

QSI Performance Results

## Route Results for London Bus Services

First Quarter 2021-22

01 April 2021 to 25 June 2021

# 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) **Q1 2020-21 (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) **Q1 2020-21 (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 1 2021-22

01 April 2021 to 25 June 2021

#### Waiting Times (mins)

#### Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2020-21 (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	0.5	6.1	1.2	82.9	15.8	1.0	0.2	1.0
2	4.1	0.6	0.4	4.7	1.2	91.9	7.9	0.2	0.0	0.7
3	4.7	0.8	0.6	5.5	1.2	86.6	12.8	0.6	0.1	1.2
4	5.8	0.9	0.4	6.7	1.2	77.5	20.2	1.8	0.4	1.3
5	3.7	0.8	0.6	4.5	1.2	92.9	6.9	0.2	0.0	1.3
6	4.1	0.7	0.4	4.9	1.2	91.1	8.4	0.4	0.1	1.4
7	4.5	0.8	0.4	5.3	1.2	87.9	11.6	0.5	0.1	1.2
8	3.6	0.8	0.6	4.4	1.2	93.1	6.7	0.2	0.0	1.5
9	4.1	1.2	0.4	5.3	1.3	87.1	11.6	1.1	0.3	3.0
11	5.2	0.6	0.5	5.9	1.1	84.5	14.9	0.5	0.1	0.5
12	4.0	0.6	0.5	4.7	1.2	92.6	7.3	0.2	0.0	0.7
13	3.7	1.3	0.8	5.0	1.4	88.4	10.8	0.7	0.1	4.0
14	4.4	0.7	0.4	5.2	1.2	88.7	10.8	0.4	0.1	1.2
15	4.1	0.8	0.4	4.9	1.2	91.0	8.6	0.4	0.1	1.2
16	4.2	0.8	0.5	5.1	1.2	89.6	10.0	0.4	0.1	1.2
17	5.1	0.5	0.3	5.6	1.1	86.2	13.3	0.4	0.1	0.3
18	2.9	1.4	0.7	4.3	1.5	91.8	7.4	0.6	0.2	6.2
19	4.1	1.0	0.5	5.1	1.3	88.5	10.6	0.6	0.2	2.0
21	4.1	1.0	0.6	5.1	1.2	88.0	11.5	0.5	0.1	1.8
22	4.4	1.0	0.2	5.4	1.2	86.7	12.1	0.9	0.2	2.3
23	4.2	1.5	0.7	5.7	1.3	84.1	14.4	1.2	0.3	3.3
24	5.2	0.7	0.4	5.9	1.1	84.1	15.0	0.7	0.1	0.7
25	4.0	0.9	1.4	4.8	1.2	90.9	8.6	0.4	0.1	1.5
26	4.4	1.0	0.7	5.5	1.2	85.9	13.2	0.8	0.1	1.6
27	4.6	0.8	0.4	5.4	1.2	86.8	12.5	0.6	0.1	1.3
28	5.3	1.7	0.9	7.0	1.3	75.1	21.2	2.9	0.8	3.3
29	2.9	0.6	0.4	3.6	1.2	97.2	2.7	0.1	0.0	1.2
30	4.9	1.3	0.6	6.2	1.3	80.6	17.5	1.6	0.2	2.4
31	5.0	1.1	0.4	6.1	1.2	82.3	16.2	1.2	0.2	1.5
32	5.0	0.7	0.3	5.7	1.1	85.3	14.1	0.5	0.1	0.8
33	5.2	1.0	0.3	6.1	1.2	81.3	16.8	1.5	0.5	1.9
34	4.4	1.0	0.5	5.5	1.2	86.1	12.9	0.8	0.2	1.9
35	4.8	0.9	0.4	5.7	1.2	83.7	15.3	0.9	0.1	1.4
36	3.7	1.0	0.6	4.7	1.3	89.5	9.9	0.5	0.1	2.9
37	5.4	1.3	0.6	6.7	1.2	77.1	20.7	1.9	0.3	1.8
38	2.6	0.8	0.7	3.4	1.3	97.2	2.7	0.1	0.0	1.5
39	4.5	1.0	0.4	5.5	1.2	85.8	13.5	0.6	0.1	1.6
40	4.9	0.4	0.4	5.4	1.1	87.4	12.4	0.3	0.0	0.2
41	3.5	0.8	0.5	4.3	1.2	93.8	5.9	0.2	0.0	1.8
42	6.8	0.8	0.4	7.6	1.1	70.3	26.8	2.5	0.4	0.7
43	4.1	0.9	0.5	5.0	1.2	89.2	10.1	0.6	0.1	1.7

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

### Quarter 1 2021-22

01 April 2021 to 25 June 2021

#### Waiting Times (mins)

#### Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2020-21 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
44	5.3	1.1	0.4	6.4	1.2	78.9	19.4	1.5	0.2	1.9
45	5.6	0.7	0.4	6.3	1.1	80.6	18.7	0.7	0.1	0.4
46	5.8	1.4	0.4	7.2	1.2	73.3	23.1	2.9	0.6	2.5
47	6.7	1.0	0.4	7.7	1.2	70.5	25.6	3.2	0.7	1.2
49	4.4	1.1	0.4	5.5	1.2	86.0	13.1	0.8	0.1	2.1
50	6.9	0.7	0.3	7.5	1.1	71.0	26.3	2.4	0.3	0.6
51	5.6	0.8	0.5	6.4	1.1	79.6	19.2	1.1	0.1	0.9
52	4.6	0.9	0.3	5.5	1.2	86.7	12.6	0.6	0.1	1.3
53	4.2	0.7	0.5	4.9	1.2	90.4	9.3	0.3	0.0	1.0
54	5.6	0.9	0.4	6.5	1.2	78.7	20.1	1.1	0.2	0.8
55	3.6	1.4	0.9	5.1	1.4	87.3	11.6	1.0	0.2	4.8
56	3.7	1.5	0.8	5.2	1.4	87.3	11.5	1.1	0.1	4.6
57	5.3	1.0	0.5	6.3	1.2	80.9	17.8	1.2	0.2	1.2
58	6.4	0.9	0.9	7.3	1.1	72.5	25.4	1.8	0.3	0.7
59	3.9	0.5	0.3	4.4	1.1	93.1	6.8	0.1	0.0	0.5
60	5.5	0.6	0.2	6.1	1.1	82.3	17.0	0.7	0.1	0.5
62	5.8	0.8	0.5	6.5	1.1	79.6	18.6	1.5	0.3	1.0
63	4.0	1.0	0.6	5.1	1.3	88.5	10.9	0.5	0.1	1.9
64	4.8	0.7	0.3	5.6	1.2	85.4	13.8	0.7	0.1	1.1
65	3.7	0.9	0.4	4.6	1.2	91.7	7.7	0.5	0.1	2.5
66	6.3	0.6	0.4	6.9	1.1	76.4	21.2	2.2	0.3	0.6
67	5.4	0.5	0.5	5.9	1.1	84.1	15.5	0.3	0.0	0.3
68	4.5	0.8	0.6	5.2	1.2	88.3	11.3	0.4	0.0	0.9
69	4.6	1.0	1.1	5.5	1.2	86.0	13.1	0.7	0.1	1.4
70	5.9	2.1	0.7	8.0	1.4	69.1	24.6	4.8	1.6	5.0
71	4.7	0.5	0.2	5.2	1.1	89.9	9.7	0.3	0.1	0.4
72	4.6	0.8	0.6	5.4	1.2	87.8	11.0	0.9	0.3	1.7
73	2.8	0.9	0.6	3.7	1.3	96.3	3.6	0.1	0.0	2.3
74	5.2	0.8	0.3	6.1	1.2	82.7	16.1	1.0	0.2	1.1
75	6.8	0.8	0.5	7.6	1.1	70.0	27.8	1.9	0.3	0.5
76	4.5	0.6	0.5	5.1	1.1	89.6	10.2	0.2	0.0	0.6
77	5.3	1.0	0.4	6.3	1.2	81.1	17.4	1.3	0.2	1.3
78	5.2	1.1	0.5	6.3	1.2	80.9	17.4	1.3	0.4	1.5
79	6.4	1.3	0.4	7.6	1.2	70.7	25.5	3.0	0.8	1.9
80	4.8	0.5	0.3	5.4	1.1	87.3	12.3	0.3	0.0	0.7
81	6.7	0.7	0.5	7.4	1.1	72.0	25.6	2.3	0.2	0.3
83	4.4	0.6	0.5	5.1	1.1	90.1	9.4	0.4	0.1	0.8
85	4.3	1.2	0.5	5.5	1.3	86.5	12.1	1.2	0.3	2.7
86	3.5	0.9	0.6	4.4	1.3	92.5	7.2	0.3	0.0	2.5
87	3.9	0.7	0.4	4.5	1.2	91.9	7.8	0.2	0.0	1.1
88	4.4	0.7	0.5	5.1	1.2	88.9	10.7	0.3	0.1	0.9

