



**LONDON BUSES  
QUALITY OF SERVICE INDICATORS**

**Route results for London Buses Services**

**FOURTH QUARTER 2011/12**

**07th January 2012 - 31st March 2012**

**MAYOR OF LONDON**

*Performance Information  
London Bus Services Ltd.  
May 2012*

## 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 hours 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) Q4 2010/11** 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) Q4 2010/11** 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 Liverpool Street, Oxford Street, Trafalgar Square and Victoria or in the immediate vicinity.

## **Performance Information London Buses**

QUALITY OF SERVICE INDICATORS FOR HIGH FREQUENCY (NON-TIMETABLED) ROUTES  
 Quarter 4 2011/12  
 (07th January 2012 - 31st March 2012)

Route Number	Waiting Times (Mins)				Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q4 2010/11	(EWT) Q4 2010/11			< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
1	4.1	1.2	0.9	5.3	1.3	86.7	12.4	0.9	0.0	2.6	
2	3.7	0.8	0.9	4.5	1.2	92.8	6.9	0.2	0.1	1.2	
3	3.9	1.1	1.2	5.0	1.3	88.8	10.5	0.6	0.1	2.4	
4	5.5	1.0	1.3	6.5	1.2	79.4	19.2	1.3	0.1	0.8	
5	3.3	1.0	1.2	4.3	1.3	93.4	6.2	0.4	0.0	2.4	
6	3.1	1.3	1.1	4.4	1.4	91.3	8.3	0.4	0.0	4.7	
7	3.8	1.0	1.0	4.8	1.3	90.6	9.0	0.4	0.0	1.6	
8	3.3	1.2	1.0	4.5	1.4	91.6	8.1	0.3	0.0	3.4	
9	3.1	0.9	1.1	4.0	1.3	94.7	5.2	0.1	0.0	2.3	
10	3.7	1.1	1.1	4.8	1.3	90.3	9.1	0.5	0.1	2.6	
11	3.8	1.2	1.4	5.0	1.3	89.6	9.6	0.7	0.1	2.7	
12	2.3	0.9	1.2	3.2	1.4	98.0	1.9	0.1	0.0	2.0	
13	4.0	1.1	0.8	5.1	1.3	89.0	10.2	0.7	0.1	2.1	
14	2.9	0.8	1.2	3.7	1.3	95.6	4.3	0.1	0.0	2.3	
15	3.8	1.3	1.2	5.1	1.3	88.1	10.9	0.8	0.2	3.2	
16	3.5	0.7	0.6	4.2	1.2	94.6	5.2	0.1	0.1	1.1	
17	4.4	1.1	1.0	5.5	1.3	86.5	12.4	0.9	0.2	1.8	
18	1.9	1.1	1.0	3.0	1.6	97.5	2.3	0.1	0.1	2.3	
19	3.6	1.0	1.1	4.6	1.3	91.5	8.2	0.3	0.0	2.4	
21	3.5	1.3	1.3	4.8	1.4	89.6	9.5	0.8	0.1	3.7	
22	3.5	1.2	1.1	4.7	1.3	91.1	8.0	0.8	0.1	3.6	
23	3.5	1.4	1.6	4.9	1.4	88.9	10.3	0.7	0.1	4.0	
24	2.6	0.9	1.0	3.5	1.3	97.1	2.9	0.0	0.0	2.2	
25	2.1	1.3	1.4	3.4	1.6	95.5	4.3	0.2	0.0	4.3	
26	4.6	1.3	1.7	5.9	1.3	83.5	15.4	1.0	0.1	1.9	
27	3.9	1.5	1.3	5.4	1.4	85.4	13.4	1.1	0.1	3.4	
28	3.8	1.5	1.3	5.3	1.4	85.6	12.7	1.4	0.3	4.8	
29	2.3	0.7	0.9	3.0	1.3	98.6	1.4	0.0	0.0	1.4	
30	4.5	1.0	1.4	5.5	1.2	86.3	13.3	0.4	0.0	1.0	
31	3.0	1.0	1.3	4.0	1.3	94.4	5.3	0.3	0.0	2.9	
32	4.5	0.7	0.7	5.2	1.2	89.2	10.5	0.3	0.0	0.6	
33	4.2	1.2	1.4	5.4	1.3	86.6	12.4	0.8	0.2	2.4	
34	4.2	0.5	0.7	4.7	1.1	93.6	6.3	0.1	0.0	0.3	
35	5.2	1.3	1.1	6.5	1.3	79.8	17.9	2.0	0.3	1.9	
36	3.1	1.3	1.1	4.4	1.4	91.4	8.1	0.4	0.1	4.2	

Waiting Times (Mins)
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Probability of Waiting (%)
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Route Number	Waiting Times (Mins)			Average Waiting Time	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q4 2010/11	(AWT)		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
37	5.0	1.5	0.9	6.5	1.3	79.0	18.8	2.1	0.1	2.2
38	1.6	0.7	0.6	2.3	1.4	99.6	0.4	0.0	0.0	0.4
39	4.0	0.6	0.6	4.6	1.1	92.8	6.7	0.3	0.2	0.7
40	4.4	0.9	1.0	5.3	1.2	87.9	11.2	0.8	0.1	1.4
41	2.6	0.8	0.8	3.4	1.3	97.3	2.7	0.0	0.0	2.1
42	5.2	0.9	1.0	6.1	1.2	82.9	15.9	1.1	0.1	0.8
43	3.3	1.2	1.3	4.5	1.4	90.9	8.6	0.5	0.0	3.8
44	5.1	1.4	1.0	6.5	1.3	79.1	18.7	2.0	0.2	2.1
45	4.2	0.7	0.9	4.9	1.2	91.0	8.9	0.1	0.0	0.6
46	5.1	1.7	1.2	6.8	1.3	76.0	21.1	2.5	0.4	2.7
47	5.1	1.1	1.0	6.2	1.2	82.0	16.5	1.3	0.2	1.2
48	3.9	1.0	1.7	4.9	1.3	90.0	9.6	0.4	0.0	1.5
49	3.9	1.2	1.7	5.1	1.3	87.5	11.8	0.7	0.0	2.7
50	6.1	0.6	0.6	6.7	1.1	77.8	21.0	1.1	0.1	0.3
51	5.1	1.4	0.9	6.5	1.3	79.5	18.4	2.0	0.1	1.8
52	3.1	1.0	1.1	4.1	1.3	94.0	5.7	0.3	0.0	2.9
53	3.8	1.0	1.1	4.8	1.3	90.9	8.8	0.3	0.0	1.8
54	6.1	0.6	0.8	6.7	1.1	76.9	21.8	1.0	0.3	0.6
55	3.5	1.2	1.3	4.7	1.3	90.6	8.7	0.6	0.1	2.9
56	3.5	1.1	1.4	4.6	1.3	91.3	8.1	0.6	0.0	2.6
57	4.1	1.0	1.4	5.1	1.2	88.8	10.8	0.4	0.0	1.5
58	5.1	1.1	1.0	6.2	1.2	82.0	16.3	1.3	0.4	1.5
59	3.4	0.9	0.9	4.3	1.3	94.0	5.8	0.2	0.0	1.2
60	6.0	1.0	1.0	7.0	1.2	74.4	23.9	1.6	0.1	0.6
62	5.1	0.9	0.8	6.0	1.2	83.7	15.2	1.1	0.0	1.1
63	2.9	1.2	1.3	4.1	1.4	94.0	5.6	0.3	0.1	3.5
64	4.7	0.7	0.7	5.4	1.1	87.4	12.1	0.5	0.0	0.6
65	3.8	1.4	1.6	5.2	1.4	87.7	11.1	0.9	0.3	3.4
66	6.3	1.7	0.9	8.0	1.3	69.8	24.3	4.4	1.5	2.6
67	5.0	1.0	0.7	6.0	1.2	83.4	15.6	1.0	0.0	0.9
68	3.7	1.0	1.0	4.7	1.3	91.8	7.8	0.3	0.1	1.5
69	4.1	1.0	1.0	5.1	1.2	88.8	10.3	0.8	0.1	1.7
70	5.2	1.3	1.4	6.5	1.3	79.1	18.7	2.0	0.2	1.7
71	4.1	0.9	0.6	5.0	1.2	89.9	10.0	0.1	0.0	0.9
72	4.1	1.2	2.3	5.3	1.3	87.1	11.4	1.3	0.2	3.0
73	2.2	0.9	1.2	3.1	1.4	98.0	2.0	0.0	0.0	1.8
74	4.0	0.7	1.0	4.7	1.2	92.6	7.0	0.4	0.0	0.9
75	6.8	0.8	0.5	7.6	1.1	70.5	27.3	2.0	0.2	0.5
76	4.0	0.8	1.2	4.8	1.2	92.0	7.8	0.2	0.0	0.7
77	5.0	1.1	1.0	6.1	1.2	82.3	15.9	1.6	0.2	1.8

