



**LONDON BUSES**  
**QUALITY OF SERVICE INDICATORS**

**Route Results for the London Boroughs**

**Wandsworth**

**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 Wandsworth

### 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
14	2.9	1.4	1.1	4.3	1.5	91.5	7.9	0.6	0.1	5.7
19	3.6	1.4	1.4	5.0	1.4	88.7	10.2	0.8	0.3	3.7
22	3.5	1.1	0.9	4.6	1.3	91.0	8.3	0.6	0.1	3.0
28	3.8	1.6	1.5	5.4	1.4	85.5	12.8	1.4	0.3	4.5
35	5.2	1.0	1.4	6.1	1.2	82.0	16.8	1.2	0.1	1.0
37	5.0	1.5	1.5	6.5	1.3	79.3	17.8	2.3	0.6	2.8
39	4.1	0.9	0.6	5.0	1.2	90.0	8.9	0.8	0.3	1.9
44	5.1	1.0	0.8	6.1	1.2	81.9	17.1	0.9	0.0	0.8
49	3.9	1.8	1.0	5.7	1.5	84.0	13.8	1.9	0.4	5.1
57	4.1	1.6	1.5	5.7	1.4	84.0	14.7	1.2	0.2	3.3
72	4.1	1.8	1.4	5.9	1.4	81.8	15.1	2.2	0.8	5.2
74	4.0	1.0	0.7	5.0	1.3	88.8	10.1	0.8	0.3	2.4
77	5.0	1.2	1.1	6.3	1.2	80.7	17.4	1.6	0.3	1.9
85	4.0	0.7	0.6	4.7	1.2	92.3	7.3	0.3	0.1	0.9
87	3.2	1.3	1.0	4.5	1.4	91.3	8.0	0.6	0.0	4.0
93	3.4	1.4	1.2	4.8	1.4	89.3	10.1	0.6	0.0	3.7
131	4.1	1.6	1.3	5.8	1.4	84.7	13.4	1.5	0.4	3.9
137	3.0	1.1	1.1	4.1	1.4	93.4	6.2	0.3	0.1	3.4
155	4.1	1.0	1.1	5.1	1.2	89.1	10.3	0.6	0.1	1.5
156	4.2	1.6	0.9	5.8	1.4	83.5	14.7	1.8	0.1	3.9
170	4.1	1.7	1.2	5.8	1.4	83.1	14.3	2.1	0.6	4.4
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	81.2	15.4	2.6	0.8	7.1
249	6.0	0.9	1.1	6.9	1.1	76.2	21.3	1.7	0.9	1.5
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	73.5	23.6	2.5	0.5	1.5
270	5.1	1.0	1.0	6.1	1.2	81.5	17.6	0.9	0.0	0.8

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
<b>280</b>	5.1	<b>1.0</b>	0.8	6.0	1.2	82.9	16.2	0.9	0.1	0.9
<b>295</b>	4.1	<b>1.6</b>	1.5	5.6	1.4	84.4	13.6	1.6	0.4	4.0
<b>319</b>	3.9	<b>1.0</b>	1.4	4.9	1.3	89.3	10.2	0.4	0.1	1.7
<b>333</b>	5.1	<b>1.0</b>	1.2	6.1	1.2	81.7	17.0	1.1	0.1	1.1
<b>337</b>	5.9	<b>2.4</b>	1.0	8.2	1.4	66.6	25.9	5.8	1.8	4.5
<b>344</b>	3.7	<b>1.0</b>	1.5	4.6	1.3	90.5	9.0	0.5	0.0	2.0
<b>345</b>	3.8	<b>1.9</b>	1.4	5.7	1.5	82.7	15.5	1.5	0.2	5.3
<b>355</b>	6.1	<b>0.9</b>	1.2	7.0	1.1	74.8	23.6	1.6	0.1	0.5
<b>430</b>	4.1	<b>1.0</b>	0.6	5.1	1.2	88.7	10.6	0.7	0.1	1.8
<b>452</b>	4.1	<b>1.6</b>	2.4	5.8	1.4	83.9	13.5	1.8	0.8	4.5
<b>493</b>	6.1	<b>1.6</b>	1.3	7.7	1.3	70.1	25.5	3.5	0.9	2.1
<b>C3</b>	3.8	<b>0.7</b>	0.8	4.6	1.2	92.7	6.6	0.6	0.1	1.2
<b>All:</b>	4.3	<b>1.3</b>	1.2	5.6	1.3	84.7	13.7	1.3	0.3	3.1

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

Quarter 3 2009/10

(19th September 2009 - 8th January 2010)

## London Borough of Wandsworth

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
127	78.3	78.3	4.4	2.5	14.9
201	68.6	77.6	7.9	3.6	19.9
315	67.3	77.2	7.9	1.5	23.3
424	83.0	78.7	4.5	1.2	11.4
485	81.4	91.8	4.9	0.6	13.2
G1	68.5	76.5	3.8	6.1	21.7
K3	79.9	84.0	2.0	2.2	15.9
All:	74.6	79.7	5.1	2.8	17.5

# QUALITY OF SERVICE INDICATORS FOR NIGHT BUS (TIMETABLED) ROUTES

Quarter 3 2009/10

(19th September 2009 - 8th January 2010)

## London Borough of Wandsworth

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
N10	64.5	68.1	7.7	3.8	24.1
N14	82.8	83.4	4.4	0.9	11.9
N19	83.1	80.0	3.5	3.5	9.9
N22	90.1	90.0	2.1	0.0	7.8
N35	72.3	94.8	8.1	2.9	16.8
N44	94.6	89.3	0.4	0.0	5.0
N87	88.8	85.0	2.4	0.0	8.8
N133	91.0	90.8	4.2	1.0	3.9
N137	95.2	95.3	1.5	0.9	2.4
N155	94.4	88.2	2.5	0.9	2.1
All:	83.7	83.1	4.0	1.6	10.7