



LONDON BUSES
QUALITY OF SERVICE INDICATORS

Route Results for the London Boroughs

City of Westminster

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)

City of Westminster

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
2	3.7	1.2	1.5	4.9	1.3	89.0	10.2	0.6	0.3	3.0
3	3.8	1.6	1.3	5.5	1.4	84.8	13.1	1.4	0.7	4.8
4	5.4	1.4	1.2	6.8	1.3	76.4	21.4	1.9	0.2	1.3
6	2.9	1.4	1.7	4.3	1.5	92.2	7.4	0.4	0.0	5.2
7	3.8	1.2	1.4	5.0	1.3	88.4	10.4	1.0	0.1	3.2
8	3.3	1.6	2.1	4.9	1.5	88.1	10.5	0.9	0.5	6.1
9	3.0	1.1	1.2	4.1	1.4	93.8	5.9	0.3	0.0	3.2
10	3.6	1.5	1.5	5.1	1.4	87.2	11.6	1.0	0.2	4.0
11	3.8	1.3	1.3	5.1	1.3	87.9	11.0	1.0	0.2	3.1
12	2.6	1.4	1.0	4.0	1.6	93.1	6.4	0.5	0.0	6.5
13	4.0	1.6	1.3	5.6	1.4	84.2	13.9	1.5	0.4	4.6
14	2.9	1.4	1.1	4.3	1.5	91.5	7.9	0.6	0.1	5.7
15	3.8	1.7	1.8	5.5	1.5	84.2	14.4	1.3	0.1	4.7
16	3.2	1.0	1.0	4.2	1.3	93.4	6.2	0.4	0.0	2.7
18	2.5	1.6	1.6	4.1	1.6	92.3	7.3	0.4	0.0	7.1
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
23	3.1	1.6	1.8	4.7	1.5	89.3	10.1	0.6	0.0	5.5
24	2.6	1.3	1.2	4.0	1.5	93.3	6.2	0.4	0.0	5.6
25	2.8	2.0	1.9	4.8	1.7	88.2	10.4	1.2	0.3	9.2
26	4.5	1.7	2.2	6.2	1.4	79.5	18.1	2.2	0.2	4.1
27	3.9	1.4	1.2	5.3	1.3	86.5	12.4	0.8	0.3	2.9
28	3.8	1.6	1.5	5.4	1.4	85.5	12.8	1.4	0.3	4.5
29	2.8	1.1	0.9	3.9	1.4	94.4	5.4	0.2	0.0	3.7
30	4.5	2.5	2.0	7.0	1.6	73.1	21.9	4.3	0.8	7.3
31	3.0	1.6	1.8	4.6	1.5	89.6	9.1	0.9	0.4	6.8
36	3.1	1.4	1.3	4.5	1.4	90.2	9.0	0.8	0.1	4.9
38	1.9	1.0	1.2	2.9	1.5	98.0	1.9	0.0	0.0	1.8
44	5.1	1.0	0.8	6.1	1.2	81.9	17.1	0.9	0.0	0.8
46	5.1	1.7	1.2	6.8	1.3	76.1	21.3	2.4	0.2	2.5
52	3.1	1.1	1.7	4.2	1.4	93.2	6.5	0.3	0.1	3.3
53	3.8	1.7	1.8	5.5	1.5	84.5	14.0	1.4	0.1	4.9
55	3.5	1.7	2.2	5.2	1.5	86.6	11.8	1.6	0.1	5.8
59	4.0	1.1	1.7	5.1	1.3	88.7	10.6	0.5	0.2	2.1
68	3.7	1.2	1.1	4.9	1.3	89.5	9.6	0.6	0.3	2.5
70	5.2	1.2	1.4	6.4	1.2	79.5	18.7	1.5	0.3	1.4
73	2.5	1.4	1.3	3.9	1.5	93.3	6.5	0.3	0.0	4.9
74	4.0	1.0	0.7	5.0	1.3	88.8	10.1	0.8	0.3	2.4

