



LONDON BUSES
QUALITY OF SERVICE INDICATORS

Route Results for the London Boroughs

Lewisham

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 Lewisham

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
21	3.6	1.9	1.5	5.5	1.5	84.4	13.5	1.8	0.4	6.0
36	3.1	1.4	1.3	4.5	1.4	90.2	9.0	0.8	0.1	4.9
47	5.1	1.4	2.1	6.5	1.3	78.7	18.6	2.3	0.5	2.5
53	3.8	1.7	1.8	5.5	1.5	84.5	14.0	1.4	0.1	4.9
54	6.1	1.2	0.8	7.3	1.2	72.8	24.3	2.3	0.6	1.4
63	3.0	1.2	1.2	4.2	1.4	93.2	6.7	0.1	0.0	3.4
75	6.1	1.4	1.0	7.5	1.2	72.0	24.2	3.1	0.7	2.0
89	5.3	1.0	1.0	6.2	1.2	81.4	17.0	1.4	0.3	1.2
108	5.2	1.2	1.2	6.4	1.2	81.1	16.6	1.7	0.6	2.1
122	6.1	1.2	1.5	7.3	1.2	72.9	23.4	3.0	0.8	1.7
124	6.2	0.9	1.1	7.0	1.1	74.9	22.9	2.1	0.1	0.7
126	5.3	1.0	0.9	6.4	1.2	80.6	17.6	1.6	0.2	1.5
136	5.2	1.0	0.9	6.2	1.2	82.2	16.3	1.4	0.1	1.4
171	4.2	1.5	1.3	5.6	1.4	84.6	13.9	1.3	0.2	3.0
172	5.2	1.7	1.2	6.9	1.3	75.7	20.7	3.0	0.7	3.3
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
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
185	5.0	1.2	1.4	6.3	1.2	80.2	18.7	1.1	0.0	1.2
188	4.2	1.4	1.7	5.5	1.3	85.4	12.8	1.5	0.3	3.4
194	6.2	1.3	1.1	7.5	1.2	71.4	25.1	3.2	0.3	1.4
197	6.2	1.2	1.3	7.4	1.2	71.8	25.2	2.8	0.3	1.1
199	6.1	0.6	0.8	6.8	1.1	77.2	21.3	1.4	0.1	0.5
202	5.2	1.1	1.0	6.2	1.2	80.5	17.6	1.7	0.2	1.7
208	4.2	1.3	1.3	5.5	1.3	84.2	14.4	1.4	0.1	3.4
261	5.9	1.1	1.0	7.0	1.2	74.6	22.7	2.4	0.3	1.3
284	6.0	1.0	0.8	7.0	1.2	76.2	21.5	1.7	0.6	1.0
321	4.2	1.4	1.1	5.6	1.3	84.4	14.3	1.2	0.1	2.8
343	3.5	1.5	1.5	5.0	1.4	88.1	10.7	0.9	0.2	4.2
363	5.1	0.7	0.8	5.8	1.1	85.0	14.4	0.6	0.0	0.5
380	6.1	0.8	0.7	6.9	1.1	75.6	21.8	1.7	0.8	1.5
436	3.8	1.3	1.2	5.1	1.3	87.9	11.1	0.8	0.1	3.2
450	6.3	1.2	1.1	7.5	1.2	71.6	25.1	3.1	0.4	1.1
453	3.8	1.7	1.1	5.5	1.5	85.6	12.3	1.5	0.6	4.8
484	5.1	1.2	1.0	6.3	1.2	80.8	17.3	1.7	0.3	1.6
ELC	5.0	0.2	2.3	5.2	1.0	91.1	8.9	0.0	0.0	0.0
P4	6.0	1.6	1.7	7.6	1.3	71.7	23.7	3.7	1.0	2.3
All:	4.8	1.3	1.3	6.1	1.3	81.2	16.8	1.7	0.3	2.6

QUALITY OF SERVICE INDICATORS FOR LOW FREQUENCY (TIMETABLED) ROUTES

Quarter 3 2009/10

(19th September 2009 - 8th January 2010)

London Borough of Lewisham

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
160	73.5	75.1	7.1	1.9	17.5
178	81.9	79.9	4.9	0.1	13.1
225	88.2	81.9	2.9	1.3	7.6
273	75.8	75.8	3.7	2.6	17.9
336	77.3	80.1	3.1	1.0	18.6
352	77.9	85.2	4.4	1.2	16.5
356	66.6	60.0	7.1	3.6	22.7
P13	67.4	71.6	4.6	2.3	25.8
All:	75.2	75.3	5.1	1.8	17.8

QUALITY OF SERVICE INDICATORS FOR NIGHT BUS (TIMETABLED) ROUTES

Quarter 3 2009/10

(19th September 2009 - 8th January 2010)

London Borough of Lewisham

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
N1	93.4	82.0	2.1	0.0	4.6
N21	86.6	84.3	4.9	0.0	8.5
N36	85.6	79.9	0.7	0.0	13.7
N47	95.9	96.7	1.3	0.5	2.2
N53	94.4	98.6	2.6	0.0	3.1
N89	91.8	92.1	3.3	0.0	4.9
N136	92.4	89.9	0.8	1.1	5.7
N171	88.3	92.9	6.0	1.5	4.2
N176	94.5	75.0	0.7	1.8	3.1
N343	91.6	89.6	2.5	1.4	4.5
N453	88.6	81.7	2.3	0.4	8.7
All:	91.1	86.0	2.3	0.6	6.0