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

### Quarter 1 2021-22

01 April 2021 to 25 June 2021

#### Waiting Times (mins)

#### Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2020-21 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
89	6.9	0.9	0.3	7.8	1.1	69.1	27.5	3.0	0.3	0.8
90	5.8	0.8	0.3	6.6	1.1	78.2	20.4	1.3	0.1	0.5
91	4.2	0.9	0.5	5.1	1.2	89.1	10.4	0.4	0.1	1.3
92	5.0	1.1	0.7	6.1	1.2	82.4	15.9	1.3	0.4	1.8
93	3.8	0.9	0.3	4.7	1.2	91.1	8.4	0.4	0.1	1.9
94	3.8	0.9	0.6	4.6	1.2	91.7	7.7	0.5	0.2	2.1
95	7.0	1.0	0.5	8.0	1.1	68.2	27.3	3.8	0.7	1.2
96	4.6	0.8	0.5	5.4	1.2	86.6	12.6	0.7	0.1	1.3
97	4.7	1.2	0.6	5.9	1.3	82.4	16.0	1.4	0.3	2.6
98	4.2	0.7	0.3	4.9	1.2	90.9	8.8	0.3	0.0	1.0
99	6.4	0.5	0.4	7.0	1.1	74.9	23.8	1.2	0.1	0.3
100	6.3	0.5	0.3	6.8	1.1	76.2	23.0	0.7	0.1	0.4
101	6.3	0.5	0.3	6.8	1.1	75.8	23.4	0.7	0.1	0.2
102	4.5	0.9	0.5	5.4	1.2	87.1	12.2	0.5	0.1	1.5
103	6.3	0.5	0.3	6.8	1.1	77.9	20.1	1.9	0.2	0.4
104	5.6	0.6	0.3	6.3	1.1	81.0	17.9	1.1	0.1	0.6
105	6.3	1.5	0.4	7.7	1.2	69.9	25.5	3.5	1.1	2.3
106	5.1	1.1	0.5	6.3	1.2	80.8	17.6	1.4	0.2	1.5
108	5.7	1.2	0.5	7.0	1.2	75.3	22.2	2.2	0.4	1.8
109	3.5	1.0	0.5	4.6	1.3	91.0	8.3	0.6	0.1	3.1
111	5.2	1.0	0.3	6.2	1.2	81.2	17.3	1.3	0.2	1.5
112	5.8	0.9	0.4	6.7	1.2	77.4	20.7	1.7	0.2	0.9
113	4.1	0.8	0.3	4.9	1.2	90.0	9.7	0.3	0.0	1.3
114	5.4	0.7	0.4	6.1	1.1	82.7	16.4	0.8	0.1	0.4
115	4.4	0.8	0.5	5.2	1.2	89.3	10.2	0.4	0.1	1.1
116	6.9	0.4	0.2	7.3	1.1	72.9	25.3	1.7	0.2	0.4
118	6.8	1.0	0.4	7.9	1.1	68.3	28.0	3.3	0.4	0.8
119	6.3	0.7	0.2	7.1	1.1	74.4	23.9	1.5	0.2	0.5
120	6.0	1.0	0.4	6.9	1.2	76.3	21.5	2.0	0.2	0.9
121	5.6	1.1	0.5	6.7	1.2	77.4	20.6	1.7	0.3	1.5
122	6.2	1.1	0.4	7.4	1.2	72.1	24.8	2.5	0.5	1.4
123	5.5	0.8	0.7	6.3	1.1	80.1	19.0	0.9	0.1	0.6
124	5.8	0.9	0.3	6.7	1.2	77.3	20.3	1.9	0.4	1.4
125	5.7	0.7	0.4	6.4	1.1	79.9	19.0	1.0	0.1	0.7
126	6.3	0.8	0.4	7.1	1.1	75.0	22.3	2.3	0.4	1.1
127	5.6	0.9	0.3	6.5	1.2	79.3	19.1	1.4	0.3	1.5
128	6.9	0.7	0.4	7.6	1.1	70.7	26.7	2.4	0.2	0.5
129	6.2	1.2	0.4	7.4	1.2	73.1	23.2	2.9	0.8	2.1
130	7.0	0.7	0.1	7.6	1.1	71.0	26.1	2.5	0.3	0.5
131	4.7	0.8	0.4	5.5	1.2	86.6	12.6	0.8	0.1	1.4
132	5.8	0.9	0.3	6.7	1.2	78.3	19.9	1.6	0.3	1.1

