

QSI Performance Results

Route Results for London Bus Services

Second Quarter 2018-19

23 June 2018 to 14 September 2018

How to Interpret Results

Bus routes are split into two categories - high and low frequency. Statistics are given for regular daytime and night bus services. All routes are quoted to one decimal place. For this reason figures may not add up due to rounding.

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

High Frequency (Non Timetabled) 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 randomly.

Statistics are calculated from iBus data for most scheduled timing points (QSI points) in both directions, between 0500 and 2359 hours every day.

Statistics shown are:

- 1) **Scheduled Waiting Time (SWT)**
The time passengers would wait, on average, if the service ran exactly as scheduled during the periods observed.
- 2) **Excess Waiting Time (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) **Q2 2017-18 (EWT)**
Denotes the Average Excess Waiting (EWT) (see 2) time result for the corresponding financial quarter last year.
- 4) **Average Waiting Time (AWT)**
The average time that passengers actually waited.
- 5) **Average Waiting Time divided by Scheduled Waiting Time (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.

Low Frequency (Timetabled) 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 before arriving at bus stops.

Statistics are calculated from iBus data for most scheduled timing points (QSI points) in both directions, between 0500 and 2359 hours every day.

Statistics shown are:

- 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) **Q2 2017-18 (On Time)** 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 by 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

Night bus services are monitored at selected locations, throughout the course of their route between 0000-0459 each day.

Variations from service route numbers

Some routes shown vary from their service route numbers. Routes serving New Addington are prefixed with a 'T' for compatibility with Tramlink ticketing. An example of this would be route 64, which is shown as route 'T64' and the night route as 'TN64'. Route 281R denotes route 281 services run on event days at Twickenham.

Performance Information

London Buses

Quality of Service Indicators for High Frequency (Non-Timetabled) Day Routes

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Waiting Times (mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q2 2017-18 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
1	5.2	0.9	0.7	6.1	1.2	82.7	16.0	1.2	0.2	1.1
2	4.1	0.8	0.7	4.8	1.2	91.1	8.5	0.4	0.1	1.0
3	4.6	0.9	0.9	5.5	1.2	86.4	12.8	0.7	0.1	1.2
4	5.7	1.1	1.2	6.8	1.2	76.7	20.8	2.2	0.3	1.2
5	3.8	0.7	1.0	4.4	1.2	93.6	6.3	0.1	0.0	0.8
6	4.1	0.8	0.8	4.9	1.2	90.3	9.2	0.4	0.1	1.6
7	4.4	0.7	0.6	5.1	1.1	89.8	9.8	0.4	0.0	0.8
8	3.6	0.9	0.8	4.5	1.3	92.0	7.6	0.4	0.1	2.2
9	4.0	1.0	1.2	5.0	1.3	89.6	9.6	0.7	0.2	2.0
10	4.7	1.2	1.3	5.9	1.3	83.5	15.1	1.2	0.2	1.9
11	5.2	0.9	0.6	6.1	1.2	82.2	16.4	1.1	0.3	1.2
12	2.9	0.9	0.8	3.7	1.3	96.1	3.8	0.2	0.0	2.2
13	3.6	1.6	1.8	5.3	1.4	86.2	12.2	1.4	0.2	5.5
14	4.4	0.8	0.9	5.2	1.2	88.1	11.3	0.5	0.0	1.3
15	4.1	0.7	1.2	4.8	1.2	91.5	8.1	0.3	0.1	1.0
16	3.7	0.7	0.7	4.5	1.2	92.8	6.9	0.2	0.0	1.3
17	5.0	0.9	0.7	6.0	1.2	82.3	16.4	1.1	0.2	1.4
18	2.5	1.1	1.2	3.6	1.5	94.7	4.9	0.3	0.0	3.5
19	4.1	0.7	0.9	4.8	1.2	91.3	8.4	0.3	0.0	0.9
21	4.2	0.9	0.8	5.1	1.2	88.1	11.2	0.6	0.1	1.7
22	4.3	0.8	0.8	5.1	1.2	88.8	10.7	0.5	0.0	1.2
23	4.2	1.0	1.3	5.2	1.2	87.9	11.3	0.7	0.1	1.7
24	5.2	1.2	1.0	6.3	1.2	80.7	17.1	1.7	0.5	2.0
25	2.7	1.2	1.1	3.9	1.5	93.6	6.0	0.3	0.0	2.7
26	5.3	1.0	0.8	6.3	1.2	80.6	17.5	1.4	0.5	1.5
27	4.4	1.2	1.2	5.5	1.3	85.4	13.7	0.9	0.1	2.0
28	5.3	1.4	1.3	6.7	1.3	78.1	19.0	2.3	0.6	2.2
29	2.9	0.9	0.7	3.8	1.3	96.0	3.9	0.1	0.0	2.0
30	4.9	1.2	1.5	6.0	1.2	82.2	16.2	1.3	0.2	1.8
31	5.0	1.0	1.3	6.0	1.2	82.8	16.0	1.0	0.1	1.2
32	4.5	0.7	0.6	5.1	1.1	89.5	10.1	0.3	0.0	0.6
33	5.0	1.0	0.9	5.9	1.2	82.7	15.8	1.3	0.2	1.8
34	4.4	0.8	0.9	5.2	1.2	88.3	10.9	0.7	0.1	1.4
35	5.5	0.9	0.7	6.4	1.2	79.5	19.1	1.2	0.1	0.8
36	3.6	1.2	1.0	4.8	1.3	88.5	10.3	0.9	0.3	3.6
37	5.4	1.0	1.0	6.4	1.2	79.8	18.7	1.4	0.1	1.0
38	2.1	0.9	0.9	3.0	1.4	97.9	2.0	0.1	0.0	1.6
39	4.5	0.7	0.6	5.2	1.1	88.9	10.8	0.3	0.0	0.7
40	4.9	0.6	0.7	5.5	1.1	86.0	13.5	0.5	0.0	0.7
41	3.4	0.6	0.6	4.0	1.2	95.6	4.3	0.1	0.0	0.8
42	6.8	1.1	0.8	7.9	1.2	68.6	27.4	3.5	0.6	1.2

