



LONDON BUSES
QUALITY OF SERVICE INDICATORS

Route Results for the London Boroughs

Camden

SECOND QUARTER 2009/10

27th June 2009 - 18th September 2009

QUALITY OF SERVICE INDICATORS FOR HIGH FREQUENCY (NON-TIMETABLED) ROUTES

Quarter 2 2009/10

(27th June 2009 - 18th September 2009)

London Borough of Camden

Route Number	Waiting Times (Mins)			Probability of Waiting (%)						
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Average Waiting Time (AWT) (EWT) Q2 2008/09	AWT/SWT Ratio	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps	
1	4.1	1.0	1.1	1.3	88.5	10.3	0.8	0.4	2.0	
4	5.4	1.0	1.4	1.2	79.2	19.3	1.4	0.1	0.9	
7	3.8	0.9	1.0	1.2	91.1	8.4	0.4	0.1	1.7	
8	3.3	1.6	1.9	1.5	88.3	10.9	0.7	0.1	5.2	
10	3.6	1.3	2.4	1.4	88.8	9.9	0.6	0.6	3.7	
13	4.0	1.1	1.3	1.3	87.7	11.2	0.9	0.2	2.8	
14	2.9	1.0	1.2	1.3	94.2	5.3	0.5	0.0	3.4	
16	3.2	0.8	1.2	1.3	94.8	4.9	0.2	0.1	2.1	
17	4.4	0.8	1.1	1.2	89.4	10.2	0.4	0.0	0.7	
18	2.6	1.5	1.1	1.6	92.6	6.9	0.5	0.1	6.6	
19	3.5	1.2	1.6	1.3	89.9	9.1	0.7	0.4	3.1	
24	2.6	1.2	1.4	1.5	93.5	5.8	0.5	0.2	5.6	
25	2.8	1.6	1.5	1.6	91.1	8.0	0.7	0.2	6.4	
27	3.9	0.9	1.0	1.2	90.8	8.9	0.3	0.1	1.1	
29	2.8	0.8	0.8	1.3	96.7	3.3	0.1	0.0	2.2	
30	4.5	2.4	1.8	1.5	75.1	21.4	3.1	0.5	5.6	
31	3.0	1.1	1.2	1.4	94.1	5.6	0.3	0.0	3.0	
32	4.1	0.6	0.9	1.2	92.1	7.7	0.2	0.0	0.5	
38	2.0	1.2	1.3	1.6	97.0	3.0	0.0	0.0	2.8	
45	4.2	0.8	1.1	1.2	89.7	9.9	0.4	0.0	0.8	
46	5.1	1.1	1.1	1.2	81.6	16.7	1.6	0.2	1.6	
55	3.5	1.4	2.0	1.4	88.2	10.4	0.7	0.7	4.7	
59	4.0	0.9	1.2	1.2	90.5	9.1	0.4	0.1	1.4	
63	3.0	1.0	1.0	1.3	95.1	4.7	0.2	0.1	2.1	
68	3.7	0.9	0.8	1.2	92.0	7.8	0.2	0.0	1.3	
73	2.5	1.1	1.2	1.5	95.1	4.7	0.2	0.0	3.5	
82	4.0	1.1	1.2	1.3	88.7	10.8	0.5	0.0	2.0	
88	3.8	1.6	1.5	1.4	85.4	12.9	1.6	0.1	4.5	
91	3.8	0.6	1.1	1.2	94.1	5.5	0.2	0.1	1.0	
98	3.0	1.3	1.7	1.5	92.1	7.5	0.4	0.0	4.5	
113	5.0	1.0	0.8	1.2	83.1	14.9	1.6	0.4	1.3	
134	2.8	1.1	0.9	1.4	94.6	5.3	0.1	0.0	3.5	
139	4.1	1.7	1.3	1.4	84.3	13.9	1.5	0.3	3.8	
143	6.0	0.8	0.7	1.1	77.3	21.0	1.6	0.1	0.7	
168	3.5	1.0	1.1	1.3	92.6	7.2	0.2	0.0	1.7	
171	4.1	1.3	0.9	1.3	86.0	13.0	1.0	0.1	2.5	
176	4.2	1.4	1.5	1.3	85.3	13.7	1.0	0.1	2.7	
187	5.2	1.5	1.3	1.3	77.0	20.6	2.2	0.3	2.1	
188	4.1	1.7	1.2	1.4	83.6	14.3	1.7	0.5	4.1	

