



**LONDON BUSES
QUALITY OF SERVICE INDICATORS**

Route results for London Buses Services

THIRD QUARTER 2009/10

19th September 2009 - 8th January 2010

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) Q3 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) Q3 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 3 2009/10
(19th September 2009 - 8th January 2010)

Route Number	Waiting Times (Mins)				Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q3 2008/09	Average Waiting Time (AWT)			< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
1	4.1	1.0	1.3	5.1	1.2	88.8	10.4	0.7	0.1	2.3	
2	3.7	1.2	1.5	4.9	1.3	89.0	10.1	0.6	0.3	3.0	
3	3.8	1.7	1.3	5.5	1.4	84.8	13.1	1.5	0.6	4.8	
4	5.4	1.3	1.2	6.7	1.2	76.4	21.5	1.9	0.2	1.3	
5	3.3	1.4	1.4	4.7	1.4	90.0	9.5	0.5	0.0	4.2	
6	2.9	1.4	1.7	4.3	1.5	92.2	7.4	0.4	0.0	5.2	
7	3.8	1.2	1.4	5.0	1.3	88.4	10.5	1.0	0.1	3.2	
8	3.3	1.6	2.1	4.9	1.5	88.1	10.5	0.9	0.5	6.1	
9	3.0	1.1	1.2	4.1	1.4	93.8	5.9	0.3	0.0	3.2	
10	3.6	1.5	1.5	5.1	1.4	87.2	11.6	1.0	0.2	4.0	
11	3.8	1.3	1.3	5.1	1.3	87.9	11.0	0.9	0.2	3.1	
12	2.5	1.5	1.0	4.0	1.6	93.1	6.4	0.5	0.0	6.5	
13	4.0	1.6	1.3	5.6	1.4	84.2	13.9	1.5	0.4	4.6	
14	2.9	1.4	1.0	4.3	1.5	91.4	7.9	0.6	0.1	5.7	
15	3.8	1.7	1.8	5.5	1.4	84.2	14.4	1.3	0.1	4.7	
16	3.2	1.0	1.0	4.2	1.3	93.4	6.2	0.4	0.0	2.7	
17	4.3	1.0	1.0	5.3	1.2	87.1	12.1	0.7	0.1	1.5	
18	2.5	1.6	1.6	4.1	1.6	92.3	7.3	0.4	0.0	7.1	
19	3.6	1.3	1.4	4.9	1.4	88.7	10.2	0.8	0.3	3.7	
21	3.6	1.9	1.5	5.5	1.5	84.4	13.5	1.7	0.4	6.0	
22	3.5	1.1	0.9	4.6	1.3	91.0	8.3	0.6	0.1	3.0	
23	3.1	1.6	1.8	4.7	1.5	89.3	10.1	0.6	0.0	5.5	
24	2.6	1.4	1.2	4.0	1.5	93.3	6.3	0.4	0.0	5.6	
25	2.8	2.0	1.9	4.8	1.7	88.2	10.3	1.2	0.3	9.2	
26	4.5	1.7	2.2	6.2	1.4	79.5	18.1	2.2	0.2	4.0	
27	3.9	1.4	1.2	5.3	1.4	86.5	12.5	0.7	0.3	2.9	
28	3.8	1.6	1.5	5.4	1.4	85.5	12.8	1.4	0.3	4.5	
29	2.8	1.1	0.9	3.9	1.4	94.4	5.4	0.2	0.0	3.7	
30	4.5	2.5	2.0	7.0	1.6	73.1	21.8	4.4	0.7	7.3	
31	3.0	1.6	1.8	4.6	1.5	89.5	9.1	1.0	0.4	6.8	
32	4.2	1.0	0.9	5.2	1.2	88.3	10.9	0.7	0.1	1.7	
33	4.2	1.7	2.3	5.9	1.4	83.1	14.8	1.8	0.3	4.0	
34	4.6	0.7	0.8	5.3	1.2	88.6	10.8	0.6	0.0	1.1	
35	5.2	0.9	1.4	6.1	1.2	82.0	16.7	1.2	0.1	1.0	

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) Q3 2008/09	(AWT)		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
36	3.1	1.4	1.2	4.5	1.5	90.2	8.9	0.8	0.1	4.9
37	5.0	1.5	1.5	6.5	1.3	79.3	17.8	2.3	0.6	2.8
38	1.9	1.0	1.2	2.9	1.5	98.0	2.0	0.0	0.0	1.8
39	4.1	0.9	0.6	5.0	1.2	90.0	8.9	0.8	0.3	1.9
40	4.4	1.1	0.9	5.5	1.3	85.8	13.1	0.9	0.2	1.8
41	2.6	1.1	1.1	3.7	1.4	95.3	4.6	0.1	0.0	3.9
42	5.2	1.2	1.5	6.4	1.2	80.0	17.6	2.0	0.4	1.8
43	3.3	1.5	1.1	4.8	1.5	88.8	10.3	0.8	0.1	4.7
44	5.1	1.0	0.8	6.1	1.2	81.9	17.2	0.9	0.0	0.7
45	4.2	1.0	1.3	5.2	1.2	88.2	11.2	0.5	0.1	1.2
46	5.1	1.7	1.2	6.8	1.3	76.1	21.3	2.4	0.2	2.5
47	5.1	1.4	2.1	6.5	1.3	78.7	18.5	2.3	0.5	2.5
48	4.0	1.4	1.9	5.4	1.4	85.9	13.0	1.0	0.1	3.2
49	3.9	1.8	1.0	5.7	1.5	83.9	13.8	1.9	0.4	5.1
50	6.2	1.1	1.4	7.3	1.2	72.0	24.9	2.7	0.4	0.9
51	5.1	1.5	1.3	6.6	1.3	77.8	19.8	2.1	0.3	2.2
52	3.0	1.2	1.7	4.2	1.4	93.2	6.5	0.3	0.0	3.3
53	3.8	1.7	1.7	5.5	1.4	84.5	13.9	1.5	0.1	4.9
54	6.1	1.2	0.8	7.3	1.2	72.8	24.4	2.2	0.6	1.4
55	3.5	1.7	2.2	5.2	1.5	86.6	11.7	1.6	0.1	5.8
56	3.4	1.7	1.6	5.1	1.5	86.5	12.4	1.1	0.0	5.6
57	4.1	1.6	1.4	5.7	1.4	84.0	14.7	1.1	0.2	3.3
58	6.1	1.8	1.3	7.9	1.3	69.1	24.7	4.5	1.7	3.4
59	4.0	1.1	1.7	5.1	1.3	88.6	10.7	0.5	0.2	2.1
60	6.1	1.0	1.4	7.1	1.2	74.2	23.3	2.2	0.3	1.0
62	5.1	1.3	1.3	6.4	1.3	80.0	17.5	2.3	0.2	2.3
63	3.0	1.2	1.2	4.2	1.4	93.2	6.7	0.1	0.0	3.4
64	4.6	0.6	1.0	5.2	1.1	89.3	10.4	0.3	0.0	0.5
65	3.8	2.3	1.3	6.1	1.6	80.5	15.8	3.0	0.7	8.5
66	6.3	1.2	1.2	7.5	1.2	71.7	23.3	4.2	0.8	1.8
67	5.1	0.9	1.1	6.0	1.2	83.6	14.8	1.0	0.6	1.5
68	3.7	1.2	1.1	4.9	1.3	89.5	9.6	0.7	0.2	2.5
69	4.1	1.4	1.0	5.5	1.3	85.4	13.4	1.0	0.2	3.1
70	5.2	1.2	1.4	6.4	1.2	79.5	18.7	1.6	0.2	1.4
71	4.1	0.9	0.7	5.0	1.2	89.9	9.6	0.5	0.0	1.4
72	4.1	1.8	1.4	5.9	1.4	81.8	15.2	2.2	0.8	5.2
73	2.5	1.4	1.3	3.9	1.6	93.3	6.4	0.3	0.0	4.9
74	4.0	1.0	0.7	5.0	1.3	88.8	10.1	0.8	0.3	2.4
75	6.1	1.4	1.0	7.5	1.2	72.0	24.2	3.1	0.7	1.9
76	4.1	0.8	0.9	4.9	1.2	90.5	9.2	0.3	0.0	1.1

