



**LONDON BUSES
QUALITY OF SERVICE INDICATORS**

Route results for London Buses Services

SECOND QUARTER 2009/10

27th June 2009 - 18th September 2009

MAYOR OF LONDON

*Performance Information
London Bus Services Ltd.*

How to Interpret Results

Statistics are given for regular daytime and night bus services, with observations carried out at the locations and times of the day indicated.

Sixteen observations are made at each point every twelve weeks, covering eight observation periods (see key to shifts). There may be fewer observations if the operation of the route is restricted (e.g. weekdays only).

Each observation period is of three ours duration except for the peak shifts (shifts 1 and 4) which are for two and a half-hours. Most observations are made in one direction only; normally that of the peak traffic flow.

Bus routes are split into two categories – high and low frequency.

Results are quoted to one decimal place. For this reason figures may not add up due to rounding.

Non-Timetabled (High Frequency) Services.

These are services for which a detailed timetable is not generally published. Most have weekday peak frequencies of five or more buses per hour (i.e. a service frequency of 12 minutes or more frequent). Passengers are assumed to arrive at bus stops random

Statistics shown are:

- 1) **Average Scheduled Waiting Time (SWT)** The time passengers would wait, on average, if the service ran exactly as scheduled during the periods observed.
- 2) **Average excess wait (EWT)** The difference between 1) and 3), representing the additional wait experienced by passengers due to the irregular spacing of buses or those that failed to run.
- 3) **(EWT) Q2 2008/09** Denotes the Average Excess Waiting (EWT) (see 2) time result for the corresponding financial quarter last year.
- 4) **Average actual wait (AWT)** The average time that passengers actually waited.
- 5) **Average wait divided by scheduled wait (AWT:SWT Ratio)** Indicates how much longer, on average, passengers are waiting than intended (e.g. 1.5 would indicate passengers waiting 50% longer than intended)
- 6) **Chance of waiting less than 10, 10-20,20-30, more than 30 minutes, Long Gaps** Gives an indication of the variation in individual waiting times.

Timetabled (Low Frequency) Services.

These are services running to an advertised timetable. Most have a weekday peak frequency of four buses per hour or less (i.e. a service interval of every 15 minutes or less frequently). It is assumed that passengers take notice of the published timetable

- 1) **Chance of a bus departing on-time.** The chance that a bus runs at the advertised time or between two minutes early and up to five minutes late.
- 2) **(% On Time) Q2 2008/09** Denotes the percentage of departing on time (see 1) for the corresponding financial quarter last year
- 3) **Chance of a bus not running.** The chance that a bus fails to run (see note on late running)
- 4) **Chance of a bus running early.** The chance of a bus running more than two and a half minutes before the advertised time. This category may be sometimes be late running buses, which would be regarded as passengers as the next bus running early.
- 5) **Chance of a bus running late** The chance of a bus running 5-15 minutes late (buses more than 15 minutes late are regarded as non-arrivals). This category may sometimes include early running buses which would be regarded by passengers as the preceding bus running late.

For groups of services, totals are a weighted average of the individual route-level observations, the weighting being proportional to the frequencies of the routes (i.e. more frequent services are given a higher weighting).

Night Bus Services

Results for night bus services are shown separately. Most night buses are monitored departing from Trafalgar Square or in the immediate vicinity. Exceptions are shown in the report.

Performance Information London Buses

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

Quarter 2 2009/10

(27th June 2009 - 18th September 2009)

Route Number	Waiting Times (Mins)				Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q2 2008/09	Average Waiting Time (AWT)			< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
1	4.1	1.0	1.1	5.1	1.2	88.5	10.3	0.8	0.4	2.0	
2	3.7	1.1	1.3	4.8	1.3	90.2	9.1	0.5	0.2	2.7	
3	3.9	1.3	1.1	5.2	1.3	87.0	11.8	1.0	0.2	3.4	
4	5.4	1.0	1.4	6.4	1.2	79.2	19.3	1.4	0.1	0.9	
5	3.3	1.4	1.0	4.7	1.4	89.7	9.7	0.5	0.1	4.0	
6	2.9	1.3	1.5	4.2	1.4	92.1	7.4	0.4	0.1	5.2	
7	3.8	0.9	1.0	4.7	1.2	91.1	8.4	0.4	0.1	1.7	
8	3.3	1.6	1.9	4.9	1.5	88.3	10.9	0.7	0.1	5.2	
9	3.0	1.0	1.5	4.0	1.3	94.2	5.2	0.5	0.1	3.1	
10	3.5	1.4	2.4	4.9	1.4	88.8	9.9	0.7	0.6	3.7	
11	3.9	1.2	1.0	5.1	1.3	88.8	10.2	0.8	0.2	2.8	
12	2.5	1.4	1.0	3.9	1.6	93.7	5.7	0.5	0.1	5.9	
13	4.0	1.1	1.2	5.1	1.3	87.7	11.2	0.9	0.2	2.8	
14	2.9	1.0	1.2	3.9	1.3	94.2	5.3	0.5	0.0	3.4	
15	3.7	2.0	1.8	5.7	1.5	83.1	15.0	1.6	0.3	5.6	
16	3.2	0.8	1.2	4.0	1.3	94.8	4.9	0.2	0.1	2.1	
17	4.4	0.8	1.1	5.2	1.2	89.4	10.1	0.5	0.0	0.7	
18	2.6	1.5	1.1	4.1	1.6	92.6	6.8	0.5	0.1	6.6	
19	3.5	1.2	1.6	4.7	1.3	89.9	9.0	0.7	0.4	3.1	
21	4.1	1.4	1.1	5.5	1.3	85.7	12.9	1.1	0.3	2.8	
22	3.5	0.7	1.1	4.2	1.2	94.5	5.2	0.2	0.1	1.2	
23	3.1	1.6	1.5	4.7	1.5	89.6	10.0	0.4	0.0	5.3	
24	2.6	1.2	1.4	3.8	1.5	93.5	5.9	0.4	0.2	5.6	
25	2.8	1.6	1.5	4.4	1.6	91.1	8.0	0.7	0.2	6.4	
26	4.4	1.7	1.5	6.1	1.4	80.8	17.0	1.8	0.4	3.6	
27	3.9	0.9	1.0	4.8	1.2	90.8	8.9	0.2	0.1	1.1	
28	3.8	1.0	1.3	4.8	1.3	90.2	9.3	0.5	0.0	2.1	
29	2.8	0.8	0.8	3.6	1.3	96.7	3.3	0.0	0.0	2.2	
30	4.5	2.3	1.8	6.8	1.5	75.1	21.3	3.1	0.5	5.6	
31	3.0	1.1	1.2	4.1	1.4	94.1	5.6	0.3	0.0	3.0	
32	4.1	0.7	0.9	4.8	1.2	92.1	7.7	0.2	0.0	0.5	
33	4.1	1.0	1.2	5.1	1.2	88.8	10.5	0.6	0.1	1.6	
34	4.5	0.7	0.6	5.2	1.2	90.3	9.5	0.2	0.0	0.6	
35	5.2	1.3	1.1	6.5	1.3	79.4	18.0	2.2	0.4	2.1	