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

### Quarter 1 2021-22

01 April 2021 to 25 June 2021

#### Waiting Times (mins)

#### Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2020-21 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
133	3.8	0.6	0.4	4.5	1.2	92.7	7.2	0.1	0.0	0.9
134	4.1	0.7	0.4	4.8	1.2	92.0	7.6	0.3	0.1	1.1
135	5.5	0.6	0.3	6.1	1.1	82.1	17.1	0.7	0.1	0.4
136	5.5	1.3	0.5	6.7	1.2	76.5	21.3	1.8	0.4	2.0
137	3.5	0.7	0.3	4.2	1.2	94.2	5.5	0.2	0.1	1.2
139	4.4	1.0	0.7	5.4	1.2	86.3	12.9	0.7	0.1	1.8
140	4.5	0.6	0.4	5.1	1.1	89.5	9.8	0.6	0.1	0.8
141	3.9	0.9	0.6	4.8	1.2	90.5	9.0	0.4	0.1	1.6
142	6.7	1.4	0.4	8.1	1.2	67.4	26.8	4.8	1.0	1.8
143	6.4	0.7	0.4	7.0	1.1	74.4	24.4	1.2	0.1	0.4
144	4.7	0.9	0.4	5.6	1.2	86.1	13.1	0.7	0.1	1.3
145	6.6	1.0	0.5	7.5	1.1	70.9	26.4	2.4	0.3	0.8
147	4.3	0.7	0.4	5.0	1.2	90.5	9.1	0.3	0.0	0.9
148	4.2	1.1	0.7	5.3	1.3	87.3	11.7	0.8	0.2	2.2
149	3.4	0.8	0.6	4.2	1.2	93.9	6.0	0.1	0.0	1.5
150	6.8	0.4	0.3	7.2	1.1	73.3	25.0	1.6	0.1	0.1
151	6.1	0.8	0.3	6.8	1.1	77.2	20.7	1.9	0.2	0.7
152	7.0	0.8	0.4	7.8	1.1	69.7	27.1	2.9	0.3	0.7
153	6.5	0.6	0.5	7.0	1.1	74.8	23.7	1.2	0.2	0.4
154	5.7	0.7	0.3	6.5	1.1	79.5	19.1	1.3	0.1	0.7
155	4.6	0.8	0.5	5.4	1.2	86.9	12.7	0.4	0.0	0.9
156	5.3	0.9	0.4	6.2	1.2	81.6	17.3	1.0	0.1	1.0
157	6.6	0.7	0.3	7.2	1.1	73.2	24.9	1.8	0.2	0.4
158	3.7	0.9	0.6	4.5	1.2	91.3	8.3	0.4	0.1	2.0
159	3.9	1.0	0.4	4.9	1.3	89.1	10.2	0.6	0.1	2.2
161	5.5	1.0	0.4	6.5	1.2	80.0	18.1	1.6	0.3	1.2
163	5.3	0.7	0.4	6.0	1.1	84.0	15.2	0.7	0.1	0.7
164	5.7	0.8	0.4	6.5	1.1	79.4	19.4	1.1	0.2	0.7
165	6.8	0.8	0.3	7.6	1.1	70.1	27.0	2.5	0.3	0.7
168	4.3	0.9	0.5	5.1	1.2	88.8	10.7	0.4	0.1	1.3
169	6.2	0.8	0.4	7.0	1.1	75.7	21.9	2.0	0.4	0.9
170	4.3	0.9	0.3	5.2	1.2	88.1	11.4	0.5	0.1	1.5
171	4.9	0.8	0.6	5.7	1.2	85.1	14.2	0.6	0.1	0.8
172	5.6	0.7	0.6	6.3	1.1	80.6	18.5	0.8	0.1	0.5
173	6.0	1.1	0.5	7.1	1.2	74.8	22.5	2.3	0.4	1.5
174	4.1	1.1	0.5	5.2	1.3	87.7	11.6	0.6	0.1	2.5
175	6.2	0.5	0.3	6.7	1.1	78.1	20.3	1.4	0.1	0.4
176	5.2	0.6	0.4	5.8	1.1	84.6	14.9	0.4	0.0	0.4
177	5.3	1.1	0.5	6.4	1.2	80.1	18.2	1.4	0.3	1.6
179	7.0	0.8	0.5	7.7	1.1	69.8	27.0	2.8	0.4	0.8
180	5.7	1.4	0.6	7.1	1.2	74.7	22.1	2.7	0.6	2.2



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

### Quarter 1 2021-22

01 April 2021 to 25 June 2021

#### Waiting Times (mins)

#### Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2020-21 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
181	6.5	0.9	0.5	7.4	1.1	72.1	25.2	2.2	0.5	1.0
182	4.5	1.0	0.5	5.5	1.2	86.0	13.0	0.9	0.1	2.1
183	4.1	0.8	0.5	4.8	1.2	91.3	8.3	0.4	0.0	1.2
184	4.9	0.7	0.4	5.6	1.1	86.2	13.1	0.7	0.1	0.9
185	4.5	0.8	0.5	5.4	1.2	87.3	12.2	0.5	0.0	1.0
186	6.9	1.0	0.4	8.0	1.1	68.4	27.5	3.8	0.4	0.9
187	6.6	1.1	0.4	7.7	1.2	70.1	26.5	2.8	0.6	1.4
188	4.5	0.9	0.6	5.4	1.2	86.5	12.6	0.7	0.2	1.5
189	5.2	0.8	0.5	6.0	1.2	83.2	15.9	0.8	0.1	0.9
191	5.9	0.8	0.6	6.7	1.1	77.2	21.0	1.7	0.2	0.9
192	5.4	0.7	0.4	6.1	1.1	82.1	17.0	0.7	0.2	0.7
193	6.6	0.6	0.3	7.2	1.1	75.0	22.5	2.2	0.2	0.6
194	6.7	0.5	0.2	7.2	1.1	73.5	24.8	1.6	0.1	0.2
195	6.9	1.2	0.2	8.2	1.2	66.5	28.5	4.2	0.9	1.6
196	6.9	1.1	0.6	8.0	1.2	67.8	27.6	4.0	0.6	1.2
197	6.6	0.6	0.3	7.2	1.1	73.2	24.8	1.8	0.2	0.4
198	6.8	0.5	0.3	7.3	1.1	72.7	25.5	1.7	0.2	0.2
199	6.5	1.0	0.3	7.5	1.2	71.5	25.4	2.4	0.7	1.4
200	5.0	0.6	0.3	5.6	1.1	86.5	12.9	0.5	0.0	0.6
202	5.6	0.9	0.4	6.4	1.2	79.4	19.0	1.3	0.3	1.2
204	5.9	0.7	0.5	6.6	1.1	78.1	20.6	1.2	0.1	0.6
205	4.8	1.2	0.7	6.0	1.2	82.4	16.3	1.2	0.1	1.8
206	7.0	1.2	0.3	8.2	1.2	66.9	28.1	4.1	0.9	1.7
207	3.3	1.0	0.4	4.3	1.3	92.8	6.8	0.4	0.1	2.9
208	6.4	0.7	0.3	7.1	1.1	74.1	24.4	1.4	0.2	0.5
210	5.3	1.1	0.4	6.4	1.2	79.8	18.6	1.5	0.2	1.4
211	5.6	1.0	0.5	6.6	1.2	78.0	20.0	1.6	0.4	1.5
212	5.3	0.6	0.4	5.9	1.1	84.0	15.2	0.7	0.1	0.7
213	5.3	0.7	0.2	5.9	1.1	84.4	14.8	0.7	0.1	0.7
214	4.4	0.6	0.3	5.0	1.1	90.2	9.5	0.2	0.0	0.6
217	7.0	1.3	0.3	8.3	1.2	65.8	29.0	4.4	0.8	1.6
218	5.4	0.8	0.6	6.2	1.2	81.9	17.0	0.9	0.2	0.9
219	6.7	0.9	0.5	7.6	1.1	70.3	26.6	2.6	0.5	1.0
220	4.4	1.9	0.8	6.4	1.4	78.9	18.1	2.4	0.6	5.7
221	4.5	0.8	0.5	5.4	1.2	87.4	12.1	0.5	0.1	1.2
222	5.4	0.4	0.3	5.8	1.1	85.8	13.6	0.5	0.1	0.2
226	7.3	1.2	0.5	8.5	1.2	64.7	29.6	4.7	0.9	1.4
227	4.7	0.8	0.4	5.5	1.2	86.4	12.7	0.8	0.1	1.4
229	5.4	0.6	0.5	6.1	1.1	82.7	16.5	0.7	0.1	0.6
232	6.9	0.8	0.5	7.7	1.1	69.9	26.7	3.0	0.4	0.6
234	6.9	0.9	0.3	7.8	1.1	69.1	27.5	3.1	0.4	0.9