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q2 2008/09	Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)				
						< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
189	4.1	1.4	1.3	5.5	1.3	85.1	13.1	1.5	0.2	3.0
205	3.9	1.2	1.0	5.2	1.3	88.4	10.6	0.9	0.1	2.6
210	4.1	0.8	0.7	4.9	1.2	91.3	8.1	0.6	0.1	1.6
214	3.9	1.0	0.8	4.9	1.3	90.1	9.6	0.4	0.0	1.7
242	3.1	1.1	1.6	4.2	1.3	93.4	6.3	0.3	0.0	3.0
243	3.5	1.0	1.2	4.6	1.3	92.1	7.7	0.3	0.0	2.3
253	2.8	0.9	1.1	3.7	1.3	96.1	3.7	0.2	0.0	2.4
259	3.8	1.2	1.6	5.1	1.3	88.2	11.0	0.7	0.1	2.7
268	6.0	0.5	0.8	6.5	1.1	79.0	19.8	0.9	0.2	0.6
271	4.4	0.7	0.6	5.1	1.2	89.4	10.1	0.6	0.0	0.8
274	3.8	1.6	1.3	5.4	1.4	85.8	13.4	0.7	0.1	3.7
316	4.1	0.7	0.9	4.8	1.2	91.8	7.8	0.3	0.0	0.7
328	3.1	1.3	1.2	4.4	1.4	91.8	7.7	0.4	0.0	4.0
332	5.1	0.7	1.1	5.8	1.1	84.1	15.3	0.6	0.1	0.4
341	5.0	1.6	1.2	6.6	1.3	78.2	19.5	2.0	0.3	2.5
390	4.0	1.3	1.4	5.3	1.3	86.1	12.2	1.0	0.6	3.2
393	6.1	0.6	1.4	6.7	1.1	76.4	22.6	1.0	0.0	0.3
476	4.0	1.1	0.9	5.1	1.3	88.5	10.5	0.8	0.2	2.4
521	2.4	0.7	0.6	3.2	1.3	96.9	3.0	0.1	0.0	0.8
C2	3.8	1.0	1.2	4.8	1.3	90.5	8.9	0.5	0.0	2.1
C11	4.1	1.0	0.9	5.0	1.2	89.8	9.6	0.6	0.0	1.5
All:	3.6	1.2	1.2	4.8	1.3	89.8	9.5	0.7	0.1	2.8

QUALITY OF SERVICE INDICATORS FOR LOW FREQUENCY (TIMETABLED) ROUTES

Quarter 2 2009/10

(27th June 2009 - 18th September 2009)

London Borough of Camden

Performance Indicators By Percent - % Chance of a bus

Route Number	On Time	(On Time)	Non	8 to 2	5 to 15
		Q2	Arrival /	Mins	Mins
		2008/09	Not	Early	Late
			Linked		
206	85.6	81.4	3.8	2.7	7.9
X68	85.3	85.6	3.1	1.6	10.0
All:	85.5	81.8	3.7	2.6	8.1

QUALITY OF SERVICE INDICATORS FOR NIGHT BUS (TIMETABLED) ROUTES

Quarter 2 2009/10

(27th June 2009 - 18th September 2009)

London Borough of Camden

Performance Indicators By Percent - % Chance of a bus

Route Number	On Time	(On Time) Q2 2008/09	Non Arrival / Not Linked	8 to 2 Mins Early	5 to 15 Mins Late
N2	88.8	85.8	4.7	1.8	4.7
N5	94.9	86.8	2.1	0.8	2.2
N7	96.1	85.0	2.5	0.0	1.4
N8	78.9	80.0	7.5	5.2	8.3
N10	64.9	67.5	8.8	2.3	24.1
N13	89.2	92.9	3.1	0.5	7.3
N16	96.6	96.5	1.7	1.2	0.6
N19	80.9	72.7	6.1	3.8	9.2
N20	93.1	86.1	1.7	0.0	5.2
N24	84.2	74.7	1.3	1.2	13.3
N25	71.4	78.6	16.7	4.2	7.8
N29	95.2	91.9	2.3	0.9	1.6
N35	76.0	94.1	7.0	0.6	16.4
N38	88.3	91.2	5.5	0.7	5.5
N41	94.3	97.1	2.9	0.0	2.9
N55	87.4	84.2	3.9	2.3	6.4
N73	87.2	91.0	5.1	2.3	5.4
N88	87.2	86.3	2.6	2.2	8.0
N91	89.5	85.9	3.3	3.1	4.1
N98	91.9	86.1	4.4	0.5	3.2
N134	89.1	96.0	4.4	0.0	6.5
N139	83.3	92.2	3.0	1.0	12.7
N171	86.1	87.6	5.7	0.6	7.6
N189	93.4	96.2	2.0	0.0	4.6
N205	74.9	79.6	2.7	4.5	17.9
N207	84.7	78.7	3.9	4.1	7.4
N214	94.6	94.3	2.2	0.4	2.9
N242	96.4	97.0	2.1	0.0	1.4
N253	91.7	90.6	5.9	0.0	2.5
N271	91.2	95.7	3.5	1.3	4.1
N279	91.8	88.5	3.2	1.7	3.4
N390	92.1	89.4	1.0	3.5	3.5
NC2	100.0	N/A	0.0	0.0	0.0
All:	86.0	85.7	5.1	1.9	7.1