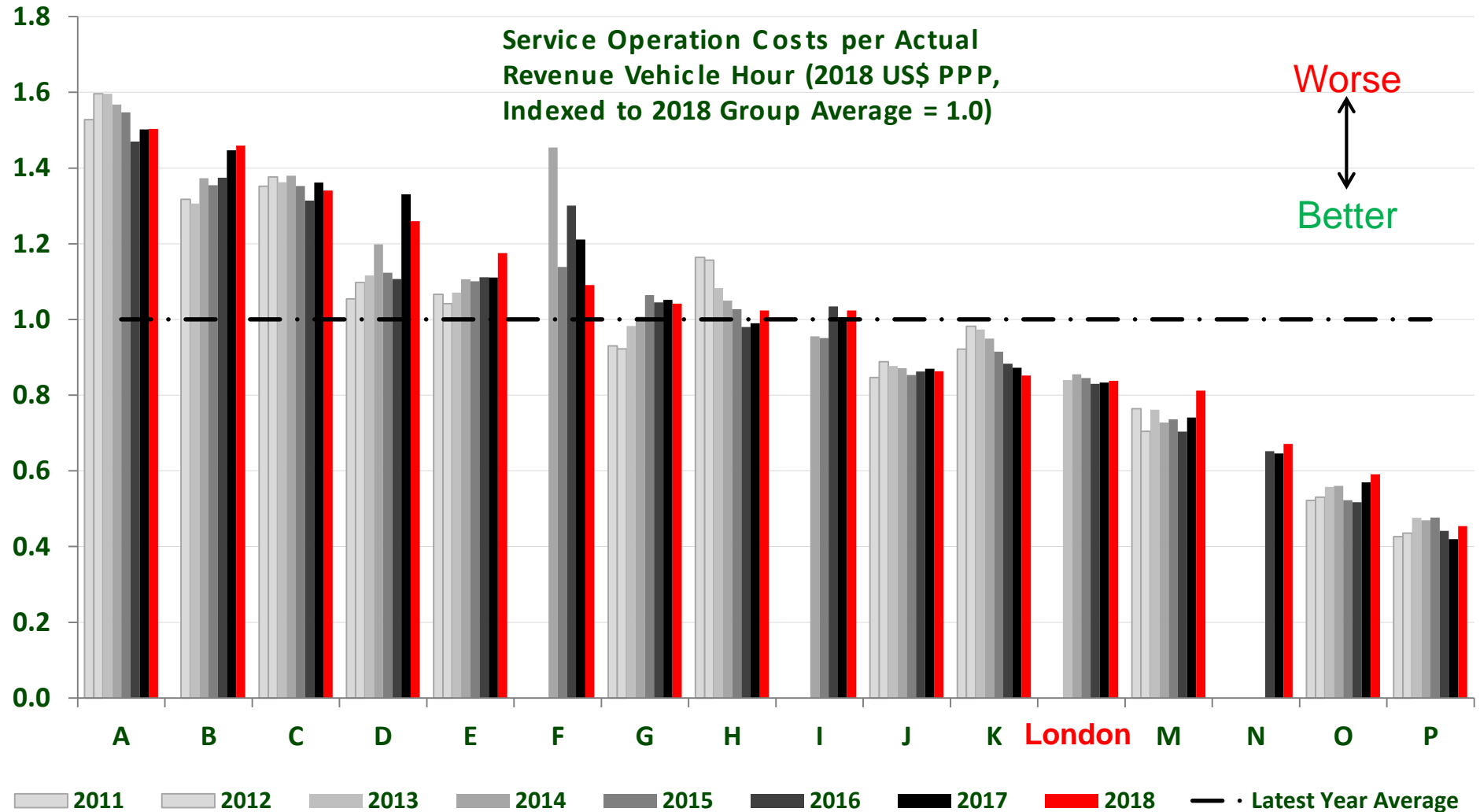


■ Note: International comparisons not advised due to known cultural bias

# Financial Efficiency: Cost per Vehicle Hour