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

### Quarter 1 2021-22

01 April 2021 to 25 June 2021

#### Waiting Times (mins)

#### Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2020-21 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
235	4.6	0.6	0.4	5.2	1.1	88.7	11.0	0.2	0.0	0.5
236	5.4	1.4	0.8	6.8	1.3	76.1	21.2	2.3	0.4	2.3
237	4.7	0.8	0.5	5.5	1.2	85.8	13.8	0.4	0.0	0.8
238	5.6	0.5	0.4	6.2	1.1	82.1	17.0	0.8	0.1	0.4
241	6.4	0.7	0.3	7.1	1.1	74.6	23.3	1.9	0.2	0.6
242	4.4	0.8	0.5	5.2	1.2	88.7	10.9	0.4	0.1	1.1
243	4.0	0.9	0.6	4.9	1.2	90.2	9.6	0.3	0.0	1.2
244	5.9	0.6	0.4	6.4	1.1	79.7	19.5	0.7	0.0	0.3
245	5.0	0.9	0.5	5.8	1.2	83.8	15.4	0.8	0.1	1.1
247	6.3	0.7	0.2	7.0	1.1	75.8	22.0	2.0	0.2	0.8
248	4.9	0.7	0.3	5.6	1.1	85.5	13.9	0.5	0.0	0.9
249	5.2	0.7	0.4	6.0	1.1	83.6	15.7	0.6	0.1	0.6
250	4.2	0.8	0.4	5.0	1.2	89.6	10.0	0.3	0.1	1.3
251	6.6	1.4	0.3	8.0	1.2	67.9	27.3	4.1	0.7	2.4
252	6.0	0.6	0.3	6.6	1.1	78.7	19.6	1.5	0.2	0.4
253	3.5	0.9	0.5	4.4	1.3	93.2	6.6	0.2	0.1	1.6
254	3.5	1.1	0.7	4.6	1.3	91.5	8.0	0.4	0.1	2.5
255	7.1	0.7	0.3	7.8	1.1	69.3	27.4	2.8	0.4	0.8
256	6.0	0.6	0.4	6.6	1.1	78.9	19.6	1.4	0.1	0.6
257	4.3	0.9	0.5	5.3	1.2	87.6	11.5	0.7	0.2	2.0
259	4.5	0.8	0.5	5.2	1.2	88.8	10.9	0.3	0.0	0.7
260	6.9	1.5	0.6	8.3	1.2	65.4	29.3	4.4	0.9	1.5
261	6.7	1.4	0.3	8.1	1.2	67.1	27.8	4.3	0.9	2.0
262	5.9	0.9	1.0	6.8	1.2	76.3	21.9	1.5	0.3	1.0
263	5.3	0.7	0.5	6.0	1.1	83.2	15.8	0.8	0.2	0.9
264	6.4	0.7	0.3	7.1	1.1	73.5	24.9	1.3	0.3	0.6
265	6.6	0.9	0.3	7.5	1.1	71.6	25.8	2.2	0.3	0.9
266	4.6	1.1	0.7	5.6	1.2	84.6	14.2	1.0	0.2	2.1
267	6.0	1.0	0.1	7.0	1.2	75.2	22.3	2.2	0.3	1.2
269	6.6	0.5	0.3	7.1	1.1	74.2	24.1	1.5	0.2	0.5
270	5.4	0.8	0.5	6.2	1.2	81.9	16.6	1.2	0.3	1.2
271	4.9	1.0	0.4	5.9	1.2	83.2	15.5	1.0	0.3	1.7
274	5.9	1.1	0.5	7.1	1.2	74.7	22.9	2.1	0.3	1.1
275	7.0	1.1	0.5	8.1	1.2	67.7	27.8	3.9	0.6	1.4
276	6.5	0.9	0.4	7.4	1.1	71.1	26.4	2.3	0.2	0.7
277	3.8	0.8	0.7	4.6	1.2	92.0	7.7	0.3	0.0	1.3
279	3.7	1.0	0.6	4.6	1.3	91.2	8.4	0.3	0.1	2.4
280	6.1	0.7	0.3	6.8	1.1	77.0	21.5	1.4	0.1	0.4
281	5.4	0.8	0.3	6.2	1.2	82.6	16.1	1.1	0.2	0.9
282	6.3	1.1	0.6	7.4	1.2	71.5	25.5	2.6	0.4	1.2
283	5.3	1.0	0.5	6.3	1.2	81.1	17.3	1.3	0.3	1.4