Quality of Service Indicators for High Frequency (Non-Timetabled) Day Routes

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Waiting Times (mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q2 2017-18 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
43	4.1	1.1	0.9	5.1	1.3	88.0	11.3	0.6	0.1	1.9
44	5.2	0.8	0.9	6.0	1.1	83.0	15.9	1.0	0.1	0.8
45	5.6	1.1	0.6	6.7	1.2	77.4	20.3	2.0	0.4	1.4
46	5.6	1.8	1.0	7.4	1.3	72.1	23.3	3.9	0.8	3.3
47	6.6	0.9	1.3	7.5	1.1	71.4	25.2	3.0	0.5	1.0
48	5.2	1.2	0.7	6.4	1.2	79.8	18.1	1.7	0.4	1.9
49	4.7	0.7	0.9	5.5	1.2	87.1	12.3	0.5	0.0	0.8
50	6.8	0.4	0.5	7.2	1.1	73.5	24.7	1.6	0.1	0.2
51	5.5	1.2	0.8	6.7	1.2	77.4	20.2	2.0	0.3	1.7
52	3.7	0.7	0.9	4.4	1.2	93.2	6.5	0.3	0.0	1.2
53	4.0	0.9	1.0	4.9	1.2	90.3	9.4	0.3	0.0	1.4
54	5.5	0.9	0.7	6.4	1.2	79.6	19.1	1.1	0.2	0.8
55	3.6	1.2	0.9	4.8	1.3	89.5	9.7	0.7	0.1	3.4
56	3.7	1.3	0.9	5.0	1.4	88.8	10.1	0.9	0.2	3.7
57	5.3	0.8	1.0	6.1	1.1	82.7	16.5	0.8	0.1	0.7
58	6.4	1.0	0.8	7.3	1.2	72.3	25.1	2.2	0.4	1.0
59	3.8	0.8	0.7	4.6	1.2	91.1	8.5	0.3	0.1	1.8
60	6.9	0.6	0.6	7.5	1.1	70.4	27.8	1.7	0.2	0.3
62	5.7	0.6	0.6	6.4	1.1	81.2	17.4	1.2	0.2	0.6
63	4.0	1.5	1.2	5.6	1.4	84.1	14.2	1.4	0.3	4.2
65	3.7	1.1	1.0	4.8	1.3	90.1	9.1	0.6	0.1	3.3
66	6.9	0.6	0.8	7.5	1.1	71.5	25.8	2.3	0.4	0.5
67	5.4	0.5	0.6	5.9	1.1	84.1	15.5	0.4	0.0	0.2
68	4.4	1.0	0.6	5.4	1.2	86.9	12.3	0.7	0.1	1.3
69	4.5	1.4	0.9	5.8	1.3	83.6	14.8	1.4	0.2	2.3
70	5.8	1.1	1.3	7.0	1.2	76.3	20.9	2.3	0.5	1.8
71	4.7	0.5	0.5	5.2	1.1	90.2	9.5	0.2	0.0	0.4
72	4.6	1.0	1.0	5.6	1.2	85.8	12.9	1.1	0.2	1.9
73	2.8	0.7	0.9	3.5	1.3	97.0	2.9	0.1	0.0	1.7
74	5.2	0.7	0.9	5.9	1.1	84.3	15.1	0.6	0.1	0.5
75	6.8	1.0	0.9	7.8	1.2	68.8	28.0	2.8	0.4	0.8
76	4.4	0.8	0.9	5.3	1.2	87.7	11.7	0.5	0.0	1.2
77	5.3	0.8	1.1	6.1	1.2	82.7	16.3	0.8	0.1	0.8
78	5.1	1.1	0.8	6.2	1.2	81.5	17.0	1.3	0.3	1.5
79	6.3	0.6	0.8	6.9	1.1	75.7	23.3	1.0	0.1	0.3
80	4.8	0.7	0.5	5.5	1.2	85.9	13.6	0.5	0.0	1.0
81	6.6	0.8	1.2	7.3	1.1	72.5	24.7	2.5	0.3	0.4
83	4.4	0.6	0.7	5.0	1.1	91.1	8.7	0.2	0.0	0.5
85	4.3	0.7	0.7	5.0	1.2	91.3	8.4	0.3	0.0	0.8
86	3.4	1.0	0.9	4.4	1.3	92.0	7.6	0.3	0.1	2.6
87	3.8	0.8	0.7	4.6	1.2	90.9	8.7	0.4	0.1	1.8

Quality of Service Indicators for High Frequency (Non-Timetabled) Day Routes

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Waiting Times (mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q2 2017-18 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
88	4.5	0.8	0.8	5.2	1.2	88.4	10.8	0.6	0.1	1.2
89	6.8	0.7	1.1	7.5	1.1	71.1	26.2	2.4	0.3	0.5
90	6.2	0.7	1.3	6.9	1.1	75.4	23.3	1.3	0.1	0.3
91	4.2	1.0	0.7	5.2	1.2	88.4	10.8	0.7	0.1	1.7
92	4.7	0.9	1.4	5.6	1.2	86.5	12.7	0.7	0.1	1.2
93	3.8	0.9	0.8	4.7	1.2	91.2	8.5	0.3	0.0	1.8
94	3.7	0.9	1.0	4.6	1.2	91.9	7.8	0.3	0.1	1.7
95	7.0	0.7	0.8	7.7	1.1	70.4	26.3	2.9	0.4	0.5
96	4.6	1.0	1.2	5.6	1.2	85.1	13.7	1.1	0.2	1.7
97	4.7	1.0	0.9	5.7	1.2	84.2	14.5	1.1	0.1	1.5
98	4.2	0.8	0.9	5.1	1.2	89.3	10.2	0.4	0.0	1.3
99	6.4	0.7	0.6	7.1	1.1	73.7	24.6	1.6	0.1	0.5
100	6.3	0.6	0.7	6.9	1.1	75.3	23.5	1.0	0.1	0.4
101	6.3	0.5	0.5	6.8	1.1	76.0	23.0	0.9	0.1	0.3
102	4.4	1.1	0.8	5.5	1.2	85.8	13.5	0.6	0.1	1.5
103	6.2	0.5	0.6	6.7	1.1	78.8	19.2	1.8	0.2	0.3
104	5.5	1.3	1.1	6.8	1.2	77.7	19.3	2.5	0.5	1.6
105	6.3	0.9	1.1	7.2	1.1	73.7	24.0	2.0	0.3	0.8
106	5.1	0.8	0.7	6.0	1.2	83.7	15.4	0.8	0.1	0.9
108	5.7	0.9	1.2	6.6	1.2	78.5	19.8	1.4	0.3	0.9
108D	8.1	0.5	n/a	8.6	1.1	79.0	18.6	2.2	0.3	5.7
109	3.5	0.8	0.9	4.3	1.2	93.0	6.7	0.3	0.0	1.6
111	5.2	1.1	1.4	6.2	1.2	80.6	17.7	1.5	0.1	1.3
112	6.8	0.6	0.7	7.4	1.1	72.6	25.1	2.0	0.3	0.6
113	4.1	1.1	0.9	5.2	1.3	87.1	11.7	1.0	0.1	2.9
114	5.4	0.7	0.7	6.1	1.1	83.3	15.8	0.8	0.1	0.5
115	4.3	0.7	1.1	5.0	1.2	90.3	9.4	0.3	0.1	0.7
116	6.8	0.4	0.6	7.2	1.1	73.5	24.8	1.6	0.1	0.3
118	6.8	0.7	0.8	7.6	1.1	70.3	26.8	2.6	0.3	0.4
119	6.3	0.7	0.6	7.0	1.1	74.6	23.9	1.4	0.1	0.3
120	5.4	0.8	1.3	6.2	1.2	81.7	16.8	1.3	0.1	0.8
121	5.6	0.7	0.8	6.2	1.1	81.5	17.4	0.9	0.1	0.5
122	6.2	1.0	0.9	7.2	1.2	73.7	23.8	2.2	0.4	1.1
123	5.9	0.7	0.8	6.5	1.1	78.7	20.2	0.9	0.1	0.4
124	5.8	1.0	1.1	6.8	1.2	76.3	21.7	1.8	0.2	1.1
125	5.6	0.6	0.5	6.2	1.1	81.9	17.0	0.9	0.1	0.7
126	6.5	0.7	0.6	7.2	1.1	74.1	22.8	2.6	0.5	0.7
127	7.0	0.8	0.6	7.8	1.1	69.7	26.6	3.2	0.4	0.8
128	6.8	0.9	0.7	7.7	1.1	70.4	26.4	2.9	0.4	0.6
129	6.1	0.7	1.0	6.8	1.1	77.5	20.2	1.8	0.4	1.0
131	4.6	0.7	1.0	5.4	1.2	87.5	11.9	0.5	0.0	0.9