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
76	4.1	0.9	0.9	4.9	1.2	90.5	9.2	0.3	0.0	1.1
82	3.9	1.6	1.3	5.5	1.4	84.9	13.7	1.3	0.1	4.2
87	3.2	1.3	1.0	4.5	1.4	91.3	8.0	0.6	0.0	4.0
88	3.8	1.7	1.3	5.5	1.5	84.2	14.0	1.5	0.4	5.2
91	3.8	0.8	1.2	4.6	1.2	92.8	6.9	0.3	0.0	1.1
94	2.4	1.4	1.1	3.8	1.6	93.9	5.8	0.3	0.0	5.7
98	2.9	1.5	1.5	4.5	1.5	91.1	8.0	0.8	0.2	5.5
113	5.1	1.1	1.2	6.2	1.2	81.7	16.7	1.3	0.3	1.3
134	2.8	1.7	1.4	4.5	1.6	90.3	9.2	0.5	0.0	7.2
137	3.0	1.1	1.1	4.1	1.4	93.4	6.2	0.3	0.1	3.4
139	4.1	1.8	1.4	5.9	1.4	81.9	15.8	1.9	0.3	5.0
148	3.8	1.7	1.6	5.5	1.4	84.6	14.0	1.3	0.2	4.5
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
170	4.1	1.7	1.2	5.8	1.4	83.1	14.3	2.1	0.6	4.4
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
185	5.0	1.2	1.4	6.3	1.2	80.2	18.7	1.1	0.0	1.2
187	5.2	2.1	2.3	7.3	1.4	72.9	22.5	3.8	0.8	4.1
188	4.2	1.4	1.7	5.5	1.3	85.4	12.8	1.5	0.3	3.4
189	4.1	1.6	1.7	5.7	1.4	83.8	14.2	1.9	0.2	3.9
205	3.9	1.8	1.4	5.7	1.5	83.3	14.8	1.7	0.2	4.7
211	4.1	1.5	1.2	5.6	1.4	84.5	13.4	1.8	0.3	4.1
228	6.3	2.1	N/A	8.4	1.3	67.2	25.3	5.2	2.3	3.8
243	3.5	1.3	1.4	4.9	1.4	89.2	10.5	0.3	0.0	3.1
274	3.8	1.4	1.6	5.2	1.4	87.1	12.0	0.8	0.1	3.1
316	4.2	1.1	0.9	5.3	1.3	87.4	11.2	1.0	0.4	2.4
328	3.2	1.7	1.8	4.9	1.5	87.6	10.9	1.4	0.1	6.7
332	5.1	1.1	1.3	6.3	1.2	81.1	16.8	1.9	0.3	1.8
341	5.0	1.6	1.7	6.7	1.3	76.5	20.8	2.4	0.4	2.7
360	6.1	1.1	0.9	7.3	1.2	72.9	23.9	2.8	0.5	1.2
388	5.1	0.7	1.4	5.8	1.1	84.7	14.5	0.7	0.1	0.7
390	4.0	1.4	1.2	5.4	1.4	85.9	13.0	1.0	0.1	2.7
414	4.1	2.1	1.5	6.3	1.5	79.6	16.7	3.0	0.7	6.1
436	3.8	1.3	1.2	5.1	1.3	87.9	11.1	0.8	0.1	3.2
452	4.1	1.6	2.4	5.8	1.4	83.9	13.5	1.8	0.8	4.5
453	3.8	1.7	1.1	5.5	1.5	85.6	12.3	1.5	0.6	4.8
507	2.7	0.5	0.5	3.2	1.2	96.0	3.6	0.2	0.2	0.9
521	2.0	0.7	0.7	2.7	1.3	96.9	2.8	0.3	0.0	0.7
C1	5.1	1.1	1.4	6.2	1.2	81.6	16.3	1.8	0.3	1.7
C2	3.8	1.2	1.3	5.0	1.3	88.9	10.2	0.8	0.1	3.0
C10	6.0	1.8	1.5	7.8	1.3	68.7	26.4	4.3	0.6	2.1
RV1	5.0	1.2	1.0	6.2	1.2	81.3	16.7	1.6	0.4	2.0
All:	3.6	1.4	1.4	5.0	1.4	87.4	11.3	1.1	0.2	4.0

QUALITY OF SERVICE INDICATORS FOR LOW FREQUENCY (TIMETABLED) ROUTES

Quarter 3 2009/10

(19th September 2009 - 8th January 2010)

City of Westminster

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
9H *	63.1	50.1	14.6	4.9	17.4
15H *	82.1	89.7	2.0	2.8	13.2
X68	64.4	74.4	7.0	1.8	26.9
All:	67.4	62.5	11.0	4.1	17.4