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

### Quarter 1 2021-22

01 April 2021 to 25 June 2021

#### Waiting Times (mins)

#### Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2020-21 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
284	6.5	1.2	0.4	7.7	1.2	70.4	25.9	3.3	0.4	1.7
285	6.2	0.7	0.4	6.9	1.1	75.7	22.8	1.4	0.2	0.5
286	6.3	1.4	0.5	7.7	1.2	70.7	24.7	3.7	0.9	2.7
288	6.0	1.6	0.3	7.6	1.3	71.7	24.1	3.6	0.7	3.1
289	7.0	0.6	0.3	7.5	1.1	71.0	26.4	2.3	0.2	0.5
291	5.7	0.6	0.4	6.3	1.1	81.2	17.9	0.7	0.1	0.4
294	6.9	0.9	0.3	7.8	1.1	68.9	27.7	3.0	0.3	0.9
295	4.7	1.5	0.5	6.2	1.3	81.0	16.6	1.9	0.5	3.6
297	5.8	1.0	0.5	6.9	1.2	76.2	21.7	1.9	0.3	1.1
301	6.3	0.4	0.4	6.6	1.1	77.6	21.9	0.4	0.0	0.1
302	5.1	0.9	0.4	6.0	1.2	82.6	16.2	1.1	0.1	1.4
306	7.0	0.7	0.5	7.7	1.1	70.2	26.9	2.6	0.4	0.7
307	6.2	0.8	0.3	7.0	1.1	76.0	21.4	2.3	0.3	1.0
308	6.9	1.2	0.9	8.2	1.2	67.1	27.6	4.5	0.8	1.5
309	6.7	0.7	0.6	7.4	1.1	71.7	25.7	2.3	0.3	0.6
312	6.7	0.5	0.2	7.2	1.1	73.1	25.2	1.5	0.2	0.3
314	7.5	0.9	0.3	8.4	1.1	67.1	26.7	5.5	0.7	0.8
316	5.1	1.2	0.5	6.2	1.2	80.7	17.8	1.3	0.2	1.9
318	6.7	0.9	0.7	7.6	1.1	70.5	26.9	2.3	0.4	0.8
319	4.8	0.9	0.3	5.7	1.2	84.8	14.3	0.7	0.2	1.3
320	6.9	0.9	0.4	7.7	1.1	70.1	26.5	3.0	0.4	0.8
321	5.3	1.2	0.4	6.5	1.2	78.6	19.3	1.8	0.3	1.9
322	7.2	1.1	0.6	8.3	1.2	64.9	30.8	3.7	0.7	1.0
325	6.9	0.6	0.5	7.5	1.1	71.3	26.2	2.3	0.2	0.3
326	6.4	0.9	0.4	7.3	1.1	72.8	24.9	2.0	0.3	0.9
328	5.3	1.6	0.7	6.9	1.3	76.0	20.8	2.6	0.6	2.7
329	4.0	0.6	0.5	4.6	1.2	93.4	6.4	0.1	0.1	0.8
330	7.0	0.7	0.3	7.7	1.1	70.5	26.3	2.6	0.6	0.7
332	5.7	0.9	0.5	6.6	1.2	78.5	20.0	1.2	0.2	0.9
333	5.2	0.6	0.3	5.8	1.1	84.8	14.7	0.4	0.1	0.4
335	6.4	0.5	0.3	6.9	1.1	75.2	23.8	0.9	0.1	0.3
337	6.3	1.2	0.1	7.5	1.2	71.4	25.4	2.5	0.6	1.6
340	6.4	0.8	0.4	7.2	1.1	73.6	24.6	1.5	0.2	0.5
341	5.3	0.8	0.6	6.0	1.1	82.7	16.5	0.7	0.1	0.6
343	4.7	1.0	0.6	5.6	1.2	85.2	13.9	0.8	0.1	1.5
344	4.0	0.7	0.3	4.7	1.2	92.0	7.7	0.3	0.0	0.9
345	4.6	1.3	0.4	5.9	1.3	82.5	15.8	1.5	0.2	2.6
349	5.2	0.7	0.5	5.8	1.1	84.2	15.2	0.4	0.1	0.5
355	6.3	0.9	0.4	7.2	1.1	73.7	24.2	1.8	0.3	0.9
358	6.7	0.7	0.4	7.4	1.1	71.6	25.9	2.2	0.2	0.5
360	6.8	0.5	0.4	7.2	1.1	72.9	25.7	1.3	0.1	0.2

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

### Quarter 1 2021-22

01 April 2021 to 25 June 2021

#### Waiting Times (mins)

#### Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2020-21 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
363	5.2	0.9	0.5	6.0	1.2	82.5	16.6	0.8	0.2	0.9
364	5.7	0.6	0.4	6.2	1.1	81.7	17.5	0.7	0.0	0.4
365	6.8	0.6	0.3	7.5	1.1	71.1	26.7	2.1	0.1	0.3
366	5.7	0.8	0.5	6.6	1.1	78.8	19.5	1.5	0.2	0.9
368	6.3	0.6	0.4	6.9	1.1	76.7	21.1	1.9	0.3	0.7
371	5.5	0.8	0.3	6.2	1.1	81.5	17.3	1.0	0.2	1.0
378	4.2	0.5	0.2	4.6	1.1	94.2	5.5	0.2	0.1	0.8
380	6.3	0.9	0.3	7.2	1.1	73.2	24.5	1.9	0.4	1.0
381	5.6	1.4	0.5	7.0	1.3	75.6	21.4	2.4	0.6	2.1
388	6.0	0.7	0.5	6.7	1.1	76.8	22.1	1.0	0.1	0.4
390	3.4	0.8	0.6	4.3	1.2	93.3	6.4	0.2	0.1	1.9
393	6.5	1.5	0.6	7.9	1.2	68.2	27.1	3.9	0.9	2.0
394	7.0	0.8	0.5	7.9	1.1	68.8	27.8	3.0	0.4	0.7
403	6.8	0.4	0.2	7.1	1.1	74.2	24.5	1.2	0.1	0.2
407	6.7	1.0	0.3	7.7	1.1	69.7	27.0	2.9	0.3	1.0
410	5.6	0.6	0.4	6.2	1.1	81.6	17.5	0.8	0.1	0.5
414	4.5	1.2	0.3	5.6	1.3	84.7	14.1	1.1	0.2	2.3
415	6.9	0.5	0.4	7.4	1.1	71.5	26.5	1.9	0.2	0.3
417	5.4	0.8	0.5	6.3	1.2	80.5	18.2	1.0	0.3	1.1
419	6.9	0.5	0.4	7.4	1.1	72.0	25.7	2.0	0.2	0.4
422	5.4	0.8	0.4	6.2	1.2	81.8	17.0	1.0	0.2	0.9
425	5.4	1.2	1.6	6.5	1.2	78.6	19.2	1.8	0.4	1.9
427	4.4	0.9	0.5	5.3	1.2	88.0	11.4	0.5	0.1	1.3
430	5.2	1.1	0.4	6.3	1.2	80.6	17.5	1.5	0.4	1.7
432	5.5	0.7	0.4	6.2	1.1	81.1	18.0	0.8	0.1	0.7
433	6.4	0.4	0.3	6.9	1.1	76.9	21.4	1.6	0.1	0.3
436	4.4	0.9	0.5	5.3	1.2	87.4	12.1	0.5	0.1	1.3
444	6.5	0.9	0.4	7.4	1.1	72.0	25.6	2.0	0.4	0.9
450	5.1	0.7	0.4	5.7	1.1	84.6	14.6	0.7	0.1	0.8
452	5.3	1.7	1.0	7.0	1.3	74.6	22.0	2.8	0.6	3.1
453	3.5	0.9	0.7	4.4	1.2	92.7	7.0	0.2	0.1	1.8
460	6.9	1.2	0.4	8.1	1.2	66.1	29.8	3.5	0.6	1.1
466	4.6	0.5	0.3	5.1	1.1	89.4	10.4	0.2	0.0	0.4
468	5.0	0.6	0.4	5.6	1.1	85.7	14.0	0.4	0.0	0.4
472	3.6	0.6	0.3	4.2	1.2	94.2	5.5	0.2	0.2	1.1
473	5.9	0.6	1.0	6.5	1.1	79.0	20.2	0.8	0.1	0.5
474	6.3	0.8	0.5	7.1	1.1	74.0	24.2	1.5	0.3	0.7
476	5.2	0.8	0.5	6.0	1.2	83.1	15.9	0.9	0.1	1.0
483	5.3	0.8	0.5	6.1	1.2	82.0	16.9	0.9	0.2	0.9
484	6.3	0.9	0.6	7.2	1.1	72.6	25.5	1.7	0.3	0.7
486	5.7	0.9	0.4	6.5	1.2	78.2	20.3	1.3	0.2	1.0