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Average Waiting Time (AWT)	Average Waiting Time (AWT) / Scheduled Waiting Time (SWT) Ratio	Probability of Waiting (%)				
					< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
77	5.0	1.2	6.2	1.2	80.7	17.4	1.6	0.3	1.9
78	4.3	0.8	5.1	1.2	89.8	10.1	0.1	0.0	0.4
79	6.0	2.0	8.0	1.3	67.8	26.3	4.7	1.2	3.1
80	6.2	0.8	7.0	1.1	74.9	23.3	1.6	0.2	0.7
81	6.2	1.3	7.5	1.2	71.0	25.4	3.1	0.5	1.3
82	3.9	1.6	5.5	1.4	84.9	13.7	1.3	0.1	4.2
83	4.0	2.1	6.1	1.5	79.9	16.7	2.5	0.9	6.6
85	4.0	0.7	4.7	1.2	92.3	7.3	0.3	0.1	0.9
86	3.1	1.6	4.7	1.5	89.8	9.3	0.8	0.1	5.7
87	3.2	1.2	4.4	1.4	91.3	8.0	0.7	0.0	4.0
88	3.8	1.7	5.5	1.4	84.2	14.0	1.5	0.3	5.2
89	5.3	0.9	6.2	1.2	81.4	17.0	1.3	0.3	1.2
90	5.3	0.8	6.1	1.2	83.1	15.4	1.3	0.2	1.0
91	3.8	0.8	4.6	1.2	92.8	6.9	0.3	0.0	1.1
92	4.0	1.8	5.8	1.5	82.8	15.2	1.8	0.2	4.7
93	3.4	1.4	4.8	1.4	89.3	10.1	0.6	0.0	3.7
94	2.4	1.4	3.8	1.6	93.9	5.8	0.3	0.0	5.7
95	6.1	1.8	7.9	1.3	69.4	25.2	4.3	1.1	2.5
96	4.1	1.5	5.6	1.4	84.9	13.3	1.5	0.3	3.7
97	5.2	1.7	6.9	1.3	76.2	20.0	2.8	1.0	3.5
98	2.9	1.5	4.4	1.5	91.1	8.0	0.7	0.2	5.5
99	6.1	1.4	7.5	1.2	71.7	24.7	3.1	0.5	1.5
100	4.1	1.0	5.1	1.2	89.0	10.2	0.6	0.2	1.7
101	6.1	0.7	6.8	1.1	76.1	22.4	1.4	0.1	0.4
102	4.6	0.8	5.4	1.2	88.4	11.1	0.4	0.1	0.8
103	5.3	1.1	6.4	1.2	81.3	16.5	2.0	0.2	1.8
104	5.1	1.4	6.5	1.3	78.9	18.2	2.4	0.5	2.5
105	5.1	1.6	6.7	1.3	77.1	20.1	2.3	0.5	2.8
106	3.8	1.1	4.9	1.3	89.6	9.6	0.7	0.1	2.4
108	5.2	1.2	6.4	1.2	81.1	16.6	1.7	0.6	2.0
109	3.1	1.2	4.3	1.4	92.2	7.4	0.4	0.0	3.5
111	5.1	1.4	6.5	1.3	79.1	18.5	2.2	0.2	2.4
113	5.0	1.2	6.2	1.2	81.7	16.7	1.4	0.2	1.3
114	5.1	1.9	7.0	1.4	76.5	19.1	3.5	0.9	4.2
115	3.7	1.2	4.9	1.3	90.0	9.4	0.6	0.0	2.4
116	6.2	0.4	6.6	1.1	78.4	20.8	0.8	0.0	0.2
118	6.2	1.3	7.5	1.2	71.8	24.5	3.3	0.4	1.2
119	5.1	0.8	5.9	1.2	83.7	15.3	0.9	0.1	0.9
120	5.2	1.1	6.3	1.2	81.5	16.4	1.8	0.3	1.9
121	5.1	1.2	6.3	1.2	80.2	17.9	1.6	0.3	1.6

