



**LONDON BUSES
QUALITY OF SERVICE INDICATORS**

Route results for London Buses Services

SECOND QUARTER 2011/12

25th June 2011 - 16th September 2011

MAYOR OF LONDON

*Performance Information
London Bus Services Ltd.
October 2011*

How to Interpret Results

Statistics are given for regular daytime and night bus services, with observations carried out at the locations and times of the day indicated.

Sixteen observations are made at each point every twelve weeks, covering eight observation periods (see key to shifts). There may be fewer observations if the operation of the route is restricted (e.g. weekdays only).

Each observation period is of three hours duration except for the peak shifts (shifts 1 and 4) which are for two and a half-hours. Most observations are made in one direction only; normally that of the peak traffic flow.

Bus routes are split into two categories – high and low frequency.

Results are quoted to one decimal place. For this reason figures may not add up due to rounding.

Non-Timetabled (High Frequency) Services.

These are services for which a detailed timetable is not generally published. Most have weekday peak frequencies of five or more buses per hour (i.e. a service frequency of 12 minutes or more frequent). Passengers are assumed to arrive at bus stops random

Statistics shown are:

- 1) **Average Scheduled Waiting Time (SWT)** The time passengers would wait, on average, if the service ran exactly as scheduled during the periods observed.
- 2) **Average excess wait (EWT)** The difference between 1) and 3), representing the additional wait experienced by passengers due to the irregular spacing of buses or those that failed to run.
- 3) **(EWT) Q2 2010/11** Denotes the Average Excess Waiting (EWT) (see 2) time result for the corresponding financial quarter last year.
- 4) **Average actual wait (AWT)** The average time that passengers actually waited.
- 5) **Average wait divided by scheduled wait (AWT:SWT Ratio)** Indicates how much longer, on average, passengers are waiting than intended (e.g. 1.5 would indicate passengers waiting 50% longer than intended)
- 6) **Chance of waiting less than 10, 10-20,20-30, more than 30 minutes, Long Gaps** Gives an indication of the variation in individual waiting times.

Timetabled (Low Frequency) Services.

These are services running to an advertised timetable. Most have a weekday peak frequency of four buses per hour or less (i.e. a service interval of every 15 minutes or less frequently). It is assumed that passengers take notice of the published timetable

- 1) **Chance of a bus departing on-time.** The chance that a bus runs at the advertised time or between two minutes early and up to five minutes late.
- 2) **(% On Time) Q2 2010/11** Denotes the percentage of departing on time (see 1) for the corresponding financial quarter last year
- 3) **Chance of a bus not running.** The chance that a bus fails to run (see note on late running)
- 4) **Chance of a bus running early.** The chance of a bus running more than two and a half minutes before the advertised time. This category may be sometimes be late running buses, which would be regarded as passengers as the next bus running early.
- 5) **Chance of a bus running late** The chance of a bus running 5-15 minutes late (buses more than 15 minutes late are regarded as non-arrivals). This category may sometimes include early running buses which would be regarded by passengers as the preceding bus running late.

For groups of services, totals are a weighted average of the individual route-level observations, the weighting being proportional to the frequencies of the routes (i.e. more frequent services are given a higher weighting).

Night Bus Services

Results for night bus services are shown separately. Most night buses are monitored departing from Liverpool Street, Oxford Street, Trafalgar Square and Victoria or in the immediate vicinity.

Performance Information London Buses

QUALITY OF SERVICE INDICATORS FOR HIGH FREQUENCY (NON-TIMETABLED) ROUTES
 Quarter 2 2011/12
 (25th June 2011 - 16th September 2011)

Route Number	Waiting Times (Mins)				Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q2 2010/11	(EWT) Q2 2010/11			< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
1	4.1	0.9	0.8	5.0	1.2	90.2	9.2	0.5	0.1	1.4	
2	3.7	1.1	0.9	4.8	1.3	90.4	9.2	0.4	0.0	2.1	
3	3.9	1.5	1.1	5.4	1.4	85.3	13.7	1.0	0.0	3.8	
4	5.5	1.1	1.0	6.6	1.2	77.9	19.9	2.0	0.2	1.1	
5	3.3	1.1	1.0	4.4	1.3	92.1	7.5	0.4	0.0	3.0	
6	3.1	1.4	1.2	4.5	1.5	91.2	8.2	0.5	0.1	4.5	
7	3.8	0.9	0.9	4.7	1.2	91.0	8.3	0.6	0.1	2.0	
8	3.3	1.0	1.2	4.3	1.3	93.1	6.5	0.4	0.0	2.5	
9	3.1	1.2	1.4	4.3	1.4	92.0	7.5	0.5	0.0	3.7	
10	3.7	1.5	1.3	5.2	1.4	86.5	12.7	0.8	0.0	3.8	
11	3.8	1.1	1.0	4.9	1.3	89.8	9.5	0.6	0.1	2.6	
12	2.5	1.6	1.3	4.1	1.6	92.0	7.6	0.4	0.0	7.6	
13	4.0	1.4	1.0	5.4	1.4	85.9	12.6	1.4	0.1	3.6	
14	2.9	1.0	0.8	3.9	1.3	94.3	5.3	0.3	0.1	3.3	
15	3.8	1.6	1.5	5.4	1.4	85.8	13.1	1.1	0.0	4.0	
16	3.5	0.5	0.9	4.0	1.1	95.4	4.4	0.2	0.0	1.1	
17	4.3	1.1	0.9	5.4	1.3	87.5	11.6	0.9	0.0	1.6	
18	2.0	0.9	1.0	2.9	1.5	98.1	1.9	0.0	0.0	1.7	
19	3.6	1.2	0.8	4.8	1.3	90.0	8.9	0.9	0.2	3.1	
21	3.5	1.2	1.2	4.7	1.3	90.4	8.8	0.8	0.0	3.4	
22	3.5	0.8	0.9	4.3	1.2	93.4	6.1	0.5	0.0	1.8	
23	3.5	1.5	1.3	5.0	1.4	88.1	10.8	0.9	0.2	4.4	
24	2.6	1.2	1.1	3.8	1.5	94.7	4.9	0.4	0.0	4.4	
25	2.1	1.4	1.1	3.5	1.7	94.5	4.8	0.5	0.2	4.7	
26	4.6	1.2	1.3	5.8	1.3	83.7	15.0	1.2	0.1	1.6	
27	3.9	1.3	1.1	5.2	1.3	87.4	11.4	1.0	0.2	3.0	
28	3.8	1.2	1.0	5.0	1.3	88.8	10.3	0.8	0.1	2.9	
29	2.8	1.0	0.9	3.8	1.4	95.2	4.8	0.0	0.0	3.3	
30	4.5	1.2	1.6	5.7	1.3	84.6	14.5	0.9	0.0	1.5	
31	3.0	1.2	1.0	4.2	1.4	92.6	7.0	0.3	0.1	3.9	
32	4.4	0.6	0.8	5.0	1.1	90.6	9.2	0.2	0.0	0.5	
33	4.2	1.1	0.9	5.3	1.3	87.3	12.1	0.6	0.0	2.1	
34	4.6	1.1	0.4	5.7	1.2	85.3	13.7	0.9	0.1	1.6	
35	5.2	1.2	1.0	6.4	1.2	80.2	17.9	1.7	0.2	1.3	