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

### Quarter 1 2021-22

01 April 2021 to 25 June 2021

#### Waiting Times (mins)

#### Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2020-21 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
487	6.8	0.8	0.4	7.6	1.1	70.5	26.5	2.7	0.3	0.7
490	6.8	0.5	0.0	7.3	1.1	73.0	24.7	2.0	0.3	0.4
493	6.9	1.4	0.5	8.3	1.2	65.3	29.3	4.6	0.8	1.9
507	3.4	0.4	0.2	3.8	1.1	93.7	6.1	0.1	0.0	0.4
521	3.2	0.4	0.2	3.5	1.1	95.5	4.4	0.1	0.0	0.2
607	5.3	1.0	0.5	6.2	1.2	82.0	16.6	1.2	0.2	1.2
C1	6.6	1.0	0.6	7.6	1.2	70.9	26.2	2.3	0.5	1.0
C3	5.5	1.2	0.3	6.7	1.2	77.9	19.7	1.8	0.5	2.0
C10	4.5	0.9	0.6	5.4	1.2	86.7	12.5	0.6	0.1	1.4
C11	5.8	1.4	0.6	7.2	1.2	73.7	23.0	2.9	0.4	2.2
D3	6.6	0.9	0.5	7.5	1.1	71.1	25.7	2.7	0.4	0.9
D6	4.7	1.1	0.7	5.8	1.2	83.0	15.5	1.3	0.2	2.1
D7	4.5	0.5	0.3	5.0	1.1	90.5	9.3	0.2	0.0	0.3
D8	6.9	0.6	0.7	7.4	1.1	71.7	26.1	2.0	0.3	0.4
E1	5.0	0.9	0.3	5.9	1.2	83.9	15.1	0.9	0.1	1.3
E2	4.3	0.7	0.3	5.0	1.2	90.4	9.3	0.3	0.0	0.8
E3	4.7	1.2	0.6	5.9	1.3	83.7	14.9	1.2	0.2	2.0
E5	6.8	0.9	0.2	7.7	1.1	70.0	26.7	2.8	0.5	1.0
E6	6.4	0.8	0.4	7.3	1.1	72.5	25.4	1.7	0.3	0.8
E7	6.9	1.1	n/a	7.9	1.2	68.4	27.5	3.5	0.7	1.3
E8	4.4	0.8	0.4	5.2	1.2	89.0	10.6	0.4	0.0	1.0
E9	6.8	1.0	0.2	7.9	1.2	68.8	27.3	3.4	0.6	1.1
EL1	3.4	0.5	0.3	3.9	1.1	96.2	3.7	0.1	0.0	0.7
EL2	5.1	0.4	0.3	5.5	1.1	87.1	12.4	0.5	0.1	0.3
EL3	6.5	0.4	0.3	6.9	1.1	77.9	19.9	2.0	0.2	0.4
H2	6.8	0.4	0.3	7.2	1.1	73.8	24.8	1.2	0.1	0.3
H9	5.9	0.8	0.7	6.7	1.1	78.5	19.8	1.5	0.2	0.7
H10	6.0	0.7	0.6	6.7	1.1	78.9	19.3	1.6	0.2	0.5
H12	5.7	0.5	0.3	6.3	1.1	81.6	17.6	0.7	0.1	0.4
H14	5.5	0.6	0.2	6.1	1.1	82.7	16.5	0.7	0.1	0.9
H20	7.1	0.4	0.2	7.5	1.1	71.1	26.7	2.1	0.1	0.3
H22	6.9	0.6	0.3	7.5	1.1	71.7	26.0	2.0	0.3	0.4
H32	5.7	1.6	0.3	7.4	1.3	72.8	22.8	3.4	1.0	3.6
H37	4.5	0.6	0.3	5.1	1.1	90.0	9.5	0.4	0.1	0.9
H91	5.7	1.0	0.5	6.8	1.2	76.9	21.0	1.8	0.3	1.3
H98	5.6	0.6	0.2	6.2	1.1	81.7	17.7	0.6	0.0	0.3
K1	5.8	0.7	0.2	6.5	1.1	79.4	19.1	1.3	0.2	0.9
K2	6.2	0.7	0.3	6.9	1.1	76.3	21.9	1.6	0.2	0.8
P4	6.3	1.4	0.4	7.7	1.2	70.3	25.6	3.3	0.9	2.0
P12	6.3	1.1	0.6	7.4	1.2	72.2	25.0	2.3	0.5	1.2
R9	8.0	0.3	0.2	8.2	1.0	69.3	23.7	6.2	0.8	0.2