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Average Waiting Time (AWT)	Average Waiting Time (AWT)/Scheduled Waiting Time (SWT) Ratio	Probability of Waiting (%)				
					< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
122	6.1	1.2	7.3	1.2	72.9	23.3	3.0	0.8	1.7
123	5.1	1.3	6.4	1.3	78.6	19.9	1.4	0.1	1.6
124	6.2	0.8	7.0	1.1	74.9	23.0	2.0	0.1	0.7
125	5.1	1.1	6.2	1.2	81.7	17.4	0.8	0.1	0.7
126	5.3	1.1	6.4	1.2	80.6	17.6	1.6	0.2	1.5
128	6.3	1.6	7.9	1.3	68.7	26.9	3.8	0.6	1.7
129	6.2	2.0	8.2	1.3	67.6	24.9	5.4	2.1	3.6
131	4.1	1.7	5.8	1.4	84.7	13.4	1.5	0.4	3.9
132	6.3	0.9	7.2	1.1	73.5	24.0	2.2	0.3	0.8
133	3.2	1.2	4.4	1.4	91.5	8.0	0.4	0.1	3.7
134	2.8	1.7	4.5	1.6	90.3	9.2	0.5	0.0	7.2
135	5.1	0.6	5.7	1.1	86.2	13.3	0.5	0.0	0.5
136	5.2	1.0	6.2	1.2	82.2	16.3	1.4	0.1	1.4
137	3.0	1.1	4.1	1.4	93.4	6.2	0.3	0.1	3.4
139	4.1	1.8	5.9	1.4	81.9	15.9	1.9	0.3	5.0
140	4.1	1.3	5.4	1.3	85.9	13.2	0.8	0.1	2.6
141	3.5	1.0	4.5	1.3	91.3	8.2	0.5	0.0	2.7
142	6.1	1.0	7.1	1.2	74.4	23.1	2.3	0.2	0.9
143	6.0	0.7	6.7	1.1	77.5	21.4	1.1	0.0	0.4
144	3.9	0.8	4.7	1.2	92.2	7.6	0.2	0.0	1.1
145	6.1	1.5	7.6	1.2	70.7	24.9	3.7	0.7	2.0
147	4.1	1.3	5.4	1.3	86.5	11.7	1.6	0.2	3.5
148	3.8	1.7	5.5	1.4	84.6	14.0	1.2	0.2	4.5
149	3.3	1.4	4.7	1.4	89.8	9.7	0.5	0.0	4.1
150	6.2	2.2	8.4	1.4	65.5	27.8	5.6	1.1	3.1
151	5.1	1.2	6.3	1.2	80.6	17.2	1.7	0.5	2.1
152	6.3	1.5	7.8	1.2	70.5	24.7	3.7	1.1	2.1
153	6.1	0.7	6.8	1.1	76.3	21.8	1.7	0.2	0.7
154	6.2	1.7	7.9	1.3	69.0	26.0	4.2	0.8	2.2
155	4.1	1.0	5.1	1.2	89.1	10.2	0.6	0.1	1.4
156	4.2	1.6	5.8	1.4	83.4	14.7	1.8	0.1	3.9
157	6.1	1.5	7.6	1.2	70.8	25.3	3.4	0.5	1.5
158	6.0	2.6	8.6	1.4	64.8	26.5	6.2	2.5	5.2
159	3.0	1.3	4.3	1.4	91.5	8.1	0.4	0.0	4.6
161	5.1	0.8	5.9	1.2	83.5	15.1	0.7	0.7	1.3
163	4.0	1.3	5.3	1.3	87.2	11.9	0.8	0.1	2.6
164	5.2	1.2	6.4	1.2	79.0	18.3	2.5	0.2	2.3
165	6.2	1.5	7.7	1.2	70.2	26.3	3.0	0.5	1.3
168	3.5	1.4	4.9	1.4	88.9	10.3	0.8	0.0	4.0
169	5.3	1.2	6.5	1.2	79.5	17.5	2.6	0.4	2.4

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Waiting Times (Mins)			Average Waiting Time	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q3 2008/09	(AWT)		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
170	4.1	1.7	1.2	5.8	1.4	83.1	14.3	2.0	0.6	4.4
171	4.2	1.4	1.3	5.6	1.3	84.6	13.8	1.4	0.2	3.0
172	5.2	1.7	1.2	6.9	1.3	75.6	20.7	3.0	0.7	3.3
173	6.2	1.3	1.3	7.5	1.2	71.9	24.4	3.1	0.6	1.5
174	4.3	1.2	1.2	5.5	1.3	85.9	13.3	0.7	0.1	2.2
175	6.3	0.7	0.9	7.0	1.1	75.4	22.5	2.0	0.1	0.6
176	4.2	1.2	1.8	5.4	1.3	86.0	13.1	0.8	0.1	2.2
177	5.1	1.4	1.5	6.5	1.3	79.1	18.5	2.0	0.4	2.3
179	7.3	0.8	2.5	8.1	1.1	65.4	31.5	2.8	0.3	0.7
180	6.1	1.3	1.2	7.4	1.2	71.6	24.7	3.0	0.7	1.6
181	6.1	1.1	1.2	7.2	1.2	73.1	23.5	2.6	0.8	1.5
182	4.2	1.4	1.4	5.6	1.3	85.2	13.4	1.2	0.2	3.1
183	5.1	1.4	1.5	6.5	1.3	80.1	17.3	2.1	0.5	2.1
184	4.4	0.7	0.7	5.1	1.2	90.3	9.3	0.4	0.0	0.9
185	5.0	1.3	1.4	6.3	1.3	80.2	18.7	1.1	0.0	1.2
186	6.7	0.7	1.0	7.4	1.1	73.8	22.8	3.1	0.3	0.5
187	5.2	2.1	2.3	7.3	1.4	72.9	22.6	3.7	0.8	4.1
188	4.1	1.4	1.7	5.5	1.3	85.4	12.8	1.5	0.3	3.3
189	4.1	1.6	1.7	5.7	1.4	83.8	14.2	1.8	0.2	3.9
191	5.2	1.8	2.4	7.0	1.3	75.3	20.5	3.5	0.7	3.4
192	5.1	1.3	1.1	6.4	1.3	79.6	18.4	1.8	0.2	1.7
193	4.7	1.0	0.9	5.7	1.2	85.7	13.0	1.2	0.1	1.1
194	6.2	1.3	1.1	7.5	1.2	71.4	25.1	3.2	0.3	1.4
195	6.1	1.3	1.0	7.4	1.2	71.9	24.6	3.1	0.4	1.4
196	6.2	1.3	1.5	7.5	1.2	71.2	25.3	3.2	0.3	1.1
197	6.2	1.2	1.3	7.4	1.2	71.8	25.2	2.7	0.3	1.1
198	5.2	0.9	0.9	6.1	1.2	82.4	16.3	1.0	0.3	0.7
199	6.1	0.6	0.8	6.7	1.1	77.2	21.3	1.4	0.1	0.5
200	4.1	0.8	0.9	4.9	1.2	91.0	8.7	0.3	0.0	1.1
202	5.2	1.0	1.0	6.2	1.2	80.5	17.6	1.8	0.1	1.7
204	5.1	0.8	0.6	5.9	1.2	84.8	13.8	1.0	0.4	1.1
205	3.9	1.8	1.4	5.7	1.5	83.3	14.8	1.7	0.2	4.7
207	3.4	0.8	1.2	4.2	1.2	93.8	6.2	0.0	0.0	1.7
208	4.2	1.3	1.3	5.5	1.3	84.2	14.3	1.4	0.1	3.4
209	2.7	0.7	0.6	3.4	1.3	96.8	3.1	0.1	0.0	1.7
210	4.1	0.9	0.8	5.0	1.2	90.8	8.5	0.6	0.1	1.7
211	4.1	1.5	1.2	5.6	1.4	84.5	13.4	1.8	0.3	4.1
212	5.1	1.7	1.1	6.8	1.3	77.3	19.7	2.4	0.6	3.0
213	4.0	1.2	0.8	5.2	1.3	88.2	10.7	0.9	0.2	2.3
214	3.9	1.4	1.2	5.3	1.4	85.8	13.1	0.9	0.2	3.6