Waiting Times (Mins)
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Probability of Waiting (%)
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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) Q4 2010/11	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins
78	4.4	0.9	1.2	5.3	1.2	88.9	10.9	0.2	0.0	0.7
79	6.0	0.8	0.6	6.8	1.1	77.0	21.5	1.3	0.2	0.6
80	6.2	0.6	0.8	6.8	1.1	77.3	21.6	1.0	0.1	0.3
81	6.1	1.0	1.3	7.1	1.2	74.8	23.0	1.9	0.3	0.9
82	3.9	1.3	1.1	5.2	1.3	87.4	12.0	0.6	0.0	2.9
83	4.0	0.7	0.6	4.7	1.2	92.1	7.6	0.3	0.0	1.0
85	4.0	0.5	0.6	4.5	1.1	94.8	5.0	0.2	0.0	0.5
86	3.1	0.9	0.9	4.0	1.3	94.4	5.3	0.3	0.0	2.7
87	3.2	0.9	0.7	4.1	1.3	93.9	5.8	0.3	0.0	2.4
88	3.8	0.8	0.9	4.6	1.2	92.4	7.4	0.2	0.0	1.2
89	5.2	1.6	1.1	6.8	1.3	76.8	20.1	2.8	0.3	2.5
90	5.3	0.8	0.8	6.1	1.2	83.2	15.6	1.0	0.2	0.3
91	3.8	0.6	0.8	4.4	1.2	93.9	5.9	0.1	0.1	0.8
92	4.0	0.8	0.7	4.8	1.2	90.8	8.9	0.3	0.0	1.0
93	3.5	0.7	1.3	4.2	1.2	94.7	5.2	0.1	0.0	1.1
94	2.5	1.1	1.1	3.6	1.4	95.5	4.4	0.1	0.0	4.0
95	6.2	0.9	0.9	7.1	1.1	75.0	22.6	1.8	0.6	1.0
96	4.1	1.8	0.9	5.9	1.4	82.6	15.5	1.7	0.2	4.8
97	4.2	1.3	0.8	5.5	1.3	86.7	11.5	1.5	0.3	3.0
98	3.2	0.8	1.1	4.0	1.3	95.5	4.5	0.0	0.0	1.3
99	6.1	1.3	1.3	7.4	1.2	72.7	23.3	3.2	0.8	1.8
100	4.2	0.8	1.5	5.0	1.2	89.8	9.6	0.6	0.0	1.4
101	6.1	0.5	0.7	6.6	1.1	78.5	20.8	0.5	0.2	0.3
102	4.2	0.6	0.8	4.8	1.1	92.4	7.5	0.1	0.0	0.3
103	5.3	0.6	0.7	5.9	1.1	84.7	14.8	0.5	0.0	0.3
104	5.1	1.2	0.8	6.3	1.2	81.5	16.7	1.4	0.4	1.5
105	5.2	0.5	0.8	5.7	1.1	86.0	13.7	0.3	0.0	0.2
106	3.8	0.8	0.9	4.6	1.2	92.9	6.8	0.3	0.0	1.1
108	5.2	1.0	1.1	6.2	1.2	82.2	16.3	1.3	0.2	1.1
109	3.1	0.6	0.8	3.7	1.2	96.8	3.1	0.1	0.0	0.8
111	4.8	1.0	1.1	5.8	1.2	85.3	13.7	0.9	0.1	1.4
113	5.1	0.9	0.7	6.0	1.2	83.5	15.4	1.0	0.1	0.8
114	5.1	0.7	0.7	5.8	1.1	85.9	13.3	0.8	0.0	0.8
115	3.8	1.2	1.0	5.0	1.3	89.5	9.6	0.8	0.1	3.3
116	6.1	0.8	1.0	6.9	1.1	76.6	22.1	1.1	0.2	0.5
118	6.2	0.9	1.2	7.1	1.1	74.3	23.9	1.6	0.2	0.6
119	5.2	0.8	0.7	6.0	1.2	83.4	15.9	0.6	0.1	0.6
120	4.8	0.6	1.0	5.4	1.1	89.0	10.7	0.3	0.0	0.4
121	5.1	0.8	0.8	5.9	1.2	84.1	15.2	0.7	0.0	0.6
122	6.0	0.9	1.1	6.9	1.2	75.0	23.2	1.7	0.1	0.5