## How do costs of running services compare?

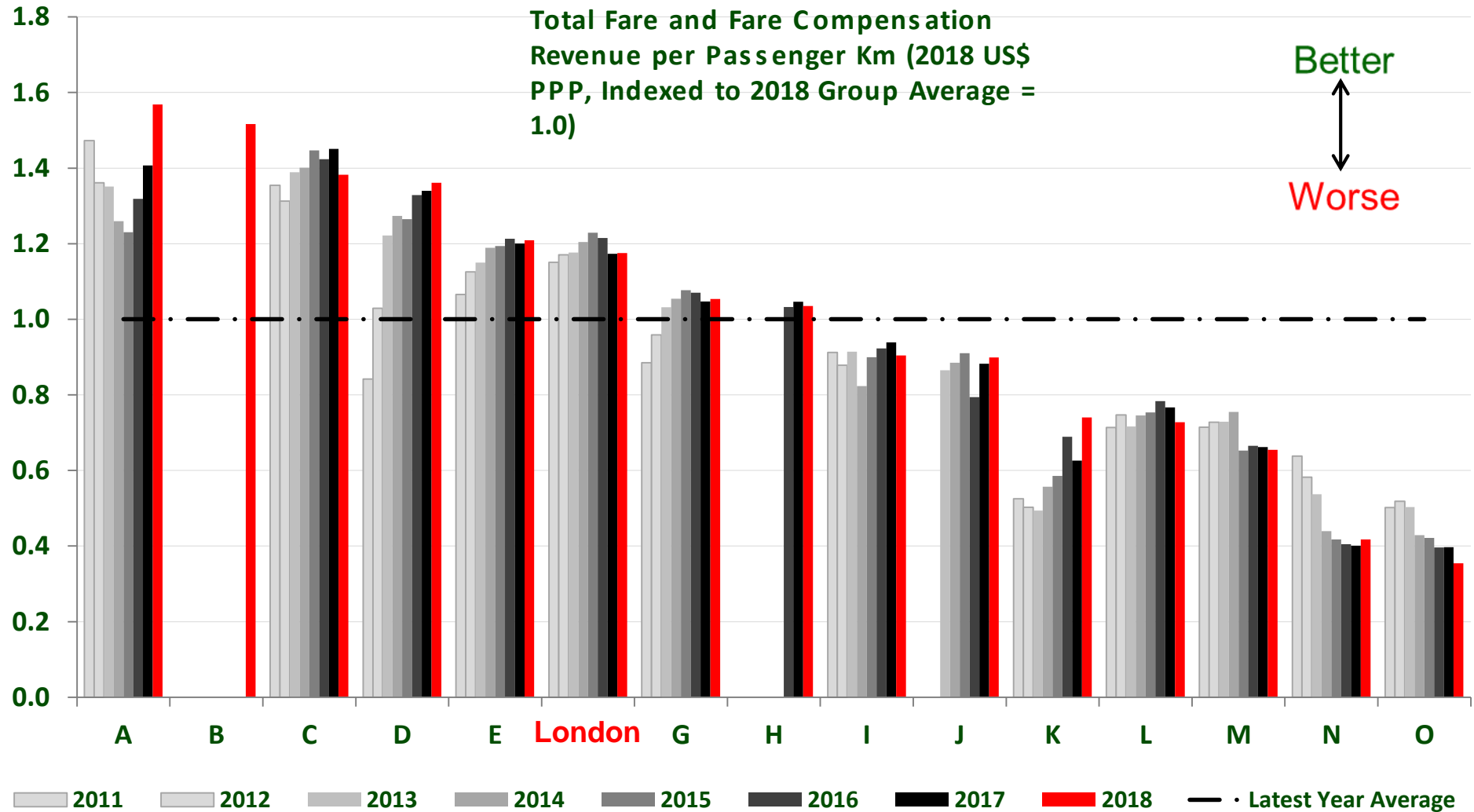




# Balancing Affordability and Cost Recovery



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

