

Freedom of Information Request Tendered Service Checks – 01 Mar 2025 to 31 Jan
2026

Total number of service checks: 5567.

Total number of tendered service checks: 2050.

Number of tendered service failures: 141.

Percentage failure: 6.88%.

Reasons for failure:

- 22 Running between 10 & 20 minutes late.
- 35 Running between 5 & 10 minutes late.
- 2 Boarding/alighting inappropriate place.
- 1 Contravening regulations.
- 3 Professional conduct.
- 3 Driver observes legal requirements.
- 1 No CPC card.
- 5 Emergency alarms (advisory).
- 35 Over 20 minutes late/failure to operate.
- 1 Fail to stop.
- 3 Fail to issue ticket/take fare.
- 10 Follow correct route.
- 15 Running early.
- 1 Route/destination display.
- 3 Vehicle meets contract specifications.
- 2 Vehicle meets legal requirements.