Waiting Times (Mins)
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Probability of Waiting (%)
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Route Number	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)					
					(EWT) Q4 2010/11	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
123	5.0	1.1	6.1	1.2	1.0	82.7	16.3	1.0	0.0	1.1
124	6.2	0.6	6.8	1.1	0.7	76.6	22.1	1.2	0.1	0.3
125	5.1	0.6	5.7	1.1	1.0	85.7	13.9	0.4	0.0	0.3
126	5.3	1.0	6.3	1.2	1.3	80.8	17.3	1.8	0.1	1.4
128	6.3	0.5	6.8	1.1	0.7	76.2	22.8	1.0	0.0	0.1
129	6.3	1.0	7.3	1.2	0.5	73.7	23.8	2.2	0.3	1.1
131	4.1	1.1	5.2	1.3	1.3	88.7	10.7	0.6	0.0	1.8
132	6.2	0.7	6.9	1.1	0.7	75.8	22.5	1.5	0.2	0.7
133	3.2	1.0	4.2	1.3	0.9	93.3	6.3	0.4	0.0	2.6
134	2.9	0.9	3.8	1.3	1.2	95.6	4.3	0.1	0.0	2.6
135	5.1	0.9	6.0	1.2	0.5	84.7	14.2	0.9	0.2	0.9
136	5.1	0.9	6.0	1.2	0.7	83.3	15.6	1.0	0.1	1.0
137	3.0	0.8	3.8	1.3	0.9	95.9	4.1	0.0	0.0	1.7
139	4.1	0.9	5.0	1.2	1.2	89.9	9.6	0.5	0.0	1.3
140	4.1	0.9	5.0	1.2	1.1	90.3	9.5	0.2	0.0	1.0
141	3.5	1.4	4.9	1.4	0.8	89.0	10.5	0.5	0.0	4.0
142	6.1	0.7	6.8	1.1	0.8	77.5	21.2	1.2	0.1	0.5
143	6.0	0.7	6.7	1.1	0.5	77.7	21.0	1.2	0.1	0.3
144	3.9	0.6	4.5	1.2	0.8	94.0	6.0	0.0	0.0	0.5
145	6.1	1.1	7.2	1.2	0.7	73.9	23.5	2.4	0.2	1.0
147	4.1	0.9	5.0	1.2	1.0	89.9	9.8	0.3	0.0	1.3
148	3.8	1.0	4.8	1.3	1.0	90.9	8.7	0.4	0.0	1.9
149	3.2	0.9	4.1	1.3	0.9	94.0	5.9	0.1	0.0	2.3
150	6.2	0.7	6.9	1.1	0.6	76.2	22.6	1.1	0.1	0.2
151	5.1	0.5	5.6	1.1	1.1	87.1	12.2	0.7	0.0	0.6
152	6.3	0.8	7.1	1.1	1.8	74.9	23.0	2.0	0.1	0.6
153	6.1	1.1	7.2	1.2	1.1	73.5	23.6	2.6	0.3	1.2
154	6.1	0.9	7.0	1.1	1.3	75.0	22.9	2.0	0.1	0.7
155	4.1	0.9	5.0	1.2	1.0	89.7	10.1	0.2	0.0	1.1
156	4.2	0.9	5.1	1.2	0.8	88.5	10.5	1.0	0.0	2.0
157	6.1	1.5	7.6	1.2	1.5	70.5	25.6	3.6	0.3	1.6
158	5.1	0.8	5.9	1.2	1.1	84.2	15.1	0.7	0.0	0.6
159	3.1	1.2	4.3	1.4	1.2	92.6	6.8	0.5	0.1	4.0
161	5.1	1.1	6.2	1.2	0.9	82.2	16.2	1.2	0.4	1.5
163	4.0	1.0	5.0	1.3	1.3	90.7	8.3	0.8	0.2	2.2
164	5.2	0.6	5.8	1.1	1.0	85.6	13.6	0.8	0.0	0.7
165	6.2	0.8	7.0	1.1	0.9	74.2	24.2	1.6	0.0	0.3
168	3.5	0.8	4.3	1.2	1.2	93.6	6.3	0.1	0.0	1.3
169	5.2	0.9	6.1	1.2	0.8	83.4	15.2	1.2	0.2	0.9
170	4.1	1.0	5.1	1.2	1.0	89.4	10.0	0.5	0.1	1.7

Waiting Times (Mins)
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Probability of Waiting (%)
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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) Q4 2010/11	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins
171	4.1	1.4	1.4	5.5	1.3	85.8	13.5	0.7	0.0	2.2
172	5.2	1.0	1.6	6.2	1.2	81.6	16.9	1.4	0.1	1.1
173	6.2	0.8	1.0	7.0	1.1	75.3	22.7	1.8	0.2	0.7
174	4.1	0.9	1.1	5.0	1.2	90.2	9.5	0.3	0.0	1.1
175	6.3	0.3	0.5	6.6	1.0	78.6	20.7	0.7	0.0	0.0
176	4.2	0.8	0.9	5.0	1.2	90.1	9.5	0.4	0.0	1.0
177	5.1	1.1	1.0	6.2	1.2	81.7	16.9	1.1	0.3	1.2
179	6.1	1.3	1.2	7.4	1.2	72.5	24.3	2.8	0.4	1.1
180	6.2	1.0	1.1	7.2	1.2	73.4	23.6	2.2	0.8	1.6
181	6.1	1.2	0.9	7.3	1.2	73.3	23.7	2.5	0.5	1.3
182	4.2	1.0	0.7	5.2	1.2	88.6	10.8	0.6	0.0	1.4
183	5.1	0.7	0.6	5.8	1.1	85.8	13.0	1.1	0.1	0.8
184	4.5	0.6	0.6	5.1	1.1	90.4	9.4	0.2	0.0	0.4
185	5.1	0.8	1.2	5.9	1.2	84.3	15.0	0.7	0.0	0.7
186	6.6	0.5	0.6	7.1	1.1	76.5	20.9	2.4	0.2	0.3
187	5.2	1.1	0.9	6.3	1.2	81.8	16.3	1.6	0.3	1.8
188	4.1	1.3	1.2	5.4	1.3	86.9	12.1	0.9	0.1	2.5
189	4.4	0.8	1.0	5.2	1.2	88.4	11.2	0.3	0.1	0.7
191	5.2	0.8	0.7	6.0	1.2	83.4	14.9	1.5	0.2	1.2
192	5.2	0.7	0.7	5.9	1.1	84.6	14.6	0.8	0.0	0.7
193	4.8	0.8	0.7	5.6	1.2	85.8	13.4	0.8	0.0	1.1
194	6.3	0.8	0.6	7.1	1.1	74.3	23.8	1.8	0.1	0.4
195	6.1	1.2	1.0	7.3	1.2	73.6	23.8	2.2	0.4	1.0
196	6.2	1.1	0.8	7.3	1.2	72.5	24.7	2.5	0.3	0.8
197	6.1	0.8	0.8	6.9	1.1	76.1	22.5	1.3	0.1	0.4
198	5.2	0.7	0.7	5.9	1.1	84.4	14.6	0.9	0.1	0.6
199	6.1	0.8	0.5	6.9	1.1	75.8	22.4	1.4	0.4	0.9
200	4.1	0.7	0.8	4.8	1.2	92.2	7.1	0.5	0.2	1.2
202	5.2	0.9	0.5	6.1	1.2	83.7	15.0	0.7	0.6	1.1
204	5.1	0.6	0.5	5.7	1.1	86.7	12.9	0.4	0.0	0.4
205	3.9	1.1	1.3	5.0	1.3	89.3	10.1	0.6	0.0	1.9
207	2.8	0.5	0.4	3.3	1.2	98.5	1.5	0.0	0.0	0.9
208	6.0	1.1	1.0	7.1	1.2	74.5	23.3	2.0	0.2	0.8
209	2.5	0.6	0.7	3.1	1.2	97.9	2.0	0.1	0.0	1.4
210	4.1	1.0	0.6	5.1	1.2	89.1	10.3	0.5	0.1	1.8
211	4.1	1.1	1.9	5.2	1.3	87.9	10.6	1.3	0.2	2.7
212	5.1	0.8	0.8	5.9	1.2	84.5	14.8	0.7	0.0	0.7
213	4.0	0.7	1.1	4.7	1.2	93.0	6.9	0.1	0.0	0.7
214	3.9	0.9	1.4	4.8	1.2	91.0	8.7	0.3	0.0	1.4
217	6.4	1.2	1.4	7.6	1.2	71.0	25.8	2.9	0.3	0.7