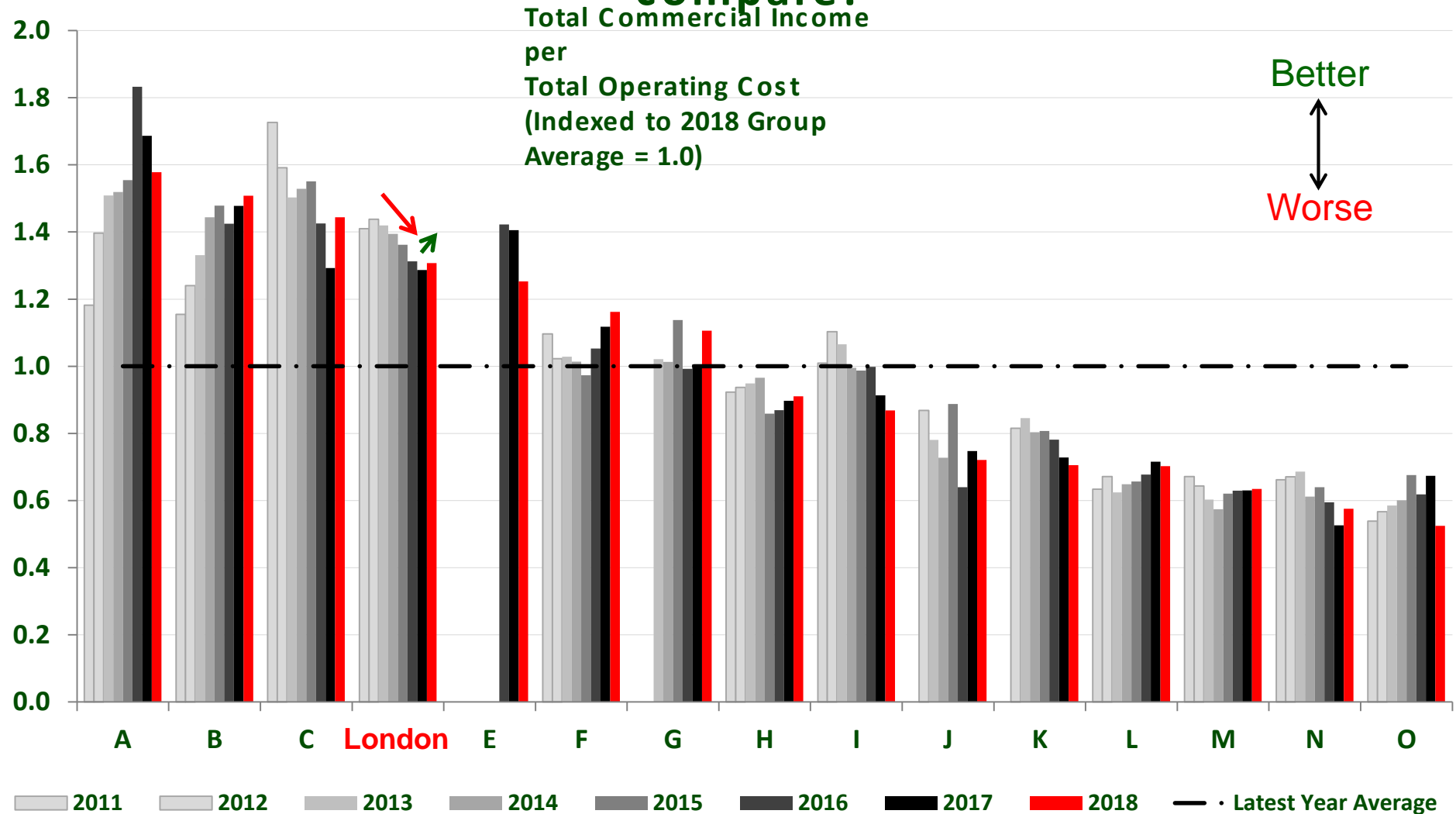




# Commercial Recovery Ratio

How does the level of income generated vs. operated costs

compare?