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Waiting Times (Mins)			Average Waiting Time	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q2 2010/11	(AWT)		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
36	3.2	1.4	0.9	4.6	1.4	90.4	8.9	0.5	0.2	4.7
37	5.0	1.0	1.1	6.0	1.2	83.2	15.7	1.0	0.1	1.1
38	1.6	0.7	0.6	2.3	1.4	99.4	0.6	0.0	0.0	0.6
39	4.0	0.7	0.5	4.7	1.2	92.7	7.1	0.2	0.0	0.7
40	4.4	1.2	0.9	5.6	1.3	85.3	13.3	1.2	0.2	2.0
41	2.6	0.7	0.8	3.3	1.3	98.0	1.9	0.1	0.0	1.5
42	5.2	1.9	0.9	7.1	1.4	74.7	21.0	3.5	0.8	3.8
43	3.3	1.0	0.9	4.3	1.3	92.5	7.3	0.2	0.0	2.5
44	5.1	0.9	1.1	6.0	1.2	83.1	16.3	0.6	0.0	0.6
45	4.2	0.9	0.8	5.1	1.2	89.1	10.3	0.6	0.0	1.1
46	5.1	1.2	1.1	6.3	1.2	80.6	17.7	1.5	0.2	1.2
47	5.1	1.3	1.0	6.4	1.3	79.8	18.6	1.5	0.1	1.5
48	3.9	1.3	1.2	5.2	1.3	87.5	11.5	0.9	0.1	2.6
49	4.1	1.3	1.1	5.4	1.3	86.3	12.7	0.9	0.1	2.4
50	6.1	0.7	0.8	6.8	1.1	77.0	21.5	1.3	0.2	0.5
51	5.1	0.7	1.0	5.8	1.1	85.2	14.0	0.8	0.0	0.7
52	3.1	1.0	1.1	4.1	1.3	93.8	6.0	0.2	0.0	2.7
53	3.8	1.1	1.3	4.9	1.3	90.5	9.1	0.4	0.0	1.6
54	6.8	0.5	0.6	7.3	1.1	71.5	27.3	1.1	0.1	0.3
55	3.5	1.2	1.0	4.7	1.3	90.7	8.7	0.6	0.0	2.8
56	3.4	1.2	0.9	4.6	1.4	91.4	8.1	0.5	0.0	3.1
57	4.1	1.5	1.8	5.6	1.4	84.9	14.0	1.0	0.1	2.6
58	5.2	1.1	1.2	6.3	1.2	80.6	17.6	1.7	0.1	1.4
59	3.4	0.8	0.8	4.2	1.2	94.1	5.7	0.2	0.0	1.2
60	6.0	1.1	0.9	7.1	1.2	74.7	23.1	1.9	0.3	1.1
62	5.1	0.5	0.9	5.6	1.1	87.2	12.4	0.4	0.0	0.2
63	2.9	1.3	1.3	4.2	1.4	93.1	6.7	0.2	0.0	4.1
64	4.2	0.8	0.6	5.0	1.2	90.3	9.3	0.4	0.0	0.8
65	3.8	1.1	1.3	4.9	1.3	90.7	8.9	0.4	0.0	1.9
66	6.3	1.0	0.7	7.3	1.2	74.3	22.3	2.9	0.5	0.9
67	5.0	0.8	0.7	5.8	1.2	85.1	14.2	0.7	0.0	0.6
68	3.7	1.1	0.7	4.8	1.3	90.4	8.9	0.6	0.1	2.4
69	4.1	1.0	1.0	5.1	1.2	88.8	10.6	0.6	0.0	1.7
70	5.3	0.9	0.8	6.2	1.2	81.5	17.1	1.2	0.2	1.0
71	4.1	0.8	0.5	4.9	1.2	91.1	8.7	0.2	0.0	0.6
72	4.1	1.5	1.1	5.6	1.4	84.8	12.7	1.8	0.7	4.3
73	2.4	1.2	0.9	3.6	1.5	95.5	4.3	0.2	0.0	3.4
74	4.0	1.0	1.0	5.0	1.3	88.9	9.7	0.7	0.7	2.6
75	6.8	0.7	0.5	7.5	1.1	70.7	27.5	1.7	0.1	0.2
76	4.0	0.9	0.9	4.9	1.2	90.8	8.8	0.4	0.0	1.3

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Waiting Times (Mins)			Average Waiting Time	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q2 2010/11	(AWT)		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
77	5.1	0.8	1.2	5.9	1.2	83.7	15.1	1.1	0.1	1.2
78	4.4	1.0	1.0	5.4	1.2	87.3	12.3	0.4	0.0	1.0
79	6.1	0.5	1.1	6.6	1.1	77.9	21.4	0.6	0.1	0.2
80	6.2	0.5	0.5	6.7	1.1	77.5	21.8	0.7	0.0	0.1
81	6.1	0.8	2.2	6.9	1.1	75.1	23.6	1.1	0.2	0.3
82	4.4	1.1	1.6	5.5	1.3	85.8	13.4	0.7	0.1	1.7
83	4.0	0.7	1.1	4.7	1.2	92.2	7.5	0.3	0.0	1.1
85	4.0	0.4	0.7	4.4	1.1	95.6	4.3	0.1	0.0	0.2
86	3.1	0.7	1.1	3.8	1.2	95.8	4.0	0.2	0.0	1.7
87	3.2	0.8	0.7	4.0	1.3	94.3	5.5	0.2	0.0	2.1
88	3.8	1.5	1.3	5.3	1.4	86.9	11.8	1.2	0.1	4.0
89	5.3	1.1	0.6	6.4	1.2	80.6	17.5	1.7	0.2	1.1
90	5.3	0.7	0.8	6.0	1.1	83.9	14.5	1.2	0.4	0.9
91	3.8	0.8	0.7	4.6	1.2	91.8	7.7	0.4	0.1	1.7
92	4.0	0.8	0.9	4.8	1.2	91.9	7.9	0.2	0.0	0.9
93	3.5	1.0	1.4	4.5	1.3	92.3	7.4	0.3	0.0	2.5
94	2.5	1.3	1.2	3.8	1.5	93.7	5.9	0.4	0.0	5.7
95	6.3	0.4	0.6	6.7	1.1	77.5	21.4	1.1	0.0	0.2
96	4.1	1.3	0.8	5.4	1.3	86.6	11.9	1.3	0.2	2.8
97	5.0	0.7	0.6	5.7	1.1	85.6	13.9	0.5	0.0	0.7
98	3.2	1.0	1.1	4.2	1.3	93.3	6.3	0.3	0.1	2.9
99	6.1	1.1	0.9	7.2	1.2	73.9	23.5	2.4	0.2	0.9
100	4.2	0.9	1.0	5.1	1.2	89.1	10.5	0.4	0.0	1.5
101	6.1	0.7	0.4	6.8	1.1	76.6	21.5	1.7	0.2	0.8
102	4.7	0.8	0.5	5.5	1.2	86.5	13.1	0.4	0.0	0.6
103	5.3	0.5	0.5	5.8	1.1	85.6	13.8	0.6	0.0	0.2
104	5.1	0.9	0.5	6.0	1.2	83.8	14.9	1.0	0.3	0.9
105	5.2	0.6	1.0	5.8	1.1	85.0	14.5	0.5	0.0	0.3
106	3.8	0.7	0.6	4.5	1.2	94.0	5.9	0.1	0.0	0.7
108	5.2	1.1	0.8	6.3	1.2	81.0	16.8	1.8	0.4	1.7
109	3.1	0.8	1.0	3.9	1.3	95.7	4.2	0.1	0.0	1.4
111	4.8	1.1	1.2	5.9	1.2	83.4	15.4	1.1	0.1	1.4
113	5.1	0.8	0.7	5.9	1.2	84.3	14.8	0.9	0.0	0.7
114	5.1	0.8	1.1	5.9	1.2	85.2	13.5	1.1	0.2	1.2
115	3.8	0.9	0.9	4.7	1.2	91.7	7.8	0.5	0.0	1.5
116	6.2	0.4	0.7	6.6	1.1	78.1	21.1	0.7	0.1	0.3
118	6.2	0.9	1.0	7.1	1.1	74.3	23.4	2.0	0.3	0.8
119	5.2	0.6	0.7	5.8	1.1	84.7	14.9	0.4	0.0	0.3
120	4.8	0.6	1.5	5.4	1.1	88.7	11.1	0.2	0.0	0.3
121	5.5	0.6	0.8	6.1	1.1	82.5	16.9	0.6	0.0	0.3

