



LONDON BUSES
QUALITY OF SERVICE INDICATORS

Route Results for the London Boroughs

Royal Borough of Kingston upon Thames

SECOND QUARTER 2011/12

25th June 2011 - 16th September 2011

London Buses - Quality Of Service Indicators
Route Results for the Royal Borough of Kingston upon Thames
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 Trafalgar Square or in the immediate vicinity. Exceptions are shown in the report. Routes which are 24 hour operation are monitored as low frequency and prefixed by the letter 'N' in this report.

Performance Information London Buses

QUALITY OF SERVICE INDICATORS FOR HIGH FREQUENCY (NON-TIMETABLED) ROUTES

Quarter 2 2011/12

(25th June 2011 - 16th September 2011)

Royal Borough of Kingston upon Thames

Waiting Times (Mins)

Probability of Waiting (%)

Route Number	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q2 2010/11	Average Waiting Time (AWT)	AWT/SWT Ratio	Probability of Waiting (%)				
						< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
57	4.1	1.4	1.8	5.6	1.3	84.9	14.0	1.0	0.1	2.7
65	3.8	1.0	1.3	4.9	1.3	90.7	8.9	0.4	0.0	1.9
71	4.1	0.8	0.5	4.9	1.2	91.1	8.7	0.2	0.0	0.6
85	4.0	0.4	0.7	4.4	1.1	95.6	4.3	0.1	0.0	0.2
111	4.8	1.2	1.2	5.9	1.2	83.4	15.4	1.0	0.1	1.4
131	4.1	1.2	1.5	5.3	1.3	87.1	12.2	0.7	0.0	2.1
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	0.3	0.5
213	4.2	0.6	0.8	4.9	1.2	92.2	7.7	0.2	0.0	0.7
265	6.1	0.5	0.9	6.6	1.1	77.9	21.2	0.8	0.1	0.2
281	4.1	0.9	1.0	5.0	1.2	90.1	9.5	0.3	0.0	1.1
285	5.0	0.8	1.0	5.8	1.2	85.0	14.5	0.5	0.1	0.5
371	4.4	0.6	0.6	5.0	1.1	91.7	8.2	0.1	0.0	0.2
K2	5.3	0.5	0.9	5.8	1.1	85.8	13.7	0.5	0.1	0.3
All:	4.6	0.9	1.1	5.5	1.2	86.9	12.5	0.6	0.1	1.1

QUALITY OF SERVICE INDICATORS FOR LOW FREQUENCY (TIMETABLED) ROUTES

Quarter 2 2011/12

(25th June 2011 - 16th September 2011)

Royal Borough of Kingston upon Thames

Performance Indicators By Percent - % Chance of a bus

Route Number	On Time	(On Time) Q2 2010/11	Non Arrival / Not Linked	8 to 2 Mins Early	5 to 15 Mins Late
216	80.6	86.9	4.4	1.5	13.4
406	89.6	89.9	2.7	0.2	7.5
411	94.3	95.0	0.7	0.8	4.2
418	91.3	91.5	0.9	0.0	7.8
465	78.0	82.2	3.9	0.0	18.1
467	76.9	82.7	15.1	1.3	6.7
481	85.4	88.0	4.4	2.6	7.6
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
X26	77.3	83.0	2.3	1.0	19.5
All:	85.2	86.1	2.6	1.0	11.2

QUALITY OF SERVICE INDICATORS FOR NIGHT BUS (TIMETABLED) ROUTES

Quarter 2 2011/12

(25th June 2011 - 16th September 2011)

Royal Borough of Kingston upon Thames

Performance Indicators By Percent - % Chance of a bus
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Route Number	On Time	(On Time) Q2 2010/11	Non Arrival / Not Linked	8 to 2 Mins Early	5 to 15 Mins Late
N87	83.8	82.3	5.3	0.6	10.3
All:	83.8	82.3	5.3	0.6	10.3