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Waiting Times (Mins)		Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)					
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)			(EWT) Q2 2008/09	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
36	3.2	1.1	1.1	4.3	1.3	92.5	7.2	0.3	0.0	3.3
37	5.0	1.2	1.0	6.2	1.2	81.5	17.1	1.3	0.1	1.4
38	2.0	1.1	1.3	3.1	1.6	97.0	3.0	0.0	0.0	2.8
39	4.0	0.5	0.5	4.5	1.1	93.9	6.0	0.1	0.0	0.4
40	4.4	1.1	0.6	5.5	1.3	86.6	12.0	1.0	0.4	2.0
41	2.6	0.9	0.9	3.5	1.3	96.8	3.1	0.1	0.0	2.6
42	5.2	1.1	1.3	6.3	1.2	80.6	17.3	1.9	0.2	1.4
43	3.3	0.9	0.7	4.2	1.3	93.9	6.0	0.1	0.0	1.8
44	5.1	0.8	0.8	5.9	1.2	83.0	15.9	0.9	0.2	0.9
45	4.2	0.8	1.1	5.0	1.2	89.7	9.9	0.4	0.0	0.8
46	5.1	1.1	1.1	6.2	1.2	81.6	16.7	1.6	0.1	1.6
47	5.2	1.2	1.7	6.4	1.2	79.5	18.2	2.1	0.2	1.9
48	3.9	1.3	1.2	5.2	1.3	87.5	11.6	0.7	0.2	2.8
49	3.9	1.1	0.9	5.0	1.3	89.2	10.3	0.5	0.0	2.1
50	6.3	1.4	0.8	7.7	1.2	70.5	25.4	3.5	0.6	1.6
51	5.1	1.1	0.9	6.2	1.2	81.9	16.1	1.7	0.3	1.9
52	3.0	0.8	1.1	3.8	1.3	95.7	4.2	0.1	0.0	1.8
53	3.8	1.3	1.6	5.1	1.3	87.7	11.3	1.0	0.0	3.4
54	6.1	0.9	0.8	7.0	1.1	74.6	23.6	1.7	0.1	0.5
55	3.5	1.4	2.0	4.9	1.4	88.2	10.4	0.7	0.7	4.7
56	3.4	1.2	1.1	4.6	1.4	91.7	7.9	0.4	0.0	2.8
57	4.1	1.2	1.4	5.3	1.3	87.4	11.6	0.9	0.1	2.2
58	6.0	1.7	1.1	7.7	1.3	69.4	25.3	4.4	0.9	2.7
59	4.0	0.9	1.2	4.9	1.2	90.5	9.1	0.3	0.1	1.4
60	6.0	0.7	1.0	6.7	1.1	77.1	21.6	1.3	0.0	0.4
62	5.1	0.8	0.9	5.9	1.2	83.7	15.4	0.8	0.1	0.6
63	3.0	0.9	1.0	3.9	1.3	95.1	4.7	0.1	0.1	2.1
64	4.9	0.6	0.8	5.5	1.1	87.2	12.5	0.3	0.0	0.5
65	3.8	2.2	1.1	6.0	1.6	80.7	16.2	2.5	0.6	7.4
66	6.3	1.3	0.7	7.6	1.2	72.0	23.0	3.9	1.1	1.8
67	5.0	0.6	0.7	5.6	1.1	87.0	12.5	0.4	0.1	0.5
68	3.7	0.9	0.8	4.6	1.2	92.0	7.8	0.2	0.0	1.3
69	4.1	1.2	0.9	5.3	1.3	87.7	11.0	1.2	0.1	2.5
70	5.2	1.0	0.8	6.2	1.2	80.9	17.6	1.4	0.1	1.2
71	4.1	0.6	0.5	4.7	1.1	93.3	6.7	0.0	0.0	0.4
72	4.1	1.3	0.8	5.4	1.3	86.5	12.2	1.1	0.2	2.9
73	2.5	1.1	1.2	3.6	1.4	95.1	4.7	0.2	0.0	3.5
74	4.0	0.7	1.0	4.7	1.2	92.0	7.7	0.2	0.1	1.0
75	6.1	1.1	0.8	7.2	1.2	73.7	23.3	2.3	0.7	1.4

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)					
					(EWT) Q2 2008/09	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
76	4.1	0.6	4.7	1.1	0.6	91.8	7.7	0.4	0.1	1.2
77	5.0	1.0	6.0	1.2	0.8	83.5	15.4	0.9	0.2	1.0
78	4.3	1.0	5.3	1.2	1.6	88.2	11.2	0.6	0.0	1.4
79	6.0	1.5	7.5	1.3	1.5	70.8	25.1	3.5	0.6	1.7
80	6.2	0.5	6.7	1.1	0.5	77.1	22.1	0.8	0.0	0.1
81	6.2	0.7	6.9	1.1	0.8	75.3	22.9	1.7	0.1	0.5
82	4.0	1.1	5.1	1.3	1.2	88.7	10.7	0.6	0.0	2.0
83	4.2	1.6	5.8	1.4	1.9	82.9	15.3	1.5	0.3	3.9
85	4.0	0.6	4.6	1.1	0.6	93.9	5.8	0.3	0.0	0.8
86	3.1	1.4	4.5	1.5	0.9	90.4	8.7	0.7	0.2	5.3
87	3.2	0.9	4.1	1.3	0.9	93.8	6.1	0.1	0.0	2.4
88	3.8	1.6	5.4	1.4	1.5	85.4	12.9	1.6	0.1	4.5
89	5.3	0.6	5.9	1.1	0.6	84.3	14.6	1.1	0.0	0.7
90	5.3	0.7	6.0	1.1	0.8	83.4	15.7	0.9	0.0	0.5
91	3.8	0.6	4.4	1.2	1.1	94.1	5.5	0.3	0.1	1.0
92	4.2	1.1	5.3	1.3	1.1	87.0	11.4	1.3	0.3	2.8
93	3.5	0.9	4.4	1.3	1.1	92.7	7.0	0.3	0.0	1.8
94	2.4	1.2	3.6	1.5	1.2	94.8	4.9	0.3	0.0	4.9
95	6.2	1.1	7.3	1.2	N/A	73.1	23.3	2.8	0.8	1.5
96	4.1	0.9	5.0	1.2	1.3	89.7	9.9	0.4	0.0	1.4
97	5.2	1.1	6.3	1.2	1.0	80.4	17.9	1.6	0.1	1.5
98	2.9	1.4	4.3	1.5	1.7	92.1	7.5	0.4	0.0	4.5
99	6.1	0.8	6.9	1.1	0.8	75.2	22.7	1.9	0.2	0.8
100	4.1	0.8	4.9	1.2	0.8	90.4	8.9	0.5	0.2	1.0
101	6.1	0.5	6.6	1.1	0.5	77.6	21.5	0.9	0.0	0.2
102	4.6	0.5	5.1	1.1	0.9	90.7	9.1	0.2	0.0	0.4
103	5.4	0.8	6.2	1.1	0.5	82.7	15.8	1.2	0.3	0.8
104	5.1	1.2	6.3	1.2	1.2	80.5	17.0	1.9	0.6	2.5
105	5.1	1.1	6.2	1.2	1.4	80.8	17.8	1.3	0.1	1.3
106	3.8	1.3	5.1	1.3	1.3	88.2	11.1	0.7	0.0	3.1
108	5.2	1.1	6.3	1.2	1.1	81.3	16.9	1.5	0.3	1.5
109	3.1	1.3	4.4	1.4	1.6	92.3	7.1	0.6	0.0	3.5
111	5.1	1.0	6.1	1.2	1.0	82.8	15.7	1.2	0.3	1.4
113	5.0	1.1	6.1	1.2	0.8	83.1	14.9	1.6	0.4	1.3
114	5.2	1.1	6.3	1.2	0.7	81.9	16.4	1.5	0.2	1.2
115	3.8	1.0	4.8	1.3	0.9	90.6	9.1	0.3	0.0	1.7
116	6.2	0.5	6.7	1.1	0.7	77.4	21.0	1.4	0.2	0.6
118	6.1	1.0	7.1	1.2	1.2	74.7	22.8	2.3	0.2	0.8
119	5.1	0.8	5.9	1.2	0.4	84.6	14.8	0.5	0.1	0.5

