

	2021	2020	2019	2018
Safety				
UK RIDDOR accidents per 100 employees	0.48	0.44	0.61	0.42
Bus accidents per million miles	32.4	36.6	37.4	36.1
Bus fleet with CCTV (%)	97.3	97.6	94.4	96.7
Train units with CCTV (%)	99	95.7	98	97
Total UK VOSA PSV bus test pass rate (%)	95.9	93.4	80.1	97.0
UK rail SPADS per million miles	0.66	0.8	0.76	0.63
UK train stations managed with secure station status (%)	24.0	25.0	25.0	24.0
Reported crimes	8,562	12,309	12,540	11,764
Accessibility				
UK bus fleet that is DDA compliant (%)	97.6	94.6	70.9	86
UK trains certified accessible (RVAR) (%)	61.3	60.4	56.8	54.6
UK trains certified accessible (PRM-TS) (%)	74.9	69.3	60.4	37.8
UK rail accessible managed train stations (%)	42.3	42.0	58.5	58.5
Employees				
Employee engagement - UK bus (%)	71	n/a	62	65
Employee engagement - UK rail (%)	72	72	69	67
Employees in a union (%)	43	43	41	43
Staff training days per employee	5	3.7	4	4.45
Training spend per employee (£)	848	589	680	783
Average length of service in years/months ¹	6.1	6.11	11.8	11
Turnover (%)	15	9.4	11	11.3
Absenteeism (%)	5.8	3.5	3.8	4.2
Diversity				
	2021	2020	2019	2018
Female employees (%)	15.3	15.3	14.4	14
Women in senior management roles (%)	19.6	20.0	16	17
Female Board members (%)	50	57.0	50	29
Black, Asian and Minority Ethnic (BAME) employees (%)	21.0	21.0	19.7	20.1
Customer satisfaction & reliability				
UK customer satisfaction - regional bus (%)	n/a ²	91	92	91
UK customer satisfaction - rail (%)	83	83	81	75
UK Rail punctuality PPM (%)	91.1	80.6	86.2	80.6
UK regional bus punctuality (%)	80.7	77.0	85.3	85.6
London excess bus waiting time (mins) (punctuality)	0.80	0.83	0.86	0.91
Fleet composition				
Total number of buses	6,159	5,898	5,797	5,083
Bus fleet with Euro IV and under (%)	15.0	8.9	14.3	14.6
Bus fleet with Euro V (%)	25.5	21.2	37.5	38.3
Bus fleet with Euro VI (%)	37.5	40.5	31.8	29.4
Fleet with hybrid (%)	17.6	16.8	18.8	19.6
Bus fleet with electric (%)	4.2	3.1	1.5	1.6
Bus fleet with gas (%)	0.2	0.2	0.2	0.3

Average age of bus fleet (years)	7.9	7.6	7.4	6.5
Number of train units	997	1,022	957	952
Number of electric train units	977	1,002	945	932
Number of diesel train units	20	20	20	20

Community and social investment

Total contributions (£)	1,035,269	905,919	966,239	700,749
Cash contributions (£)	315,720	269,403	296,782	240,483
Gifts in kind (£)	140,117	355,100	383,421	213,670
Value of employee time (£)	9,153	187,467	174,554	151,986
Management time (£)	300,729	93,948	111,482	94,610
Community spend per employee (£)	33.58	30	34.22	25.33
Individuals/beneficiaries directly reached	71,525	710,388	321,792	510,593
Partner organisations/beneficiaries directly reached	2,970	16,893	22,318	3,203
Stakeholder events (number)	1,493	236	1,371	322
Employee involvement (number)	246	612	531	578
Leverage – total spend on payroll giving (£)	104,186	98,613	101,362	103,733

Cleaner environment

Carbon emissions per vehicle mile (kg)	0.98	1.07	1.15	1.28
Waste - landfill diversion rate (%)	94.26	95.7	95.6	97.2
Recycling rate (%)	37.8	36.5	n/a	n/a
Amount of water consumed (m3)	848,548	907,649	916,830	1,002,163
Total waste generated (t)	9,448.30	13,196.60	18,218.40	15,258.0

¹ Figures for 2021 and 2020 include acquisitions

² Results from Transport Focus independent customer survey. Due to the impact of COVID-19, surveys were paused for this year

n/a - non applicable for certain years as new metric was introduced in 2021