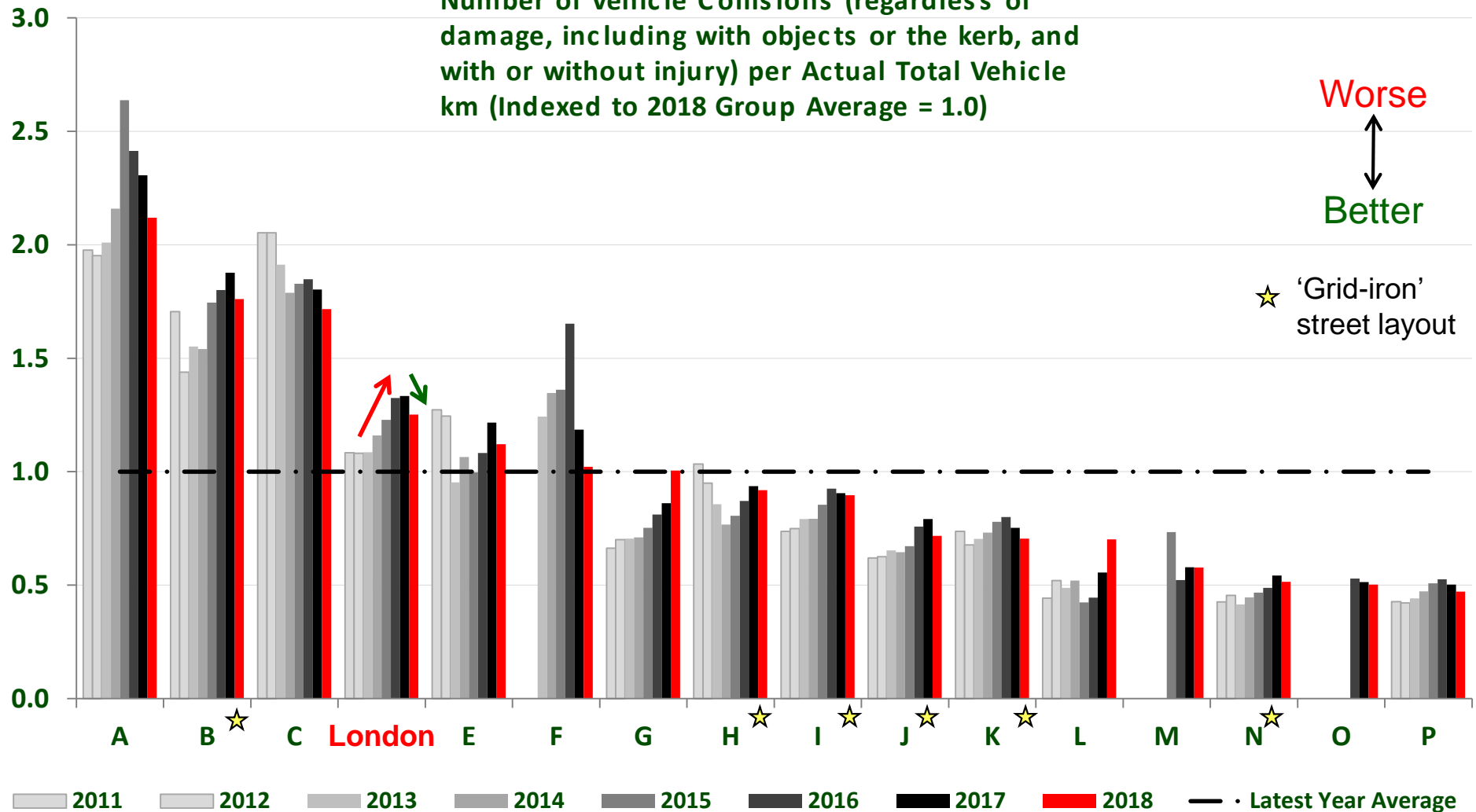


# Collisions per Vehicle km



## How does the collision rate compare?

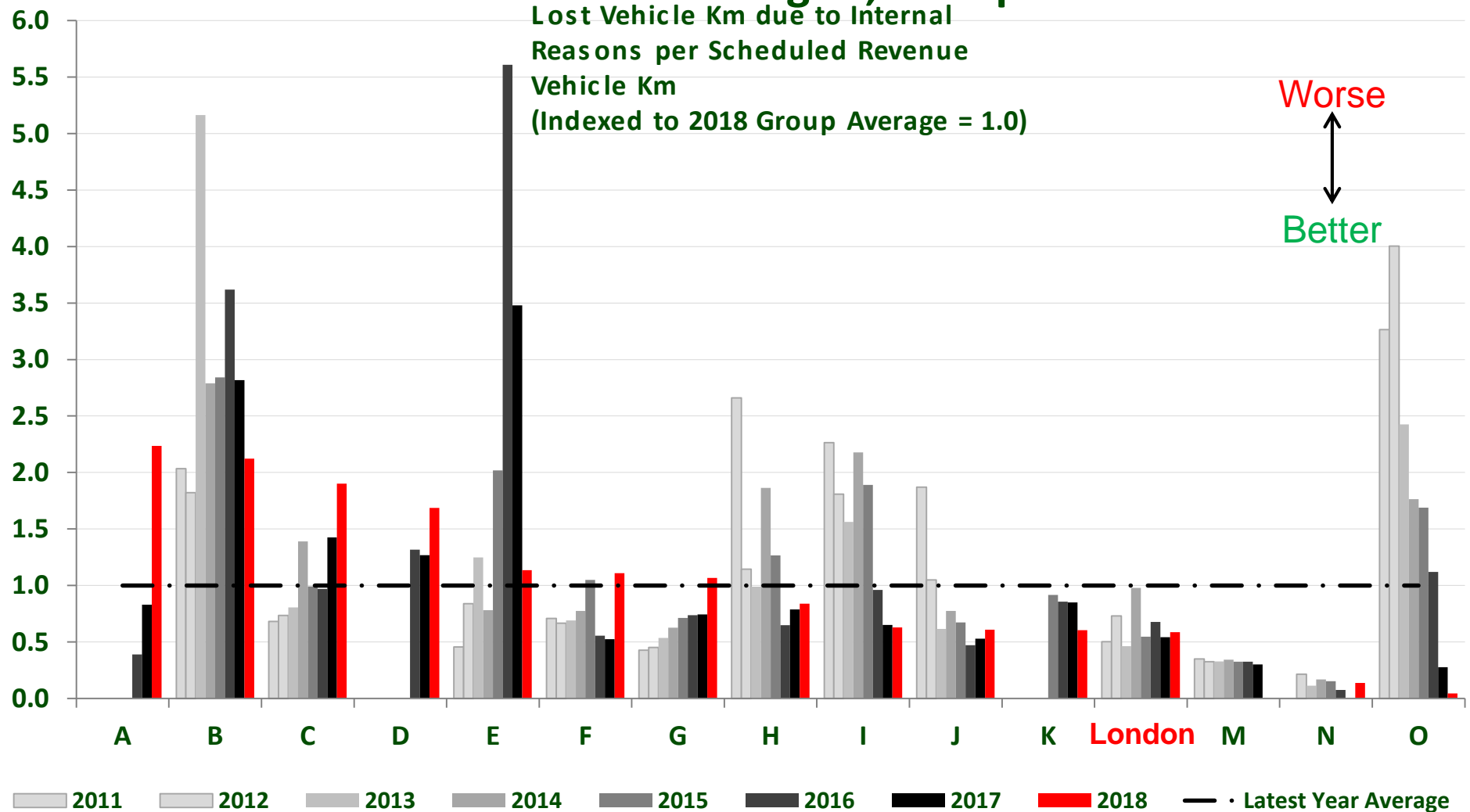
Number of Vehicle Collisions (regardless of damage, including with objects or the kerb, and with or without injury) per Actual Total Vehicle km (Indexed to 2018 Group Average = 1.0)