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)					
					(EWT) Q2 2008/09	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
120	5.2	0.7	5.9	1.1	0.7	84.1	14.9	0.8	0.2	0.8
121	5.2	0.6	5.8	1.1	0.8	84.8	14.8	0.4	0.0	0.3
122	6.0	1.1	7.1	1.2	1.3	74.8	22.8	2.1	0.3	0.9
123	5.7	0.9	6.6	1.2	1.1	78.1	20.5	1.2	0.2	0.9
124	6.1	0.9	7.0	1.1	0.7	75.2	22.8	1.9	0.1	0.6
125	5.2	0.6	5.8	1.1	0.6	85.6	13.8	0.6	0.0	0.5
126	5.3	0.6	5.9	1.1	0.7	84.0	15.2	0.8	0.0	0.4
128	6.3	1.5	7.8	1.2	0.9	69.4	26.0	4.1	0.5	1.5
129	6.2	1.2	7.4	1.2	0.7	71.3	23.8	2.9	2.0	3.1
131	4.1	1.1	5.2	1.3	1.3	88.6	10.4	0.9	0.1	2.1
132	6.2	0.8	7.0	1.1	0.7	75.1	23.1	1.5	0.3	0.7
133	3.2	1.2	4.4	1.4	1.1	91.6	7.5	0.8	0.1	3.7
134	2.8	1.1	3.9	1.4	0.9	94.6	5.3	0.1	0.0	3.5
135	5.1	0.6	5.7	1.1	0.9	86.5	13.2	0.3	0.0	0.2
136	5.1	0.9	6.0	1.2	0.8	82.6	16.4	0.9	0.1	0.9
137	3.0	1.0	4.0	1.3	1.3	94.3	5.5	0.2	0.0	2.8
139	4.1	1.6	5.7	1.4	1.3	84.3	13.9	1.5	0.3	3.8
140	4.1	1.3	5.4	1.3	1.3	86.5	12.5	0.9	0.1	2.6
141	3.5	0.8	4.3	1.2	0.8	94.1	5.8	0.1	0.0	1.3
142	6.1	0.9	7.0	1.1	1.0	76.2	21.5	1.9	0.4	0.9
143	6.0	0.8	6.8	1.1	0.7	77.3	20.9	1.7	0.1	0.7
144	3.9	0.6	4.5	1.2	0.6	93.9	6.0	0.1	0.0	0.9
145	6.1	1.4	7.5	1.2	1.1	71.5	24.5	3.3	0.7	1.7
147	4.1	0.9	5.0	1.2	0.7	90.5	8.8	0.4	0.3	1.5
148	3.8	1.5	5.3	1.4	1.2	86.1	12.8	0.9	0.2	3.8
149	3.3	1.2	4.5	1.4	0.9	91.5	7.9	0.6	0.0	3.6
150	6.2	2.4	8.6	1.4	1.5	65.0	26.7	6.8	1.5	4.2
151	5.1	0.7	5.8	1.1	0.6	85.6	13.5	0.7	0.2	0.7
152	6.2	1.4	7.6	1.2	1.5	70.4	24.4	4.0	1.2	2.6
153	6.1	0.8	6.9	1.1	1.1	76.4	21.7	1.8	0.1	0.6
154	6.1	1.0	7.1	1.2	0.5	74.9	22.8	2.2	0.1	0.7
155	4.1	0.9	5.0	1.2	0.9	89.6	9.9	0.3	0.2	1.1
156	4.1	0.8	4.9	1.2	0.8	90.7	9.0	0.3	0.0	0.9
157	6.1	1.0	7.1	1.2	1.0	74.6	23.2	2.0	0.2	0.8
158	6.0	2.1	8.1	1.3	1.0	67.9	26.1	5.2	0.8	3.1
159	3.1	1.5	4.6	1.5	1.8	89.4	9.7	0.8	0.1	5.9
161	5.1	0.5	5.6	1.1	1.1	86.9	12.5	0.4	0.2	0.6
163	4.0	1.2	5.2	1.3	0.7	88.6	10.1	1.2	0.1	2.8
164	5.2	0.9	6.1	1.2	0.7	82.2	16.4	1.2	0.2	1.2

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)					
					(EWT) Q2 2008/09	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
165	6.2	1.1	7.3	1.2	0.7	72.9	24.7	2.1	0.3	0.9
168	3.5	1.0	4.5	1.3	1.1	92.6	7.3	0.1	0.0	1.7
169	5.3	1.9	7.2	1.4	1.0	75.4	19.6	3.8	1.2	4.0
170	4.1	1.1	5.2	1.3	0.8	88.2	11.0	0.8	0.0	2.0
171	4.1	1.3	5.4	1.3	0.9	86.0	13.0	0.9	0.1	2.5
172	5.2	1.2	6.4	1.2	0.8	80.1	18.1	1.6	0.2	1.5
173	6.3	0.8	7.1	1.1	N/A	74.3	23.5	2.0	0.2	0.6
174	4.2	1.1	5.3	1.3	0.9	87.4	11.9	0.7	0.0	1.8
175	6.3	0.8	7.1	1.1	0.4	74.5	23.4	2.0	0.1	0.5
176	4.2	1.3	5.5	1.3	1.5	85.3	13.6	1.0	0.1	2.7
177	5.1	1.4	6.5	1.3	1.1	78.3	18.8	2.4	0.5	2.7
179	7.1	1.5	8.6	1.2	1.2	63.3	30.9	4.5	1.3	2.5
180	6.2	1.4	7.6	1.2	1.5	70.8	25.1	3.4	0.7	1.5
181	6.1	0.9	7.0	1.1	0.9	75.3	22.6	1.7	0.4	0.9
182	4.7	1.1	5.8	1.2	1.0	83.8	15.1	1.0	0.1	1.7
183	5.9	1.0	6.9	1.2	0.8	75.8	21.9	2.0	0.3	1.2
184	4.4	0.5	4.9	1.1	0.6	91.9	8.0	0.1	0.0	0.3
185	5.0	1.2	6.2	1.2	1.6	80.6	18.2	1.2	0.0	1.2
186	6.5	0.6	7.1	1.1	0.8	76.1	20.9	2.8	0.2	0.6
187	5.2	1.5	6.7	1.3	1.3	77.0	20.5	2.2	0.3	2.1
188	4.1	1.7	5.8	1.4	1.2	83.6	14.3	1.6	0.5	4.1
189	4.1	1.4	5.5	1.3	1.3	85.1	13.2	1.5	0.2	3.0
191	5.2	1.1	6.3	1.2	1.1	81.6	16.5	1.7	0.2	1.0
192	5.2	0.6	5.8	1.1	0.9	85.2	14.2	0.6	0.0	0.5
193	4.6	0.6	5.2	1.1	0.6	89.7	9.3	0.9	0.1	0.7
194	6.2	0.8	7.0	1.1	0.7	74.7	23.5	1.7	0.1	0.6
195	6.1	0.9	7.0	1.1	0.9	74.4	22.9	2.3	0.4	1.1
196	6.2	1.2	7.4	1.2	1.3	72.5	23.4	3.2	0.9	1.7
197	6.1	1.1	7.2	1.2	0.9	73.7	23.8	2.3	0.2	1.0
198	5.2	1.0	6.2	1.2	0.9	81.6	16.9	1.3	0.2	1.0
199	6.2	0.4	6.6	1.1	1.2	78.1	21.2	0.7	0.0	0.1
200	4.1	1.0	5.1	1.2	0.7	88.9	10.0	0.9	0.2	2.2
202	5.2	1.3	6.5	1.3	1.0	80.1	16.9	2.4	0.6	2.5
204	5.1	0.7	5.8	1.1	0.3	85.5	13.9	0.5	0.1	0.4
205	3.9	1.3	5.2	1.3	1.0	88.4	10.7	0.8	0.1	2.5
207	3.4	0.9	4.3	1.3	1.1	92.6	6.9	0.4	0.1	2.4
208	4.1	1.1	5.2	1.3	0.8	86.8	12.4	0.7	0.1	2.1
209	2.6	0.5	3.1	1.2	0.5	97.9	1.9	0.2	0.0	1.4
210	4.1	0.8	4.9	1.2	0.7	91.3	8.1	0.5	0.1	1.6