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Waiting Times (Mins)			Average Waiting Time	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q2 2010/11	(AWT)		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
122	6.0	0.7	0.7	6.7	1.1	77.0	21.5	1.5	0.0	0.4
123	5.0	1.2	0.9	6.2	1.2	81.8	16.8	1.3	0.1	1.5
124	6.2	0.4	0.8	6.6	1.1	78.1	21.1	0.8	0.0	0.2
125	5.2	0.6	0.7	5.8	1.1	85.3	14.3	0.4	0.0	0.3
126	5.3	0.7	0.8	6.0	1.1	83.8	15.4	0.8	0.0	0.6
128	6.2	0.5	0.7	6.7	1.1	77.4	21.5	1.0	0.1	0.3
129	6.3	0.5	0.4	6.8	1.1	77.4	21.0	1.5	0.1	0.4
131	4.1	1.2	1.4	5.3	1.3	87.1	12.2	0.7	0.0	2.1
132	6.2	0.5	0.5	6.7	1.1	77.8	21.2	0.8	0.2	0.3
133	3.2	1.2	1.0	4.4	1.4	91.8	7.5	0.7	0.0	3.3
134	2.8	1.0	1.0	3.8	1.4	95.5	4.4	0.1	0.0	2.9
135	5.1	0.6	0.5	5.7	1.1	86.9	12.8	0.3	0.0	0.2
136	5.1	1.2	0.9	6.3	1.2	81.6	16.4	1.6	0.4	1.6
137	3.0	0.9	1.1	3.9	1.3	95.4	4.4	0.1	0.1	2.2
139	4.1	1.3	1.4	5.4	1.3	86.1	12.9	0.9	0.1	2.6
140	4.1	1.0	1.0	5.1	1.2	89.5	10.0	0.4	0.1	1.3
141	3.5	0.8	0.9	4.3	1.2	93.7	6.1	0.2	0.0	1.7
142	6.1	0.7	0.7	6.8	1.1	76.8	22.0	1.1	0.1	0.3
143	6.0	0.7	0.6	6.7	1.1	77.5	21.4	1.1	0.0	0.3
144	3.9	0.6	0.6	4.5	1.2	93.4	6.4	0.2	0.0	0.8
145	6.1	0.6	0.6	6.7	1.1	77.5	21.3	1.1	0.1	0.3
147	4.0	1.2	0.9	5.2	1.3	87.7	11.5	0.7	0.1	2.2
148	3.8	1.1	1.1	4.9	1.3	90.2	8.9	0.8	0.1	2.2
149	3.2	0.8	1.1	4.0	1.3	95.1	4.9	0.0	0.0	1.6
150	6.1	0.7	0.8	6.8	1.1	77.4	21.6	0.9	0.1	0.3
151	5.4	0.6	1.2	6.0	1.1	83.8	15.7	0.5	0.0	0.3
152	6.3	0.8	0.8	7.1	1.1	74.3	23.2	2.3	0.2	0.4
153	6.1	1.1	0.8	7.2	1.2	73.7	23.8	2.3	0.2	0.6
154	6.1	0.7	0.8	6.8	1.1	77.1	21.7	1.1	0.1	0.3
155	4.1	0.8	1.0	4.9	1.2	90.5	9.1	0.3	0.1	1.1
156	4.2	0.8	1.2	5.0	1.2	90.4	8.8	0.6	0.2	1.6
157	6.1	1.0	1.4	7.1	1.2	74.8	22.6	2.1	0.5	1.1
158	5.1	0.9	0.7	6.0	1.2	83.9	14.8	1.2	0.1	1.2
159	3.0	1.4	1.1	4.4	1.5	91.0	8.3	0.6	0.1	4.8
161	5.1	0.9	0.6	6.0	1.2	83.3	15.7	1.0	0.0	1.0
163	4.0	0.9	0.8	4.9	1.2	91.2	8.3	0.4	0.1	1.3
164	5.2	1.1	0.8	6.3	1.2	81.3	16.8	1.7	0.2	1.6
165	6.2	0.7	0.7	6.9	1.1	75.9	22.7	1.3	0.1	0.5
168	3.4	1.1	1.2	4.5	1.3	92.2	7.6	0.2	0.0	2.1
169	5.3	0.6	0.9	5.9	1.1	85.1	13.9	1.0	0.0	0.5

