



LONDON BUSES
QUALITY OF SERVICE INDICATORS

Route Results for the London Boroughs

City of Westminster

SECOND QUARTER 2011/12

25th June 2011 - 16th September 2011

London Buses - Quality Of Service Indicators
Route Results for the City of Westminster
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)

City of Westminster

Route Number	Waiting Times (Mins)				AWT/SWT Ratio	Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	(EWT) Q2 2010/11	Average Waiting Time (AWT)		< 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	13.6	1.0	0.0	3.9
4	5.5	1.2	1.0	6.6	1.2	77.9	20.0	2.0	0.2	1.1
6	3.1	1.4	1.2	4.5	1.4	91.3	8.1	0.6	0.1	4.5
7	3.8	1.0	0.9	4.7	1.3	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	7.6	0.4	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	1.5	1.3	4.1	1.6	92.0	7.6	0.4	0.0	7.7
13	4.0	1.4	1.0	5.4	1.3	85.9	12.6	1.4	0.1	3.6
14	2.9	1.0	0.8	3.9	1.3	94.3	5.2	0.3	0.1	3.3
15	3.8	1.6	1.5	5.4	1.4	85.8	13.1	1.1	0.1	4.0
16	3.5	0.6	0.9	4.1	1.2	95.4	4.4	0.2	0.0	1.1
18	2.0	0.9	1.0	2.9	1.4	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
22	3.5	0.9	0.9	4.4	1.3	93.4	6.1	0.4	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	1.4	94.7	4.9	0.3	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	3.1
28	3.8	1.2	1.0	5.0	1.3	88.9	10.3	0.8	0.1	2.9
29	2.8	1.0	0.9	3.8	1.4	95.2	4.8	0.1	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
36	3.2	1.4	0.9	4.6	1.5	90.4	8.9	0.5	0.2	4.7
38	1.6	0.7	0.7	2.3	1.4	99.4	0.6	0.0	0.0	0.6
44	5.1	0.9	1.1	6.0	1.2	83.1	16.3	0.6	0.0	0.6
46	5.1	1.2	1.1	6.3	1.2	80.6	17.8	1.5	0.2	1.2
52	3.1	1.0	1.1	4.1	1.3	93.8	5.9	0.2	0.0	2.8
53	3.8	1.1	1.3	4.9	1.3	90.5	9.1	0.4	0.0	1.6
55	3.5	1.2	1.0	4.7	1.3	90.7	8.8	0.5	0.0	2.8
59	3.4	0.8	0.8	4.3	1.2	94.1	5.7	0.1	0.0	1.2
68	3.7	1.1	0.7	4.8	1.3	90.4	9.0	0.5	0.1	2.4
70	5.3	0.9	0.8	6.2	1.2	81.5	17.1	1.2	0.2	1.0
73	2.4	1.1	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	89.0	9.6	0.7	0.7	2.6

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
76	4.0	0.9	0.9	4.9	1.2	90.8	8.8	0.3	0.0	1.3
82	4.5	1.0	1.6	5.5	1.2	85.8	13.5	0.7	0.1	1.7
87	3.2	0.8	0.7	4.0	1.3	94.3	5.4	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
91	3.8	0.9	0.7	4.6	1.2	91.8	7.7	0.4	0.1	1.7
94	2.5	1.4	1.2	3.8	1.6	93.7	5.9	0.4	0.0	5.7
98	3.2	1.1	1.1	4.2	1.3	93.3	6.2	0.4	0.1	2.9
113	5.1	0.8	0.7	5.9	1.2	84.3	14.8	0.8	0.0	0.7
134	2.8	0.9	1.0	3.8	1.3	95.5	4.4	0.1	0.0	2.9
137	3.0	0.9	1.1	3.9	1.3	95.4	4.4	0.2	0.1	2.2
139	4.1	1.3	1.4	5.4	1.3	86.1	12.9	1.0	0.1	2.6
148	3.8	1.1	1.1	4.9	1.3	90.2	9.0	0.7	0.1	2.2
159	3.1	1.4	1.1	4.5	1.5	91.0	8.3	0.6	0.1	4.8
168	3.5	1.1	1.2	4.5	1.3	92.2	7.5	0.2	0.0	2.1
170	4.1	1.1	0.9	5.2	1.3	88.1	10.8	1.0	0.1	2.2
171	4.1	1.8	1.4	6.0	1.4	81.6	16.5	1.8	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
176	4.1	1.2	0.7	5.3	1.3	87.3	11.8	0.9	0.1	2.2
185	5.1	1.0	1.1	6.1	1.2	82.4	16.8	0.7	0.0	0.7
187	5.2	0.8	0.7	6.0	1.2	83.7	15.4	0.8	0.1	0.7
188	4.1	1.5	1.0	5.6	1.4	85.3	13.0	1.5	0.2	3.5
189	4.1	1.0	1.2	5.0	1.2	89.6	10.0	0.4	0.1	1.3
205	3.9	1.1	1.3	5.0	1.3	89.5	9.9	0.6	0.0	1.8
211	4.1	1.1	0.9	5.2	1.3	87.7	11.1	0.9	0.4	2.5
228	6.4	1.0	1.0	7.4	1.2	72.9	24.5	1.9	0.7	0.9
243	3.5	0.9	0.8	4.4	1.3	93.1	6.6	0.2	0.0	1.5
274	3.8	1.0	1.2	4.8	1.3	91.0	8.5	0.4	0.0	1.6
316	4.4	0.7	0.8	5.1	1.2	90.4	9.2	0.3	0.0	0.9
328	3.4	1.3	1.4	4.7	1.4	89.8	9.4	0.6	0.1	3.8
332	5.4	0.8	0.8	6.2	1.1	81.9	17.2	1.0	0.0	0.6
341	5.0	1.0	1.0	6.0	1.2	82.9	16.3	0.8	0.0	0.9
360	6.1	1.1	0.9	7.2	1.2	73.9	23.8	2.1	0.2	0.7
388	5.1	0.8	0.8	5.9	1.2	84.2	15.0	0.8	0.0	0.8
390	4.0	1.0	1.1	5.0	1.2	90.4	8.7	0.5	0.4	1.7
414	4.1	1.4	1.2	5.5	1.3	85.7	12.2	1.6	0.5	3.8
436	3.8	1.7	1.1	5.5	1.4	84.2	14.3	1.4	0.1	4.5
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	1.4	87.2	11.7	1.1	0.1	3.6
507	2.6	0.4	0.3	3.0	1.2	96.0	3.3	0.3	0.3	1.4
521	1.9	0.5	0.4	2.4	1.2	98.7	1.3	0.0	0.0	0.2
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
C10	5.8	0.8	1.0	6.6	1.1	78.5	20.3	1.1	0.1	0.3
RV1	5.0	0.9	0.8	5.9	1.2	84.5	14.8	0.6	0.1	0.7
All:	3.6	1.1	1.0	4.7	1.3	90.1	9.2	0.6	0.1	2.7

