



LONDON BUSES
QUALITY OF SERVICE INDICATORS

Route Results for the London Boroughs

Southwark

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 Southwark

Route Number	Waiting Times (Mins)			Probability of Waiting (%)						
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q3 2008/09	Average Waiting Time (AWT)	AWT/SWT Ratio	< 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
3	3.8	1.6	1.3	5.5	1.4	84.8	13.1	1.4	0.7	4.8
12	2.6	1.4	1.0	4.0	1.6	93.1	6.4	0.5	0.0	6.5
17	4.3	1.0	1.0	5.4	1.2	87.1	12.1	0.7	0.1	1.5
21	3.6	1.9	1.5	5.5	1.5	84.4	13.5	1.8	0.4	6.0
35	5.2	1.0	1.4	6.1	1.2	82.0	16.8	1.2	0.1	1.0
36	3.1	1.4	1.3	4.5	1.4	90.2	9.0	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
40	4.4	1.1	0.9	5.5	1.3	85.8	13.1	0.9	0.2	1.8
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	1.4	88.8	10.3	0.8	0.1	4.7
45	4.3	1.0	1.3	5.2	1.2	88.2	11.2	0.6	0.1	1.2
47	5.1	1.4	2.1	6.5	1.3	78.7	18.6	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
53	3.8	1.7	1.8	5.5	1.5	84.5	14.0	1.4	0.1	4.9
59	4.0	1.1	1.7	5.1	1.3	88.7	10.6	0.5	0.2	2.1
63	3.0	1.2	1.2	4.2	1.4	93.2	6.7	0.1	0.0	3.4
68	3.7	1.2	1.1	4.9	1.3	89.5	9.6	0.6	0.3	2.5
78	4.3	0.7	2.5	5.1	1.2	89.8	10.1	0.1	0.0	0.4
100	4.1	1.0	1.3	5.1	1.2	89.0	10.2	0.6	0.2	1.7
122	6.1	1.2	1.5	7.3	1.2	72.9	23.4	3.0	0.8	1.7
133	3.2	1.2	1.4	4.4	1.4	91.6	7.9	0.5	0.1	3.7
136	5.2	1.0	0.9	6.2	1.2	82.2	16.3	1.4	0.1	1.4
141	3.5	1.0	1.0	4.5	1.3	91.3	8.2	0.5	0.0	2.8
148	3.8	1.7	1.6	5.5	1.4	84.6	14.0	1.3	0.2	4.5
149	3.3	1.4	1.3	4.7	1.4	89.8	9.7	0.5	0.0	4.1
155	4.1	1.0	1.1	5.1	1.2	89.1	10.3	0.6	0.1	1.5
159	3.0	1.3	1.7	4.3	1.4	91.5	8.1	0.4	0.0	4.6
168	3.5	1.4	1.2	4.9	1.4	88.9	10.3	0.8	0.0	4.0
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
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
196	6.2	1.3	1.5	7.5	1.2	71.2	25.3	3.1	0.4	1.1
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

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q3 2008/09	Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)				
						< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
202	5.2	1.1	1.0	6.2	1.2	80.5	17.6	1.7	0.2	1.7
227	4.1	0.9	1.1	5.0	1.2	89.9	9.9	0.3	0.0	1.4
333	5.1	1.0	1.2	6.1	1.2	81.7	17.0	1.1	0.1	1.1
343	3.5	1.5	1.5	5.0	1.4	88.1	10.7	0.9	0.2	4.2
344	3.7	1.0	1.5	4.6	1.3	90.5	9.0	0.5	0.0	2.0
345	3.8	1.9	1.4	5.7	1.5	82.7	15.5	1.5	0.2	5.3
360	6.1	1.1	0.9	7.3	1.2	72.9	23.9	2.8	0.5	1.2
363	5.1	0.7	0.8	5.8	1.1	85.0	14.4	0.6	0.0	0.5
381	4.7	1.5	3.1	6.2	1.3	80.2	17.6	1.8	0.5	3.8
415	6.2	0.5	0.9	6.7	1.1	76.9	22.1	0.9	0.1	0.2
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
468	3.8	1.5	1.4	5.3	1.4	86.3	12.7	1.0	0.1	4.0
484	5.1	1.2	1.0	6.3	1.2	80.8	17.3	1.7	0.3	1.6
521	2.0	0.7	0.7	2.7	1.3	96.9	2.8	0.3	0.0	0.7
C10	6.0	1.8	1.5	7.8	1.3	68.7	26.4	4.3	0.6	2.1
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
P12	5.5	1.7	1.3	7.2	1.3	76.0	19.8	3.2	1.0	2.8
RV1	5.0	1.2	1.0	6.2	1.2	81.3	16.7	1.6	0.4	2.0
All:	4.2	1.3	1.4	5.5	1.3	85.1	13.5	1.2	0.2	3.0

QUALITY OF SERVICE INDICATORS FOR LOW FREQUENCY (TIMETABLED) ROUTES

Quarter 3 2009/10

(19th September 2009 - 8th January 2010)

London Borough of Southwark

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
201	68.6	77.6	7.9	3.6	19.9
225	88.2	81.9	2.9	1.3	7.6
356	66.6	60.0	7.1	3.6	22.7
P5	66.8	71.0	8.1	1.3	23.8
P13	67.4	71.6	4.6	2.3	25.8
X68	64.4	74.4	7.0	1.8	26.9
All:	70.3	72.2	6.3	2.5	20.8

QUALITY OF SERVICE INDICATORS FOR NIGHT BUS (TIMETABLED) ROUTES

Quarter 3 2009/10

(19th September 2009 - 8th January 2010)

London Borough of Southwark

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
N2	89.7	88.4	3.8	0.0	6.5
N3	91.1	81.0	2.6	0.5	5.9
N12	82.2	85.8	1.8	1.9	14.1
N21	86.6	84.3	4.9	0.0	8.5
N35	72.3	94.8	8.1	2.9	16.8
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
N68	93.6	89.0	2.1	0.0	4.3
N89	91.8	92.1	3.3	0.0	4.9
N133	91.0	90.8	4.2	1.0	3.9
N136	92.4	89.9	0.8	1.1	5.7
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	3.1
N343	91.6	89.6	2.5	1.4	4.5
N381	90.0	86.3	3.9	0.5	5.6
N453	88.6	81.7	2.3	0.4	8.7
All:	88.0	85.8	3.0	1.5	7.5