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Waiting Times (Mins)			Average Waiting Time	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q3 2008/09	(AWT)		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
219	6.1	0.8	0.9	6.9	1.1	75.6	22.4	1.7	0.3	0.7
220	3.9	2.1	1.4	6.0	1.5	81.1	15.5	2.6	0.8	7.1
221	3.9	0.9	0.8	4.8	1.2	89.5	9.7	0.7	0.1	1.5
222	3.9	1.1	0.7	5.0	1.3	89.2	10.3	0.5	0.0	2.2
226	6.2	2.2	1.6	8.4	1.4	67.3	25.2	5.9	1.6	3.6
227	4.1	0.9	1.1	5.0	1.2	89.9	9.8	0.3	0.0	1.4
228	6.3	2.1	N/A	8.4	1.3	67.2	25.3	5.2	2.3	3.8
229	5.1	1.2	0.9	6.3	1.2	81.5	15.9	2.0	0.6	2.3
230	6.1	1.2	1.5	7.3	1.2	73.3	23.7	2.4	0.6	1.6
234	5.3	1.3	1.2	6.6	1.2	79.3	18.4	2.0	0.3	1.5
235	4.1	1.0	1.1	5.1	1.2	89.2	10.3	0.5	0.0	1.7
236	4.1	1.4	1.6	5.5	1.3	86.3	12.3	1.3	0.1	2.9
237	4.0	1.0	0.9	5.0	1.3	89.7	9.8	0.5	0.0	1.6
238	5.1	1.3	1.2	6.4	1.3	79.5	16.8	2.8	0.9	3.1
240	6.3	0.5	0.4	6.8	1.1	76.1	22.5	1.3	0.1	0.4
241	5.4	1.1	0.9	6.5	1.2	79.6	18.5	1.8	0.1	1.4
242	3.1	1.0	1.6	4.1	1.3	93.4	6.3	0.2	0.1	2.8
243	3.5	1.4	1.4	4.9	1.4	89.2	10.5	0.3	0.0	3.1
244	5.1	0.7	0.9	5.8	1.1	84.9	14.1	0.9	0.1	0.9
245	4.1	1.3	1.3	5.4	1.3	86.4	12.7	0.9	0.0	2.1
247	5.2	0.8	0.6	6.0	1.2	84.1	14.7	1.0	0.2	0.9
248	4.1	1.2	1.5	5.3	1.3	87.3	11.7	0.9	0.1	2.4
249	6.0	0.9	1.1	6.9	1.2	76.2	21.3	1.7	0.8	1.5
250	3.8	1.3	1.8	5.1	1.3	87.5	11.8	0.7	0.0	3.1
251	6.3	0.8	0.8	7.1	1.1	73.7	23.9	2.2	0.2	0.8
252	5.2	1.2	1.1	6.4	1.2	80.3	17.7	1.6	0.4	1.8
253	2.8	1.1	1.3	3.9	1.4	94.4	5.3	0.3	0.0	4.0
254	2.8	1.1	1.6	3.9	1.4	94.8	5.1	0.1	0.0	3.3
255	6.2	0.7	0.6	6.9	1.1	75.0	23.2	1.6	0.2	0.6
256	5.2	0.6	0.8	5.8	1.1	85.2	14.1	0.6	0.1	0.6
257	4.0	1.3	1.0	5.3	1.3	86.4	12.3	1.3	0.0	3.8
259	3.8	1.6	1.4	5.4	1.4	85.8	13.0	1.1	0.1	3.5
260	6.1	1.6	1.5	7.7	1.3	70.2	25.0	3.9	0.9	2.2
261	5.9	1.1	1.0	7.0	1.2	74.6	22.7	2.4	0.3	1.3
262	5.1	1.4	1.0	6.5	1.3	79.0	18.1	2.0	0.9	2.5
263	5.1	0.8	0.7	5.9	1.2	83.2	16.1	0.6	0.1	0.8
264	5.3	0.6	0.7	5.9	1.1	83.7	16.0	0.3	0.0	0.1
265	6.1	1.2	0.8	7.3	1.2	73.4	23.6	2.5	0.5	1.5
266	4.1	1.4	1.4	5.5	1.3	86.0	12.4	1.4	0.2	3.5
267	5.4	1.6	1.1	7.0	1.3	74.6	21.8	2.9	0.7	3.0

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Waiting Times (Mins)			Average Waiting Time	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q3 2008/09	(AWT)		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
268	6.0	0.9	1.0	6.9	1.2	76.9	20.4	2.2	0.5	1.6
269	5.2	1.0	0.7	6.2	1.2	81.1	17.5	1.3	0.1	1.1
270	5.1	1.0	0.9	6.1	1.2	81.5	17.6	0.9	0.0	0.8
271	4.3	1.3	0.9	5.6	1.3	85.2	13.5	1.1	0.2	2.6
274	3.8	1.4	1.6	5.2	1.4	87.1	12.0	0.8	0.1	3.1
275	6.2	1.5	0.9	7.7	1.2	69.5	26.0	3.5	1.0	2.2
276	5.4	1.7	1.7	7.1	1.3	74.3	21.9	3.2	0.6	2.8
277	3.5	1.2	1.2	4.7	1.3	90.9	8.6	0.4	0.1	2.7
279	3.1	1.3	1.5	4.4	1.4	91.8	7.7	0.5	0.0	4.3
280	5.1	0.9	0.8	6.0	1.2	82.9	16.1	0.9	0.1	0.9
281	4.1	1.5	1.0	5.6	1.4	84.2	14.8	0.9	0.1	3.3
282	5.9	1.5	1.3	7.4	1.3	71.7	24.3	3.4	0.6	2.3
283	4.2	1.2	1.3	5.4	1.3	86.4	11.9	1.4	0.3	3.1
284	6.0	1.0	0.8	7.0	1.2	76.2	21.5	1.7	0.6	0.9
285	5.0	0.9	0.9	5.9	1.2	84.1	14.9	0.8	0.2	1.1
286	5.3	1.1	0.6	6.4	1.2	80.3	17.8	1.5	0.4	1.5
288	5.2	0.5	0.6	5.7	1.1	86.3	12.8	0.9	0.0	0.8
291	5.2	0.9	1.3	6.1	1.2	82.8	16.1	1.0	0.1	0.9
294	6.1	0.9	0.8	7.0	1.1	75.8	22.1	1.9	0.2	0.7
295	4.1	1.5	1.5	5.6	1.4	84.4	13.6	1.6	0.4	4.0
297	5.1	1.3	1.2	6.4	1.3	79.9	18.1	1.8	0.2	1.8
302	4.1	1.2	1.3	5.3	1.3	87.0	12.2	0.7	0.1	2.4
307	5.2	0.6	0.6	5.8	1.1	85.5	14.0	0.5	0.0	0.4
309	6.1	0.7	1.0	6.8	1.1	77.1	21.8	0.9	0.2	0.4
312	6.2	0.8	0.9	7.0	1.1	74.8	23.6	1.5	0.1	0.4
316	4.2	1.1	0.9	5.3	1.3	87.4	11.2	1.0	0.4	2.4
319	3.9	1.0	1.4	4.9	1.3	89.3	10.2	0.4	0.1	1.7
321	4.2	1.4	1.0	5.6	1.3	84.4	14.3	1.2	0.1	2.8
326	6.0	0.9	0.8	6.9	1.2	75.1	23.1	1.7	0.1	0.7
328	3.2	1.7	1.8	4.9	1.5	87.6	10.9	1.4	0.1	6.7
329	3.3	0.9	0.7	4.2	1.3	94.4	5.3	0.3	0.0	1.9
330	6.3	0.9	0.8	7.2	1.1	73.8	23.2	2.1	0.9	1.2
332	5.1	1.1	1.3	6.2	1.2	81.1	16.7	1.9	0.3	1.7
333	5.1	1.0	1.2	6.1	1.2	81.7	17.1	1.1	0.1	1.1
337	5.9	2.3	1.0	8.2	1.4	66.6	25.8	5.8	1.8	4.5
340	6.2	0.4	N/A	6.6	1.1	78.5	19.9	1.2	0.4	0.7
341	5.0	1.7	1.7	6.7	1.3	76.5	20.8	2.3	0.4	2.7
343	3.5	1.5	1.5	5.0	1.4	88.1	10.8	0.9	0.2	4.2
344	3.7	0.9	1.5	4.6	1.2	90.5	9.0	0.5	0.0	2.0
345	3.8	1.9	1.4	5.7	1.5	82.7	15.6	1.5	0.2	5.2