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Waiting Times (Mins)			Average Waiting Time	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q2 2010/11	(AWT)		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
170	4.1	1.1	0.9	5.2	1.3	88.1	10.8	1.0	0.1	2.2
171	4.1	1.9	1.4	6.0	1.5	81.6	16.5	1.7	0.2	4.4
172	5.1	0.9	1.5	6.0	1.2	83.7	15.2	0.9	0.2	0.9
173	6.2	0.5	0.8	6.7	1.1	77.9	21.0	1.1	0.0	0.3
174	4.2	0.8	0.9	5.0	1.2	89.9	9.7	0.4	0.0	1.2
175	6.3	0.4	0.5	6.7	1.1	78.1	20.9	0.9	0.1	0.2
176	4.1	1.2	0.7	5.3	1.3	87.3	11.7	0.9	0.1	2.1
177	5.1	1.1	0.9	6.2	1.2	81.3	17.3	1.4	0.0	1.2
179	6.1	1.0	0.9	7.1	1.2	74.4	23.3	2.0	0.3	0.9
180	6.2	1.1	0.7	7.3	1.2	72.9	24.0	2.6	0.5	1.1
181	6.6	0.7	0.6	7.3	1.1	72.5	25.8	1.6	0.1	0.4
182	4.2	0.9	1.1	5.1	1.2	89.5	10.0	0.5	0.0	1.2
183	5.1	0.6	0.6	5.7	1.1	85.1	12.7	1.0	1.2	2.0
184	5.0	0.7	0.6	5.7	1.1	86.4	13.0	0.6	0.0	0.6
185	5.1	1.0	1.1	6.1	1.2	82.4	16.8	0.8	0.0	0.7
186	6.6	0.5	0.6	7.1	1.1	76.2	20.9	2.6	0.3	0.4
187	5.2	0.8	0.7	6.0	1.2	83.7	15.4	0.8	0.1	0.6
188	4.1	1.5	1.0	5.6	1.4	85.3	13.0	1.5	0.2	3.5
189	4.1	0.9	1.2	5.0	1.2	89.6	10.0	0.3	0.1	1.3
191	5.2	0.9	1.0	6.1	1.2	83.3	15.5	1.1	0.1	0.7
192	5.2	0.5	0.6	5.7	1.1	86.7	13.0	0.3	0.0	0.2
193	4.6	0.7	0.6	5.3	1.2	89.2	10.0	0.8	0.0	0.5
194	6.2	0.7	0.6	6.9	1.1	75.8	22.9	1.3	0.0	0.2
195	6.1	0.8	1.3	6.9	1.1	75.7	22.4	1.8	0.1	0.6
196	6.2	0.9	0.7	7.1	1.1	74.2	23.7	1.9	0.2	0.6
197	6.1	0.8	0.9	6.9	1.1	76.0	22.5	1.4	0.1	0.4
198	5.2	0.8	0.7	6.0	1.2	83.7	15.2	0.9	0.2	0.7
199	6.1	0.7	0.4	6.8	1.1	76.1	22.5	1.2	0.2	0.5
200	4.1	0.7	0.9	4.8	1.2	92.0	7.6	0.3	0.1	1.0
202	5.8	0.5	0.5	6.3	1.1	81.2	18.4	0.4	0.0	0.1
204	5.1	0.4	0.5	5.5	1.1	88.2	11.6	0.2	0.0	0.1
205	3.9	1.1	1.3	5.0	1.3	89.5	9.9	0.6	0.0	1.8
207	3.4	0.5	0.6	3.9	1.1	96.3	3.6	0.1	0.0	0.8
208	6.0	0.9	0.9	6.9	1.2	75.6	22.8	1.4	0.2	0.5
209	2.6	0.5	0.4	3.1	1.2	98.1	1.9	0.0	0.0	0.9
210	4.1	0.6	0.5	4.7	1.1	93.4	6.4	0.2	0.0	0.5
211	4.1	1.1	0.9	5.2	1.3	87.7	11.1	0.8	0.4	2.5
212	5.1	0.7	0.6	5.8	1.1	84.8	14.6	0.6	0.0	0.7
213	4.2	0.7	0.8	4.9	1.2	92.2	7.6	0.2	0.0	0.7
214	3.9	0.7	1.2	4.6	1.2	92.7	7.1	0.2	0.0	0.9

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Waiting Times (Mins)		Average Waiting Time		AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q2 2010/11	(AWT) Time		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
217	6.4	0.9	1.2	7.3	1.1	72.7	24.9	2.2	0.2	0.6
219	6.2	0.6	1.1	6.8	1.1	75.9	22.3	1.7	0.1	0.4
220	3.8	2.0	1.2	5.8	1.5	82.0	15.0	2.2	0.8	6.3
221	4.3	1.4	0.9	5.7	1.3	83.9	13.8	1.8	0.5	3.6
222	3.9	0.8	1.4	4.7	1.2	92.3	7.6	0.1	0.0	1.0
226	6.3	0.9	0.8	7.2	1.1	73.1	24.9	1.9	0.1	0.4
227	4.1	0.4	0.9	4.5	1.1	94.8	5.2	0.0	0.0	0.1
228	6.4	1.0	1.0	7.4	1.2	72.9	24.5	1.9	0.7	0.9
229	5.1	0.7	0.7	5.8	1.1	85.3	14.0	0.7	0.0	0.5
230	6.1	1.0	0.8	7.1	1.2	75.0	22.7	1.7	0.6	1.2
234	5.3	0.9	0.7	6.2	1.2	82.0	16.7	1.2	0.1	0.9
235	4.3	0.7	0.9	5.0	1.2	90.7	9.0	0.3	0.0	0.7
236	4.1	1.2	0.8	5.3	1.3	87.5	11.5	1.0	0.0	2.3
237	4.2	0.7	0.9	4.9	1.2	90.8	9.0	0.2	0.0	0.6
238	5.2	0.6	0.7	5.8	1.1	85.9	13.4	0.6	0.1	0.5
240	6.3	0.4	0.4	6.7	1.1	77.8	21.3	0.8	0.1	0.3
241	5.4	0.4	0.7	5.8	1.1	85.4	14.3	0.3	0.0	0.2
242	3.1	0.9	0.7	4.0	1.3	94.8	5.0	0.2	0.0	2.5
243	3.5	0.9	0.8	4.4	1.3	93.1	6.6	0.3	0.0	1.5
244	5.2	0.5	0.6	5.7	1.1	86.5	13.1	0.4	0.0	0.2
245	4.1	0.8	0.6	4.9	1.2	91.4	8.3	0.3	0.0	0.9
247	5.2	0.4	0.7	5.6	1.1	88.1	11.4	0.4	0.1	0.4
248	4.1	0.8	0.6	4.9	1.2	91.2	8.4	0.3	0.1	1.1
249	6.0	0.9	1.0	6.9	1.2	76.3	22.1	1.4	0.2	0.6
250	3.8	0.8	1.0	4.6	1.2	91.8	7.1	0.2	0.9	1.8
251	5.8	0.6	0.8	6.4	1.1	79.8	19.1	1.1	0.0	0.6
252	5.1	0.6	0.7	5.7	1.1	86.4	13.3	0.3	0.0	0.2
253	2.7	1.0	0.7	3.7	1.4	95.9	4.0	0.1	0.0	3.1
254	2.8	0.9	0.7	3.7	1.3	96.3	3.6	0.1	0.0	2.0
255	6.3	0.5	0.6	6.8	1.1	76.5	22.3	1.1	0.1	0.2
256	5.1	0.6	0.6	5.7	1.1	86.0	13.4	0.5	0.1	0.5
257	3.9	1.0	0.9	4.9	1.3	90.2	9.1	0.6	0.1	2.1
259	3.8	1.0	0.9	4.8	1.3	91.4	8.4	0.2	0.0	1.1
260	6.1	1.1	1.1	7.2	1.2	74.1	23.7	1.9	0.3	0.7
261	5.8	0.8	0.6	6.6	1.1	79.1	19.5	1.2	0.2	0.7
262	5.1	1.0	0.7	6.1	1.2	82.5	16.2	1.2	0.1	1.1
263	5.1	0.7	0.9	5.8	1.1	85.7	13.5	0.7	0.1	0.8
264	5.2	0.8	0.8	6.0	1.2	83.1	16.3	0.6	0.0	0.4
265	6.1	0.5	0.9	6.6	1.1	77.9	21.3	0.7	0.1	0.2
266	4.1	1.1	1.1	5.2	1.3	88.5	10.7	0.6	0.2	1.8

