

**Stats 105****Bus Service Reliability - Annual Survey****Period: 1 April 2010 to 31 March 2011***Department for*  
**Transport****1. Total Scheduled Km**

Total scheduled km is the 'live' (in service) distance scheduled to be run in the period, taking into account any agreed additional km and any agreed curtailed km. If converting from miles use 1 mile = 1.61km.

EXCLUDE any services that run wholly in Scotland or Wales or any that are contracted to London Transport buses.

**2. Actual Operated Km**

This is the actual live service km run in the period.

**LOST KILOMETRES:****3. Outside operators control**

Km lost through cancellation or curtailment due to factors outside operators control. For example, traffic congestion due to extreme adverse weather condition, major road traffic accidents, security alerts / disasters / police activity and over running or unplanned roadworks.

Other examples include a puncture (but must have had timely attention), bus in accident, vomit / mess on bus, dispute / assaults occurring on bus, vandalism whilst bus in service and traffic light failure.

**4. Within operators control**

Sum of boxes 4 (a) to 4 (b)

**a) Traffic problem / congestion**

It has been agreed with CPT that traffic congestion should NOT be regarded as a factor outside an operators control unless it is a consequence of the type of incidents described in part 3.

**b) Staffing problems**

Includes strike action

**c) Mechanical problems****d) Other problems**

Other reasons within operators control: bus running out of fuel, bus blocked in depot and unauthorised curtailment by staff

**5. Changes**

If there were any major changes in your contract (e.g. gain or loss of number of buses in contract) that have caused your scheduled and operated km to be very different from last year please give details here.

**6. Signing Off**

a) Your operator licence number

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b) Are other licences covered by this form?  
(please answer yes or no)

c) Other licence numbers

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Please give your updated details below

Check    OK

Name:

Trading Name:

Address:

Date:

Number:

Email:

Please return this form by Friday 12 August to Rachel Moyce by email to [parking.data@dft.gsi.gov.uk](mailto:parking.data@dft.gsi.gov.uk)  
If you have any queries please call Rachel Moyce on 020 7944 4139  
Form NO. DfT 1564