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Average Waiting Time (AWT)	Average Waiting Time (AWT) / Scheduled Waiting Time (SWT) Ratio	Probability of Waiting (%)					
					(EWT) Q3 2008/09	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
349	3.8	0.9	4.7	1.2	1.0	91.6	8.0	0.4	0.0	1.3
350	6.1	0.4	6.5	1.1	0.4	79.3	20.0	0.6	0.1	0.2
355	6.1	0.9	7.0	1.1	1.2	74.7	23.6	1.6	0.1	0.5
358	6.3	1.7	8.0	1.3	1.4	68.6	26.2	4.2	1.0	2.4
360	6.1	1.2	7.3	1.2	0.9	72.9	23.8	2.8	0.5	1.2
363	5.1	0.7	5.8	1.1	0.8	85.0	14.4	0.6	0.0	0.5
364	5.1	0.9	6.0	1.2	0.9	83.5	15.5	0.9	0.1	0.9
365	6.2	1.5	7.7	1.2	1.0	70.2	25.4	3.7	0.7	2.1
366	6.2	1.3	7.5	1.2	2.0	70.9	25.2	3.3	0.6	1.6
368	6.1	0.8	6.9	1.1	1.0	75.7	22.1	1.9	0.3	0.7
369	4.1	0.8	4.9	1.2	0.6	91.0	8.3	0.6	0.1	1.3
371	4.4	1.3	5.7	1.3	0.7	84.6	13.9	1.4	0.1	2.9
380	6.1	0.8	6.9	1.1	0.7	75.6	21.8	1.8	0.8	1.5
381	4.7	1.5	6.2	1.3	3.1	80.2	17.6	1.8	0.4	3.8
387	6.1	1.1	7.2	1.2	1.4	73.3	23.3	3.0	0.4	1.4
388	5.1	0.7	5.8	1.1	1.4	84.7	14.6	0.6	0.1	0.7
390	4.0	1.4	5.4	1.4	1.2	85.9	13.0	1.0	0.1	2.7
391	5.0	1.8	6.8	1.4	1.3	76.2	19.8	3.0	1.0	4.0
393	6.1	0.9	7.0	1.1	1.5	74.4	23.9	1.5	0.2	0.5
394	6.2	0.9	7.1	1.1	1.2	74.7	22.6	2.3	0.4	1.0
403	6.2	0.7	6.9	1.1	0.6	75.4	23.2	1.3	0.1	0.3
410	4.2	1.1	5.3	1.3	0.9	87.7	11.3	0.8	0.2	2.1
414	4.1	2.1	6.2	1.5	1.4	79.6	16.7	3.0	0.7	6.1
415	6.2	0.5	6.7	1.1	0.9	76.8	22.2	0.9	0.1	0.2
417	5.0	0.8	5.8	1.2	1.6	85.2	14.2	0.6	0.0	0.6
422	5.1	0.8	5.9	1.2	0.9	83.7	15.4	0.8	0.1	0.9
425	6.2	1.2	7.4	1.2	2.0	72.5	23.6	3.0	0.9	2.0
427	4.0	1.1	5.1	1.3	1.3	88.4	10.9	0.6	0.1	2.1
430	4.1	1.0	5.1	1.2	0.5	88.7	10.6	0.7	0.0	1.8
432	6.1	0.8	6.9	1.1	1.2	75.6	22.9	1.4	0.1	0.4
436	3.8	1.3	5.1	1.3	1.2	87.9	11.1	0.9	0.1	3.2
450	6.3	1.2	7.5	1.2	1.1	71.6	25.0	3.0	0.4	1.1
452	4.1	1.6	5.7	1.4	2.4	83.9	13.5	1.8	0.8	4.5
453	3.8	1.7	5.5	1.4	1.1	85.6	12.3	1.5	0.6	4.8
460	6.1	1.1	7.2	1.2	0.8	73.0	23.8	2.7	0.5	1.5
466	5.1	0.9	6.0	1.2	1.6	82.6	16.5	0.8	0.1	1.0
468	3.8	1.5	5.3	1.4	1.4	86.3	12.7	0.9	0.1	4.0
472	3.3	0.9	4.2	1.3	1.3	93.5	5.9	0.4	0.2	3.0
473	5.2	1.1	6.3	1.2	0.7	81.7	15.9	1.9	0.5	2.1
474	6.1	1.2	7.3	1.2	1.5	72.9	24.1	2.5	0.5	1.3