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)					
					(EWT) Q2 2008/09	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
211	4.1	1.2	5.3	1.3	1.0	87.7	10.7	1.0	0.6	2.7
212	5.1	1.4	6.5	1.3	0.7	79.5	18.4	1.9	0.2	2.1
213	4.0	0.7	4.7	1.2	0.7	92.4	7.3	0.3	0.0	0.8
214	3.9	1.0	4.9	1.3	0.8	90.0	9.6	0.4	0.0	1.6
219	6.1	0.6	6.7	1.1	0.9	76.7	22.4	0.9	0.0	0.2
220	3.8	1.5	5.3	1.4	0.9	86.3	12.1	1.1	0.5	4.1
221	3.8	0.5	4.3	1.1	0.7	93.5	6.4	0.1	0.0	0.4
222	3.9	0.6	4.5	1.2	0.7	93.7	6.1	0.2	0.0	0.9
226	6.2	1.6	7.8	1.3	1.3	69.3	25.1	4.4	1.2	2.5
227	4.1	0.9	5.0	1.2	0.8	90.6	9.0	0.4	0.0	1.2
228	6.2	1.8	8.0	1.3	N/A	68.4	25.5	4.7	1.4	2.7
229	5.1	0.8	5.9	1.2	0.8	84.8	14.3	0.9	0.0	0.8
230	6.1	1.3	7.4	1.2	0.8	72.1	23.9	3.3	0.7	2.0
234	5.3	0.7	6.0	1.1	0.7	84.6	14.4	0.9	0.1	0.5
235	4.1	0.8	4.9	1.2	0.9	90.8	8.8	0.4	0.0	1.0
236	4.1	1.1	5.2	1.3	1.0	87.4	11.9	0.7	0.0	2.0
237	4.0	0.7	4.7	1.2	0.7	92.6	7.2	0.2	0.0	1.0
238	5.1	0.9	6.0	1.2	0.7	84.3	14.3	1.3	0.1	0.9
240	6.3	0.4	6.7	1.1	0.2	78.0	21.0	0.9	0.1	0.3
241	5.4	0.8	6.2	1.1	0.6	81.4	17.5	0.8	0.3	0.7
242	3.1	1.1	4.2	1.4	1.6	93.4	6.3	0.3	0.0	3.0
243	3.5	1.0	4.5	1.3	1.2	92.1	7.7	0.2	0.0	2.3
244	5.1	0.5	5.6	1.1	0.5	87.6	12.2	0.2	0.0	0.1
245	4.1	0.9	5.0	1.2	0.9	89.1	9.7	0.9	0.3	2.1
247	5.1	0.6	5.7	1.1	0.7	85.6	13.9	0.4	0.1	0.3
248	4.1	0.7	4.8	1.2	0.9	92.2	7.4	0.4	0.0	0.7
249	6.0	0.7	6.7	1.1	0.8	77.5	21.5	0.9	0.1	0.3
250	3.8	1.3	5.1	1.3	1.2	87.9	11.6	0.5	0.0	2.7
251	6.3	0.7	7.0	1.1	0.4	74.7	23.3	1.7	0.3	0.5
252	5.2	0.8	6.0	1.2	0.5	83.3	15.6	1.1	0.0	0.9
253	2.8	0.9	3.7	1.3	1.1	96.1	3.7	0.2	0.0	2.4
254	2.8	0.9	3.7	1.3	1.2	95.7	4.3	0.0	0.0	2.5
255	6.2	0.8	7.0	1.1	0.8	74.3	23.7	1.8	0.2	0.5
256	5.1	0.4	5.5	1.1	0.4	87.8	11.6	0.6	0.0	0.5
257	3.9	1.3	5.2	1.3	0.8	86.8	11.5	1.3	0.4	4.1
259	3.8	1.3	5.1	1.3	1.6	88.2	11.0	0.7	0.1	2.7
260	6.1	1.0	7.1	1.2	0.7	74.5	23.3	1.8	0.4	0.8
261	5.9	0.8	6.7	1.1	0.8	77.2	21.5	1.3	0.0	0.5
262	5.1	1.0	6.1	1.2	0.7	82.0	16.3	1.4	0.3	1.4

