



Bus Alliance performance

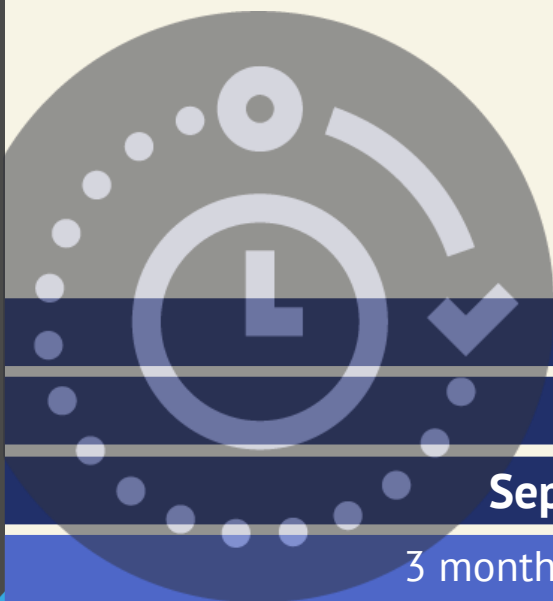
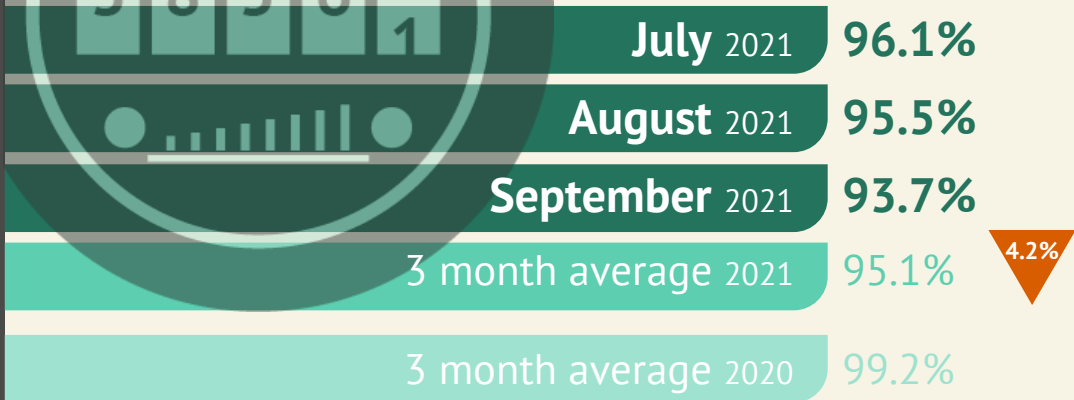
July to September 2021

The drop in figures this quarter compared to 12 months ago can be attributed to key factors that differed this time as local economies emerged from lockdown. Well-documented driver shortages in all road transport and competition from logistics and distribution placed continued pressure on operators, resulting in reduced frequencies and cancellations to manage the network. Traffic congestion also rose quickly and sharply, notably with the return to in-person attendance at colleges and universities in September instead of virtual study which was the norm in 2020.



Reliability

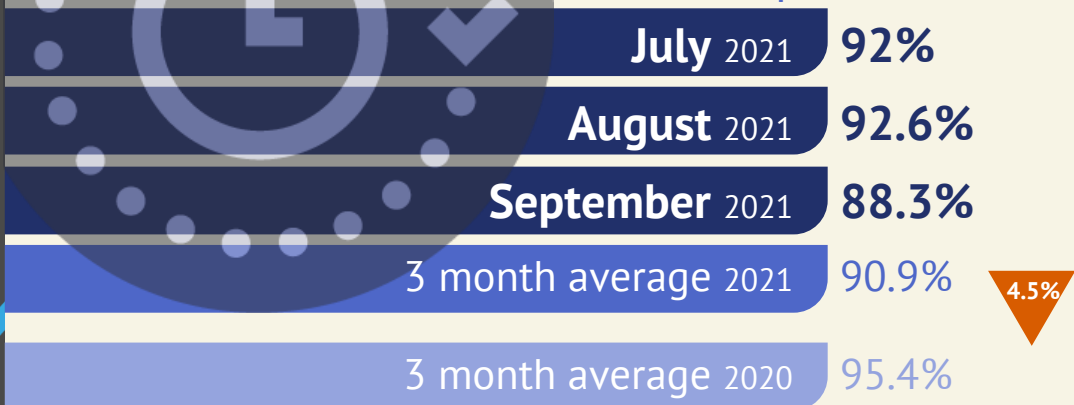
% of the **4 million** planned miles operated



Punctuality

% of buses on time

from the first stop



from stops along the way