Waiting Times (Mins)
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Probability of Waiting (%)
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Route Number	Waiting Times (Mins)			Average Waiting Time	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q4 2010/11	(AWT)		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
219	6.2	1.3	0.7	7.5	1.2	71.6	24.8	3.0	0.6	1.6
220	3.9	1.7	2.3	5.6	1.4	83.7	14.2	1.9	0.2	5.5
221	4.1	0.7	1.3	4.8	1.2	90.1	9.4	0.5	0.0	0.8
222	3.9	0.8	0.7	4.7	1.2	91.5	8.0	0.5	0.0	1.6
226	6.2	0.7	0.7	6.9	1.1	76.1	22.2	1.5	0.2	0.5
227	4.1	0.7	0.8	4.8	1.2	92.2	7.5	0.3	0.0	0.9
228	6.4	1.5	1.6	7.9	1.2	69.4	26.4	3.6	0.6	1.4
229	5.1	1.1	1.1	6.2	1.2	81.6	17.1	1.2	0.1	1.2
230	6.1	1.3	1.1	7.4	1.2	73.1	23.7	2.7	0.5	1.6
234	5.3	1.0	0.9	6.3	1.2	81.4	17.1	1.4	0.1	1.2
235	4.2	0.8	0.9	5.0	1.2	89.5	10.1	0.4	0.0	1.5
236	4.1	0.9	1.1	5.0	1.2	89.5	10.0	0.4	0.1	1.5
237	4.1	1.5	0.8	5.6	1.4	85.6	13.2	1.1	0.1	2.7
238	5.1	0.8	0.9	5.9	1.2	84.4	14.7	0.8	0.1	0.8
240	6.3	0.4	0.5	6.7	1.1	77.8	21.5	0.7	0.0	0.1
241	5.4	0.5	1.0	5.9	1.1	84.9	14.9	0.2	0.0	0.0
242	3.1	1.1	1.1	4.2	1.4	92.9	6.8	0.3	0.0	3.3
243	3.5	1.3	1.1	4.8	1.4	90.4	9.1	0.5	0.0	2.9
244	5.1	0.7	0.7	5.8	1.1	85.7	13.9	0.4	0.0	0.4
245	4.1	1.1	0.7	5.2	1.3	88.5	10.9	0.6	0.0	1.7
247	5.2	0.4	0.7	5.6	1.1	87.9	11.7	0.4	0.0	0.4
248	4.1	1.1	0.9	5.2	1.3	88.2	11.4	0.4	0.0	1.8
249	6.0	0.6	0.8	6.6	1.1	78.7	20.6	0.7	0.0	0.1
250	3.8	0.7	0.7	4.5	1.2	93.8	6.0	0.2	0.0	0.6
251	5.7	0.6	0.9	6.3	1.1	81.4	17.8	0.8	0.0	0.5
252	5.2	0.9	0.7	6.1	1.2	82.5	16.5	1.0	0.0	0.6
253	2.7	0.9	0.9	3.6	1.3	96.9	3.1	0.0	0.0	2.2
254	2.8	0.9	0.9	3.7	1.3	96.3	3.7	0.0	0.0	2.2
255	6.3	0.3	0.6	6.6	1.0	78.4	20.8	0.8	0.0	0.2
256	5.1	0.8	0.7	5.9	1.2	84.1	15.0	0.9	0.0	0.7
257	3.9	1.4	0.9	5.3	1.4	87.2	11.2	1.3	0.3	4.1
259	3.8	0.9	1.0	4.7	1.2	91.6	8.2	0.2	0.0	1.2
260	6.1	0.8	0.9	6.9	1.1	75.6	22.8	1.4	0.2	0.5
261	5.8	1.0	0.9	6.8	1.2	76.9	21.2	1.7	0.2	0.8
262	5.1	1.0	0.9	6.1	1.2	82.4	16.5	1.1	0.0	1.0
263	5.1	0.7	0.8	5.8	1.1	85.2	14.2	0.6	0.0	0.7
264	5.2	0.9	0.8	6.1	1.2	82.7	16.4	0.8	0.1	0.7
265	6.1	0.7	0.8	6.8	1.1	76.4	22.3	1.2	0.1	0.4
266	4.1	1.3	1.1	5.4	1.3	86.4	12.8	0.7	0.1	2.4
267	5.5	2.8	1.4	8.3	1.5	67.0	25.4	5.7	1.9	6.2

Waiting Times (Mins)
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Probability of Waiting (%)
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Route Number	Waiting Times (Mins)			Average Waiting Time	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q4 2010/11	(AWT)		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
268	6.0	1.5	0.7	7.5	1.3	71.7	24.0	3.1	1.2	2.6
269	5.2	0.9	0.8	6.1	1.2	83.6	15.1	0.9	0.4	1.2
270	5.0	1.8	1.3	6.8	1.4	75.7	20.6	3.3	0.4	3.5
271	4.3	0.9	0.8	5.2	1.2	88.4	11.1	0.5	0.0	1.2
274	3.8	1.0	0.9	4.8	1.3	90.7	8.7	0.5	0.1	2.0
275	6.2	1.3	1.1	7.5	1.2	71.4	24.5	3.3	0.8	1.7
276	5.4	0.8	1.2	6.2	1.1	81.6	17.4	0.9	0.1	0.7
277	3.5	0.9	1.0	4.4	1.3	93.0	6.7	0.3	0.0	1.6
279	3.2	1.0	1.3	4.2	1.3	93.7	6.0	0.3	0.0	2.6
280	5.1	0.6	1.1	5.7	1.1	85.8	13.8	0.4	0.0	0.4
281	4.1	1.4	1.1	5.5	1.3	86.0	13.3	0.7	0.0	2.6
282	6.0	1.0	0.9	7.0	1.2	74.7	23.1	1.9	0.3	1.0
283	4.1	1.0	1.2	5.1	1.2	88.6	10.8	0.6	0.0	1.7
284	5.8	0.9	0.6	6.7	1.2	77.8	20.5	1.3	0.4	0.7
285	5.0	0.7	0.8	5.7	1.1	85.8	13.6	0.5	0.1	0.6
286	5.2	0.8	0.9	6.0	1.2	83.4	15.7	0.7	0.2	0.8
288	5.2	0.6	0.8	5.8	1.1	85.1	14.2	0.7	0.0	0.5
291	5.2	0.7	0.8	5.9	1.1	84.3	14.6	1.0	0.1	0.9
294	6.1	0.6	0.7	6.7	1.1	77.4	21.8	0.8	0.0	0.2
295	4.1	1.5	1.8	5.6	1.4	84.6	13.6	1.4	0.4	3.7
297	5.1	0.9	0.8	6.0	1.2	83.6	15.4	0.9	0.1	0.9
300	6.3	0.7	N/A	7.0	1.1	75.6	22.9	1.4	0.1	0.4
302	4.1	1.0	0.9	5.1	1.2	89.2	10.4	0.4	0.0	1.3
307	5.2	0.7	0.6	5.9	1.1	85.1	14.1	0.7	0.1	0.6
309	6.1	1.0	0.8	7.1	1.2	75.8	21.3	1.6	1.3	1.8
312	6.3	0.4	0.5	6.7	1.1	77.5	21.9	0.6	0.0	0.0
316	4.5	0.8	1.0	5.3	1.2	88.7	10.8	0.4	0.1	0.9
319	3.9	1.2	1.1	5.1	1.3	88.8	10.4	0.6	0.2	2.4
320	6.2	0.6	1.0	6.8	1.1	76.4	22.2	1.3	0.1	0.3
321	4.1	1.1	1.1	5.2	1.3	87.0	11.6	0.7	0.7	2.5
325	6.1	0.5	0.8	6.6	1.1	78.6	20.6	0.6	0.2	0.3
326	6.1	0.6	0.6	6.7	1.1	77.6	21.4	1.0	0.0	0.2
328	3.4	1.4	1.4	4.8	1.4	89.6	9.7	0.7	0.0	4.1
329	3.3	0.7	0.5	4.0	1.2	96.3	3.7	0.0	0.0	0.6
330	6.2	0.9	0.8	7.1	1.1	74.7	22.9	2.3	0.1	0.8
332	5.5	0.7	0.7	6.2	1.1	81.2	17.7	1.0	0.1	0.8
333	5.1	0.6	0.7	5.7	1.1	86.2	13.5	0.3	0.0	0.2
337	6.0	1.8	0.9	7.8	1.3	69.7	24.9	4.6	0.8	2.6
340	6.2	0.5	0.5	6.7	1.1	78.0	20.9	1.0	0.1	0.3
341	5.0	0.9	0.9	5.9	1.2	83.3	15.9	0.8	0.0	0.8