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Average Waiting Time (AWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)				
						(EWT) Q3 2008/09	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins
476	4.1	1.5	1.3	5.6	1.4	84.5	13.8	1.5	0.2	4.0
484	5.1	1.2	0.9	6.3	1.2	80.8	17.3	1.6	0.3	1.6
486	4.2	0.9	1.3	5.1	1.2	89.2	10.3	0.5	0.0	1.5
488	6.2	0.7	0.8	6.9	1.1	75.5	22.9	1.5	0.1	0.6
490	6.3	1.6	1.9	7.9	1.3	69.0	25.2	4.3	1.5	2.8
493	6.1	1.6	1.3	7.7	1.3	70.1	25.5	3.5	0.9	2.1
507	2.7	0.5	0.5	3.2	1.2	96.0	3.5	0.3	0.2	0.9
521	2.0	0.7	0.7	2.7	1.4	96.9	2.8	0.3	0.0	0.6
607	4.9	0.8	0.9	5.7	1.2	85.1	14.0	0.8	0.1	1.1
C1	5.1	1.1	1.4	6.2	1.2	81.6	16.3	1.8	0.3	1.6
C2	3.8	1.2	1.3	5.0	1.3	88.9	10.2	0.8	0.1	3.0
C3	3.8	0.8	0.8	4.6	1.2	92.7	6.6	0.6	0.1	1.1
C10	6.0	1.8	1.5	7.8	1.3	68.7	26.4	4.3	0.6	2.0
C11	4.1	1.0	1.0	5.1	1.2	89.3	9.9	0.7	0.1	1.9
D3	5.2	1.3	1.7	6.5	1.3	78.5	19.5	1.9	0.1	1.6
D6	3.9	1.3	1.9	5.2	1.3	87.4	11.9	0.6	0.1	2.5
D7	4.2	0.6	1.0	4.8	1.1	92.7	7.1	0.2	0.0	0.6
D8	6.2	1.3	1.1	7.5	1.2	72.0	23.6	3.6	0.8	1.5
E1	4.7	0.8	0.7	5.5	1.2	88.0	11.6	0.4	0.0	0.8
E2	3.9	1.0	0.8	4.9	1.3	90.1	9.4	0.5	0.0	2.1
E3	3.4	1.5	1.3	4.9	1.4	88.3	10.8	0.7	0.2	4.6
E5	6.2	1.1	1.0	7.3	1.2	73.5	23.4	2.7	0.4	1.0
E6	5.2	1.2	1.5	6.4	1.2	79.7	18.4	1.7	0.2	1.5
E7	6.1	1.0	1.2	7.1	1.2	74.8	22.5	2.3	0.4	0.9
E8	4.1	0.7	0.6	4.8	1.2	91.4	8.1	0.5	0.0	1.4
E9	6.1	0.7	0.7	6.8	1.1	76.4	22.2	1.3	0.1	0.3
ELC	5.0	0.2	2.3	5.2	1.0	91.1	8.9	0.0	0.0	0.0
ELW	6.0	0.4	0.6	6.4	1.1	81.4	16.2	1.9	0.5	0.2
H2	6.1	0.4	0.4	6.5	1.1	78.9	20.0	1.1	0.0	0.2
H9	5.2	0.9	0.4	6.1	1.2	82.5	15.2	1.3	1.0	1.8
H10	5.2	1.0	1.0	6.2	1.2	83.0	14.8	1.7	0.5	1.7
H12	5.1	0.9	0.7	6.0	1.2	83.1	16.0	0.8	0.1	0.9
H14	4.9	0.6	0.6	5.5	1.1	87.1	12.4	0.5	0.0	0.7
H20	6.3	0.5	0.6	6.8	1.1	76.8	21.3	1.9	0.0	0.4
H22	6.2	1.4	2.2	7.6	1.2	70.7	25.1	3.6	0.6	1.7
H32	5.1	0.9	0.6	6.0	1.2	84.6	13.9	1.3	0.2	1.2
H37	3.1	1.1	1.3	4.2	1.4	93.1	6.6	0.3	0.0	3.6
H91	5.1	0.9	1.1	6.0	1.2	82.7	14.9	1.8	0.6	2.0
H98	4.2	1.2	0.9	5.4	1.3	86.4	12.7	0.8	0.1	2.2
K2	5.2	1.1	0.7	6.3	1.2	81.6	16.8	1.4	0.2	1.3

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Waiting Times (Mins)			Average Waiting Time	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q3 2008/09	(AWT)		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
P4	6.0	1.6	1.7	7.6	1.3	71.7	23.7	3.6	1.0	2.3
P12	5.5	1.7	1.3	7.2	1.3	76.0	19.8	3.2	1.0	2.8
R9	6.4	1.2	0.8	7.6	1.2	72.1	23.2	4.0	0.7	1.7
R70	5.1	2.3	2.4	7.4	1.5	72.4	22.7	3.9	1.0	4.8
RV1	5.0	1.2	1.0	6.2	1.2	81.3	16.7	1.6	0.4	1.9
T31	3.9	0.5	0.7	4.4	1.1	94.1	5.7	0.1	0.1	0.5
T33	4.2	0.6	0.6	4.8	1.1	92.4	7.3	0.2	0.1	0.6
U2	5.3	1.1	0.8	6.4	1.2	80.9	16.6	2.2	0.3	1.9
U3	6.2	1.0	0.8	7.2	1.2	73.7	23.7	2.4	0.2	0.7
U4	4.2	1.3	1.2	5.5	1.3	86.2	12.7	1.0	0.1	2.4
U5	6.1	1.2	1.0	7.3	1.2	72.7	24.3	2.7	0.3	1.2
W3	3.1	0.8	0.6	3.9	1.3	95.7	4.3	0.0	0.0	2.0
W4	5.4	1.1	1.3	6.5	1.2	79.2	19.1	1.6	0.1	1.2
W5	6.2	1.1	1.2	7.3	1.2	73.4	23.2	2.9	0.5	1.6
W6	5.1	1.2	1.0	6.3	1.2	81.7	16.2	1.7	0.4	2.3
W7	2.4	0.7	0.6	3.1	1.3	97.6	2.3	0.1	0.0	1.4
W8	4.1	1.3	0.9	5.4	1.3	86.1	12.6	1.2	0.1	3.1
W11	5.1	1.0	1.1	6.1	1.2	81.8	16.8	1.3	0.1	1.4
W15	4.1	1.3	1.0	5.4	1.3	85.7	13.4	0.8	0.1	2.4
W16	6.2	0.5	0.4	6.7	1.1	77.5	20.8	1.2	0.5	0.8
All:	4.4	1.2	1.3	5.6	1.3	84.3	14.1	1.4	0.3	2.8

QUALITY OF SERVICE INDICATORS FOR LOW FREQUENCY (TIMETABLED) ROUTES

Quarter 3 2009/10

(19th September 2009 - 8th January 2010)

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q3 2008/09	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
9H *	63.1	50.1	14.6	4.9	17.3
15H *	82.1	89.7	2.0	2.8	13.2
20	70.8	77.2	9.0	2.3	18.0
61	76.8	75.8	4.6	2.4	16.2
107	83.4	83.6	5.5	1.4	9.7
110	82.2	91.3	2.5	2.4	12.9
112	80.4	82.5	5.4	2.0	12.2
117	82.3	84.6	1.7	2.0	13.9
127	78.3	78.3	4.4	2.4	14.9
130	92.9	89.8	2.0	1.0	4.2
138	83.9	81.0	3.3	1.5	11.2
146	77.7	70.2	8.4	0.9	13.0
160	73.5	75.1	7.1	1.9	17.5
162	69.2	78.3	5.5	3.0	22.3
166	77.0	74.4	2.6	2.5	17.8
167	71.6	76.5	7.4	1.5	19.5
178	81.9	79.8	4.9	0.1	13.1
190	73.6	76.3	12.2	2.5	11.7
201	68.6	77.6	7.9	3.6	19.9
203	81.1	88.6	2.0	1.6	15.3
206	78.7	77.6	5.7	3.0	12.6
215	63.3	80.3	6.3	1.0	29.3
216	78.7	80.5	8.3	3.0	10.0
217	70.3	72.2	15.8	1.3	12.5
223	77.2	77.3	4.1	1.6	17.0
224	69.5	75.2	12.4	2.4	15.6
225	88.2	81.9	2.9	1.3	7.6
231	72.2	80.2	11.3	2.2	14.4
232	78.6	74.7	4.6	3.8	13.1
233	78.8	79.1	1.4	2.9	16.9
246	82.4	88.4	3.2	1.5	12.9
258	81.1	83.3	2.9	1.4	14.6
272	74.1	67.8	7.0	1.9	17.0