Quality of Service Indicators for High Frequency (Non-Timetabled) Day Routes

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Waiting Times (mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q2 2017-18 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
132	5.7	0.8	0.8	6.5	1.1	79.7	18.6	1.5	0.2	0.9
133	3.8	0.6	0.6	4.4	1.2	93.0	6.8	0.1	0.0	0.9
134	3.9	0.6	0.6	4.4	1.1	94.2	5.7	0.1	0.0	0.7
135	5.5	0.7	0.8	6.2	1.1	81.7	17.3	0.9	0.1	0.6
136	5.6	1.1	1.0	6.7	1.2	76.9	21.2	1.7	0.2	1.1
137	3.5	0.6	0.5	4.1	1.2	95.2	4.6	0.1	0.1	0.9
139	4.3	1.3	1.0	5.6	1.3	84.8	13.6	1.4	0.3	2.9
140	3.7	1.2	1.3	4.9	1.3	89.2	10.2	0.6	0.0	2.9
141	3.9	0.9	0.8	4.8	1.2	90.7	9.0	0.3	0.0	1.4
142	6.7	0.9	1.2	7.6	1.1	70.7	25.5	3.4	0.5	0.7
143	6.3	0.6	0.6	6.9	1.1	75.4	23.6	0.9	0.1	0.3
144	4.3	0.9	0.6	5.1	1.2	88.9	10.7	0.4	0.0	1.0
145	6.5	0.7	1.0	7.2	1.1	73.4	24.6	1.8	0.3	0.6
147	4.3	0.6	0.7	4.9	1.1	91.0	8.7	0.2	0.0	0.7
148	4.2	1.1	1.3	5.3	1.3	86.8	12.1	0.9	0.2	2.4
149	3.5	0.8	0.7	4.3	1.2	93.8	6.0	0.2	0.0	1.3
150	6.8	0.7	0.6	7.5	1.1	71.8	25.4	2.5	0.4	0.4
151	6.0	0.8	0.6	6.8	1.1	77.6	20.1	2.1	0.2	0.9
152	6.9	0.8	0.7	7.7	1.1	70.2	26.5	2.9	0.3	0.6
153	6.4	0.5	0.9	7.0	1.1	75.3	23.3	1.3	0.1	0.2
154	6.5	0.8	0.8	7.3	1.1	73.0	24.8	2.1	0.2	0.5
155	4.6	0.5	0.6	5.2	1.1	89.5	10.4	0.2	0.0	0.3
156	5.3	0.8	0.8	6.1	1.2	82.3	16.7	0.9	0.1	0.8
157	6.5	0.7	0.7	7.3	1.1	72.9	24.8	2.1	0.2	0.5
158	4.8	1.4	0.9	6.3	1.3	80.7	16.5	2.3	0.5	3.0
159	3.5	0.9	0.8	4.5	1.3	91.1	8.3	0.5	0.1	2.6
161	5.5	1.1	1.2	6.6	1.2	79.3	18.5	1.8	0.4	1.4
163	5.3	0.8	0.6	6.0	1.1	83.1	16.1	0.8	0.1	0.7
164	5.7	0.9	0.7	6.6	1.2	78.6	19.9	1.4	0.1	0.9
165	6.8	0.6	0.7	7.4	1.1	71.6	26.2	2.0	0.2	0.3
168	4.2	1.0	0.7	5.2	1.2	88.0	11.3	0.6	0.1	1.6
169	6.2	0.6	0.6	6.8	1.1	78.0	20.0	1.7	0.3	0.6
170	4.8	0.6	0.8	5.4	1.1	87.4	12.1	0.4	0.0	0.7
171	4.8	0.9	0.9	5.7	1.2	85.1	13.9	0.9	0.2	1.1
172	5.6	0.6	0.9	6.3	1.1	81.3	17.8	0.8	0.1	0.4
173	5.7	1.0	0.9	6.7	1.2	78.2	19.7	1.8	0.4	1.2
174	4.7	0.8	1.0	5.5	1.2	85.7	13.5	0.7	0.1	1.3
175	6.9	0.5	0.7	7.5	1.1	71.7	25.8	2.2	0.3	0.3
176	5.2	0.7	0.7	5.9	1.1	83.6	15.7	0.7	0.1	0.7
177	5.2	1.0	1.1	6.2	1.2	81.0	17.7	1.1	0.1	1.1
179	6.9	0.9	0.8	7.8	1.1	69.7	26.8	2.9	0.5	0.8

Quality of Service Indicators for High Frequency (Non-Timetabled) Day Routes

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Waiting Times (mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q2 2017-18 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
180	5.7	1.1	1.3	6.8	1.2	77.0	20.5	2.1	0.4	1.6
181	6.7	0.8	0.9	7.5	1.1	71.2	26.4	2.0	0.3	0.6
182	4.5	1.0	1.1	5.5	1.2	86.7	12.4	0.8	0.1	1.7
183	4.4	1.0	0.7	5.4	1.2	87.3	11.8	0.8	0.1	1.8
184	4.8	0.9	0.8	5.7	1.2	85.6	13.7	0.7	0.1	0.9
185	4.5	0.8	0.9	5.3	1.2	87.5	12.0	0.5	0.0	0.9
186	6.9	0.7	0.7	7.6	1.1	71.2	25.8	2.7	0.3	0.6
187	6.5	0.8	0.8	7.3	1.1	72.4	25.4	1.9	0.3	0.7
188	4.5	1.0	1.3	5.4	1.2	86.5	12.6	0.8	0.1	1.6
189	4.5	0.7	0.7	5.2	1.1	89.2	10.5	0.3	0.0	0.8
191	5.9	0.7	0.9	6.5	1.1	78.9	19.4	1.6	0.1	0.7
192	5.6	0.7	0.9	6.3	1.1	81.0	17.9	1.0	0.1	0.7
193	5.9	0.6	0.5	6.5	1.1	80.6	17.3	1.9	0.2	0.6
194	6.6	0.6	0.6	7.2	1.1	73.1	24.7	2.0	0.2	0.5
195	6.7	0.9	0.9	7.5	1.1	71.5	25.4	2.6	0.4	0.8
196	6.9	0.8	0.6	7.7	1.1	70.5	26.3	2.8	0.4	0.6
197	6.5	1.0	0.7	7.5	1.1	71.4	25.4	2.8	0.5	1.0
198	6.8	0.4	0.4	7.2	1.1	73.4	24.8	1.6	0.1	0.1
199	6.4	0.5	1.0	7.0	1.1	74.9	23.8	1.2	0.1	0.3
200	5.2	0.6	0.8	5.8	1.1	84.8	14.7	0.6	0.0	0.5
202	5.5	1.0	0.9	6.5	1.2	79.0	18.9	1.7	0.3	1.4
204	5.6	0.5	0.6	6.2	1.1	82.4	16.9	0.7	0.1	0.4
205	4.4	1.3	1.3	5.7	1.3	83.9	14.6	1.2	0.2	2.8
206	6.9	0.8	0.8	7.7	1.1	70.1	26.5	2.9	0.5	0.8
207	3.2	0.8	0.7	4.0	1.2	94.8	5.0	0.2	0.0	1.5
208	6.4	1.0	1.3	7.4	1.2	71.8	25.6	2.2	0.4	1.1
209	3.4	0.6	0.8	4.0	1.2	95.0	4.9	0.1	0.0	1.0
210	5.2	0.8	0.7	6.0	1.2	83.0	16.1	0.8	0.1	0.7
211	5.3	0.9	1.0	6.2	1.2	81.3	17.2	1.2	0.3	1.4
212	5.7	1.0	0.7	6.6	1.2	78.1	20.1	1.6	0.2	1.2
213	5.2	0.7	0.8	6.0	1.1	83.6	15.7	0.7	0.1	0.6
214	4.3	1.3	0.8	5.6	1.3	84.8	14.0	1.1	0.1	2.6
217	7.1	0.8	1.4	7.9	1.1	68.4	28.0	3.2	0.4	0.7
219	6.7	0.7	0.8	7.4	1.1	72.0	25.8	2.1	0.2	0.5
220	4.3	1.2	1.1	5.5	1.3	85.2	13.6	1.1	0.2	2.9
221	4.5	0.8	0.8	5.3	1.2	86.7	12.8	0.5	0.0	1.1
222	5.4	0.6	1.1	6.0	1.1	84.1	15.1	0.7	0.1	0.3
226	6.7	0.7	0.8	7.4	1.1	72.3	25.1	2.3	0.3	0.5
227	4.6	1.2	0.6	5.8	1.3	84.7	13.7	1.4	0.3	2.7
229	5.6	0.8	0.9	6.4	1.1	79.8	19.0	1.1	0.2	0.8
234	6.9	0.7	0.5	7.6	1.1	70.9	26.4	2.3	0.3	0.6