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Waiting Times (Mins)		Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)					
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q2 2010/11		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps	
267	5.6	1.0	1.0	6.6	1.2	79.1	18.8	1.7	0.4	1.1
268	6.0	0.6	0.7	6.6	1.1	77.4	20.2	1.2	1.2	1.7
269	5.2	0.5	0.6	5.7	1.1	86.6	13.2	0.2	0.0	0.1
270	5.0	1.1	1.1	6.1	1.2	82.7	15.6	1.6	0.1	1.6
271	4.3	0.7	0.6	5.0	1.2	90.8	8.9	0.3	0.0	0.8
274	3.8	1.0	1.1	4.8	1.3	91.0	8.5	0.5	0.0	1.6
275	6.2	0.8	0.9	7.0	1.1	75.2	23.2	1.5	0.1	0.3
276	5.5	0.8	1.0	6.3	1.1	80.9	17.8	1.1	0.2	0.8
277	3.5	0.7	0.9	4.2	1.2	94.3	5.7	0.0	0.0	1.0
279	3.1	0.9	1.1	4.0	1.3	95.0	4.9	0.1	0.0	2.0
280	5.1	0.8	0.8	5.9	1.2	84.0	15.2	0.8	0.0	0.8
281	4.1	0.9	1.0	5.0	1.2	90.1	9.6	0.3	0.0	1.1
282	6.0	0.7	1.3	6.7	1.1	77.2	21.9	0.9	0.0	0.3
283	4.1	1.0	1.1	5.1	1.2	89.4	10.0	0.6	0.0	1.6
284	5.9	0.6	0.5	6.5	1.1	79.6	19.4	0.9	0.1	0.2
285	5.0	0.8	1.0	5.8	1.2	85.0	14.4	0.5	0.1	0.5
286	5.2	0.6	0.4	5.8	1.1	86.3	13.1	0.6	0.0	0.6
288	5.2	0.6	0.7	5.8	1.1	86.2	12.6	0.9	0.3	1.0
291	5.2	0.6	0.6	5.8	1.1	86.0	13.6	0.4	0.0	0.2
294	6.1	0.4	0.6	6.5	1.1	79.0	20.5	0.5	0.0	0.1
295	4.1	1.6	0.9	5.7	1.4	84.2	14.0	1.7	0.1	4.0
297	5.1	0.7	0.9	5.8	1.1	84.8	14.7	0.5	0.0	0.6
300	6.3	0.8	N/A	7.1	1.1	74.3	23.7	1.8	0.2	0.6
302	4.1	0.7	0.8	4.8	1.2	91.7	8.1	0.2	0.0	0.8
307	5.2	0.5	0.6	5.7	1.1	86.7	12.9	0.4	0.0	0.3
309	6.1	1.0	0.4	7.1	1.2	75.4	22.0	1.9	0.7	1.3
312	6.3	0.3	0.3	6.6	1.0	77.8	21.6	0.6	0.0	0.1
316	4.4	0.7	0.8	5.1	1.2	90.4	9.2	0.4	0.0	0.9
319	3.9	1.0	1.1	4.9	1.3	89.7	10.0	0.3	0.0	1.8
320	6.2	0.6	1.5	6.8	1.1	76.7	22.4	0.9	0.0	0.1
321	4.1	1.0	1.0	5.1	1.2	89.4	9.8	0.7	0.1	1.6
325	6.2	0.5	0.7	6.7	1.1	77.5	21.5	0.9	0.1	0.1
326	6.0	0.7	0.6	6.7	1.1	77.9	21.4	0.7	0.0	0.2
328	3.4	1.3	1.4	4.7	1.4	89.8	9.5	0.6	0.1	3.8
329	3.3	0.8	0.7	4.1	1.2	95.5	4.2	0.2	0.1	1.2
330	6.1	0.9	0.6	7.0	1.1	75.9	21.9	1.9	0.3	0.8
332	5.4	0.8	0.8	6.2	1.1	81.9	17.1	1.0	0.0	0.6
333	5.1	0.7	0.8	5.8	1.1	85.1	14.6	0.3	0.0	0.3
337	6.1	0.7	0.8	6.8	1.1	76.6	22.3	1.1	0.0	0.3
340	6.2	0.3	0.5	6.5	1.0	79.5	20.0	0.5	0.0	0.1

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Waiting Times (Mins)			Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q2 2010/11	(AWT)		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
341	5.0	1.0	1.0	6.0	1.2	82.9	16.3	0.8	0.0	0.9
343	3.3	1.2	0.9	4.5	1.4	91.9	7.5	0.5	0.1	3.2
344	3.7	0.8	0.9	4.5	1.2	91.4	7.9	0.3	0.4	2.3
345	3.8	1.1	1.0	4.9	1.3	90.0	9.3	0.7	0.0	2.3
349	4.1	0.7	0.6	4.8	1.2	91.6	8.0	0.4	0.0	0.9
350	6.1	0.7	0.4	6.8	1.1	77.2	21.7	1.0	0.1	0.2
355	6.1	0.9	1.0	7.0	1.1	75.6	22.2	1.9	0.3	0.9
358	6.2	0.7	0.7	6.9	1.1	76.4	22.4	1.1	0.1	0.3
360	6.1	1.1	0.9	7.2	1.2	73.8	23.9	2.1	0.2	0.7
363	5.1	0.7	0.6	5.8	1.1	85.6	13.8	0.5	0.1	0.4
364	5.1	0.6	0.6	5.7	1.1	86.4	13.2	0.4	0.0	0.3
365	6.2	0.4	0.7	6.6	1.1	78.2	21.1	0.6	0.1	0.1
366	6.1	0.7	0.8	6.8	1.1	76.4	22.3	1.2	0.1	0.4
368	6.2	0.3	0.4	6.5	1.0	78.6	20.9	0.5	0.0	0.0
371	4.4	0.6	0.6	5.0	1.1	91.7	8.2	0.1	0.0	0.2
380	6.1	0.8	0.6	6.9	1.1	76.1	22.9	1.0	0.0	0.1
381	5.3	1.3	1.6	6.6	1.2	78.5	19.0	2.0	0.5	2.0
387	6.2	0.6	0.7	6.8	1.1	76.8	21.7	1.3	0.2	0.5
388	5.0	0.8	0.8	5.8	1.2	84.2	15.0	0.8	0.0	0.8
390	4.0	1.0	1.1	5.0	1.3	90.4	8.6	0.6	0.4	1.7
391	5.0	1.7	1.1	6.7	1.3	77.3	19.7	2.6	0.4	2.9
393	6.1	0.6	0.6	6.7	1.1	76.8	22.5	0.7	0.0	0.1
394	6.3	0.5	0.5	6.8	1.1	76.8	22.0	1.2	0.0	0.1
403	6.2	0.4	0.4	6.6	1.1	78.4	21.2	0.4	0.0	0.1
410	4.5	0.7	0.8	5.2	1.2	88.8	10.8	0.4	0.0	0.8
414	4.1	1.4	1.2	5.5	1.3	85.7	12.2	1.6	0.5	3.8
415	6.2	0.5	0.4	6.7	1.1	77.1	21.7	1.1	0.1	0.4
417	5.0	0.8	0.8	5.8	1.2	84.5	14.7	0.8	0.0	0.9
422	5.1	1.0	0.6	6.1	1.2	81.3	17.6	1.0	0.1	1.0
425	6.1	0.8	0.6	6.9	1.1	76.9	21.4	1.5	0.2	0.8
427	4.1	0.6	0.7	4.7	1.1	92.4	7.4	0.2	0.0	0.8
430	4.1	0.7	0.6	4.8	1.2	92.4	6.9	0.6	0.1	1.3
432	6.1	0.7	0.6	6.8	1.1	75.1	23.4	1.4	0.1	0.5
436	3.8	1.7	1.1	5.5	1.4	84.2	14.3	1.4	0.1	4.5
450	6.3	0.8	0.8	7.1	1.1	74.5	23.4	1.9	0.2	0.7
452	4.1	1.1	1.3	5.2	1.3	87.7	11.1	0.8	0.4	2.6
453	3.8	1.3	1.2	5.1	1.3	87.1	11.7	1.1	0.1	3.6
460	6.6	0.4	1.0	7.0	1.1	74.0	25.1	0.7	0.2	0.3
466	5.1	0.7	0.7	5.8	1.1	84.5	15.0	0.5	0.0	0.5
468	3.8	1.1	0.9	4.9	1.3	90.0	9.1	0.9	0.0	2.6