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q3 2008/09	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
273	75.8	75.8	3.7	2.6	17.9
287	71.0	73.1	7.3	2.7	19.0
289	73.9	76.6	5.9	2.6	17.6
290	82.6	86.3	2.5	4.7	10.2
292	76.8	85.5	4.0	1.4	17.8
293	74.3	73.7	3.2	0.2	22.4
296	72.0	77.9	6.9	1.8	19.3
298	79.5	80.3	4.5	0.9	15.1
299	76.5	81.7	5.3	1.0	17.2
300	74.0	72.7	8.2	3.9	13.8
303	87.6	91.5	2.7	0.9	8.8
305	89.5	86.9	2.4	1.2	6.9
308	87.3	89.1	3.3	1.0	8.4
313	81.1	77.0	4.4	1.6	13.0
314	77.1	77.7	5.4	2.8	14.8
315	67.3	77.2	7.9	1.5	23.3
317	82.2	79.5	3.2	2.1	12.5
318	81.3	84.6	4.5	1.6	12.6
320	85.5	87.7	6.9	0.4	7.3
322	75.7	72.8	6.3	0.8	17.1
323	98.0	93.6	0.3	0.0	1.8
325	70.9	70.1	11.3	2.9	15.0
327	91.7	87.6	5.8	0.0	2.5
331	85.1	87.5	2.6	2.1	10.2
336	77.3	80.1	3.1	1.0	18.6
339	87.1	87.2	4.0	0.7	8.2
346	88.0	90.4	6.1	1.0	4.8
347	83.9	73.1	1.9	3.4	10.7
352	77.9	85.2	4.4	1.2	16.5
353	72.4	73.5	7.7	1.9	17.9
354	78.8	78.4	2.0	1.9	17.3
356	66.6	60.0	7.1	3.6	22.7
357	69.1	78.5	11.0	2.2	17.8
359	83.2	70.1	3.1	1.6	12.1
362	80.2	72.8	5.7	1.3	12.8
367	74.5	74.1	3.1	3.3	19.1
370	79.7	81.8	4.4	2.1	13.7
372	74.2	75.4	5.8	3.6	16.5
375	86.0	82.4	3.2	0.0	10.8

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q3 2008/09	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
376	79.0	79.1	6.0	2.1	13.0
377	84.6	82.9	2.3	0.4	12.7
379	96.2	93.5	3.2	0.0	0.6
382	81.4	89.6	5.5	2.0	11.2
383	86.5	92.0	2.3	1.3	9.9
384	88.3	89.6	2.6	0.5	8.6
385	73.4	75.1	1.7	0.0	24.9
386	69.4	77.8	7.8	2.0	20.8
389	66.6	77.7	0.0	0.0	33.4
395	71.1	N/A	8.0	2.5	18.4
396	76.9	82.9	6.8	2.4	13.8
397	84.1	85.4	3.6	1.0	11.3
398	92.0	74.3	1.7	0.0	6.4
401	84.5	86.9	2.7	3.4	9.4
404	84.0	93.7	5.8	2.7	7.6
405	84.3	82.5	3.3	2.3	10.1
406	73.7	80.2	5.7	1.3	19.4
407	74.4	67.9	6.2	5.5	13.9
411	91.3	85.2	3.0	0.6	5.1
412	82.6	79.3	3.5	0.7	13.2
413	83.8	90.5	3.6	2.2	10.4
418	76.4	82.7	4.7	1.7	17.2
419	79.5	84.5	6.5	1.2	12.8
423	91.0	94.7	1.5	4.2	3.3
424	83.0	78.7	4.5	1.2	11.4
428	75.0	84.5	10.0	0.8	14.2
434	78.0	81.9	4.5	2.0	15.5
440	79.9	84.4	3.2	2.1	14.8
444	75.4	82.2	8.7	1.8	14.2
455	74.0	74.3	5.9	4.0	16.1
462	70.6	81.9	7.9	2.8	18.6
463	83.7	79.7	2.3	0.8	13.1
464	93.4	90.7	2.4	1.4	2.8
465	67.8	75.6	8.5	2.0	21.8
467	64.2	75.0	12.4	1.2	22.2
469	74.7	70.0	5.4	0.9	19.0
470	77.0	75.1	2.0	1.2	19.8
481	73.9	86.4	6.7	1.4	18.0
482	81.1	85.9	4.3	2.0	12.7

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q3 2008/09	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
485	81.3	91.8	4.9	0.6	13.2
487	60.7	66.1	9.2	1.2	28.9
491	75.3	81.4	5.9	1.2	17.7
492	79.8	80.5	4.5	2.3	13.4
496	85.0	78.3	2.3	1.0	11.6
498	85.2	73.4	3.9	3.2	7.7
499	85.0	69.0	2.8	3.8	8.3
549	96.5	88.2	0.8	0.0	2.7
A10	85.7	85.1	4.6	0.7	9.0
B11	83.1	88.3	3.6	1.3	12.0
B12	79.4	82.8	5.1	1.3	14.2
B13	75.5	81.8	6.3	0.8	17.4
B14	79.2	82.9	3.3	0.6	16.9
B15	64.6	69.7	6.3	1.1	28.0
B16	77.1	79.9	5.2	1.2	16.5
E10	81.8	81.8	6.1	1.3	10.8
E11	81.8	78.9	3.0	3.3	11.9
ELW	88.5	N/A	3.2	0.5	7.8
G1	68.5	76.4	3.8	6.1	21.7
H1	70.5	100.0	0.0	7.7	21.7
H3	86.6	100.0	4.5	0.0	8.9
H11	89.6	89.4	2.5	0.9	7.0
H13	86.5	85.1	2.2	0.5	10.8
H17	82.4	91.0	3.6	0.8	13.2
H18	91.0	71.0	1.4	1.0	6.6
H19	90.9	76.5	0.9	0.5	7.7
H25	82.6	81.1	2.1	2.2	13.1
H26	92.7	73.2	1.3	0.9	5.1
H28	77.0	74.5	3.2	6.0	13.8
K1	75.1	72.0	5.0	1.7	18.2
K3	79.9	84.0	2.0	2.2	15.9
K4	86.7	74.1	3.1	1.5	8.8
K5	75.2	72.8	4.7	1.4	18.7
P5	66.8	71.0	8.1	1.3	23.8
P13	67.4	71.6	4.6	2.3	25.8
PR2	51.1	69.9	15.2	3.6	30.1
R1	79.0	78.7	2.7	1.7	16.6
R2	78.7	78.7	2.9	3.3	15.1
R3	75.9	75.3	3.5	3.0	17.6

