Your bus performance update
from the West Yorkshire Bus Alliance

January 2020

Unfortunately, traffic congestion across West Yorkshire during November and December severely impacted many of our services, which reflects the disruption that customers faced during the weeks leading up to Christmas. This was due to increased traffic, the ongoing effects of the 'Connecting Leeds' infrastructure building programme and one-off road incidents. Traffic at this time of year is usually busy, however October to November 2019 saw a 2.2% decline in punctuality compared to the same period the year before, which shows the increased levels of congestion we're facing.

We're working together to make permanent, long-term improvements in punctuality and reliability for our passengers, employees and for our towns and cities. Actions we're taking include:

- During severe disruption, communication between local authorities and bus companies will be a top priority. We'll assess hotspots and make sure we do all we can to help customers, including accepting each other's tickets.

- We're working on highways and infrastructure improvements to help traffic flow and crucially, bus reliability. This will allow us to develop timetables that give customers predictable journey times throughout the day.

- We're encouraging more people to use the bus by relaxing I.D requirements for young people and making fares easier to understand.
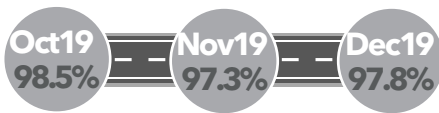
Congestion is a major frustration for everyone and all modes of transport. We're sorry for the impact this has had on people's commute and daily lives and going forward, improvements remain our top priority.
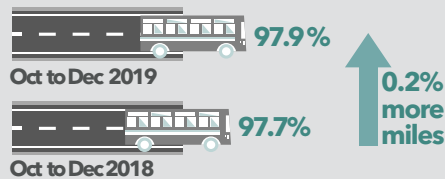
Being there for you

Our buses travel over 4.3 million miles each month. We do all we can to run every single one of them, but sometimes things like roadworks and traffic get in our way .

What **%** of our **4.3m** monthly scheduled miles did we run over the last **3** months?

Oct19 98.5%   **Nov19** 97.3%   **Dec19** 97.8%

How are we doing compared to last year?

Oct to Dec 2019   **97.9 %**

Oct to Dec 2018   **97.7 %**

0.2% more miles

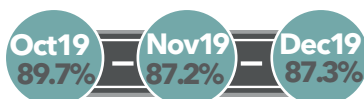That's around **8,400** more miles than the same time last year!

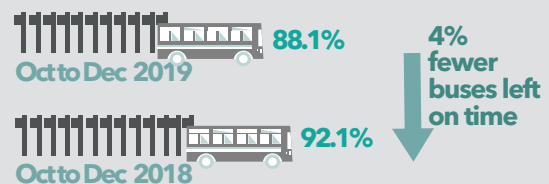*Average total % of the 4.3m miles operated.

Being on time at the bus stop

We also monitor our buses to see if they leave their first stop on time, and then at selected stops along the way.

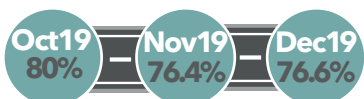What **%** of our buses left their first stop on time over the last **3** months?

Oct19 89.7%   **Nov19** 87.2%   **Dec19** 87.3%

How are we doing compared to last year?

Oct to Dec 2019   **88.1%**

Oct to Dec 2018   **92.1%**

4% fewer buses left on time

*Average total % buses that left the first stop on time.

What **%** of our buses left selected stops on route on time over the last **3** months?

Oct19 80%   **Nov19** 76.4%   **Dec19** 76.6%

How are we doing compared to last year?

Oct to Dec 2019   **77.7%**

Oct to Dec 2018   **79.9%**

2.2% fewer buses left on time

*Average total % buses that left selected stops on route on time.