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Waiting Times (Mins)		Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)					
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)			(EWT) Q2 2010/11	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
472	3.3	0.8	0.7	4.1	1.2	95.0	4.9	0.1	0.0	1.4
473	5.2	0.4	0.7	5.6	1.1	87.5	12.2	0.3	0.0	0.2
474	6.1	0.8	1.0	6.9	1.1	75.9	22.8	1.1	0.2	0.5
476	4.0	1.3	0.8	5.3	1.3	87.3	11.6	0.9	0.2	2.8
484	5.2	1.1	0.9	6.3	1.2	80.9	17.3	1.8	0.0	1.3
486	4.2	1.0	0.5	5.2	1.2	88.3	11.1	0.6	0.0	1.6
488	6.2	0.9	0.6	7.1	1.1	74.9	23.1	1.7	0.3	0.7
490	6.3	0.7	0.8	7.0	1.1	75.4	23.0	1.5	0.1	0.3
493	6.2	0.9	1.1	7.1	1.1	74.7	23.4	1.8	0.1	0.4
507	2.6	0.4	0.3	3.0	1.2	96.0	3.3	0.4	0.3	1.4
521	1.9	0.5	0.4	2.4	1.3	98.7	1.3	0.0	0.0	0.2
541	5.1	0.7	N/A	5.8	1.1	84.8	13.8	1.4	0.0	1.4
607	5.0	0.6	0.6	5.6	1.1	87.4	12.2	0.4	0.0	0.4
C1	5.1	1.0	1.1	6.1	1.2	83.0	15.6	1.3	0.1	1.3
C2	3.8	0.8	0.8	4.6	1.2	92.7	6.9	0.4	0.0	1.6
C3	3.8	0.7	0.9	4.5	1.2	94.1	5.5	0.3	0.1	0.9
C10	5.8	0.8	1.0	6.6	1.1	78.5	20.3	1.1	0.1	0.3
C11	4.1	0.9	1.0	5.0	1.2	90.2	9.2	0.6	0.0	1.5
D3	5.2	0.8	0.7	6.0	1.2	83.4	15.7	0.9	0.0	0.7
D6	4.0	1.1	1.0	5.1	1.3	88.2	11.2	0.5	0.1	2.3
D7	4.2	0.7	0.5	4.9	1.2	90.3	9.2	0.5	0.0	0.9
D8	6.2	0.6	0.5	6.8	1.1	76.8	22.2	1.0	0.0	0.2
E1	4.7	0.5	0.2	5.2	1.1	90.2	9.7	0.1	0.0	0.3
E2	4.0	0.7	0.7	4.7	1.2	92.8	6.7	0.5	0.0	0.9
E3	3.4	1.0	1.0	4.4	1.3	93.5	6.3	0.2	0.0	1.6
E5	6.2	0.6	1.0	6.8	1.1	76.8	22.2	1.0	0.0	0.1
E6	5.2	0.6	0.5	5.8	1.1	85.5	13.9	0.5	0.1	0.4
E7	6.2	0.5	0.6	6.7	1.1	78.1	20.5	1.3	0.1	0.2
E8	4.2	0.7	0.6	4.9	1.2	91.9	7.9	0.2	0.0	0.7
E9	6.2	0.4	0.4	6.6	1.1	78.7	20.6	0.6	0.1	0.2
EL1	6.1	0.4	0.4	6.5	1.1	79.6	19.9	0.5	0.0	0.1
EL2	6.1	0.3	0.6	6.4	1.0	79.8	19.7	0.4	0.1	0.2
H2	6.1	0.5	0.6	6.6	1.1	79.3	19.4	1.2	0.1	0.4
H9	5.1	0.6	0.8	5.7	1.1	86.4	13.2	0.4	0.0	0.4
H10	5.0	0.7	1.0	5.7	1.1	87.2	12.1	0.7	0.0	0.8
H12	5.1	0.6	0.6	5.7	1.1	86.3	13.4	0.3	0.0	0.2
H14	4.9	0.8	0.6	5.7	1.2	86.5	12.5	0.9	0.1	0.7
H20	6.1	0.7	0.8	6.8	1.1	77.7	20.7	1.3	0.3	0.7
H22	6.2	0.5	0.7	6.7	1.1	77.3	21.6	0.9	0.2	0.1
H32	5.1	0.3	1.0	5.4	1.1	89.8	9.8	0.4	0.0	0.1

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Waiting Times (Mins)			Average Waiting Time	AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q2 2010/11	(AWT)		< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
H37	3.1	0.5	0.6	3.6	1.2	97.6	2.3	0.1	0.0	0.9
H91	5.1	0.9	0.9	6.0	1.2	84.6	13.8	1.1	0.5	1.3
H98	4.2	0.5	1.6	4.7	1.1	92.8	7.0	0.2	0.0	0.6
K2	5.3	0.5	0.8	5.8	1.1	85.8	13.7	0.4	0.1	0.3
P4	6.0	0.9	0.9	6.9	1.2	76.1	22.5	1.3	0.1	0.3
P12	5.4	1.3	1.0	6.7	1.2	78.4	19.3	2.1	0.2	1.3
R9	6.5	0.4	1.0	6.9	1.1	76.2	20.4	2.5	0.9	0.6
R70	5.1	0.6	0.8	5.7	1.1	86.0	13.6	0.4	0.0	0.2
RV1	5.0	0.8	0.8	5.8	1.2	84.5	14.8	0.6	0.1	0.7
T31	4.0	0.3	0.3	4.3	1.1	95.5	4.5	0.0	0.0	0.1
T33	4.2	0.6	0.4	4.8	1.1	92.1	7.8	0.1	0.0	0.4
U2	5.4	0.3	0.1	5.7	1.1	87.5	12.1	0.4	0.0	0.2
U3	6.2	0.4	0.3	6.6	1.1	78.5	20.7	0.8	0.0	0.1
U4	4.3	0.4	0.4	4.7	1.1	92.9	6.5	0.6	0.0	0.4
U5	6.1	0.6	0.4	6.7	1.1	78.0	20.6	1.1	0.3	0.5
W3	3.1	0.8	0.7	3.9	1.3	95.8	4.1	0.1	0.0	1.7
W4	5.3	0.7	0.9	6.0	1.1	83.0	16.4	0.6	0.0	0.3
W5	6.1	0.7	0.7	6.8	1.1	77.0	21.8	1.2	0.0	0.3
W6	5.1	0.5	0.7	5.6	1.1	87.1	12.6	0.3	0.0	0.2
W7	2.5	0.6	0.5	3.1	1.2	98.1	1.8	0.1	0.0	1.2
W8	4.1	0.8	0.8	4.9	1.2	91.0	8.6	0.4	0.0	1.1
W11	5.0	0.6	0.7	5.6	1.1	86.6	13.1	0.3	0.0	0.3
W15	4.1	1.1	1.4	5.2	1.3	88.3	11.2	0.5	0.0	1.6
W16	6.2	0.6	0.3	6.8	1.1	76.9	21.8	1.2	0.1	0.2
All:	4.4	0.9	0.9	5.3	1.2	86.8	12.3	0.8	0.1	1.7