# Lost Vehicle Km (Internal Reasons)

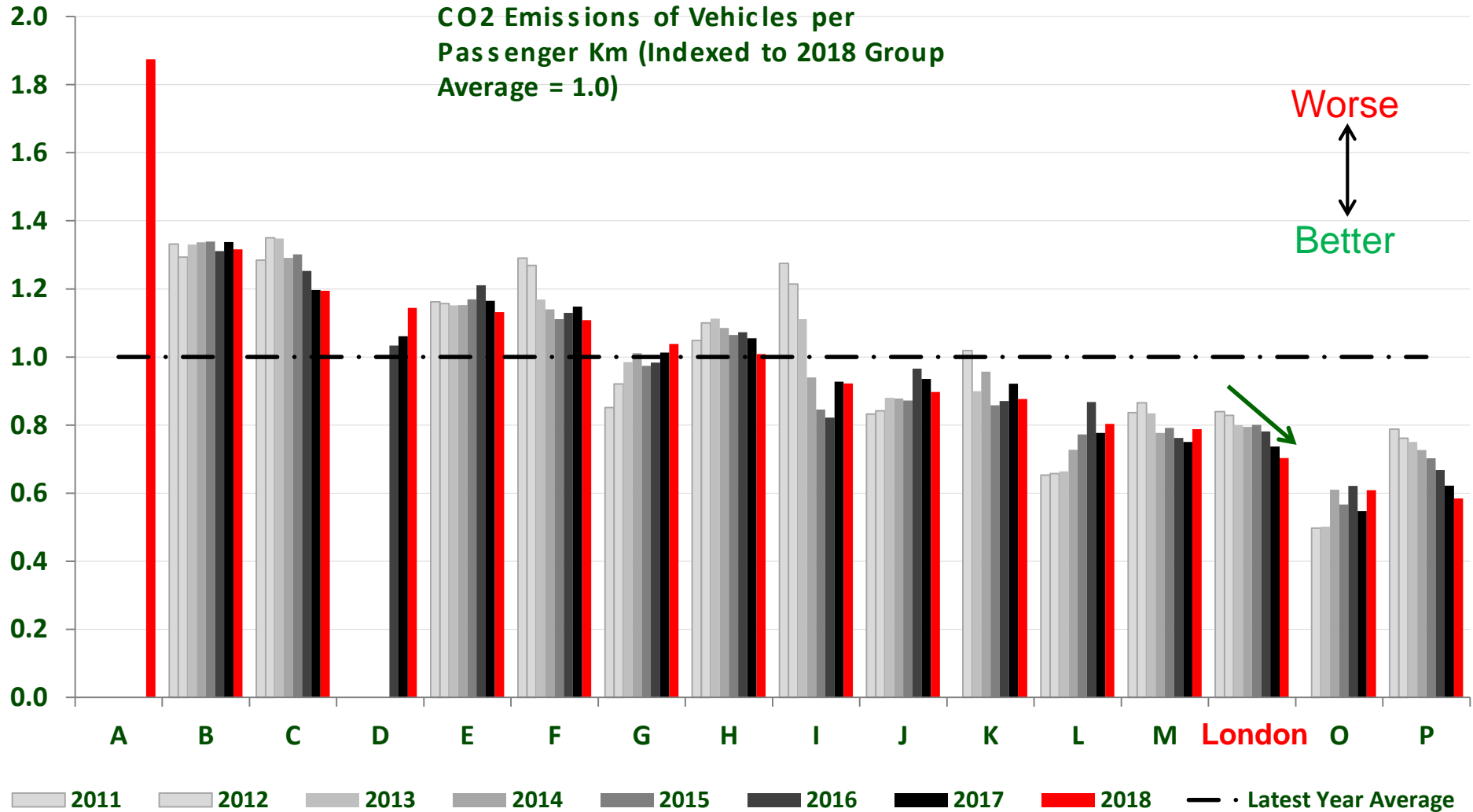
## How does lost km due to internal reasons, such as driver shortages, compare?