Quality of Service Indicators for High Frequency (Non-Timetabled) Day Routes

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Waiting Times (mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q2 2017-18 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
235	5.0	0.8	1.1	5.8	1.2	84.1	15.2	0.6	0.0	0.8
236	5.4	1.1	0.9	6.5	1.2	79.1	18.8	1.7	0.3	1.7
237	4.7	0.9	1.1	5.6	1.2	85.3	14.0	0.6	0.0	0.9
238	5.6	0.8	0.7	6.3	1.1	80.8	17.7	1.2	0.3	0.7
240	7.0	0.5	0.4	7.5	1.1	71.9	25.5	2.4	0.2	0.4
241	6.3	0.9	0.6	7.2	1.1	74.4	22.7	2.4	0.5	0.9
242	4.0	1.1	0.7	5.2	1.3	88.3	11.1	0.6	0.1	2.0
243	4.0	0.8	0.8	4.7	1.2	91.4	8.3	0.2	0.0	0.9
244	5.8	0.8	0.7	6.6	1.1	78.9	19.7	1.3	0.1	0.7
245	4.5	0.7	0.7	5.2	1.1	88.8	10.7	0.5	0.0	0.8
247	6.2	0.6	0.6	6.8	1.1	77.6	20.5	1.8	0.2	0.4
248	4.9	0.6	0.5	5.5	1.1	86.4	13.0	0.6	0.0	0.7
249	6.2	0.5	0.4	6.7	1.1	76.7	22.5	0.7	0.1	0.2
250	4.2	0.7	0.8	4.9	1.2	90.7	9.0	0.2	0.0	0.7
251	6.6	0.8	0.6	7.4	1.1	73.0	23.9	2.7	0.4	0.9
252	5.9	0.8	0.8	6.7	1.1	78.2	19.6	2.0	0.2	0.7
253	3.2	0.8	0.7	4.0	1.2	95.6	4.2	0.1	0.0	1.5
254	3.2	1.1	0.8	4.3	1.3	93.4	6.2	0.3	0.1	2.5
255	7.0	0.5	0.4	7.5	1.1	71.7	26.0	2.1	0.2	0.2
256	6.3	0.6	0.5	6.9	1.1	76.9	20.9	1.9	0.3	0.5
257	4.3	1.0	0.8	5.3	1.2	87.8	11.3	0.7	0.2	1.7
259	4.1	0.7	0.7	4.8	1.2	91.6	8.2	0.2	0.0	0.7
260	6.8	0.8	1.0	7.7	1.1	69.1	28.2	2.4	0.3	0.5
261	6.9	1.6	1.5	8.5	1.2	65.2	28.4	5.0	1.4	2.1
262	5.5	0.9	0.7	6.4	1.2	79.9	18.4	1.3	0.4	0.9
263	5.3	0.6	0.7	5.9	1.1	85.0	14.2	0.6	0.1	0.6
264	6.4	0.4	0.6	6.8	1.1	75.9	23.3	0.8	0.0	0.2
265	6.5	0.6	0.8	7.1	1.1	74.7	24.0	1.2	0.1	0.4
266	4.6	0.9	1.4	5.6	1.2	85.6	13.4	1.0	0.1	1.6
267	5.8	0.8	0.9	6.6	1.1	78.8	19.8	1.2	0.2	0.5
269	6.6	0.8	1.0	7.4	1.1	71.7	25.6	2.3	0.5	1.0
270	5.3	0.7	0.6	6.0	1.1	83.8	15.6	0.6	0.0	0.4
271	5.3	0.5	0.6	5.8	1.1	85.0	14.6	0.4	0.0	0.3
274	6.0	1.7	1.3	7.7	1.3	70.5	25.1	3.8	0.6	2.2
275	6.9	0.8	0.7	7.7	1.1	70.0	26.7	3.1	0.3	0.6
276	6.5	1.0	0.8	7.4	1.1	71.6	25.3	2.7	0.5	0.9
277	3.7	0.8	1.0	4.6	1.2	92.1	7.6	0.3	0.0	1.3
279	3.6	0.8	0.7	4.4	1.2	92.9	6.8	0.2	0.1	1.5
280	5.7	0.7	0.5	6.4	1.1	80.6	18.1	1.2	0.1	0.5
281	5.3	0.9	1.3	6.3	1.2	81.5	17.5	1.0	0.1	0.7
282	6.7	0.8	0.8	7.5	1.1	70.8	27.0	2.0	0.2	0.5

Quality of Service Indicators for High Frequency (Non-Timetabled) Day Routes

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Waiting Times (mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q2 2017-18 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
283	4.6	0.9	0.8	5.6	1.2	86.3	12.8	0.8	0.1	1.4
284	6.7	1.8	0.9	8.5	1.3	66.0	26.9	5.5	1.5	3.0
285	6.6	0.8	0.8	7.4	1.1	71.8	26.1	1.9	0.2	0.5
286	5.7	1.1	1.1	6.8	1.2	77.3	20.5	2.0	0.3	1.5
288	5.9	0.8	0.8	6.7	1.1	78.8	19.3	1.6	0.3	0.7
291	5.6	0.7	0.7	6.4	1.1	80.8	17.8	1.2	0.2	0.7
294	7.0	0.9	0.6	7.9	1.1	68.5	27.9	3.2	0.5	0.7
295	4.4	0.7	0.8	5.1	1.2	89.8	9.7	0.4	0.1	1.0
297	5.8	0.7	0.9	6.5	1.1	79.1	19.7	1.1	0.1	0.5
302	5.1	0.6	0.8	5.7	1.1	85.5	14.0	0.5	0.0	0.5
307	6.2	0.6	0.5	6.8	1.1	78.3	19.6	2.0	0.2	0.5
308	6.9	1.2	0.7	8.1	1.2	68.2	26.3	4.4	1.1	1.7
309	6.7	0.5	0.8	7.2	1.1	73.7	24.4	1.7	0.2	0.3
312	6.7	0.6	0.5	7.3	1.1	72.9	25.0	1.9	0.3	0.4
316	5.0	0.8	0.9	5.8	1.2	84.5	14.7	0.7	0.1	0.9
319	4.8	0.5	0.5	5.3	1.1	89.2	10.5	0.2	0.0	0.4
320	6.8	0.9	1.2	7.7	1.1	70.2	26.4	3.0	0.4	0.9
321	5.3	0.7	0.9	6.0	1.1	83.1	16.2	0.7	0.0	0.5
322	6.8	0.7	0.7	7.5	1.1	71.2	26.7	2.0	0.2	0.4
325	6.9	0.9	0.9	7.8	1.1	69.7	26.8	3.1	0.5	0.6
326	6.3	0.9	0.7	7.2	1.1	73.7	24.0	2.0	0.3	0.9
328	4.2	1.3	1.2	5.4	1.3	86.3	12.5	1.0	0.2	2.7
329	4.0	0.6	0.6	4.5	1.1	94.2	5.7	0.1	0.0	0.5
330	6.9	0.6	0.7	7.5	1.1	71.5	25.7	2.4	0.5	0.4
332	5.4	0.7	0.8	6.1	1.1	83.0	16.2	0.7	0.1	0.6
333	5.2	0.5	0.5	5.7	1.1	85.6	14.1	0.2	0.0	0.2
337	6.3	0.6	0.5	6.9	1.1	75.8	22.9	1.2	0.2	0.5
340	6.3	0.5	0.6	6.9	1.1	75.9	23.0	1.0	0.1	0.3
341	5.2	0.7	0.9	5.9	1.1	84.0	15.5	0.5	0.0	0.4
343	4.3	0.7	1.0	5.0	1.2	90.3	9.2	0.4	0.1	1.0
344	4.1	0.9	0.9	5.0	1.2	89.1	10.3	0.5	0.1	1.8
345	4.6	0.9	1.0	5.6	1.2	85.9	13.3	0.7	0.1	1.2
349	5.1	0.6	0.6	5.8	1.1	85.4	14.1	0.4	0.1	0.4
355	6.3	0.5	0.5	6.8	1.1	76.4	22.8	0.7	0.0	0.2
358	6.7	1.1	0.9	7.8	1.2	69.4	26.3	3.7	0.6	1.4
360	6.7	0.8	0.7	7.5	1.1	71.1	26.5	2.2	0.3	0.6
363	5.2	1.0	1.0	6.1	1.2	81.9	17.0	0.9	0.2	1.0
364	5.6	0.9	0.8	6.5	1.2	79.6	19.0	1.2	0.2	0.8
365	6.8	0.7	0.6	7.4	1.1	71.4	26.3	2.1	0.2	0.4
366	5.7	0.9	1.1	6.6	1.2	79.3	18.8	1.6	0.2	1.0
368	6.4	0.6	0.7	7.0	1.1	76.6	21.4	1.8	0.3	0.3