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)					
					(EWT) Q2 2008/09	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
263	5.1	0.6	5.7	1.1	0.7	86.2	13.7	0.1	0.0	0.1
264	5.2	0.7	5.9	1.1	0.6	83.7	15.7	0.6	0.0	0.4
265	6.1	0.5	6.6	1.1	0.6	78.2	20.6	1.0	0.2	0.3
266	4.1	1.1	5.2	1.3	1.1	87.3	11.4	1.1	0.2	2.7
267	5.4	0.9	6.3	1.2	0.8	81.7	16.8	1.4	0.1	1.0
268	6.0	0.5	6.5	1.1	0.8	79.0	19.8	1.0	0.2	0.6
269	5.2	0.8	6.0	1.2	0.7	83.3	15.6	1.0	0.1	1.0
270	5.1	0.9	6.0	1.2	0.7	84.4	14.6	0.7	0.3	1.0
271	4.4	0.7	5.1	1.2	0.6	89.4	10.0	0.6	0.0	0.8
274	3.8	1.6	5.4	1.4	1.3	85.8	13.4	0.7	0.1	3.7
275	6.1	1.0	7.1	1.2	0.5	74.4	23.5	1.8	0.3	0.6
276	5.4	1.2	6.6	1.2	1.3	78.0	19.9	1.8	0.3	1.3
277	3.5	1.3	4.8	1.4	1.1	90.0	9.5	0.4	0.1	3.0
279	3.2	0.8	4.0	1.3	1.0	95.3	4.5	0.2	0.0	2.0
280	5.1	0.8	5.9	1.2	0.9	84.1	15.1	0.8	0.0	0.8
281	4.1	0.9	5.0	1.2	0.7	89.9	9.8	0.3	0.0	1.0
282	6.0	1.2	7.2	1.2	1.1	73.2	24.0	2.5	0.3	1.3
283	4.1	0.9	5.0	1.2	1.1	89.4	9.2	0.8	0.6	2.4
284	6.3	0.7	7.0	1.1	0.7	75.2	22.1	1.9	0.8	1.1
285	5.0	0.7	5.7	1.1	0.8	86.7	12.7	0.5	0.1	0.5
286	5.2	1.0	6.2	1.2	0.5	82.2	16.5	1.3	0.0	1.0
288	5.2	0.5	5.7	1.1	0.7	87.9	11.4	0.6	0.1	0.6
291	5.2	0.7	5.9	1.1	0.7	84.4	14.9	0.7	0.0	0.7
294	6.1	0.5	6.6	1.1	0.4	78.5	20.8	0.7	0.0	0.1
295	4.1	1.1	5.2	1.3	1.5	87.2	11.5	0.9	0.4	2.8
297	5.6	1.1	6.7	1.2	1.3	77.4	20.9	1.6	0.1	1.2
302	4.7	0.9	5.6	1.2	0.8	86.1	13.3	0.6	0.0	0.9
307	5.2	0.5	5.7	1.1	0.5	87.2	12.4	0.4	0.0	0.2
309	6.1	0.6	6.7	1.1	0.8	77.3	21.5	1.2	0.0	0.3
312	6.2	0.5	6.7	1.1	0.3	77.3	22.0	0.7	0.0	0.1
316	4.1	0.7	4.8	1.2	0.9	91.8	7.8	0.4	0.0	0.7
319	3.9	1.1	5.0	1.3	1.1	89.7	9.9	0.3	0.1	1.5
321	4.1	1.4	5.5	1.3	1.0	85.8	13.3	0.8	0.1	2.5
326	6.1	0.7	6.8	1.1	0.5	77.0	21.4	1.4	0.2	0.6
328	3.1	1.3	4.4	1.4	1.2	91.8	7.7	0.5	0.0	4.0
329	3.3	0.7	4.0	1.2	0.6	96.4	3.3	0.2	0.1	1.0
330	6.3	1.2	7.5	1.2	0.9	72.6	23.5	3.1	0.8	1.6
332	5.1	0.7	5.8	1.1	1.1	84.1	15.3	0.5	0.1	0.4
333	5.1	1.0	6.1	1.2	1.3	82.5	16.3	1.2	0.0	1.0

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)					
					(EWT) Q2 2008/09	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
337	5.9	0.7	0.9	6.6	1.1	78.7	19.6	1.3	0.4	1.0
340	6.6	0.7	N/A	7.3	1.1	73.3	23.4	2.7	0.6	0.4
341	5.0	1.5	1.2	6.5	1.3	78.2	19.5	2.0	0.3	2.4
343	3.5	1.7	1.2	5.2	1.5	86.8	10.7	1.5	1.0	5.8
344	3.6	0.9	1.3	4.5	1.3	91.9	7.6	0.3	0.2	1.6
345	3.8	1.5	1.3	5.3	1.4	86.5	12.3	0.9	0.3	3.5
349	3.9	0.5	0.8	4.4	1.1	94.3	5.5	0.2	0.0	0.7
350	6.1	0.5	0.4	6.6	1.1	78.6	20.2	1.0	0.2	0.5
355	6.1	1.1	0.9	7.2	1.2	74.0	23.3	2.4	0.3	1.1
358	6.2	1.0	0.6	7.2	1.2	73.4	24.2	2.0	0.4	1.0
360	6.1	1.0	0.8	7.1	1.2	74.0	23.6	2.1	0.3	0.9
363	5.1	0.8	0.6	5.9	1.2	85.2	13.9	0.8	0.1	0.7
364	5.2	0.7	0.9	5.9	1.1	84.5	14.4	0.8	0.3	1.0
365	6.3	0.8	0.8	7.1	1.1	73.8	24.3	1.8	0.1	0.4
366	6.2	1.7	1.3	7.9	1.3	69.1	25.4	4.4	1.1	2.5
368	6.2	0.7	0.9	6.9	1.1	76.3	22.1	1.6	0.0	0.4
369	4.1	1.0	0.8	5.1	1.2	90.0	9.1	0.7	0.2	1.7
371	4.4	0.9	0.8	5.3	1.2	88.5	10.8	0.7	0.0	1.0
380	6.1	0.7	1.0	6.8	1.1	76.9	21.7	1.2	0.2	0.6
381	4.7	1.9	1.6	6.6	1.4	77.5	18.6	2.7	1.2	5.3
387	6.2	0.9	0.8	7.1	1.1	74.6	23.3	1.9	0.2	0.7
388	5.0	1.1	1.0	6.1	1.2	82.6	15.9	1.1	0.4	1.5
390	4.0	1.3	1.4	5.3	1.3	86.1	12.2	1.1	0.6	3.2
391	4.9	1.5	1.3	6.4	1.3	78.6	18.8	2.1	0.5	3.4
393	6.1	0.6	1.4	6.7	1.1	76.4	22.5	1.1	0.0	0.3
394	6.2	0.7	1.4	6.9	1.1	76.2	22.3	1.4	0.1	0.2
403	6.1	0.6	0.3	6.7	1.1	77.2	22.3	0.5	0.0	0.1
410	4.2	0.8	0.8	5.0	1.2	90.8	8.9	0.3	0.0	0.7
414	4.2	1.7	1.5	5.9	1.4	82.1	16.2	1.4	0.3	3.9
415	6.3	0.6	0.7	6.9	1.1	76.2	22.1	1.6	0.1	0.4
417	5.0	1.0	0.8	6.0	1.2	83.8	15.0	1.1	0.1	1.2
422	5.1	0.6	0.6	5.7	1.1	86.0	13.4	0.6	0.0	0.5
425	6.2	0.9	1.8	7.1	1.1	73.7	23.0	2.8	0.5	1.6
427	4.0	1.0	1.4	5.0	1.3	89.9	9.6	0.4	0.1	1.5
430	4.1	0.6	0.5	4.7	1.1	93.4	6.5	0.1	0.0	0.4
432	6.1	0.8	1.1	6.9	1.1	76.8	21.4	1.7	0.1	0.6
436	3.9	1.0	1.0	4.9	1.3	89.7	9.9	0.4	0.0	2.0
450	6.2	0.9	0.8	7.1	1.1	74.7	22.9	2.2	0.2	0.7
452	4.1	0.8	1.5	4.9	1.2	90.4	9.0	0.5	0.1	1.4