Waiting Times (Mins)
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Probability of Waiting (%)
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Route Number	Waiting Times (Mins)			Average Waiting Time	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q4 2010/11	(AWT)		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
343	3.3	0.6	0.9	3.9	1.2	95.8	4.1	0.1	0.0	1.0
344	3.7	1.2	1.2	4.9	1.3	89.6	9.3	0.9	0.2	3.8
345	3.8	1.3	1.4	5.1	1.3	88.9	10.2	0.8	0.1	2.7
349	4.1	0.8	1.0	4.9	1.2	91.5	8.3	0.2	0.0	0.8
350	6.1	0.6	0.6	6.7	1.1	76.9	22.1	1.0	0.0	0.1
355	6.1	0.7	0.9	6.8	1.1	76.6	22.3	1.1	0.0	0.2
358	6.3	1.1	0.9	7.4	1.2	71.8	25.0	2.7	0.5	1.0
360	6.1	0.9	0.9	7.0	1.1	75.6	22.6	1.5	0.3	0.8
363	5.1	0.5	0.5	5.6	1.1	86.8	13.0	0.2	0.0	0.1
364	5.1	0.7	0.5	5.8	1.1	85.2	14.2	0.6	0.0	0.6
365	6.2	0.8	0.6	7.0	1.1	75.4	23.1	1.4	0.1	0.5
366	6.2	0.7	1.2	6.9	1.1	75.7	22.9	1.3	0.1	0.3
368	6.2	0.5	0.8	6.7	1.1	77.7	21.5	0.7	0.1	0.1
371	4.4	0.7	0.7	5.1	1.2	90.3	9.3	0.3	0.1	0.8
380	6.0	0.9	0.7	6.9	1.2	76.1	22.4	1.4	0.1	0.4
381	5.3	1.2	1.6	6.5	1.2	78.1	20.2	1.6	0.1	1.5
387	6.2	0.8	1.3	7.0	1.1	74.8	23.5	1.6	0.1	0.5
388	5.1	0.8	1.3	5.9	1.2	83.5	15.6	0.9	0.0	0.8
390	4.0	0.8	0.9	4.8	1.2	92.0	7.6	0.3	0.1	1.0
391	5.0	1.9	1.8	6.9	1.4	74.8	21.5	3.3	0.4	3.7
393	6.1	0.7	1.0	6.8	1.1	76.2	22.9	0.9	0.0	0.2
394	6.3	0.6	1.1	6.9	1.1	76.7	21.8	1.2	0.3	0.3
403	6.2	0.5	0.6	6.7	1.1	78.1	21.1	0.8	0.0	0.1
410	4.7	0.8	1.0	5.5	1.2	87.4	12.1	0.4	0.1	0.8
414	4.1	1.2	2.1	5.3	1.3	87.9	11.1	0.9	0.1	2.4
415	6.2	0.4	0.4	6.6	1.1	78.3	21.1	0.6	0.0	0.1
417	4.9	0.8	0.9	5.7	1.2	86.7	12.8	0.5	0.0	0.7
422	5.1	0.8	0.7	5.9	1.2	83.2	16.0	0.8	0.0	0.7
425	6.1	1.0	1.6	7.1	1.2	74.3	22.8	2.5	0.4	1.1
427	4.1	0.6	0.5	4.7	1.1	92.4	7.3	0.2	0.1	0.8
430	4.0	1.0	1.3	5.0	1.3	88.8	8.9	0.6	1.7	3.3
432	6.1	0.7	0.8	6.8	1.1	75.9	23.0	1.1	0.0	0.3
436	3.6	0.9	1.1	4.5	1.3	92.7	7.1	0.2	0.0	1.6
450	5.8	1.0	0.9	6.8	1.2	76.4	21.1	2.0	0.5	1.7
452	4.1	1.2	1.5	5.3	1.3	87.2	11.4	1.1	0.3	2.7
453	3.2	0.7	1.0	3.9	1.2	96.0	3.9	0.1	0.0	1.2
460	6.1	0.6	0.9	6.7	1.1	77.5	21.6	0.9	0.0	0.2
466	5.1	0.6	0.7	5.7	1.1	85.8	13.9	0.3	0.0	0.4
468	3.8	0.7	0.9	4.5	1.2	93.3	6.6	0.1	0.0	0.8
472	3.3	0.8	0.7	4.1	1.2	94.2	5.8	0.0	0.0	1.8

Waiting Times (Mins)
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Probability of Waiting (%)
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Route Number	Waiting Times (Mins)			Average Waiting Time	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q4 2010/11	(AWT)		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
473	5.2	0.6	0.5	5.8	1.1	84.9	14.7	0.4	0.0	0.4
474	6.1	0.7	1.1	6.8	1.1	76.3	22.6	1.0	0.1	0.4
476	4.0	1.0	1.1	5.0	1.3	89.9	9.7	0.4	0.0	1.4
484	5.2	1.1	1.6	6.3	1.2	81.2	17.2	1.5	0.1	1.2
486	4.1	1.4	0.8	5.5	1.3	85.5	13.7	0.8	0.0	2.6
488	6.2	1.2	0.8	7.4	1.2	72.3	24.6	2.6	0.5	1.2
490	6.2	1.0	1.0	7.2	1.2	74.3	23.2	2.0	0.5	1.0
493	6.2	1.5	0.9	7.7	1.2	70.4	25.5	3.4	0.7	1.8
507	2.5	0.3	0.4	2.8	1.1	97.5	2.1	0.1	0.3	0.4
521	1.9	0.8	0.6	2.7	1.4	97.6	2.3	0.1	0.0	0.5
541	5.1	0.5	N/A	5.6	1.1	88.5	10.9	0.5	0.1	0.5
607	5.0	0.5	0.4	5.5	1.1	88.1	11.7	0.2	0.0	0.2
C1	5.1	0.6	0.8	5.7	1.1	86.5	13.0	0.4	0.1	0.4
C2	3.8	0.8	0.7	4.6	1.2	92.3	7.4	0.3	0.0	1.2
C3	3.8	0.8	1.2	4.6	1.2	92.7	6.7	0.5	0.1	1.4
C10	5.8	0.9	1.3	6.7	1.2	77.3	21.3	1.4	0.0	0.5
C11	4.1	0.8	0.8	4.9	1.2	90.7	9.0	0.3	0.0	0.9
D3	5.2	1.1	0.8	6.3	1.2	81.1	17.6	1.1	0.2	1.1
D6	4.0	0.8	1.1	4.8	1.2	91.2	8.4	0.4	0.0	1.1
D7	4.2	1.3	0.6	5.5	1.3	85.7	12.3	1.5	0.5	3.6
D8	6.2	0.8	0.6	7.0	1.1	75.0	22.8	2.0	0.2	0.7
E1	4.7	0.5	0.6	5.2	1.1	90.3	9.2	0.4	0.1	0.7
E2	3.9	0.6	0.8	4.5	1.2	93.9	6.1	0.0	0.0	0.5
E3	3.4	1.2	1.0	4.6	1.4	91.1	8.1	0.6	0.2	3.4
E5	6.2	0.5	0.9	6.7	1.1	76.4	22.7	0.8	0.1	0.1
E6	5.2	0.9	0.8	6.1	1.2	83.2	15.5	1.1	0.2	1.0
E7	6.2	0.8	0.7	7.0	1.1	76.0	21.4	2.1	0.5	0.9
E8	4.1	0.7	0.6	4.8	1.2	92.6	7.3	0.1	0.0	0.7
E9	6.2	0.5	0.7	6.7	1.1	78.1	20.9	0.9	0.1	0.3
EL1	6.2	0.3	0.4	6.5	1.0	79.8	19.7	0.5	0.0	0.1
EL2	6.2	0.3	0.4	6.5	1.0	79.5	20.1	0.4	0.0	0.1
H2	6.1	0.3	0.5	6.4	1.0	79.8	19.6	0.6	0.0	0.1
H9	5.3	0.9	0.7	6.2	1.2	82.2	16.0	1.6	0.2	1.5
H10	5.4	0.5	0.7	5.9	1.1	85.9	13.2	0.9	0.0	0.6
H12	5.1	0.6	0.9	5.7	1.1	85.9	13.7	0.4	0.0	0.4
H14	4.9	0.6	0.7	5.5	1.1	88.1	11.3	0.6	0.0	0.7
H20	6.2	0.7	0.6	6.9	1.1	75.7	22.8	1.5	0.0	0.3
H22	6.2	0.9	0.6	7.1	1.1	74.7	23.0	2.0	0.3	0.9
H32	5.1	0.3	0.5	5.4	1.1	89.5	10.3	0.2	0.0	0.2
H37	3.1	0.7	0.7	3.8	1.2	95.6	4.3	0.1	0.0	2.1