Quality of Service Indicators for High Frequency (Non-Timetabled) Day Routes

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Waiting Times (mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q2 2017-18 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
371	5.5	0.8	0.9	6.3	1.2	81.0	17.9	0.9	0.2	0.9
380	6.3	0.9	1.1	7.2	1.1	73.8	24.1	1.9	0.2	0.8
381	5.6	1.1	1.4	6.7	1.2	77.7	20.2	1.8	0.3	1.4
388	5.2	1.4	1.0	6.6	1.3	78.2	19.5	2.0	0.3	2.0
390	3.4	1.1	0.8	4.4	1.3	91.8	7.6	0.5	0.1	2.8
391	6.4	1.3	1.1	7.7	1.2	70.9	25.1	3.3	0.7	1.7
393	6.4	0.9	0.9	7.4	1.1	72.2	25.2	2.3	0.3	0.6
394	7.0	0.9	0.7	7.9	1.1	69.1	27.5	3.0	0.4	0.7
403	6.7	0.7	0.5	7.4	1.1	72.1	25.7	2.0	0.2	0.5
407	6.6	0.8	0.7	7.4	1.1	72.3	25.1	2.3	0.3	0.7
410	5.5	0.6	0.7	6.2	1.1	82.1	17.0	0.9	0.1	0.4
414	4.4	0.7	0.8	5.1	1.2	88.9	10.6	0.4	0.1	0.9
415	6.8	0.6	0.5	7.4	1.1	71.7	25.9	2.0	0.3	0.4
417	5.4	0.7	0.7	6.1	1.1	82.5	16.5	0.8	0.2	0.7
422	5.4	1.0	1.3	6.4	1.2	80.0	18.5	1.3	0.2	1.0
425	6.6	1.1	0.6	7.7	1.2	69.6	26.6	3.1	0.6	1.3
427	4.4	0.7	1.1	5.1	1.2	89.4	10.0	0.5	0.1	1.1
430	5.2	0.5	0.6	5.7	1.1	86.2	13.4	0.4	0.0	0.3
432	6.2	0.6	0.8	6.8	1.1	76.0	22.7	1.2	0.2	0.5
436	4.3	0.9	0.8	5.2	1.2	88.3	11.2	0.4	0.1	1.2
444	6.8	0.7	0.7	7.5	1.1	71.2	26.3	2.3	0.2	0.4
450	5.0	0.9	0.8	5.9	1.2	83.1	15.4	1.2	0.2	1.5
452	5.3	1.1	1.3	6.4	1.2	79.7	18.6	1.5	0.2	1.4
453	3.5	1.1	1.0	4.6	1.3	90.9	8.3	0.6	0.1	2.8
460	6.4	0.9	0.8	7.3	1.1	72.7	25.1	1.9	0.3	0.7
466	5.4	0.5	0.5	5.9	1.1	84.4	15.3	0.3	0.0	0.2
468	4.1	0.7	1.0	4.8	1.2	90.6	9.1	0.3	0.0	0.8
472	3.6	0.9	0.8	4.4	1.2	92.5	7.1	0.3	0.1	1.8
473	5.5	0.9	0.7	6.4	1.2	80.2	18.2	1.3	0.3	1.0
474	6.3	0.9	0.8	7.2	1.1	73.6	24.3	1.7	0.3	0.7
476	4.5	0.5	0.9	5.0	1.1	90.4	9.4	0.2	0.0	0.3
483	5.2	0.6	0.7	5.8	1.1	85.3	14.1	0.5	0.0	0.4
484	6.3	1.2	1.3	7.5	1.2	71.0	26.0	2.6	0.3	1.0
486	4.6	1.3	1.2	5.8	1.3	83.1	15.5	1.3	0.1	2.4
487	6.8	0.5	0.6	7.3	1.1	73.0	25.0	1.8	0.2	0.3
490	6.7	0.4	0.8	7.1	1.1	74.0	24.3	1.6	0.1	0.2
493	6.9	0.8	0.8	7.7	1.1	69.7	26.9	3.0	0.4	0.8
507	3.7	0.6	1.1	4.3	1.2	91.8	7.5	0.5	0.2	0.9
521	3.4	0.7	0.5	4.1	1.2	91.7	7.9	0.4	0.1	1.0
607	5.5	0.8	0.8	6.4	1.2	80.6	18.0	1.2	0.2	0.8
C1	6.6	0.9	1.2	7.4	1.1	71.4	26.5	2.0	0.1	0.5

Quality of Service Indicators for High Frequency (Non-Timetabled) Day Routes

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Waiting Times (mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q2 2017-18 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
C2	4.6	0.6	0.8	5.2	1.1	89.0	10.6	0.3	0.0	0.7
C3	5.5	0.7	0.6	6.2	1.1	81.5	17.6	0.7	0.1	0.7
C10	4.9	1.2	1.3	6.1	1.2	82.0	16.4	1.3	0.3	1.9
C11	5.8	0.8	0.8	6.6	1.1	78.8	19.3	1.7	0.2	1.0
D3	5.9	0.9	1.0	6.8	1.2	77.4	20.2	2.1	0.3	0.8
D6	4.8	0.6	0.6	5.5	1.1	86.3	12.5	1.0	0.2	0.7
D7	4.1	0.6	0.7	4.7	1.1	92.0	7.8	0.2	0.0	0.6
D8	6.8	0.6	0.4	7.4	1.1	72.0	25.5	2.1	0.4	0.5
E1	5.0	0.5	0.6	5.5	1.1	87.1	12.5	0.3	0.0	0.4
E2	4.2	0.6	0.8	4.8	1.2	91.9	8.0	0.1	0.0	0.6
E3	4.1	1.2	1.1	5.3	1.3	87.0	12.2	0.7	0.1	2.3
E5	6.8	0.4	0.5	7.2	1.1	73.6	24.8	1.5	0.1	0.2
E6	6.4	0.7	1.5	7.2	1.1	73.4	24.9	1.5	0.2	0.5
E7	6.8	0.5	0.9	7.3	1.1	72.8	25.1	1.9	0.2	0.3
E8	4.4	0.7	1.0	5.1	1.2	89.4	10.2	0.3	0.0	0.8
E9	6.8	0.5	0.8	7.3	1.1	73.0	25.0	1.8	0.2	0.3
EL1	3.5	0.4	0.5	4.0	1.1	96.2	3.6	0.1	0.0	0.5
EL2	5.0	0.4	0.4	5.4	1.1	87.8	11.6	0.6	0.1	0.2
EL3	6.4	0.4	0.4	6.8	1.1	78.7	18.9	2.1	0.3	0.4
H2	6.7	1.4	0.5	8.1	1.2	68.9	26.4	3.8	0.9	1.7
H9	5.9	1.1	1.4	6.9	1.2	76.4	21.0	2.3	0.3	1.2
H10	6.0	1.0	1.2	7.0	1.2	77.3	20.0	2.3	0.4	1.0
H12	5.8	0.8	0.8	6.6	1.1	79.0	19.3	1.5	0.2	0.8
H14	5.3	0.7	0.4	6.0	1.1	83.2	15.7	1.0	0.1	0.9
H20	7.1	0.3	0.4	7.4	1.0	72.2	25.8	1.9	0.1	0.3
H22	6.8	0.7	0.9	7.5	1.1	71.7	25.9	2.2	0.3	0.5
H25	8.1	0.6	0.6	8.6	1.1	62.8	31.7	4.9	0.6	0.4
H32	5.7	0.5	1.1	6.2	1.1	81.7	17.4	0.9	0.1	0.4
H37	3.7	0.7	0.8	4.4	1.2	93.2	6.4	0.4	0.1	1.4
H91	5.7	0.8	0.9	6.5	1.1	80.0	18.6	1.3	0.2	0.8
H98	5.6	0.7	1.1	6.3	1.1	81.3	17.8	0.8	0.1	0.6
K1	6.9	0.5	0.7	7.4	1.1	72.2	25.8	1.9	0.2	0.3
K2	6.1	0.8	0.9	6.9	1.1	76.3	21.7	1.8	0.2	0.9
P4	6.3	1.0	1.5	7.2	1.2	73.1	24.6	2.1	0.2	0.8
P12	6.3	1.0	1.0	7.2	1.2	72.9	24.7	2.1	0.3	0.8
R9	7.8	0.8	0.5	8.6	1.1	66.9	24.9	7.0	1.1	1.1
R11	6.7	0.5	0.5	7.1	1.1	74.0	24.5	1.3	0.1	0.3
R70	5.9	0.4	0.5	6.3	1.1	81.8	17.0	1.1	0.1	0.3
T64	4.8	0.6	0.7	5.4	1.1	87.2	12.0	0.7	0.1	0.6
T130	7.5	0.6	0.7	8.2	1.1	68.5	26.1	4.8	0.6	0.5
T433	6.0	0.8	0.9	6.7	1.1	77.6	20.4	1.8	0.1	0.8