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Waiting Times (Mins)		Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)					
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)			(EWT) Q2 2008/09	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
453	3.8	1.5	1.3	5.3	1.4	87.4	11.3	1.0	0.3	3.9
460	6.1	0.6	0.8	6.7	1.1	77.4	21.5	1.0	0.1	0.4
466	5.1	0.7	0.7	5.8	1.1	84.6	15.0	0.4	0.0	0.6
468	3.8	1.0	1.0	4.8	1.3	90.6	8.9	0.4	0.1	2.0
472	3.3	0.7	1.2	4.0	1.2	95.0	4.8	0.2	0.0	1.5
473	5.2	0.6	0.7	5.8	1.1	85.7	13.5	0.6	0.2	0.7
474	6.1	1.1	1.4	7.2	1.2	73.0	24.4	2.3	0.3	0.9
476	4.0	1.1	0.9	5.1	1.3	88.5	10.5	0.8	0.2	2.4
484	5.2	1.1	0.9	6.3	1.2	80.7	18.1	1.2	0.0	0.9
486	4.2	0.7	0.6	4.9	1.2	91.5	8.1	0.4	0.0	1.0
488	6.2	0.5	0.6	6.7	1.1	77.0	22.1	0.9	0.0	0.3
490	6.3	1.4	0.9	7.7	1.2	70.6	24.9	3.9	0.6	1.6
493	6.1	1.1	1.4	7.2	1.2	73.4	24.1	2.4	0.1	0.8
507	2.6	0.6	0.3	3.2	1.2	95.5	4.4	0.1	0.0	2.0
521	2.4	0.7	0.6	3.1	1.3	96.9	3.0	0.1	0.0	0.8
607	4.9	0.7	0.9	5.6	1.1	86.7	12.9	0.4	0.0	0.5
C1	5.1	0.9	1.4	6.0	1.2	82.3	16.3	1.3	0.1	1.2
C2	3.8	1.0	1.2	4.8	1.3	90.5	9.0	0.5	0.0	2.0
C3	3.8	0.8	0.6	4.6	1.2	92.5	6.8	0.5	0.2	1.4
C10	6.1	1.8	1.1	7.9	1.3	68.3	26.3	4.4	1.0	2.8
C11	4.1	0.9	0.9	5.0	1.2	89.7	9.7	0.6	0.0	1.5
D3	5.3	1.2	1.2	6.5	1.2	79.6	17.9	2.2	0.3	2.0
D6	4.0	1.1	1.4	5.1	1.3	87.6	11.7	0.7	0.0	2.6
D7	4.2	0.6	0.7	4.8	1.1	92.9	7.0	0.1	0.0	0.5
D8	6.2	0.8	0.6	7.0	1.1	75.7	21.5	2.3	0.5	1.1
E1	4.7	0.4	1.0	5.1	1.1	90.8	9.2	0.0	0.0	0.2
E2	3.9	0.7	0.9	4.6	1.2	92.7	7.0	0.3	0.0	1.0
E3	3.4	1.7	1.3	5.1	1.5	87.4	11.5	1.1	0.0	5.2
E5	6.2	0.9	1.1	7.1	1.1	73.9	23.7	2.2	0.2	0.6
E6	5.2	0.7	1.5	5.9	1.1	83.9	15.3	0.8	0.0	0.7
E7	6.3	0.8	0.9	7.1	1.1	75.2	22.3	2.2	0.3	0.7
E8	4.1	0.6	0.7	4.7	1.1	93.3	6.5	0.1	0.1	0.6
E9	6.2	0.6	0.6	6.8	1.1	76.6	22.0	1.3	0.1	0.4
ELC	5.5	0.4	1.8	5.9	1.1	84.2	15.1	0.7	0.0	0.4
ELW	6.3	0.5	0.2	6.8	1.1	80.2	16.5	2.7	0.6	0.1
H2	6.1	0.3	0.1	6.4	1.0	80.4	18.8	0.8	0.0	0.1
H9	5.2	0.7	0.5	5.9	1.1	85.4	13.0	1.2	0.4	1.3
H10	5.1	0.8	0.5	5.9	1.2	86.0	13.1	0.9	0.0	0.7
H12	5.1	0.6	0.6	5.7	1.1	86.5	13.2	0.3	0.0	0.3

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Waiting Times (Mins)			Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q2 2008/09	(AWT)		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
H14	4.9	0.5	0.4	5.4	1.1	88.4	11.1	0.5	0.0	0.8
H20	6.3	0.3	0.2	6.6	1.0	78.4	20.5	1.1	0.0	0.0
H22	6.1	1.3	1.2	7.4	1.2	72.7	23.7	3.3	0.3	1.1
H32	5.1	0.4	0.7	5.5	1.1	88.9	10.6	0.4	0.1	0.4
H37	3.1	0.8	0.7	3.9	1.3	96.5	3.4	0.1	0.0	1.4
H91	4.9	1.0	1.1	5.9	1.2	84.8	14.2	0.9	0.1	1.2
H98	4.1	0.9	0.8	5.0	1.2	89.7	9.7	0.6	0.0	1.2
K2	5.2	0.6	0.5	5.8	1.1	86.1	13.4	0.5	0.0	0.3
P4	6.0	1.0	1.4	7.0	1.2	75.3	22.5	1.9	0.3	0.8
P12	5.4	1.0	0.7	6.4	1.2	81.1	16.9	1.9	0.1	1.0
R9	6.4	0.5	0.3	6.9	1.1	76.5	20.8	2.6	0.1	0.3
R70	5.1	2.0	1.0	7.1	1.4	74.4	21.6	3.4	0.6	3.8
RV1	5.0	1.1	0.9	6.1	1.2	81.1	17.5	1.3	0.1	1.4
T31	4.0	0.5	0.6	4.5	1.1	94.4	5.6	0.0	0.0	0.3
T33	4.2	0.7	0.4	4.9	1.2	91.3	8.6	0.1	0.0	0.7
U2	5.4	0.4	0.4	5.8	1.1	87.1	12.2	0.6	0.1	0.4
U3	6.2	0.6	0.7	6.8	1.1	77.1	21.7	1.1	0.1	0.3
U4	4.2	0.7	0.9	4.9	1.2	91.4	8.1	0.4	0.1	0.6
U5	6.2	0.6	0.8	6.8	1.1	77.1	21.6	1.2	0.1	0.4
W3	3.3	0.5	0.6	3.8	1.2	96.8	3.2	0.0	0.0	1.0
W4	5.3	1.0	0.8	6.3	1.2	81.1	17.7	1.2	0.0	0.8
W5	6.2	0.7	0.9	6.9	1.1	76.5	21.8	1.4	0.3	0.6
W6	5.1	0.6	0.5	5.7	1.1	86.9	12.1	0.9	0.1	0.9
W7	2.4	0.5	0.5	2.9	1.2	98.6	1.4	0.0	0.0	0.6
W8	4.2	1.3	0.7	5.5	1.3	86.0	13.0	0.9	0.1	2.3
W11	5.1	0.7	0.6	5.8	1.1	85.4	14.1	0.4	0.1	0.5
W15	4.1	1.1	1.0	5.2	1.3	87.4	12.1	0.5	0.0	1.9
W16	6.1	0.7	0.6	6.8	1.1	76.8	22.0	1.2	0.0	0.4
All:	4.4	1.0	1.0	5.4	1.2	85.9	12.9	1.0	0.2	2.0

QUALITY OF SERVICE INDICATORS FOR LOW FREQUENCY (TIMETABLED) ROUTES

Quarter 2 2009/10

(27th June 2009 - 18th September 2009)