QUALITY OF SERVICE INDICATORS FOR LOW FREQUENCY (TIMETABLED) ROUTES

Quarter 2 2011/12

(25th June 2011 - 16th September 2011)

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q2 2010/11	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
9H *	68.7	45.4	15.1	4.7	11.5
15H *	85.7	90.5	1.2	4.1	9.0
20	80.7	74.8	5.9	0.9	12.4
61	87.9	84.2	1.2	1.4	9.5
107	83.8	83.0	4.5	1.3	10.4
110	93.4	89.7	0.2	0.4	6.0
112	85.6	86.8	7.0	2.1	5.4
117	88.8	92.6	1.9	1.1	8.2
127	88.5	82.5	2.1	1.0	8.4
130	89.7	92.9	2.4	0.0	7.9
138	90.6	90.9	1.7	0.0	7.8
146	85.6	87.5	2.3	0.0	12.2
160	81.3	85.1	4.5	2.4	11.8
162	79.8	79.6	2.0	1.0	17.2
166	83.8	82.2	1.5	1.3	13.4
167	92.0	84.2	2.4	0.7	4.9
178	85.9	91.2	1.8	2.6	9.7
190	78.9	84.5	5.1	1.6	14.5
201	83.2	81.2	3.9	0.9	11.9
203	82.0	74.7	2.8	0.5	14.7
206	75.3	83.2	4.4	2.0	18.4
215	83.1	85.4	1.5	0.7	14.7
216	80.6	86.9	4.4	1.5	13.4
223	87.0	79.9	1.7	0.3	11.0
224	94.3	81.7	1.5	0.2	4.0
225	77.9	89.6	3.4	0.8	17.9
231	84.2	92.4	5.0	1.6	9.2
232	76.2	78.2	5.6	1.3	16.9
233	90.4	84.8	1.6	2.0	6.0
246	92.1	91.5	0.0	1.3	6.6
258	94.2	91.4	0.8	0.7	4.3
272	85.4	81.0	1.4	0.7	12.6
273	84.9	84.1	0.8	2.1	12.1

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q2 2010/11	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
287	89.9	80.8	2.0	1.8	6.3
289	70.6	77.3	7.6	1.6	20.3
290	87.8	90.9	3.3	0.7	8.2
292	80.5	81.2	1.9	2.3	15.4
293	91.0	89.4	1.6	0.6	6.8
296	85.5	87.9	2.2	1.0	11.3
298	91.5	88.7	1.9	0.2	6.3
299	76.9	80.2	3.2	2.0	17.9
303	93.0	90.7	3.0	1.0	3.1
305	94.6	94.2	1.0	0.0	4.4
308	95.3	94.3	0.8	0.0	3.9
313	86.7	89.2	3.8	1.0	8.5
314	87.5	86.0	2.0	1.1	9.5
315	83.2	74.0	4.9	2.7	9.3
317	85.3	86.8	2.1	2.4	10.2
318	81.1	92.4	5.3	0.8	12.8
322	84.8	85.2	3.1	1.0	11.1
323	97.4	90.3	0.9	0.0	1.7
324	87.7	N/A	2.1	0.8	9.4
327	88.2	94.5	3.9	1.2	6.7
331	90.6	88.4	0.7	0.2	8.5
336	85.5	90.2	1.5	1.5	11.5
339	89.4	93.9	2.5	0.9	7.2
346	91.8	89.5	2.4	0.0	5.8
347	80.8	88.4	5.2	0.9	13.0
352	89.6	90.5	0.7	0.3	9.5
353	87.3	85.0	3.1	1.3	8.3
354	92.7	82.5	1.0	1.5	4.8
356	88.9	78.1	1.1	1.3	8.7
357	84.1	83.1	3.1	1.4	11.5
359	100.0	73.9	0.0	0.0	0.0
362	89.3	86.0	0.8	2.4	7.5
367	88.1	85.0	1.2	1.6	9.0
370	73.2	83.9	6.0	3.0	17.8
372	88.3	84.2	1.9	0.6	9.2
375	89.4	80.0	0.0	0.0	10.6
376	86.1	83.3	4.5	1.5	7.9
377	93.7	85.0	0.4	0.9	5.0
379	96.7	97.1	1.3	0.0	2.0

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q2 2010/11	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
382	87.8	82.9	3.2	0.6	8.3
383	92.0	87.6	1.4	1.7	4.9
384	92.8	90.8	0.7	2.4	4.2
385	93.1	81.9	0.0	1.7	5.2
386	83.2	81.4	3.7	2.0	11.1
389	100.0	56.3	0.0	0.0	0.0
395	95.3	87.1	0.6	0.2	3.9
396	93.0	92.4	1.0	0.6	5.3
397	93.4	94.0	3.6	0.6	2.4
398	97.9	89.3	0.0	0.8	1.3
401	89.8	88.3	0.5	1.0	8.7
404	85.5	93.5	0.8	0.0	13.7
405	84.9	91.8	1.3	1.2	12.6
406	89.6	89.9	2.7	0.2	7.5
407	78.3	80.7	4.4	1.1	16.3
411	94.3	95.0	0.7	0.8	4.2
412	88.9	90.6	1.3	1.2	8.6
413	93.9	91.7	0.5	0.8	4.8
418	91.3	91.5	0.9	0.0	7.8
419	88.6	89.6	1.3	0.2	9.9
423	95.2	91.2	0.0	0.2	4.6
424	84.3	78.7	3.7	0.6	11.4
428	82.5	89.2	6.1	0.5	10.9
434	80.2	93.3	2.8	0.4	16.7
440	91.2	81.1	0.5	1.2	7.0
444	88.1	89.1	2.2	1.2	8.5
455	81.9	78.0	3.1	1.4	13.6
462	94.5	88.2	0.5	0.6	4.4
463	85.2	82.8	2.7	0.2	11.9
464	96.0	95.0	0.4	1.6	2.0
465	78.0	82.1	3.9	0.0	18.1
467	76.9	82.7	15.1	1.3	6.7
469	82.6	82.5	3.9	0.6	12.9
470	87.3	86.6	0.3	0.7	11.6
481	85.4	88.0	4.4	2.6	7.6
482	86.0	83.6	1.3	0.6	12.1
485	85.5	89.1	1.5	1.1	11.9
487	86.8	89.0	3.1	0.0	10.2
491	81.3	81.2	3.3	0.5	14.9