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

### Quarter 1 2021-22

01 April 2021 to 25 June 2021

#### Waiting Times (mins)

#### Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2020-21 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
R11	6.7	<b>0.5</b>	0.2	7.2	1.1	73.3	25.1	1.4	0.1	0.2
R70	5.9	<b>0.7</b>	0.2	6.6	1.1	79.1	19.1	1.6	0.2	0.9
U2	6.2	<b>0.4</b>	0.2	6.6	1.1	79.1	19.3	1.4	0.1	0.3
U3	6.8	<b>0.5</b>	0.3	7.4	1.1	72.1	25.7	2.0	0.1	0.2
U4	6.0	<b>0.5</b>	0.3	6.5	1.1	79.7	19.2	1.1	0.1	0.3
U5	6.8	<b>0.6</b>	0.2	7.4	1.1	72.2	25.3	2.2	0.3	0.4
W3	3.5	<b>1.2</b>	0.4	4.7	1.3	90.5	8.6	0.7	0.2	3.7
W4	5.9	<b>0.9</b>	0.7	6.8	1.2	77.7	20.2	1.8	0.3	1.0
W5	6.7	<b>0.9</b>	0.8	7.6	1.1	71.1	25.9	2.6	0.4	0.9
W6	6.5	<b>0.7</b>	0.3	7.2	1.1	76.6	19.1	3.8	0.5	1.0
W7	3.1	<b>0.9</b>	0.3	4.0	1.3	93.9	5.3	0.6	0.2	3.1
W8	4.6	<b>0.6</b>	0.3	5.2	1.1	89.1	10.6	0.3	0.0	0.7
W11	6.4	<b>0.7</b>	0.7	7.1	1.1	74.5	24.0	1.3	0.2	0.5
W15	4.6	<b>1.3</b>	1.2	6.0	1.3	82.1	16.2	1.4	0.3	2.6
W16	7.0	<b>0.6</b>	0.6	7.7	1.1	69.3	28.5	2.0	0.2	0.3
W19	6.6	<b>1.0</b>	0.7	7.7	1.2	72.4	23.3	3.6	0.7	1.8
X140	6.3	<b>0.7</b>	0.2	7.0	1.1	74.5	23.8	1.4	0.2	0.6
All	5.2	<b>0.9</b>	0.5	6.1	1.2	81.8	16.7	1.3	0.2	1.3

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

### Quarter 1 2021-22

01 April 2021 to 25 June 2021

#### Probability of Departure (%)

Route	% On Time	Q1 2020-21 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
20	81.5	85.2	4.0	2.9	11.5
61	89.6	93.7	1.4	1.0	8.0
107	90.3	92.5	1.9	1.3	6.5
110	72.7	94.8	4.7	3.6	19.1
117	87.0	90.3	2.0	2.9	8.1
138	88.9	93.9	2.1	0.8	8.3
146	84.6	92.0	3.7	0.5	11.1
160	79.0	90.7	5.3	2.0	13.8
162	78.7	93.3	6.0	1.7	13.6
166	85.7	97.1	2.0	0.7	11.6
167	88.0	95.7	1.4	0.6	9.9
178	81.5	92.3	3.2	2.1	13.1
190	77.1	89.7	4.9	2.6	15.5
201	73.3	87.2	6.5	1.6	18.6
203	90.9	94.9	1.0	1.8	6.3
209	94.2	n/a	1.7	0.9	3.2
215	86.0	95.3	1.6	0.7	11.6
216	73.0	85.4	4.8	3.4	18.9
223	83.8	87.0	3.8	1.7	10.7
224	75.9	89.5	6.9	3.3	13.8
225	81.7	86.5	4.5	1.9	12.0
228	61.8	80.8	9.5	2.8	25.9
230	80.6	75.1	3.6	1.7	14.1
231	87.5	94.0	3.2	0.7	8.5
233	86.5	94.2	3.2	1.5	8.9
240	89.6	94.1	2.0	0.8	7.5
246	85.1	90.4	2.0	0.9	12.0
258	82.4	89.1	2.5	1.1	14.0
268	84.1	93.9	4.5	2.3	9.1
272	82.2	90.6	4.1	2.9	10.8
273	73.4	88.3	5.1	2.1	19.4
278	86.5	88.7	1.8	1.3	10.4
287	86.4	94.4	2.5	1.0	10.0
290	85.3	94.1	1.7	0.9	12.1
292	83.9	93.4	2.9	2.8	10.3
293	87.8	93.7	2.2	0.8	9.3
296	90.7	94.9	1.0	1.2	7.1
298	76.2	87.8	5.1	1.7	17.0
299	78.2	93.3	6.2	2.5	13.1
300	89.3	92.1	1.6	1.7	7.4

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

### Quarter 1 2021-22

01 April 2021 to 25 June 2021

#### Probability of Departure (%)

Route	% On Time	Q1 2020-21 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
303	80.9	92.8	3.5	2.1	13.6
313	83.0	91.1	3.9	1.6	11.6
315	80.1	89.6	4.8	2.4	12.7
317	84.5	96.8	3.6	2.5	9.4
323	92.3	86.7	1.5	0.9	5.3
324	87.3	93.4	1.6	2.3	8.8
327	78.8	98.2	9.4	2.3	9.5
331	83.4	95.0	3.0	2.0	11.6
336	87.6	90.7	1.6	1.2	9.5
339	89.8	92.7	2.2	1.4	6.6
346	90.3	97.9	2.8	0.9	5.9
347	73.1	94.9	5.9	0.5	20.5
350	92.3	92.7	0.6	1.6	5.5
352	87.9	92.4	2.3	1.5	8.2
353	84.7	92.7	2.0	0.9	12.4
354	84.1	89.3	3.3	1.5	11.1
356	82.5	90.8	2.5	1.8	13.2
357	83.9	93.6	3.6	0.9	11.5
359	89.6	95.7	1.5	0.6	8.4
362	79.6	90.7	6.2	2.0	12.2
367	82.9	88.5	2.1	1.1	13.9
370	87.6	92.5	3.0	2.1	7.3
372	87.4	95.0	2.5	1.3	8.8
375	90.6	96.3	0.8	0.6	8.0
376	89.1	91.6	2.3	1.5	7.2
377	90.3	92.2	2.2	2.1	5.3
379	87.3	95.7	4.8	1.1	6.9
382	86.3	95.9	3.0	1.1	9.6
383	87.5	95.2	1.7	0.9	9.8
384	87.5	96.8	2.2	1.3	8.9
385	84.9	88.3	3.8	0.7	10.5
386	69.4	84.7	9.6	3.0	18.0
389	92.5	88.1	1.9	1.5	4.2
395	87.0	91.2	2.3	1.1	9.6
396	86.0	92.7	2.1	0.3	11.6
397	81.9	89.8	2.9	1.8	13.3
398	88.7	87.2	1.4	1.4	8.5
399	90.9	93.8	1.9	0.3	6.9
401	93.6	95.8	1.6	1.3	3.5
404	89.3	94.2	2.2	3.1	5.5