QUALITY OF SERVICE INDICATORS FOR LOW FREQUENCY (TIMETABLED) ROUTES

Quarter 2 2011/12

(25th June 2011 - 16th September 2011)

City of Westminster

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
9H*	68.7	45.4	15.1	4.7	11.5
15H*	85.7	90.5	1.2	4.1	9.0
X68	81.7	87.0	1.9	7.5	9.0
All:	74.4	60.8	10.0	5.0	10.6

* Routes 9 & 15 Heritage Bus Routes

QUALITY OF SERVICE INDICATORS FOR NIGHT BUS (TIMETABLED) ROUTES

Quarter 2 2011/12

(25th June 2011 - 16th September 2011)

City of Westminster

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
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	3.3	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	0.9	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	0.5	1.0
N18	93.2	93.1	2.4	0.7	3.8
N19	88.2	79.6	2.7	0.5	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	88.3	88.1	3.8	0.0	8.0
N23	81.2	86.5	4.3	0.3	14.3
N24	77.9	83.2	3.6	1.5	17.1
N25	86.0	82.7	5.3	4.1	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	5.8
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
N68	87.9	90.8	1.6	1.3	9.2
N73	79.5	88.2	8.2	1.9	10.5
N87	83.8	82.3	5.3	0.6	10.3
N88	83.5	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

Performance Indicators By Percent - % Chance of a bus
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Route Number	On Time	<i>(On Time)</i> Q2 2010/11	Non Arrival / Not Linked	8 to 2 Mins Early	5 to 15 Mins Late
N94	81.8	<i>82.3</i>	2.9	1.2	14.1
N97	89.9	<i>82.8</i>	3.6	0.6	5.9
N98	86.7	<i>89.8</i>	6.3	2.0	5.0
N109	61.8	<i>60.2</i>	6.4	0.0	31.8
N134	95.7	<i>93.5</i>	1.0	0.0	3.4
N136	82.6	<i>85.1</i>	3.0	1.0	13.4
N139	80.5	<i>90.5</i>	3.1	0.0	16.4
N148	85.6	<i>N/A</i>	1.5	5.3	7.7
N155	88.6	<i>84.5</i>	6.6	0.3	4.5
N159	78.5	<i>75.5</i>	4.7	0.5	16.4
N171	86.7	<i>84.6</i>	6.3	0.6	6.4
N176	95.4	<i>86.5</i>	0.6	0.3	3.7
N205	85.9	<i>65.0</i>	0.0	2.0	12.1
N207	90.2	<i>94.2</i>	2.9	0.0	7.0
N253	95.3	<i>94.6</i>	2.1	0.0	2.5
N279	89.8	<i>90.1</i>	2.8	0.2	7.3
N343	85.2	<i>95.5</i>	1.9	0.0	13.0
N381	70.5	<i>82.3</i>	5.4	0.8	23.2
N390	80.4	<i>88.4</i>	1.7	6.7	11.2
N453	87.3	<i>83.4</i>	1.8	1.8	9.1
N550	91.6	<i>78.6</i>	1.4	0.0	7.0
N551	93.2	<i>88.8</i>	4.4	0.0	2.3
NC2	94.2	<i>96.7</i>	2.8	0.0	3.0
All:	86.3	<i>85.8</i>	3.6	1.3	8.8