



LONDON BUSES
QUALITY OF SERVICE INDICATORS

Route Results for the London Boroughs

Hounslow

THIRD QUARTER 2009/10

19th September 2009 - 8th January 2010

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

Quarter 3 2009/10

(19th September 2009 - 8th January 2010)

London Borough Of Hounslow

| Route 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 |
| 27 | 3.9 | 1.4 | 1.2 | 5.3 | 1.3 | 86.5 | 12.4 | 0.8 | 0.3 | 2.9 |
| 65 | 3.8 | 2.3 | 1.4 | 6.1 | 1.6 | 80.5 | 15.8 | 3.0 | 0.7 | 8.5 |
| 81 | 6.2 | 1.3 | 1.0 | 7.5 | 1.2 | 71.0 | 25.3 | 3.1 | 0.5 | 1.3 |
| 90 | 5.3 | 0.8 | 0.8 | 6.1 | 1.2 | 83.1 | 15.3 | 1.4 | 0.2 | 1.0 |
| 94 | 2.4 | 1.4 | 1.1 | 3.8 | 1.6 | 93.9 | 5.8 | 0.3 | 0.0 | 5.7 |
| 105 | 5.1 | 1.6 | 1.2 | 6.7 | 1.3 | 77.1 | 20.1 | 2.3 | 0.5 | 2.8 |
| 111 | 5.1 | 1.5 | 1.1 | 6.6 | 1.3 | 79.1 | 18.6 | 2.2 | 0.2 | 2.4 |
| 116 | 6.2 | 0.4 | 0.5 | 6.6 | 1.1 | 78.4 | 20.8 | 0.8 | 0.0 | 0.2 |
| 120 | 5.2 | 1.2 | 0.9 | 6.4 | 1.2 | 81.5 | 16.3 | 1.9 | 0.3 | 1.9 |
| 195 | 6.1 | 1.3 | 1.0 | 7.4 | 1.2 | 71.9 | 24.6 | 3.1 | 0.4 | 1.4 |
| 222 | 3.9 | 1.1 | 0.7 | 5.0 | 1.3 | 89.2 | 10.2 | 0.5 | 0.0 | 2.2 |
| 235 | 4.1 | 1.0 | 1.1 | 5.1 | 1.2 | 89.2 | 10.2 | 0.5 | 0.0 | 1.7 |
| 237 | 4.0 | 1.0 | 0.9 | 5.0 | 1.2 | 89.7 | 9.7 | 0.5 | 0.0 | 1.6 |
| 267 | 5.4 | 1.7 | 1.1 | 7.1 | 1.3 | 74.6 | 21.8 | 2.9 | 0.7 | 3.0 |
| 281 | 4.1 | 1.6 | 1.0 | 5.6 | 1.4 | 84.2 | 14.8 | 0.9 | 0.1 | 3.3 |
| 285 | 5.0 | 0.9 | 0.9 | 5.9 | 1.2 | 84.1 | 14.9 | 0.9 | 0.2 | 1.1 |
| 391 | 5.0 | 1.8 | 1.3 | 6.8 | 1.4 | 76.2 | 19.8 | 2.9 | 1.0 | 4.0 |
| 490 | 6.3 | 1.7 | 1.9 | 7.9 | 1.3 | 69.0 | 25.2 | 4.2 | 1.5 | 2.8 |
| 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 |
| E6 | 5.2 | 1.3 | 1.5 | 6.4 | 1.2 | 79.7 | 18.5 | 1.7 | 0.2 | 1.5 |
| E8 | 4.1 | 0.8 | 0.6 | 4.9 | 1.2 | 91.4 | 8.1 | 0.5 | 0.0 | 1.4 |
| H20 | 6.3 | 0.6 | 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 | 3.5 | 0.6 | 1.7 |
| H32 | 5.1 | 0.9 | 0.6 | 6.0 | 1.2 | 84.6 | 13.8 | 1.4 | 0.2 | 1.2 |
| H37 | 3.1 | 1.1 | 1.3 | 4.2 | 1.4 | 93.1 | 6.7 | 0.3 | 0.0 | 3.6 |
| H91 | 5.1 | 0.9 | 1.1 | 6.0 | 1.2 | 82.7 | 14.8 | 1.9 | 0.6 | 2.0 |
| H98 | 4.2 | 1.3 | 0.9 | 5.4 | 1.3 | 86.4 | 12.7 | 0.8 | 0.1 | 2.3 |
| R70 | 5.1 | 2.2 | 2.4 | 7.4 | 1.4 | 72.4 | 22.7 | 3.9 | 1.0 | 4.8 |
| All: | 4.5 | 1.3 | 1.1 | 5.8 | 1.3 | 83.3 | 14.9 | 1.5 | 0.3 | 2.9 |

QUALITY OF SERVICE INDICATORS FOR LOW FREQUENCY (TIMETABLED) ROUTES

Quarter 3 2009/10

(19th September 2009 - 8th January 2010)

London Borough Of Hounslow

| |
|---|
| Performance Indicators By Percent - % Chance of a bus |
|---|

| Route Number | On Time | (On Time) Q3 2008/09 | Non Arrival / Not Linked | 8 to 2 Mins Early | 5 to 15 Mins Late |
|--------------|---------|----------------------------|-----------------------------------|-------------------------|-------------------------|
| 110 | 82.2 | 91.3 | 2.5 | 2.4 | 12.9 |
| 117 | 82.3 | 84.6 | 1.8 | 2.0 | 13.9 |
| 190 | 73.6 | 76.3 | 12.2 | 2.6 | 11.7 |
| 203 | 81.1 | 88.6 | 2.0 | 1.6 | 15.3 |
| 272 | 74.1 | 67.8 | 7.0 | 1.9 | 17.0 |
| 290 | 82.6 | 86.3 | 2.5 | 4.7 | 10.2 |
| 423 | 91.0 | 94.7 | 1.5 | 4.2 | 3.3 |
| 440 | 79.9 | 84.4 | 3.2 | 2.1 | 14.8 |
| 481 | 73.9 | 86.4 | 6.7 | 1.4 | 18.0 |
| 482 | 81.1 | 85.9 | 4.3 | 2.0 | 12.7 |
| H25 | 82.6 | 81.1 | 2.1 | 2.2 | 13.2 |
| H26 | 92.7 | 73.2 | 1.3 | 0.9 | 5.1 |
| H28 | 77.0 | 74.5 | 3.2 | 6.0 | 13.8 |
| X26 | 72.0 | 74.1 | 6.0 | 1.5 | 20.5 |
| All: | 80.4 | 82.8 | 3.8 | 2.5 | 13.3 |

QUALITY OF SERVICE INDICATORS FOR NIGHT BUS (TIMETABLED) ROUTES

Quarter 3 2009/10

(19th September 2009 - 8th January 2010)

London Borough Of Hounslow

| |
|--|
| Performance Indicators By Percent - % Chance of a bus |
|--|

| Route Number | On Time | <i>(On Time)</i> Q3 2008/09 | Non Arrival / Not Linked | 8 to 2 Mins Early | 5 to 15 Mins Late |
|-------------------------|----------------|---------------------------------------|---|----------------------------------|----------------------------------|
| N9 | 84.2 | <i>82.8</i> | 6.0 | 0.5 | 9.4 |
| N11 | 84.1 | <i>76.0</i> | 2.1 | 1.4 | 12.4 |
| N94 | 84.6 | <i>85.8</i> | 3.5 | 4.2 | 7.7 |
| All: | 84.2 | <i>79.8</i> | 3.5 | 1.5 | 10.9 |