# CO2 per Passenger Km

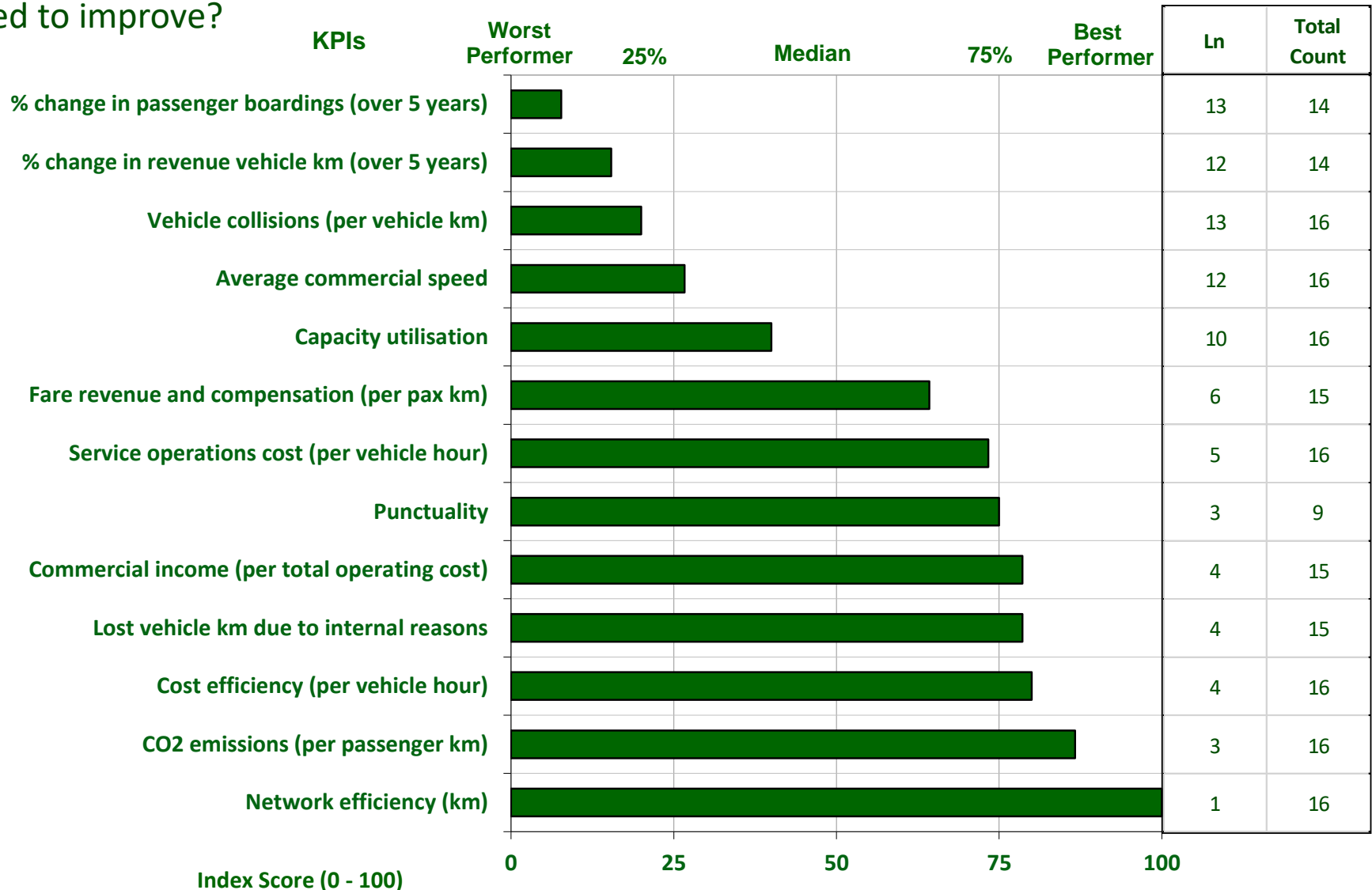


## How does CO2 emissions per passenger km compare?



# Performance Dashboard (absolute): How Does London Buses Rank Relative to Other Group Members on Several Dimensions in 2018?

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



2018

Index Score (0 - 100)

0 25 50 75 100

# Conclusion - 1: London Buses Continue to be a Good Performer Against Peers, With Above Average Levels in Many KPI's

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- Key Performance Driver Commercial Speed is Below Average, But Recent Improvements
  - Bus speeds are now 9.5% below group average, affecting internal and relative performance
  - Reduction in roadworks has helped average speed improve in the last two years
- 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 4<sup>th</sup> best in terms of service availability, e.g. low lost vehicle kilometres.
- Good Financial Performance:
  - Service operating cost per vehicle hour is very good, 5<sup>th</sup> lowest and 16% below group average.
  - 4<sup>th</sup> lowest subsidy requirement compared to other international peers, helped by relatively low cost and reasonable fares.

# Conclusion -2: London Buses Continue to be a Good Performer Against Peers, With Above Average Levels in Many KPI's

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- Good Environmental Performance:
  - London performs 3<sup>rd</sup> best. CO2 emissions per passenger km has significantly improved over the past three years, which is good given reduction in passenger km.
- Vehicle collisions reduced, but more opportunity for improvement
  - 2018 saw the first reduction in collisions/km in five years, a 6% drop compared to 2017 levels.
  - While collisions per vehicle km for London Buses remain 25% above IBBG's group average, the collisions per vehicle hour are now at the IBBG group average level. This is due to the relatively slower 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> which was partly informed on 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.