* Routes 9 & 15 Heritage Bus Routes

QUALITY OF SERVICE INDICATORS FOR NIGHT BUS (TIMETABLED) ROUTES

Quarter 3 2009/10

(19th September 2009 - 8th January 2010)

City of Westminster

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
N5	93.9	93.2	2.0	0.8	3.3
N6	91.0	81.5	2.2	0.5	6.4
N7	94.7	89.2	0.5	0.0	4.8
N8	72.5	76.9	10.9	4.4	12.2
N9	84.2	82.8	6.0	0.5	9.4
N10	64.5	68.1	7.7	3.8	24.1
N11	84.1	76.0	2.1	1.4	12.4
N12	82.2	85.8	1.8	1.9	14.1
N13	94.8	91.6	0.9	0.6	3.8
N14	82.8	83.4	4.4	0.9	11.9
N15	76.1	79.6	5.3	3.9	14.7
N16	95.3	97.5	1.4	0.5	2.8
N18	85.2	89.1	4.1	0.0	10.7
N19	83.1	80.0	3.5	3.5	9.9
N20	91.7	85.6	3.0	1.4	3.9
N21	86.6	84.3	4.9	0.0	8.5
N22	90.1	90.0	2.1	0.0	7.8
N23	77.6	80.6	4.7	1.5	16.3
N24	80.1	71.4	3.9	1.0	15.0
N25	67.5	75.5	18.1	4.1	10.3
N26	83.5	75.3	3.6	0.0	12.9
N29	93.5	90.9	3.4	0.4	2.6
N35	72.3	94.8	8.1	2.9	16.8
N36	85.6	79.9	0.7	0.0	13.7
N38	87.6	89.2	4.5	1.0	6.9
N41	96.2	97.2	2.7	0.0	1.2
N44	94.6	89.3	0.4	0.0	5.0
N47	95.9	96.7	1.3	0.5	2.2
N52	95.9	96.0	1.0	0.6	2.5
N53	94.4	98.6	2.6	0.0	3.1
N55	83.2	84.7	4.3	0.2	12.3
N68	93.6	89.0	2.1	0.0	4.3
N73	82.8	89.9	7.2	1.5	8.6
N87	88.8	85.0	2.4	0.0	8.8
N88	82.9	81.7	1.9	1.9	13.3
N89	91.8	92.1	3.3	0.0	4.9
N91	89.1	88.7	1.1	1.8	8.0

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
N94	84.6	<i>85.8</i>	3.5	4.2	7.7
N97	86.6	<i>86.1</i>	5.3	0.9	7.3
N98	91.7	<i>89.6</i>	2.7	1.6	3.9
N134	95.0	<i>95.0</i>	1.8	0.3	2.9
N136	92.4	<i>89.9</i>	0.8	1.1	5.7
N137	95.2	<i>95.3</i>	1.5	0.9	2.4
N139	88.5	<i>84.1</i>	4.1	0.0	7.5
N148	78.5	<i>81.8</i>	2.1	0.5	18.9
N155	94.4	<i>88.2</i>	2.5	0.9	2.1
N159	81.5	<i>83.1</i>	4.6	4.7	9.3
N171	88.3	<i>92.9</i>	6.0	1.5	4.2
N176	94.5	<i>75.0</i>	0.7	1.8	3.1
N189	96.4	<i>96.4</i>	1.8	0.0	1.8
N205	63.9	<i>81.9</i>	11.6	6.2	18.3
N207	81.5	<i>86.8</i>	6.6	2.6	9.3
N253	95.0	<i>93.2</i>	2.0	0.3	2.8
N279	91.0	<i>87.9</i>	3.1	0.3	5.6
N343	91.6	<i>89.6</i>	2.5	1.4	4.5
N381	90.0	<i>86.3</i>	3.9	0.5	5.6
N390	82.5	<i>90.9</i>	3.0	7.1	7.4
N453	88.6	<i>81.7</i>	2.3	0.4	8.7
N550	86.0	<i>90.6</i>	5.0	0.0	9.0
N551	92.5	<i>74.6</i>	1.2	0.0	6.3
NC2	99.4	<i>N/A</i>	0.6	0.0	0.0
All:	85.7	<i>84.8</i>	4.3	1.5	8.5