Waiting Times (Mins)
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Probability of Waiting (%)
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Route Number	Waiting Times (Mins)			Average Waiting		Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q4 2010/11	Time (AWT)	AWT/SWT Ratio	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
H91	5.1	1.3	0.6	6.4	1.3	79.7	17.8	2.2	0.3	2.1
H98	4.2	0.7	0.8	4.9	1.2	91.5	8.3	0.2	0.0	0.8
K2	5.3	0.6	0.5	5.9	1.1	84.6	14.8	0.6	0.0	0.6
P4	6.1	1.2	1.3	7.3	1.2	72.8	23.8	2.9	0.5	1.4
P12	5.4	1.0	0.9	6.4	1.2	80.7	17.8	1.4	0.1	0.8
R9	6.5	0.3	0.9	6.8	1.0	75.3	19.5	2.7	2.5	1.9
R70	5.1	0.9	0.9	6.0	1.2	83.2	15.9	0.9	0.0	0.6
RV1	5.0	0.6	0.9	5.6	1.1	85.6	12.9	0.6	0.9	1.5
T31	4.0	0.3	0.5	4.3	1.1	95.8	4.2	0.0	0.0	0.1
T33	4.2	0.7	0.5	4.9	1.2	91.5	8.3	0.2	0.0	0.5
U2	5.3	0.4	0.2	5.7	1.1	86.7	13.0	0.3	0.0	0.1
U3	6.2	0.5	0.3	6.7	1.1	77.6	21.6	0.8	0.0	0.1
U4	4.2	0.8	0.5	5.0	1.2	90.2	9.1	0.7	0.0	1.2
U5	6.1	0.6	0.4	6.7	1.1	77.8	21.2	0.9	0.1	0.2
W3	3.1	1.4	1.0	4.5	1.5	91.0	8.5	0.5	0.0	4.8
W4	5.2	0.7	1.0	5.9	1.1	83.8	15.6	0.5	0.1	0.5
W5	6.1	1.1	0.7	7.2	1.2	74.1	23.3	2.1	0.5	1.1
W6	5.1	0.5	1.2	5.6	1.1	87.3	12.3	0.4	0.0	0.3
W7	2.5	0.4	0.6	2.9	1.2	98.7	1.3	0.0	0.0	0.5
W8	4.1	1.1	0.8	5.2	1.3	87.9	11.5	0.6	0.0	2.0
W11	5.1	0.9	0.9	6.0	1.2	82.5	16.8	0.7	0.0	0.7
W15	4.2	1.6	1.4	5.8	1.4	84.1	13.8	1.4	0.7	3.8
W16	6.2	1.0	0.5	7.2	1.2	73.9	23.7	2.1	0.3	0.9
All:	4.4	1.0	1.0	5.3	1.2	86.8	12.3	0.8	0.1	1.6

## QUALITY OF SERVICE INDICATORS FOR LOW FREQUENCY (TIMETABLED) ROUTES

Quarter 4 2011/12

(07th January 2012 - 31st March 2012)

Probability Of Departure (%)
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Route Number	% On Time	(% On Time) Q4 2010/11	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
9H	92.5	59.8	2.1	1.6	3.8
15H	91.7	77.5	3.5	0.0	4.8
20	74.0	77.4	9.3	1.0	15.7
61	81.0	80.4	4.3	2.6	12.1
107	81.3	82.8	4.8	0.3	13.6
110	87.0	91.5	2.1	1.1	9.8
112	84.3	89.3	5.3	0.8	9.6
117	82.0	83.5	1.5	2.9	13.6
127	81.9	82.9	3.9	1.0	13.1
130	89.9	89.8	3.2	0.9	6.0
138	89.0	91.5	1.8	0.2	9.0
146	95.3	85.2	0.0	0.0	4.7
160	83.1	75.1	6.0	0.7	10.3
162	86.9	74.4	1.7	0.8	10.6
166	80.5	79.1	3.2	2.2	14.1
167	86.3	82.7	2.6	0.7	10.4
178	84.1	87.5	1.4	2.1	12.4
190	64.1	77.8	11.5	0.8	23.6
201	81.7	76.3	3.7	0.7	13.8
203	76.8	83.6	4.6	0.0	18.5
206	78.7	79.9	4.9	1.2	15.2
215	83.4	75.8	1.6	1.6	13.4
216	75.4	72.8	6.5	1.4	16.6
223	77.6	87.1	5.2	0.0	17.1
224	83.7	90.1	4.8	0.9	10.7
225	78.8	86.3	4.5	0.4	16.4
231	75.2	84.3	7.0	1.1	16.7
232	76.8	67.4	5.2	1.0	17.0
233	86.9	69.3	2.8	1.8	8.5
246	88.6	91.0	1.3	0.2	9.8
258	90.2	89.8	1.4	0.5	7.9
272	72.7	83.8	8.3	1.8	17.2
273	80.6	78.6	1.4	0.8	17.2
287	91.8	85.1	0.8	0.6	6.9
289	74.1	77.0	7.7	1.3	17.0

<b>Probability Of Departure (%)</b>
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<b>Route Number</b>	<b>% On Time</b>	<b>(% On Time) Q4 2010/11</b>	<b>Non Arrival or Not Linked (%)</b>	<b>8 to 2.5 mins Early (%)</b>	<b>5 to 15 mins Late (%)</b>
290	85.6	89.6	2.6	0.8	11.0
292	83.1	82.3	2.2	1.9	12.8
293	84.4	86.8	3.9	0.6	11.1
296	79.7	81.8	5.3	0.6	14.5
298	83.1	74.0	2.3	0.6	14.0
299	89.0	79.2	1.4	0.1	9.5
303	94.5	87.3	1.0	0.6	3.8
305	91.9	91.9	1.6	0.1	6.3
308	90.1	90.3	4.6	0.0	5.3
313	82.9	85.1	3.3	1.2	12.7
314	87.5	85.5	2.8	1.1	8.6
315	92.1	84.7	0.6	1.6	5.6
317	87.7	85.6	3.3	0.9	8.1
318	88.6	84.5	4.7	0.0	6.7
322	82.7	79.5	2.3	1.0	14.0
323	95.2	93.4	1.6	1.1	2.1
324	88.4	86.0	2.1	0.7	8.8
327	84.8	93.9	3.9	0.0	11.3
331	91.3	90.2	1.4	0.2	7.1
336	83.4	86.7	3.6	0.8	12.2
339	86.6	86.1	3.2	0.2	10.0
346	91.1	90.9	3.4	0.6	4.9
347	81.9	86.2	0.0	1.8	16.4
352	87.8	87.1	0.9	0.0	11.3
353	78.9	80.7	5.2	0.8	15.1
354	91.1	86.5	1.2	1.2	6.5
356	83.7	84.1	2.7	0.5	13.0
357	79.0	83.3	3.3	1.6	16.0
359	85.8	81.1	1.8	0.0	12.4
362	83.4	84.5	4.0	2.4	10.2
367	82.3	79.3	3.2	0.3	14.2
370	66.0	80.5	12.5	1.3	20.2
372	90.9	86.6	0.9	0.1	8.0
375	84.0	91.4	0.0	0.0	16.0
376	89.8	82.7	2.9	1.2	6.2
377	88.2	84.6	2.0	1.9	7.8
379	95.4	94.2	3.3	0.0	1.3
382	90.2	78.0	1.8	1.1	6.9
383	89.8	91.5	2.4	0.7	7.1