Quality of Service Indicators for High Frequency (Non-Timetabled) Day Routes

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Route	Waiting Times (mins)					Probability of Waiting (%)				
	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q2 2017-18 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
U2	6.2	0.5	0.4	6.6	1.1	79.5	18.8	1.5	0.1	0.5
U3	6.8	0.5	0.6	7.3	1.1	72.8	25.0	2.0	0.1	0.2
U4	6.0	0.6	0.8	6.6	1.1	78.5	19.8	1.6	0.1	0.5
U5	6.8	0.7	0.5	7.4	1.1	72.2	25.2	2.3	0.3	0.5
W3	4.1	0.9	0.8	4.9	1.2	90.2	9.2	0.5	0.1	1.4
W4	5.8	0.7	0.8	6.5	1.1	79.9	18.7	1.2	0.1	0.6
W5	6.7	0.7	0.7	7.4	1.1	72.6	24.9	2.2	0.2	0.6
W6	6.5	0.4	0.5	6.9	1.1	79.9	16.6	3.2	0.4	0.4
W7	3.0	0.6	0.5	3.7	1.2	96.2	3.6	0.1	0.0	1.1
W8	4.6	0.9	0.5	5.5	1.2	86.7	12.4	0.9	0.1	1.5
W11	6.5	0.6	0.5	7.1	1.1	74.7	23.4	1.6	0.2	0.4
W15	4.6	1.2	0.9	5.8	1.3	83.5	14.9	1.3	0.2	2.4
W16	6.7	0.6	0.7	7.2	1.1	73.4	24.5	1.8	0.2	0.4
W19	7.2	0.8	0.6	8.0	1.1	70.0	25.9	3.4	0.7	1.0
Y7	6.1	2.2	2.7	8.3	1.4	67.4	24.3	4.5	3.7	5.8
Y18	3.5	1.4	1.6	5.0	1.4	88.3	9.9	1.4	0.4	4.9
Y23	5.1	2.1	2.7	7.2	1.4	73.7	21.5	4.0	0.8	4.3
Y27	6.3	0.8	1.2	7.1	1.1	74.4	24.2	1.4	0.0	0.2
Y28	5.1	0.8	1.8	5.9	1.2	84.2	15.0	0.7	0.0	0.6
Y31	4.2	2.1	2.4	6.3	1.5	79.8	16.9	2.4	0.9	5.6
Y52C	4.7	1.3	2.3	6.0	1.3	84.1	14.2	1.2	0.5	2.3
Y52K	7.7	2.8	2.6	10.5	1.4	55.8	32.3	6.7	5.3	5.0
Y70	7.9	2.4	1.3	10.3	1.3	55.1	31.2	9.1	4.5	4.6
Y94	3.9	1.3	1.5	5.3	1.3	86.2	12.8	1.0	0.1	4.0
Y148	3.9	1.6	2.2	5.5	1.4	84.6	13.2	1.6	0.5	4.7
Y228	14.9	0.6	0.6	15.5	1.0	33.6	32.3	27.9	6.2	0.3
Y295	6.0	0.5	0.8	6.5	1.1	79.0	20.5	0.5	0.0	0.2
Y316	6.2	1.3	1.8	7.5	1.2	71.9	24.4	2.7	1.1	2.1
Y328	4.7	1.5	2.7	6.2	1.3	79.5	17.6	2.4	0.5	2.8
Y452	5.4	0.9	1.4	6.2	1.2	81.1	17.9	0.9	0.1	1.0
All	5.1	0.8	0.9	5.9	1.2	82.7	15.9	1.2	0.2	1.2

Quality of Service Indicators for Low Frequency (Timetabled) Day Routes

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Probability of Departure (%)

Route	% On Time	Q2 2017-18 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
15H	75.9	n/a	5.1	1.3	17.7
20	74.9	80.9	6.9	1.1	17.1
61	81.5	80.5	4.3	1.6	12.6
107	88.3	89.0	2.3	1.0	8.4
110	91.9	90.2	0.6	1.7	5.8
117	84.2	79.7	1.6	1.5	12.7
138	87.7	84.8	1.6	0.6	10.0
146	84.9	85.7	3.3	0.5	11.3
160	79.8	83.9	3.9	1.0	15.3
162	84.0	85.1	3.4	1.2	11.4
166	79.7	82.2	3.7	0.5	16.1
167	77.4	84.8	3.1	0.9	18.6
178	81.7	77.5	2.3	1.8	14.2
190	84.9	84.0	2.3	0.9	11.9
201	83.0	81.9	2.1	1.2	13.7
203	86.8	80.7	1.4	0.9	10.8
215	88.9	90.6	1.1	0.7	9.3
216	78.9	77.9	3.2	2.3	15.6
223	89.4	78.4	1.8	1.0	7.8
224	85.5	84.3	2.4	1.3	10.8
225	86.5	74.1	2.3	2.3	8.9
228	86.7	n/a	1.6	2.1	9.6
230	85.8	n/a	2.1	1.0	11.1
231	90.4	85.9	2.0	0.9	6.7
232	80.1	80.6	4.2	1.7	14.0
233	88.9	86.4	1.8	0.8	8.4
240	91.3	n/a	1.6	0.8	6.3
246	85.1	80.6	2.0	1.2	11.7
258	78.6	81.7	3.2	1.3	16.9
268	90.1	n/a	2.0	2.0	5.9
272	85.5	84.1	3.4	1.8	9.3
273	68.1	75.0	5.6	3.5	22.8
287	90.9	89.4	2.1	0.5	6.4
289	84.3	75.7	1.6	0.2	13.8
290	81.4	88.3	2.1	0.5	16.0
292	84.5	83.4	3.0	1.7	10.9
293	80.7	88.8	3.3	0.8	15.2
296	84.7	85.9	1.9	0.7	12.6
298	81.2	83.2	3.5	1.2	14.2
299	86.0	85.3	2.6	1.2	10.1

Quality of Service Indicators for Low Frequency (Timetabled) Day Routes

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Probability of Departure (%)