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q2 2008/09	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
9H *	65.4	47.2	10.8	7.8	15.9
15H *	64.7	83.5	13.4	5.2	16.6
20	77.2	78.2	6.5	3.0	13.3
61	86.0	86.6	2.7	3.0	8.4
107	86.7	86.1	4.1	0.7	8.5
110	91.6	90.5	1.0	0.4	7.0
112	84.4	85.1	5.1	1.7	8.8
117	91.0	91.2	1.2	0.6	7.2
127	82.5	80.9	5.3	1.5	10.7
130	94.7	95.1	1.6	0.2	3.5
138	92.6	93.6	1.7	0.2	5.5
146	79.9	86.1	2.0	2.0	16.1
160	78.5	78.0	4.7	1.1	15.8
162	78.2	88.7	2.0	1.1	18.7
166	83.3	79.7	1.7	3.3	11.7
167	79.6	76.7	6.0	2.1	12.3
178	87.9	83.2	3.7	0.9	7.5
190	77.0	81.5	8.3	1.9	12.8
201	73.2	73.1	4.8	4.4	17.6
203	87.7	88.0	1.3	1.8	9.2
206	85.6	81.4	3.8	2.7	7.9
215	74.6	77.4	4.3	0.7	20.3
216	81.0	85.3	7.1	1.5	10.4
217	86.6	83.5	4.0	2.9	6.6
223	82.1	83.4	3.4	3.8	10.8
224	78.8	68.8	6.6	2.3	12.3
225	83.4	76.4	2.6	3.5	10.5
231	88.7	85.8	1.9	1.8	7.6
232	83.1	77.8	3.6	3.6	9.7
233	79.7	83.0	1.7	3.7	14.9
246	89.6	86.1	0.9	0.7	8.8
258	85.3	85.0	1.2	1.9	11.6
272	87.6	74.3	2.6	1.5	8.4

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q2 2008/09	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
273	87.1	78.1	1.9	1.4	9.6
287	69.8	72.8	6.5	2.8	20.8
289	78.3	82.8	5.5	2.1	14.1
290	87.9	90.0	1.1	1.6	9.4
292	83.5	85.6	3.8	2.7	10.0
293	81.3	79.3	4.8	0.9	13.0
296	75.1	79.9	5.7	2.5	16.7
298	91.6	88.4	2.0	0.7	5.7
299	82.9	87.1	4.6	1.3	11.2
300	80.7	82.0	5.2	2.7	11.3
303	93.6	90.7	1.9	0.7	3.8
305	87.4	93.2	3.7	1.9	6.9
308	87.1	91.4	2.8	0.0	10.1
313	88.7	85.1	2.2	3.0	6.1
314	87.1	84.6	1.8	1.3	9.8
315	80.8	86.6	2.9	1.1	15.2
317	89.9	91.6	2.1	1.7	6.2
318	88.7	93.4	2.9	2.0	6.4
320	91.5	97.2	1.8	0.6	6.1
322	76.1	77.1	6.2	1.5	16.1
323	98.9	98.8	0.5	0.0	0.6
325	77.3	80.6	4.9	2.8	15.0
327	90.3	95.6	8.7	0.0	1.1
331	91.9	81.6	1.7	1.2	5.2
336	86.8	87.9	1.9	1.7	9.7
339	93.4	90.2	0.6	0.5	5.5
340	92.2	85.5	1.6	1.0	5.1
346	92.5	95.8	4.9	0.0	2.6
347	92.0	91.9	0.0	1.1	6.9
352	83.0	90.0	1.8	1.9	13.3
353	87.6	84.9	2.4	1.6	8.5
354	83.4	86.3	3.2	2.3	11.1
356	76.4	75.9	4.1	3.2	16.3
357	80.7	82.8	5.7	2.8	10.8
359	75.1	75.5	5.8	0.0	19.1
362	85.3	76.7	3.7	1.7	9.3
367	78.9	87.9	3.8	1.5	15.8
370	84.9	90.9	2.6	2.3	10.2
372	77.8	77.4	2.6	5.7	13.9

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q2 2008/09	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
375	88.5	89.7	5.8	0.0	5.7
376	83.9	82.0	3.5	1.9	10.7
377	84.8	83.7	4.1	3.0	8.0
379	95.7	96.0	2.2	0.0	2.1
382	87.6	92.7	2.8	0.3	9.2
383	95.6	92.8	0.9	1.1	2.3
384	93.6	90.9	1.1	0.5	4.8
385	64.8	72.5	5.9	0.0	29.3
386	71.9	73.6	10.4	2.0	15.6
389	82.3	80.0	0.0	5.9	11.8
395	90.6	N/A	3.6	2.9	2.8
396	83.0	91.5	3.5	1.4	12.2
397	86.8	88.4	2.7	2.4	8.2
398	71.7	81.0	4.2	0.7	23.4
401	89.0	91.5	1.2	2.9	6.8
404	93.0	96.2	4.5	0.8	1.7
405	85.2	84.5	2.1	4.9	7.8
406	90.4	90.3	1.8	1.4	6.4
407	80.3	78.0	2.8	4.8	12.2
411	97.4	96.8	2.6	0.0	0.0
412	86.4	87.7	1.1	2.7	9.8
413	86.8	88.1	3.1	2.0	8.2
418	88.6	88.6	1.7	1.2	8.5
419	83.2	86.5	6.2	1.7	8.9
423	94.2	93.7	2.0	1.5	2.3
424	89.3	84.1	2.8	1.1	6.9
428	85.6	86.7	2.1	0.4	11.9
434	90.5	84.7	0.6	1.3	7.6
440	81.3	87.2	4.3	1.2	13.2
444	86.8	87.1	4.6	0.7	7.9
455	77.5	86.5	3.9	3.2	15.4
462	77.1	82.8	5.1	4.0	13.8
463	91.1	86.2	0.6	0.0	8.3
464	93.0	97.1	3.8	0.7	2.4
465	86.1	84.7	5.0	0.3	8.7
467	73.1	89.9	11.1	0.0	15.9
469	77.6	73.6	3.8	0.2	18.4
470	85.3	81.3	2.4	1.1	11.1
481	87.4	90.7	0.4	2.8	9.4

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q2 2008/09	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
482	89.1	84.9	2.6	1.2	7.0
485	85.0	89.8	1.7	0.9	12.5
487	67.6	69.4	7.6	1.7	23.1
491	89.5	89.9	1.5	0.6	8.4
492	86.5	83.9	2.0	1.9	9.6
496	81.7	83.1	2.7	1.5	14.1
498	83.8	96.8	1.7	4.7	9.9
499	84.1	74.8	4.6	2.9	8.4
549	93.9	86.5	2.6	0.0	3.6
A10	95.4	85.6	0.1	1.7	2.7
B11	92.4	91.4	1.5	1.0	5.1
B12	88.6	90.7	1.5	1.7	8.3
B13	84.5	83.1	2.5	2.1	10.9
B14	80.3	87.0	4.1	4.6	10.9
B15	76.3	81.9	4.0	2.5	17.3
B16	78.3	83.5	4.8	1.0	15.9
E10	88.3	86.8	3.3	2.5	5.8
E11	86.4	88.7	2.7	3.6	7.3
G1	73.3	79.6	4.2	7.8	14.8
H1	100.0	100.0	0.0	0.0	0.0
H3	96.5	90.7	3.5	0.0	0.0
H11	90.5	96.0	2.8	0.6	6.2
H13	86.6	91.2	2.3	0.4	10.7
H17	89.1	92.2	2.6	0.9	7.5
H18	91.1	82.5	1.3	0.6	7.0
H19	95.3	91.0	0.6	1.1	3.0
H25	84.6	83.5	3.2	1.8	10.4
H26	90.9	72.3	2.7	1.1	5.3
H28	84.7	80.1	2.9	2.1	10.3
K1	82.8	84.2	3.2	1.2	12.7
K3	87.7	89.4	1.1	1.4	9.8
K4	91.0	87.8	1.9	0.8	6.4
K5	86.2	86.1	3.8	1.1	8.8
P5	66.3	76.1	10.6	1.8	21.4
P13	66.9	75.6	5.7	2.9	24.6
PR2	73.3	70.1	5.3	4.4	17.0
R1	85.2	92.6	2.1	2.5	10.2
R2	87.9	87.4	2.1	2.6	7.4
R3	82.9	90.4	2.2	1.2	13.7