<b>Probability Of Departure (%)</b>
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<b>Route Number</b>	<b>% On Time</b>	<b>(% On Time) Q4 2010/11</b>	<b>Non Arrival or Not Linked (%)</b>	<b>8 to 2.5 mins Early (%)</b>	<b>5 to 15 mins Late (%)</b>
384	92.0	91.3	1.3	0.3	6.3
385	83.9	77.0	1.8	0.0	14.4
386	76.6	76.2	5.8	1.4	16.2
389	100.0	89.4	0.0	0.0	0.0
395	86.5	88.8	4.1	0.4	9.1
396	89.2	84.1	3.5	0.4	7.0
397	88.8	81.5	4.9	0.3	5.9
398	94.5	95.1	1.1	1.3	3.1
401	92.2	89.2	1.1	1.0	5.8
404	89.9	89.5	0.9	0.0	9.3
405	85.5	88.3	2.1	0.6	11.8
406	78.6	81.9	6.3	0.6	14.5
407	75.7	78.0	7.7	1.2	15.4
411	98.5	93.5	0.0	0.8	0.8
412	88.6	77.2	1.7	1.1	8.7
413	92.5	82.3	1.6	1.0	4.9
418	85.8	84.7	2.2	0.3	11.7
419	86.5	87.7	3.2	0.5	9.8
423	97.4	94.8	0.0	0.2	2.4
424	80.0	80.7	6.0	1.7	12.3
428	70.1	81.2	8.6	0.5	20.8
434	77.7	76.3	1.0	0.7	20.7
440	83.2	85.4	3.6	1.5	11.7
444	83.6	87.4	5.3	1.3	9.8
455	72.1	79.8	6.0	1.1	20.8
462	87.6	92.5	4.2	1.1	7.0
463	82.4	74.1	3.5	0.4	13.6
464	93.9	95.9	2.9	0.5	2.7
465	79.1	79.1	5.1	0.9	14.9
467	69.2	76.0	3.5	0.0	27.3
469	84.6	78.1	3.0	0.8	11.5
470	88.9	83.8	0.0	0.8	10.4
481	88.2	68.1	4.6	1.7	5.5
482	89.6	87.4	0.3	0.0	10.1
485	81.8	88.1	5.1	2.2	10.9
487	83.7	84.0	5.2	0.2	11.0
491	84.9	78.5	4.5	0.5	10.1
492	85.0	78.5	2.4	0.9	11.7
496	84.4	70.1	4.2	0.8	10.6

<b>Probability Of Departure (%)</b>
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<b>Route Number</b>	<b>% On Time</b>	<b>(% On Time) Q4 2010/11</b>	<b>Non Arrival or Not Linked (%)</b>	<b>8 to 2.5 mins Early (%)</b>	<b>5 to 15 mins Late (%)</b>
498	92.3	80.0	0.8	0.0	6.9
499	85.9	84.4	3.4	0.7	10.0
549	93.3	87.7	5.3	0.0	1.4
A10	93.6	92.1	2.3	0.0	4.2
B11	86.7	88.8	4.0	0.2	9.0
B12	79.1	86.8	3.8	0.8	16.4
B13	89.0	82.8	2.6	0.7	7.7
B14	80.1	84.6	4.6	0.4	14.9
B15	72.0	64.7	10.5	0.8	16.6
B16	68.7	79.8	15.1	0.6	15.5
E10	86.5	89.0	3.4	1.2	9.0
E11	95.4	90.2	0.7	0.5	3.3
G1	69.9	76.8	5.9	2.8	21.4
H1	94.3	86.9	0.0	5.7	0.0
H3	95.0	93.5	0.0	0.0	5.0
H11	90.6	88.1	1.4	0.2	7.9
H13	82.3	81.6	1.6	0.0	16.1
H17	89.7	89.3	1.7	0.2	8.4
H18	89.9	90.0	2.1	1.3	6.7
H19	77.3	83.0	8.7	1.2	12.9
H25	82.5	78.8	5.1	2.3	10.1
H26	88.1	85.6	3.6	0.5	7.8
H28	79.4	75.9	3.2	2.1	15.3
K1	82.8	81.6	2.7	0.6	13.9
K3	87.5	87.3	3.2	0.5	8.8
K4	87.6	86.2	1.9	1.4	9.1
K5	86.8	75.6	2.0	1.1	10.1
P5	87.6	79.1	2.1	1.2	9.2
P13	86.3	71.2	1.6	0.7	11.4
R1	86.7	75.3	1.1	0.6	11.6
R2	77.2	70.7	3.2	0.2	19.4
R3	88.4	76.6	1.9	0.4	9.3
R4	88.6	84.3	1.9	0.6	9.0
R5	84.1	90.6	10.6	0.0	5.3
R6	93.4	89.9	0.9	0.0	5.7
R7	88.8	84.6	0.0	0.0	11.2
R8	82.3	80.5	2.5	0.0	15.2
R10	84.1	80.4	7.5	0.0	8.4
R11	84.2	84.1	3.6	0.8	11.4

<b>Probability Of Departure (%)</b>
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<b>Route Number</b>	<b>% On Time</b>	<b>(% On Time) Q4 2010/11</b>	<b>Non Arrival or Not Linked (%)</b>	<b>8 to 2.5 mins Early (%)</b>	<b>5 to 15 mins Late (%)</b>
R68	79.9	77.9	2.6	1.4	16.0
S1	91.9	90.3	1.6	0.0	6.5
S3	88.3	78.5	2.4	0.2	9.1
S4	87.3	83.0	0.9	0.0	11.8
T32	98.0	96.8	1.6	0.0	0.3
U1	79.0	83.3	3.1	0.3	17.6
U7	75.5	87.1	5.3	0.5	18.6
U9	95.0	96.9	1.6	0.0	3.4
U10	82.6	92.9	3.1	1.0	13.4
W9	89.8	85.2	2.0	0.3	7.9
W10	95.0	100.0	0.0	0.0	5.0
W12	70.9	77.1	5.4	2.6	21.0
W13	82.1	88.4	9.4	2.6	5.8
W14	75.6	83.7	10.6	1.7	12.1
W19	75.2	85.6	8.0	2.1	14.7
X26	80.4	78.0	3.0	0.5	16.1
X68	88.6	76.5	0.0	2.0	9.4
<b>All:</b>	<b>83.6</b>	<b>81.7</b>	<b>3.9</b>	<b>0.9</b>	<b>11.6</b>