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q3 2008/09	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
R4	81.9	85.3	3.5	2.0	12.5
R5	84.4	73.4	0.0	10.7	4.9
R6	88.1	86.9	1.9	2.9	7.0
R7	85.9	83.3	4.1	0.9	9.2
R8	74.7	76.6	12.1	0.0	13.3
R10	64.9	62.8	7.0	3.9	24.2
R11	80.9	76.5	2.8	3.5	12.9
R68	68.3	67.2	8.1	4.7	19.0
S1	89.1	82.6	1.8	0.8	8.3
S3	77.3	84.0	6.3	0.2	16.2
S4	81.7	75.6	2.8	1.3	14.2
T32	94.3	92.5	3.7	0.0	2.0
U1	71.3	79.4	6.6	0.5	21.5
U7	65.7	80.4	8.2	3.0	23.1
U9	98.1	96.8	0.7	0.0	1.1
U10	85.0	85.5	1.9	0.6	12.5
W9	83.6	86.9	3.3	1.9	11.1
W10	100.0	96.1	0.0	0.0	0.0
W12	49.0	63.7	19.9	3.0	28.1
W13	86.8	69.6	3.2	1.3	8.7
W14	81.8	75.1	3.0	2.4	12.8
W19	77.5	76.5	6.2	0.9	15.4
X26	72.0	74.1	6.0	1.5	20.5
X68	64.4	74.4	7.0	1.8	26.9
All:	77.7	78.9	5.6	2.0	14.7

* Heritage bus services on routes 9 & 15

QUALITY OF SERVICE INDICATORS FOR NIGHT BUS SERVICES

Quarter 3 2009/10

(19th September 2009 - 8th January 2010)

Probability Of Departure (%)

Route Number	% On Time	(% <i>On Time</i>) Q3 2008/09	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N1	93.4	81.9	2.1	0.0	4.6
N2	89.7	88.4	3.8	0.0	6.5
N3	91.1	80.9	2.6	0.5	5.9
N5	93.9	93.2	2.0	0.8	3.3
N6	91.0	81.5	2.2	0.5	6.4
N7	94.7	89.2	0.5	0.0	4.8
N8	72.5	76.9	10.9	4.4	12.2
N9	84.2	82.8	6.0	0.5	9.4
N10	64.5	68.1	7.7	3.8	24.1
N11	84.1	76.0	2.1	1.4	12.4
N12	82.2	85.8	1.8	1.9	14.0
N13	94.8	91.6	0.9	0.6	3.8
N14	82.8	83.4	4.4	0.8	11.9
N15	76.1	79.6	5.3	3.9	14.7
N16	95.3	97.4	1.4	0.5	2.8
N18	85.2	89.1	4.1	0.0	10.7
N19	83.1	80.0	3.5	3.5	9.9
N20	91.7	85.6	3.0	1.4	3.9
N21	86.6	84.3	4.9	0.0	8.5
N22	90.1	90.0	2.1	0.0	7.8
N23	77.5	80.6	4.7	1.5	16.3
N24	80.1	71.4	3.9	1.0	15.0
N25	67.5	75.5	18.1	4.1	10.3
N26	83.5	75.3	3.5	0.0	12.9
N29	93.5	90.9	3.4	0.4	2.6
N35	72.2	94.8	8.1	2.9	16.8
N36	85.5	79.9	0.7	0.0	13.7
N38	87.6	89.2	4.5	1.0	6.9
N41	96.2	97.2	2.7	0.0	1.2
N44	94.6	89.3	0.4	0.0	5.0
N47	95.9	96.7	1.3	0.5	2.2
N52	95.9	96.0	1.0	0.6	2.5
N53	94.4	98.6	2.6	0.0	3.0
N55	83.2	84.7	4.3	0.2	12.3

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q3 2008/09	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N68	93.6	89.0	2.1	0.0	4.3
N73	82.8	89.9	7.2	1.5	8.6
N87	88.8	85.0	2.4	0.0	8.8
N88	82.9	81.7	1.9	1.9	13.3
N89	91.8	92.1	3.3	0.0	4.9
N91	89.1	88.7	1.0	1.8	8.0
N94	84.6	85.8	3.5	4.2	7.7
N97	86.6	86.1	5.3	0.9	7.3
N98	91.7	89.6	2.7	1.6	3.9
N133	91.0	90.8	4.2	1.0	3.9
N134	95.0	95.0	1.8	0.3	2.9
N136	92.4	89.9	0.8	1.1	5.7
N137	95.2	95.3	1.5	0.9	2.4
N139	88.5	84.1	4.1	0.0	7.5
N148	78.5	81.8	2.1	0.5	18.9
N155	94.4	88.2	2.5	0.9	2.1
N159	81.5	83.1	4.6	4.7	9.3
N171	88.3	92.9	6.0	1.5	4.2
N176	94.5	75.0	0.7	1.8	3.0
N189	96.4	96.4	1.8	0.0	1.8
N205	63.9	81.9	11.6	6.2	18.3
N207	81.5	86.8	6.6	2.6	9.3
N214	94.2	95.2	1.5	0.3	4.0
N242	97.6	97.9	1.4	0.3	0.6
N253	95.0	93.2	2.0	0.3	2.8
N271	96.5	91.5	1.7	0.0	1.8
N279	91.0	87.9	3.1	0.3	5.6
N343	91.6	89.6	2.5	1.4	4.5
N381	90.0	86.3	3.9	0.5	5.6
N390	82.5	90.9	3.0	7.1	7.4
N453	88.6	81.7	2.2	0.4	8.7
N550	86.0	90.6	5.0	0.0	9.0
N551	92.5	74.6	1.2	0.0	6.2
NC2	99.4	N/A	0.6	0.0	0.0
All:	86.4	84.8	4.3	1.4	8.0

QUALITY OF SERVICE INDICATORS FOR TRAMLINK OPERATIONS LTD.

Quarter 3 2009/10

(19th September 2009 - 8th January 2010)

Line Number	Waiting Times (Mins)				AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q3 2008/09	Average Waiting Time (AWT)		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
T1	6.2	0.2	<i>0.5</i>	6.4	<i>1.0</i>	79.9	19.6	0.5	0.0	0.1
T2	6.1	0.3	<i>0.4</i>	6.4	<i>1.0</i>	80.1	19.3	0.6	0.0	0.2
T3	4.0	0.3	<i>0.4</i>	4.3	<i>1.1</i>	96.0	4.0	0.0	0.0	0.2
All:	4.8	0.3	<i>0.4</i>	5.1	1.1	90.2	9.6	0.2	0.0	0.2

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

Quarter 3 2009/10

(19th September 2009 - 8th January 2010)

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q3 2008/09	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
84	70.0	<i>60.0</i>	7.4	3.0	19.6
402	78.9	<i>76.3</i>	0.0	7.8	13.3
477	72.7	<i>74.8</i>	4.5	5.0	17.7
614	50.8	<i>47.0</i>	14.5	9.7	25.0
All:	68.1	<i>61.4</i>	7.6	5.3	19.0