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q2 2008/09	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
R4	90.2	94.2	2.2	2.2	5.4
R5	94.3	92.8	2.8	0.0	2.8
R6	90.7	98.7	3.4	1.4	4.5
R7	86.2	93.6	4.0	1.1	8.8
R8	79.0	92.8	5.7	0.0	15.4
R10	77.0	N/A	0.0	0.0	23.0
R11	87.3	86.5	2.2	5.2	5.3
R68	69.4	81.0	7.9	4.1	18.5
S1	91.6	87.4	1.2	0.0	7.2
S3	89.9	87.7	4.0	0.2	5.9
S4	90.1	77.2	0.6	0.5	8.9
T32	94.7	96.4	4.1	0.0	1.2
U1	91.4	85.6	1.2	1.0	6.4
U7	71.4	86.7	9.5	5.2	13.9
U9	94.5	99.2	2.1	1.8	1.6
U10	85.8	84.5	1.7	0.0	12.4
W9	89.2	90.2	1.6	1.6	7.5
W10	94.8	85.0	0.0	5.2	0.0
W12	59.9	70.3	12.6	2.2	25.3
W13	88.2	77.0	2.2	1.8	7.8
W14	80.8	79.4	4.7	3.0	11.5
W19	79.8	77.0	6.2	2.0	12.0
X26	84.7	84.2	2.5	1.2	11.7
X68	85.3	85.6	3.1	1.6	10.0
All:	83.3	83.7	4.0	2.0	10.8

* Heritage bus services on routes 9 & 15

QUALITY OF SERVICE INDICATORS FOR NIGHT BUS SERVICES

Quarter 2 2009/10

(27th June 2009 - 18th September 2009)

Probability Of Departure (%)

Route Number	% On Time	(% <i>On Time</i>) Q2 2008/09	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N1	92.9	78.7	3.1	1.7	2.3
N2	88.8	85.8	4.7	1.8	4.7
N3	92.8	86.5	2.7	0.0	4.5
N5	94.9	86.8	2.1	0.8	2.2
N6	85.2	83.5	2.5	0.9	11.5
N7	96.1	85.0	2.5	0.0	1.4
N8	78.9	80.0	7.5	5.2	8.3
N9	86.5	82.4	3.3	0.9	9.3
N10	64.9	67.5	8.8	2.3	24.0
N11	81.8	71.9	1.6	0.6	16.1
N12	88.8	84.4	2.9	1.2	7.1
N13	89.1	92.9	3.1	0.5	7.3
N14	86.6	80.3	3.3	1.9	8.2
N15	76.8	81.1	7.5	5.1	10.6
N16	96.6	96.5	1.7	1.2	0.5
N18	87.5	89.3	4.8	0.0	7.7
N19	80.9	72.7	6.1	3.8	9.2
N20	93.1	86.1	1.7	0.0	5.2
N21	89.4	92.2	3.3	0.5	6.7
N22	94.5	85.4	1.3	0.0	4.2
N23	78.4	82.6	3.4	1.6	16.6
N24	84.2	74.7	1.3	1.2	13.3
N25	71.4	78.6	16.6	4.2	7.8
N26	88.0	77.4	5.9	1.5	4.5
N29	95.1	91.9	2.3	0.9	1.6
N35	76.0	94.1	7.0	0.6	16.4
N36	74.4	75.7	3.2	0.9	21.5
N38	88.3	91.2	5.5	0.7	5.5
N41	94.3	97.0	2.9	0.0	2.9
N44	91.9	90.4	1.6	0.5	6.1
N47	96.7	97.0	1.1	1.2	1.1
N52	88.9	93.6	5.1	0.9	5.1
N53	94.5	96.2	2.0	1.1	2.3
N55	87.4	84.2	3.9	2.3	6.4

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q2 2008/09	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N68	89.1	93.3	1.9	0.0	8.9
N73	87.2	91.0	5.1	2.3	5.3
N87	86.0	80.2	1.7	0.6	11.8
N88	87.2	86.3	2.6	2.2	8.0
N89	92.7	93.9	3.8	0.0	3.4
N91	89.5	85.9	3.3	3.1	4.1
N94	86.2	86.8	4.6	4.2	5.0
N97	90.8	84.3	3.5	0.9	4.8
N98	91.9	86.1	4.3	0.5	3.2
N133	91.7	80.4	3.9	0.0	4.4
N134	89.1	96.0	4.4	0.0	6.5
N136	90.8	90.8	1.4	2.3	5.5
N137	93.2	97.2	1.6	0.6	4.6
N139	83.3	92.2	3.0	1.0	12.7
N148	76.0	88.1	7.5	2.7	13.8
N155	94.3	88.6	1.5	0.6	3.6
N159	77.7	84.7	5.9	5.4	11.0
N171	86.1	87.6	5.7	0.6	7.6
N176	83.7	73.1	4.7	7.0	4.6
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	2.8
N242	96.4	97.0	2.1	0.0	1.4
N253	91.6	90.6	5.9	0.0	2.5
N271	91.2	95.7	3.5	1.2	4.1
N279	91.8	88.5	3.2	1.7	3.4
N343	92.7	92.0	3.6	0.8	2.9
N381	90.6	90.2	4.0	0.8	4.6
N390	92.1	89.4	0.9	3.5	3.4
N453	92.7	85.8	1.5	0.8	5.1
N550	79.8	100.0	7.6	0.0	12.6
N551	85.6	68.4	2.0	0.8	11.6
NC2	100.0	N/A	0.0	0.0	0.0
All:	86.0	85.1	4.5	1.8	7.6

QUALITY OF SERVICE INDICATORS FOR TRAMLINK OPERATIONS LTD.

Quarter 2 2009/10

(27th June 2009 - 18th September 2009)

Line Number	Waiting Times (Mins)				AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q2 2008/09	Average Waiting Time (AWT)		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
T1	6.2	0.4	<i>0.2</i>	6.6	<i>1.1</i>	77.8	21.1	0.8	0.3	0.5
T2	6.1	0.3	<i>0.2</i>	6.4	<i>1.0</i>	80.1	19.0	0.9	0.0	0.2
T3	4.0	0.5	<i>0.2</i>	4.5	<i>1.1</i>	94.2	5.5	0.3	0.0	0.7
All:	5.1	0.5	<i>0.2</i>	5.6	1.1	86.4	12.6	0.8	0.2	0.9

QUALITY OF SERVICE INDICATORS FOR LOW FREQUENCY LONDON LOCAL SERVICE AGREEMENT ROUTES

Quarter 2 2009/10

(27th June 2009 - 18th September 2009)

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q2 2008/09	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
84	73.8	<i>62.1</i>	6.1	1.2	18.9
402	86.3	<i>86.9</i>	0.0	0.0	13.7
477	77.5	<i>77.3</i>	7.9	2.3	12.3
614	69.4	<i>57.0</i>	6.6	12.7	11.3
All:	75.0	<i>66.3</i>	5.8	3.5	15.8