Route	% On Time	Q2 2017-18 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
300	88.5	85.4	1.8	1.6	8.1
303	82.7	86.7	6.2	1.3	9.9
305	85.0	85.3	5.3	1.3	8.3
313	85.3	84.1	2.4	0.6	11.7
315	87.3	84.7	1.9	0.9	9.9
317	88.3	83.2	1.9	1.0	8.7
318	87.3	89.1	3.8	1.6	7.3
323	94.7	92.5	0.9	0.6	3.8
324	90.1	88.3	2.0	1.2	6.6
327	88.7	87.6	4.1	1.1	6.1
331	88.5	87.6	1.7	0.9	8.9
336	82.1	82.7	2.7	1.7	13.5
339	90.0	87.1	2.4	1.4	6.2
346	93.9	93.6	1.9	0.4	3.7
347	85.7	85.3	2.8	1.8	9.7
350	83.1	82.6	1.9	1.1	13.9
352	82.3	87.1	2.2	1.1	14.3
354	86.0	86.6	2.5	2.1	9.4
356	83.4	82.6	2.5	1.2	13.0
357	79.4	85.7	4.1	0.9	15.6
362	86.2	83.6	2.7	1.3	9.8
367	80.6	82.6	1.7	0.7	16.9
370	83.5	73.8	3.1	2.3	11.1
372	85.7	88.8	2.0	0.5	11.8
375	92.2	90.0	1.3	1.9	4.5
376	90.7	84.2	1.6	1.4	6.3
377	94.1	87.0	1.2	1.1	3.6
379	92.0	92.7	2.9	1.0	4.1
382	84.2	81.2	3.8	1.8	10.2
383	89.7	93.3	1.7	2.0	6.6
384	91.2	91.5	2.4	1.2	5.2
385	93.3	90.4	1.9	1.0	3.8
386	76.4	82.7	5.8	3.3	14.5
389	92.8	94.5	3.6	1.3	2.3
395	85.6	87.2	1.9	0.7	11.8
396	91.5	89.4	1.5	0.6	6.4
397	82.2	79.4	3.2	1.7	12.9
398	84.2	88.9	3.9	2.4	9.5
399	94.6	97.3	3.6	0.3	1.4
401	89.1	91.2	2.3	2.0	6.6

Quality of Service Indicators for Low Frequency (Timetabled) Day Routes

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Probability of Departure (%)

Route	% On Time	Q2 2017-18 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
404	96.0	94.0	1.0	0.0	2.9
405	84.3	84.9	1.9	0.8	13.0
406	85.2	91.2	3.0	1.5	10.3
411	88.0	81.2	2.1	0.6	9.3
412	89.9	88.0	1.7	0.3	8.1
413	86.4	88.7	2.3	2.5	8.8
418	87.4	90.2	2.3	1.3	9.0
419	87.8	83.7	2.6	1.4	8.1
423	90.7	88.9	0.8	0.8	7.7
424	85.0	79.4	2.0	0.4	12.5
428	83.5	79.9	4.6	1.1	10.7
434	90.2	89.4	1.0	0.8	8.0
440	83.9	86.3	3.1	1.4	11.6
455	86.9	87.9	1.2	0.9	11.0
462	89.1	86.1	1.4	0.8	8.7
463	84.2	87.2	4.4	2.0	9.4
465	83.0	84.6	3.3	1.3	12.4
467	84.0	92.9	3.6	0.5	11.8
469	86.1	83.0	2.7	1.7	9.4
470	84.6	87.8	3.7	2.2	9.5
481	85.8	85.9	1.3	0.5	12.4
482	86.6	76.2	2.1	0.9	10.3
485	87.8	81.1	2.1	0.1	10.0
488	85.9	82.6	3.9	1.1	9.0
491	83.1	87.5	2.7	2.2	12.0
492	74.8	79.2	5.5	1.6	18.1
496	86.3	92.0	2.1	0.5	11.1
498	90.3	89.9	1.3	0.5	7.9
499	89.1	88.1	0.9	0.5	9.4
549	78.6	86.5	5.4	1.6	14.4
603	89.8	n/a	3.7	0.0	6.5
A10	90.7	90.5	1.5	0.3	7.5
B11	90.0	89.4	1.8	1.2	7.0
B12	81.4	77.8	3.2	1.6	13.9
B13	90.9	88.0	1.6	1.5	5.9
B14	68.1	78.5	6.3	2.4	23.2
B15	88.7	78.9	2.2	1.3	7.8
B16	91.6	87.8	1.3	2.2	4.9
E10	90.0	83.3	1.8	1.2	7.0
E11	89.3	91.2	3.3	1.0	6.4

Quality of Service Indicators for Low Frequency (Timetabled) Day Routes

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Probability of Departure (%)

Route	% On Time	Q2 2017-18 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
G1	78.7	78.4	4.7	1.0	15.6
H3	77.7	90.7	10.0	1.0	11.3
H11	92.8	90.9	1.1	1.1	4.9
H13	85.0	88.4	2.4	1.5	11.2
H17	88.1	88.6	3.4	1.4	7.1
H18	81.0	76.9	5.1	3.1	10.8
H19	80.0	79.9	8.2	3.7	8.0
H26	85.4	84.9	0.9	1.1	12.6
H28	87.2	75.1	0.9	1.3	10.7
K3	83.8	83.6	3.1	2.5	10.6
K4	86.1	86.1	1.9	1.0	11.1
K5	86.7	88.4	3.7	1.0	8.6
P5	85.8	85.6	2.0	0.5	11.8
P13	77.1	81.7	4.4	0.9	17.7
R1	85.7	92.1	1.1	1.5	11.7
R2	85.1	91.6	2.9	1.6	10.4
R3	82.2	83.9	3.5	2.4	11.9
R4	83.3	88.9	2.8	1.3	12.6
R5	72.3	80.4	7.8	1.6	18.4
R6	87.4	86.1	2.6	2.0	8.0
R7	73.7	81.0	5.2	2.7	18.4
R8	81.8	75.3	4.0	1.5	12.7
R10	70.7	75.2	9.2	1.3	18.8
R68	87.6	89.9	1.6	0.7	10.1
RV1	85.3	<i>n/a</i>	2.1	1.1	11.4
S1	85.2	89.5	4.0	0.8	10.0
S3	88.7	91.2	3.4	1.4	6.5
S4	85.5	85.9	1.9	0.7	11.9
T314	83.2	77.2	2.9	1.2	12.8
T353	85.2	88.0	1.9	1.1	11.8
T359	93.6	92.5	0.9	0.8	4.7
T464	91.9	89.5	2.2	1.1	4.8
U1	83.2	88.4	3.0	1.0	12.8
U7	91.6	89.5	1.4	1.3	5.7
U9	92.0	94.3	1.5	1.6	4.8
U10	90.8	91.4	1.8	0.6	6.9
W9	84.0	86.3	3.1	0.8	12.1
W10	95.0	96.3	1.4	0.3	3.2
W12	86.8	74.8	1.8	1.2	10.2
W13	89.4	88.3	2.3	0.6	7.7

Quality of Service Indicators for Low Frequency (Timetabled) Day Routes

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Probability of Departure (%)

Route	% On Time	Q2 2017-18 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
W14	85.4	87.3	3.9	1.3	9.3
X26	78.4	80.4	3.8	0.7	17.1
X68	79.8	77.5	4.6	1.1	14.5
All	85.0	84.8	2.7	1.3	11.0

Quality of Service Indicators for High Frequency (Non-Timetabled) **Night Routes**

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Waiting Times (Mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q2 2017-18 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
N8	8.5	0.6	0.8	9.1	1.1	63.6	29.8	5.8	0.8	0.6
N15	5.0	0.4	0.7	5.4	1.1	90.6	9.1	0.3	0.0	0.4
N25	4.7	1.0	1.1	5.7	1.2	87.2	11.6	1.0	0.3	1.4
N29	4.0	0.4	0.5	4.3	1.1	96.3	3.6	0.0	0.0	0.3
N38	7.8	0.7	0.8	8.5	1.1	66.2	29.5	3.8	0.5	0.8
All	5.6	0.6	0.6	6.2	1.1	83.4	14.6	1.8	0.3	0.7

Quality of Service Indicators for Low Frequency (Timetabled) Night Routes

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Probability of Departure (%)