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q2 2010/11	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
492	84.7	86.8	2.1	1.3	11.9
496	81.4	79.9	2.5	0.7	15.4
498	86.9	93.8	4.5	1.2	7.4
499	91.9	86.1	0.8	1.5	5.8
549	98.8	92.5	1.2	0.0	0.0
A10	95.2	95.5	1.4	1.0	2.4
B11	84.5	91.2	6.6	0.7	8.2
B12	78.9	87.0	3.2	2.2	15.7
B13	83.4	86.1	2.2	1.8	12.6
B14	90.7	86.7	1.6	0.2	7.6
B15	72.4	86.8	5.8	3.9	17.8
B16	80.8	87.1	5.9	0.6	12.7
E10	91.1	89.2	1.6	1.3	5.9
E11	92.0	86.1	1.1	1.2	5.7
G1	78.3	67.8	3.7	3.5	14.4
H1	74.1	100.0	12.9	0.0	12.9
H3	94.9	100.0	5.1	0.0	0.0
H11	89.1	89.0	1.6	0.0	9.3
H13	85.3	78.6	1.5	0.2	13.0
H17	88.8	85.6	3.0	1.2	7.0
H18	91.8	89.4	1.5	2.8	3.9
H19	85.9	92.5	5.8	2.8	5.5
H25	80.0	87.2	4.1	3.2	12.7
H26	91.4	90.0	3.3	1.1	4.1
H28	83.4	79.5	1.6	1.7	13.3
K1	86.0	82.9	1.3	1.7	11.0
K3	86.5	87.6	2.2	1.4	9.9
K4	86.9	86.4	2.2	1.3	9.5
K5	87.4	82.6	1.5	0.0	11.1
P5	86.5	80.0	1.4	1.7	10.4
P13	81.8	72.6	2.6	1.6	14.0
PR2	90.0	86.2	0.7	0.4	8.9
R1	83.4	85.9	2.3	0.5	13.8
R2	86.4	88.2	0.6	0.4	12.6
R3	83.1	77.6	1.9	1.0	13.9
R4	89.1	88.2	1.6	0.8	8.5
R5	91.2	85.4	0.0	0.0	8.8
R6	90.7	90.7	2.4	0.5	6.5
R7	97.9	91.9	0.0	0.0	2.1

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q2 2010/11	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
R8	87.9	81.1	2.0	1.0	9.1
R10	81.4	65.9	6.6	0.0	12.0
R11	90.1	87.9	1.4	1.8	6.7
R68	85.5	78.1	1.5	2.2	10.8
S1	88.1	92.7	0.7	0.7	10.6
S3	71.5	82.9	3.3	2.2	22.9
S4	89.2	89.9	0.7	1.1	8.9
T32	97.9	95.9	0.5	0.0	1.6
U1	83.1	85.4	2.9	0.1	13.8
U7	89.9	92.1	4.2	1.4	4.5
U9	98.8	98.4	0.0	0.0	1.2
U10	86.3	77.4	2.5	0.0	11.3
W9	92.3	91.0	1.5	0.5	5.7
W10	100.0	90.1	0.0	0.0	0.0
W12	77.6	82.2	2.5	1.6	18.2
W13	93.8	87.7	1.8	0.9	3.4
W14	86.4	79.2	4.2	0.5	9.0
W19	82.6	79.9	4.8	0.5	12.0
X26	77.3	83.0	2.3	1.0	19.4
X68	81.7	87.0	1.9	7.5	9.0
All:	85.8	84.7	2.9	1.2	10.2

* Heritage bus services on routes 9 & 15

QUALITY OF SERVICE INDICATORS FOR NIGHT BUS SERVICES

Quarter 2 2011/12

(25th June 2011 - 16th September 2011)

Probability Of Departure (%)

Route Number	% On Time	(% <i>On Time</i>) Q2 2010/11	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N1	89.5	88.7	3.7	0.0	6.8
N2	87.0	90.1	4.2	0.5	8.3
N3	77.3	85.6	8.4	0.5	13.8
N5	89.0	90.6	3.5	0.0	7.6
N6	91.1	86.4	3.2	4.0	1.7
N7	93.8	96.6	0.8	0.0	5.3
N8	85.6	75.8	5.4	1.2	7.8
N9	85.4	68.3	4.1	0.8	9.7
N10	78.6	78.8	3.0	0.0	18.4
N11	85.9	84.9	1.9	1.7	10.5
N12	81.7	74.0	1.4	0.0	16.9
N13	93.2	94.9	1.7	0.7	4.4
N14	88.9	84.1	2.3	3.3	5.5
N15	84.4	79.8	4.8	0.8	10.0
N16	98.6	96.3	0.0	0.4	1.0
N18	93.1	93.1	2.4	0.7	3.8
N19	88.2	79.6	2.7	0.4	8.7
N20	91.9	92.5	3.0	0.9	4.2
N21	91.9	95.5	2.5	0.0	5.6
N22	88.2	88.1	3.8	0.0	8.0
N23	81.2	86.4	4.2	0.3	14.3
N24	77.9	83.2	3.6	1.5	17.1
N25	86.0	82.7	5.3	4.0	4.7
N26	84.9	84.9	3.7	4.7	6.7
N29	83.4	91.2	9.5	1.9	5.2
N35	60.8	77.8	11.7	0.5	27.0
N36	75.1	N/A	3.5	2.0	19.5
N38	90.3	88.5	2.3	1.9	5.4
N41	95.2	96.6	2.5	0.7	1.6
N44	92.6	93.7	1.7	0.0	5.7
N47	91.0	95.9	3.5	0.0	5.5
N52	93.1	90.9	2.1	0.8	4.0
N53	96.5	86.3	0.0	0.0	3.5
N55	79.8	81.8	2.8	0.0	17.4

Probability Of Departure (%)

Route Number	% On Time	(% On Time) Q2 2010/11	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N68	87.9	90.8	1.6	1.3	9.2
N73	79.4	88.2	8.2	1.9	10.5
N87	83.8	82.3	5.2	0.6	10.3
N88	83.4	88.2	2.6	3.3	10.6
N89	88.5	89.4	2.2	1.1	8.2
N91	86.5	88.7	3.7	0.0	9.8
N94	81.8	82.3	2.9	1.2	14.1
N97	89.9	82.8	3.6	0.6	5.9
N98	86.7	89.8	6.3	2.0	5.0
N109	61.8	60.2	6.4	0.0	31.8
N133	83.4	86.0	10.5	0.0	6.2
N134	95.7	93.5	0.9	0.0	3.4
N136	82.6	85.1	3.0	1.0	13.4
N139	80.5	90.5	3.1	0.0	16.4
N148	85.6	N/A	1.5	5.3	7.7
N155	88.6	84.5	6.6	0.3	4.5
N159	78.5	75.5	4.7	0.5	16.3
N171	86.7	84.6	6.3	0.6	6.4
N176	95.4	86.5	0.6	0.3	3.7
N205	85.9	65.0	0.0	2.0	12.1
N207	90.2	94.2	2.9	0.0	7.0
N214	92.5	92.1	2.9	3.5	1.1
N242	93.9	92.8	1.4	2.4	2.3
N253	95.3	94.6	2.1	0.0	2.5
N271	95.7	94.1	1.3	0.0	2.9
N279	89.8	90.1	2.8	0.2	7.2
N343	85.1	95.5	1.9	0.0	13.0
N381	70.5	82.3	5.4	0.8	23.2
N390	80.4	88.4	1.7	6.7	11.2
N453	87.3	83.4	1.8	1.8	9.1
N550	91.6	78.6	1.4	0.0	7.0
N551	93.2	88.8	4.4	0.0	2.3
NC2	94.2	96.7	2.8	0.0	3.0
All:	86.0	85.9	4.0	1.3	8.7