\* Heritage bus services on routes 9 & 15

## QUALITY OF SERVICE INDICATORS FOR NIGHT BUS SERVICES

Quarter 4 2011/12

(07th January 2012 - 31st March 2012)

Probability Of Departure (%)
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Route Number	% On Time	(% On Time) Q4 2010/11	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N1	89.9	88.0	3.7	0.0	6.3
N2	88.8	90.8	5.1	0.0	6.1
N3	80.8	86.7	11.9	1.0	6.2
N5	89.7	93.1	7.1	0.0	3.2
N6	94.3	90.7	1.5	3.3	0.9
N7	97.5	95.9	0.8	0.0	1.7
N8	83.4	72.3	7.9	0.8	7.9
N9	95.1	86.8	0.8	0.0	4.1
N10	83.1	79.3	2.2	0.0	14.7
N11	85.8	87.9	1.2	1.8	11.3
N12	90.1	74.2	1.8	1.1	6.9
N13	94.1	95.3	0.7	0.0	5.2
N14	88.9	83.4	2.1	3.7	5.2
N15	81.6	84.1	13.0	0.3	5.1
N16	95.4	97.1	0.4	0.6	3.6
N18	96.8	92.3	1.2	0.3	1.7
N19	86.6	85.9	2.6	0.8	10.1
N20	91.9	94.4	3.6	0.5	4.0
N21	93.2	91.0	0.6	0.0	6.1
N22	91.8	89.7	3.9	0.6	3.7
N23	78.7	81.6	3.4	0.0	17.9
N24	83.4	77.1	3.6	1.4	11.5
N25	92.1	74.0	3.9	1.1	2.9
N26	92.2	89.0	2.6	0.5	4.7
N29	94.6	87.7	4.1	0.3	1.0
N35	76.2	74.2	4.9	0.0	18.8
N36	86.2	83.2	3.0	0.8	10.0
N38	90.8	91.1	3.5	1.2	4.5
N41	96.9	95.7	1.8	0.0	1.4
N44	90.0	92.4	3.0	0.0	7.1
N47	89.2	92.2	2.7	0.0	8.1
N52	96.8	91.6	0.8	0.6	1.7
N53	95.5	92.4	1.6	0.0	2.9
N55	80.3	70.5	3.1	0.0	16.7
N68	90.1	93.9	2.1	0.8	6.9

<b>Probability Of Departure (%)</b>
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<b>Route Number</b>	<b>% On Time</b>	<b>(% On Time) Q4 2010/11</b>	<b>Non Arrival or Not Linked (%)</b>	<b>8 to 2.5 mins Early (%)</b>	<b>5 to 15 mins Late (%)</b>
<b>N1</b>	<b>89.9</b>	<b>88.0</b>	<b>3.7</b>	<b>0.0</b>	<b>6.3</b>
<b>N73</b>	<b>82.5</b>	<b>82.9</b>	<b>4.5</b>	<b>3.8</b>	<b>9.2</b>
<b>N87</b>	<b>84.6</b>	<b>86.8</b>	<b>7.1</b>	<b>0.0</b>	<b>8.3</b>
<b>N88</b>	<b>88.6</b>	<b>85.1</b>	<b>0.7</b>	<b>1.3</b>	<b>9.5</b>
<b>N89</b>	<b>87.5</b>	<b>90.4</b>	<b>5.4</b>	<b>0.0</b>	<b>7.2</b>
<b>N91</b>	<b>91.0</b>	<b>89.7</b>	<b>2.7</b>	<b>0.0</b>	<b>6.3</b>
<b>N94</b>	<b>85.8</b>	<b>83.9</b>	<b>5.2</b>	<b>1.0</b>	<b>8.0</b>
<b>N97</b>	<b>94.3</b>	<b>80.3</b>	<b>1.0</b>	<b>0.0</b>	<b>4.7</b>
<b>N98</b>	<b>91.4</b>	<b>92.4</b>	<b>2.5</b>	<b>1.0</b>	<b>5.1</b>
<b>N109</b>	<b>75.4</b>	<b>72.1</b>	<b>0.5</b>	<b>0.0</b>	<b>24.2</b>
<b>N133</b>	<b>81.7</b>	<b>85.5</b>	<b>10.3</b>	<b>0.0</b>	<b>8.1</b>
<b>N134</b>	<b>95.9</b>	<b>96.5</b>	<b>0.9</b>	<b>0.0</b>	<b>3.3</b>
<b>N136</b>	<b>91.6</b>	<b>89.9</b>	<b>1.3</b>	<b>1.7</b>	<b>5.4</b>
<b>N139</b>	<b>82.9</b>	<b>88.2</b>	<b>2.0</b>	<b>0.0</b>	<b>15.1</b>
<b>N148</b>	<b>86.3</b>	<b>79.5</b>	<b>1.1</b>	<b>6.7</b>	<b>5.9</b>
<b>N155</b>	<b>89.2</b>	<b>87.5</b>	<b>6.9</b>	<b>0.5</b>	<b>3.4</b>
<b>N159</b>	<b>75.9</b>	<b>79.5</b>	<b>7.1</b>	<b>0.5</b>	<b>16.6</b>
<b>N171</b>	<b>89.0</b>	<b>91.8</b>	<b>3.6</b>	<b>1.3</b>	<b>6.0</b>
<b>N176</b>	<b>87.8</b>	<b>89.6</b>	<b>3.6</b>	<b>0.6</b>	<b>8.1</b>
<b>N205</b>	<b>94.1</b>	<b>71.8</b>	<b>1.5</b>	<b>0.7</b>	<b>3.7</b>
<b>N207</b>	<b>91.5</b>	<b>91.8</b>	<b>1.8</b>	<b>1.6</b>	<b>5.1</b>
<b>N214</b>	<b>88.0</b>	<b>95.7</b>	<b>4.1</b>	<b>1.1</b>	<b>6.8</b>
<b>N242</b>	<b>91.5</b>	<b>93.5</b>	<b>5.5</b>	<b>1.3</b>	<b>1.7</b>
<b>N253</b>	<b>91.2</b>	<b>96.3</b>	<b>6.6</b>	<b>0.3</b>	<b>1.9</b>
<b>N271</b>	<b>95.0</b>	<b>85.3</b>	<b>1.7</b>	<b>0.0</b>	<b>3.3</b>
<b>N279</b>	<b>92.6</b>	<b>91.2</b>	<b>1.8</b>	<b>0.3</b>	<b>5.3</b>
<b>N343</b>	<b>87.8</b>	<b>90.4</b>	<b>1.1</b>	<b>1.1</b>	<b>10.0</b>
<b>N381</b>	<b>80.2</b>	<b>76.5</b>	<b>2.0</b>	<b>0.8</b>	<b>17.0</b>
<b>N390</b>	<b>82.8</b>	<b>90.0</b>	<b>2.1</b>	<b>8.2</b>	<b>6.9</b>
<b>N453</b>	<b>93.2</b>	<b>86.6</b>	<b>0.9</b>	<b>1.4</b>	<b>4.5</b>
<b>N550</b>	<b>95.4</b>	<b>81.1</b>	<b>1.7</b>	<b>0.0</b>	<b>3.0</b>
<b>N551</b>	<b>94.2</b>	<b>92.0</b>	<b>2.6</b>	<b>0.0</b>	<b>3.2</b>
<b>NC2</b>	<b>90.4</b>	<b>94.7</b>	<b>0.8</b>	<b>0.0</b>	<b>8.8</b>
<b>All:</b>	<b>89.0</b>	<b>86.3</b>	<b>3.4</b>	<b>1.0</b>	<b>6.6</b>