Route	% On Time	Q2 2017-18 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
148N	51.1	53.0	7.2	2.6	39.1
295N	85.0	74.8	13.6	0.0	1.4
TN64	95.0	91.7	1.2	0.2	3.6
Y23N	87.7	49.2	0.6	7.6	4.2
Y27N	90.4	67.3	2.4	0.3	6.8
Y94N	77.0	36.6	1.9	0.0	21.1
N1	91.0	88.6	1.7	0.1	7.2
N2	88.9	86.4	2.1	0.3	8.7
N3	80.9	87.4	3.5	1.2	14.4
N5	89.2	n/a	0.7	0.6	9.5
N6	91.9	n/a	1.3	0.5	6.3
N7	96.3	96.3	0.9	0.3	2.5
N9	84.2	84.4	1.2	1.7	12.8
N10	95.0	94.4	2.2	0.4	2.4
N11	84.6	85.5	1.9	0.3	13.2
N12	91.7	86.1	2.0	0.2	6.1
N13	90.8	87.3	1.8	1.1	6.3
N14	93.6	91.7	0.8	0.3	5.3
N16	91.7	93.7	0.9	0.2	7.2
N18	86.4	88.8	3.7	2.6	7.3
N19	92.7	90.6	2.8	0.9	3.7
N20	84.9	90.7	1.4	0.1	13.6
N21	94.8	89.9	0.8	0.1	4.4
N22	93.6	91.7	1.1	0.2	5.1
N23	90.9	88.6	3.0	0.3	5.9
N24	86.1	94.0	2.3	1.0	10.6
N26	84.9	86.8	2.3	0.6	12.3
N27	97.0	97.2	0.9	0.5	1.6
N28	87.5	89.9	2.9	0.7	9.0
N31	94.5	89.0	1.7	1.0	2.7
N33	97.2	94.5	0.5	0.2	2.1
N34	92.8	95.1	2.7	0.2	4.3
N35	90.8	81.3	1.2	0.1	7.9
N36	91.1	88.4	2.8	0.5	5.6
N37	92.8	88.9	0.4	0.3	6.5
N41	94.0	90.4	0.9	0.1	5.1
N43	89.4	89.2	2.7	0.3	7.5
N44	87.5	79.9	2.4	0.2	10.0
N47	94.6	89.7	1.2	0.3	3.9
N52	94.8	87.7	1.2	0.4	3.6

Quality of Service Indicators for Low Frequency (Timetabled) Night Routes

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Probability of Departure (%)

Route	% On Time	Q2 2017-18 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N53	86.0	86.8	1.3	0.1	12.6
N55	81.0	85.3	2.7	0.5	15.9
N57	97.4	92.0	0.7	0.1	1.9
N63	87.7	86.8	1.2	0.4	10.7
N65	93.8	93.3	0.9	1.0	4.2
N68	76.0	85.2	5.4	0.6	18.0
N69	95.1	92.3	1.7	1.2	2.1
N72	89.8	92.9	0.5	0.2	9.4
N73	86.4	85.6	1.7	0.7	11.2
N74	96.8	96.3	0.6	0.1	2.5
N76	89.1	82.8	1.4	0.3	9.2
N83	95.1	96.4	1.6	0.9	2.4
N85	96.5	95.6	1.3	1.5	0.8
N86	88.8	89.4	1.3	0.3	9.6
N87	89.6	<i>n/a</i>	0.9	0.1	9.4
N88	93.3	90.8	1.5	0.3	4.9
N89	83.9	84.1	1.9	0.1	14.1
N91	89.1	90.4	2.2	0.3	8.4
N93	93.8	92.8	1.9	0.4	3.9
N94	92.7	89.1	0.5	0.1	6.7
N97	91.8	90.4	2.0	0.5	5.8
N98	91.0	92.3	1.4	0.4	7.3
N102	94.3	95.8	1.3	0.3	4.1
N105	93.2	95.8	0.7	1.1	5.0
N108	96.2	90.7	1.1	0.5	2.2
N109	81.8	85.2	5.0	1.8	11.4
N111	90.7	83.9	1.1	2.2	6.1
N113	92.7	90.4	0.8	0.2	6.3
N114	90.7	94.8	1.6	0.6	7.1
N119	96.6	95.3	0.3	0.2	2.9
N123	97.7	96.6	1.1	0.5	0.7
N128	93.5	96.1	1.8	0.8	3.9
N132	99.0	98.0	0.0	0.1	0.9
N133	93.4	92.9	0.9	0.2	5.5
N134	94.9	<i>n/a</i>	0.8	0.1	4.2
N136	90.1	85.8	1.8	0.3	7.8
N137	90.4	83.1	1.5	0.2	7.9
N139	85.1	87.7	1.8	1.6	11.6
N140	95.1	96.2	1.0	0.9	3.1
N145	90.4	88.6	1.7	0.3	7.6

Quality of Service Indicators for Low Frequency (Timetabled) Night Routes

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Probability of Departure (%)

Route	% On Time	Q2 2017-18 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N148	91.8	88.4	1.7	0.8	5.8
N149	89.8	88.6	3.0	0.3	6.9
N154	89.0	87.1	3.0	0.0	8.0
N155	93.0	n/a	0.9	0.2	5.8
N158	88.4	87.7	2.5	2.0	7.1
N159	92.7	89.1	2.2	1.7	3.4
N171	91.8	87.4	0.9	0.1	7.1
N176	92.3	91.0	2.4	0.2	5.1
N183	89.3	89.0	4.1	1.1	5.5
N188	94.3	85.9	2.1	0.6	3.0
N189	96.3	95.3	1.4	0.0	2.3
N199	88.2	90.4	1.2	0.3	10.2
N205	87.7	83.8	2.4	0.4	9.5
N207	83.9	84.6	4.3	0.4	11.4
N213	96.9	90.6	0.7	0.1	2.3
N214	96.2	97.0	1.4	0.6	1.8
N220	92.4	92.7	2.5	0.4	4.7
N222	91.1	87.9	1.2	0.3	7.4
N238	92.2	92.8	2.9	1.5	3.3
N242	85.3	89.9	1.4	4.6	8.7
N243	90.9	87.3	2.4	0.4	6.4
N250	94.4	93.6	1.8	0.2	3.6
N253	81.2	n/a	3.3	0.5	15.0
N264	96.4	94.5	0.3	0.2	3.1
N266	94.4	92.1	2.2	0.5	2.9
N271	93.1	93.3	3.1	0.1	3.7
N277	84.8	84.1	2.6	1.3	11.4
N279	88.9	85.6	1.4	0.3	9.4
N281	96.5	95.2	0.9	0.7	1.8
N285	90.8	91.0	0.5	0.3	8.4
N295	95.4	92.6	2.2	0.0	2.4
N296	88.9	88.2	4.0	1.0	6.0
N297	94.5	93.5	1.7	2.5	1.3
N307	98.1	96.2	1.3	0.5	0.1
N319	94.0	87.4	2.6	0.1	3.3
N321	92.4	95.7	2.5	0.3	4.9
N341	95.7	91.5	1.3	0.3	2.6
N343	92.9	86.4	0.7	0.2	6.3
N344	92.0	91.0	1.1	0.7	6.2
N345	85.3	84.9	1.9	3.1	9.7

Quality of Service Indicators for Low Frequency (Timetabled) Night Routes

Quarter 2 2018-19

23 June 2018 to 14 September 2018

Probability of Departure (%)

Route	% On Time	Q2 2017-18 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N365	96.9	95.8	1.3	0.1	1.7
N381	81.5	79.3	3.6	1.3	13.7
N390	93.2	94.0	1.2	0.2	5.4
N453	90.1	85.3	1.8	0.3	7.9
N472	95.3	90.1	0.8	0.1	3.8
N474	94.9	93.2	1.0	1.2	3.0
N486	93.0	90.7	1.2	0.5	5.2
N550	83.0	87.1	2.9	0.5	13.6
N551	83.4	85.6	3.7	0.9	12.1
NC2	95.8	94.2	1.9	1.4	0.9
NE1	97.9	93.1	0.7	0.0	1.4
NEL1	97.3	96.5	0.6	0.0	2.0
NH32	95.2	90.8	2.3	0.0	2.4
NH37	96.7	94.1	0.9	1.0	1.5
NW3	93.0	92.8	1.5	0.4	5.1
NW7	97.8	97.9	2.0	0.0	0.2
All	90.4	89.4	1.8	0.6	7.2