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

### Quarter 1 2021-22

01 April 2021 to 25 June 2021

#### Probability of Departure (%)

Route	% On Time	Q1 2020-21 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
405	86.5	95.7	1.4	0.9	11.2
406	87.2	95.1	1.2	2.0	9.6
411	87.7	94.2	2.7	1.6	7.9
412	89.9	97.3	1.1	0.3	8.6
413	88.5	96.1	2.9	1.3	7.2
418	87.1	94.3	1.1	2.3	9.5
423	93.9	95.9	0.6	2.7	2.8
424	61.1	84.4	10.9	2.9	25.2
428	83.1	93.7	4.5	0.9	11.5
434	87.3	94.3	2.2	1.0	9.5
440	75.3	84.3	7.1	2.9	14.7
455	84.5	94.3	2.2	2.2	11.1
456	82.2	n/a	5.2	3.1	9.4
462	89.0	94.5	1.4	1.3	8.4
463	76.1	88.7	4.7	2.5	16.7
464	93.6	96.6	2.2	1.0	3.2
465	87.3	94.6	1.3	2.0	9.4
467	92.7	92.8	0.9	0.9	5.5
469	88.2	93.5	2.1	2.1	7.7
470	86.5	92.0	2.4	2.2	8.9
481	84.3	94.3	2.6	2.9	10.3
482	78.8	92.8	5.6	2.3	13.2
485	86.5	91.6	2.8	0.5	10.3
488	83.3	85.2	3.4	1.3	11.9
491	85.6	95.3	2.4	0.8	11.1
492	77.3	93.4	5.3	1.2	16.2
496	91.2	95.8	1.4	1.0	6.4
497	97.6	97.1	0.4	0.7	1.3
498	88.7	95.9	1.8	1.0	8.5
499	82.8	92.0	2.8	1.0	13.4
549	69.3	91.9	9.5	0.7	20.5
A10	95.6	96.5	0.7	0.7	3.0
B11	93.6	95.8	1.6	0.9	3.9
B12	89.3	94.3	1.4	3.1	6.2
B13	88.2	94.9	2.3	1.6	7.9
B14	85.4	94.7	2.7	1.3	10.6
B15	85.2	94.6	2.3	1.3	11.2
B16	89.4	96.1	2.7	1.5	6.5
E10	90.3	90.7	1.4	1.1	7.2
E11	92.3	91.6	0.8	1.5	5.4

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

### Quarter 1 2021-22

01 April 2021 to 25 June 2021

#### Probability of Departure (%)

Route	% On Time	Q1 2020-21 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
G1	65.0	84.6	8.8	1.9	24.3
H3	88.1	94.7	2.2	1.0	8.7
H11	88.7	94.6	1.9	1.4	8.0
H13	86.5	93.3	2.5	0.7	10.3
H17	89.4	92.7	1.6	1.6	7.4
H18	89.4	92.3	1.9	1.6	7.1
H19	91.0	92.4	1.7	1.7	5.6
H25	93.0	90.6	1.1	0.6	5.3
H26	93.3	94.1	0.6	0.6	5.5
H28	89.0	87.5	1.3	1.0	8.6
K3	87.2	91.1	2.3	3.3	7.3
K4	90.2	96.8	1.4	1.8	6.6
K5	77.5	91.2	3.5	1.9	17.1
P5	66.5	80.1	6.9	1.2	25.4
P13	75.7	82.2	5.8	1.7	16.8
R1	92.4	93.8	1.4	1.8	4.4
R2	89.7	93.3	2.0	2.5	5.8
R3	85.9	93.1	2.3	2.0	9.8
R4	90.3	93.5	1.9	1.4	6.3
R5	86.2	93.0	1.6	1.3	10.8
R6	89.4	93.5	2.9	2.2	5.6
R7	68.9	94.6	8.7	3.3	19.1
R8	86.2	90.6	2.4	3.0	8.4
R10	87.6	93.9	2.1	1.0	9.3
R68	70.9	91.7	7.8	1.5	19.9
S1	84.9	94.4	4.6	1.7	8.8
S3	89.9	90.6	1.2	2.8	6.0
S4	87.4	92.5	1.9	1.1	9.6
U1	83.5	91.4	2.7	1.2	12.7
U7	88.3	91.1	1.2	1.8	8.6
U9	93.0	96.0	1.1	1.1	4.8
U10	94.9	92.9	0.6	0.8	3.7
W9	82.6	94.7	3.8	1.9	11.6
W12	87.3	88.2	1.9	2.3	8.5
W13	88.1	96.0	3.5	1.1	7.4
W14	80.3	90.7	6.0	1.7	12.0
X26	80.5	91.6	2.9	1.6	15.0
X68	84.6	n/a	3.9	3.5	8.0
All	84.3	91.7	3.2	1.7	10.8

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

### Quarter 1 2021-22

01 April 2021 to 25 June 2021

#### Waiting Times (Mins)

#### Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2020-21 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
N15	6.0	<b>0.3</b>	0.3	6.3	1.0	84.2	15.1	0.6	0.1	0.4
N25	4.8	<b>0.5</b>	1.4	5.3	1.1	89.1	10.5	0.4	0.0	0.6
N29	5.0	<b>0.2</b>	0.2	5.2	1.0	92.5	7.4	0.1	0.0	0.2
N38	8.3	<b>0.2</b>	0.3	8.5	1.0	70.6	26.7	2.6	0.1	1.0
All	5.7	<b>0.3</b>	0.6	6.1	1.1	85.6	13.6	0.8	0.0	0.5

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

### Quarter 1 2021-22

01 April 2021 to 25 June 2021

#### Probability of Departure (%)

Route	% On Time	Q1 2020-21 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N1	95.1	97.0	0.4	0.4	4.1
N2	89.9	94.6	1.4	0.4	8.3
N3	80.8	90.6	2.2	1.1	15.9
N5	81.1	94.8	1.2	0.7	17.0
N6	93.0	97.0	0.6	1.9	4.5
N7	96.3	97.5	0.8	0.3	2.5
N8	88.2	91.9	2.4	2.1	7.3
N9	88.9	91.2	2.9	1.2	7.1
N11	93.5	96.9	1.0	0.5	5.0
N12	95.9	95.8	1.2	1.2	1.7
N13	97.3	94.7	0.9	0.5	1.3
N14	95.5	97.7	0.8	0.5	3.2
N16	91.8	97.4	0.8	0.2	7.2
N18	93.0	91.6	1.4	1.1	4.4
N19	92.8	96.2	1.9	0.7	4.7
N20	93.8	96.6	0.9	0.7	4.5
N21	96.6	98.5	0.2	0.7	2.5
N22	96.1	97.4	0.4	0.5	3.0
N23	95.9	93.2	1.4	0.7	2.1
N24	89.5	90.9	2.4	0.7	7.4
N26	88.8	91.3	1.7	1.4	8.0
N27	89.5	89.3	2.8	0.7	7.1
N28	95.9	96.0	1.1	0.6	2.5
N31	96.8	96.4	0.4	1.2	1.5
N33	96.7	90.7	0.4	0.5	2.4
N35	96.1	94.9	1.2	0.6	2.1
N36	94.8	93.9	0.6	0.9	3.8
N37	96.5	96.7	0.6	1.5	1.4
N41	94.6	95.9	0.6	0.3	4.4
N43	96.5	98.5	0.7	0.3	2.5
N44	90.5	93.2	1.6	0.7	7.3
N47	93.7	96.8	1.2	0.7	4.4
N52	96.3	97.0	1.4	0.4	1.9
N53	95.3	97.0	0.5	1.6	2.6
N55	90.1	92.6	1.2	2.4	6.3
N57	98.4	98.1	0.2	1.1	0.4
N63	94.8	96.4	0.7	1.1	3.4
N64	98.0	97.8	1.1	0.4	0.4
N65	96.8	96.3	0.7	1.2	1.4
N68	90.6	88.6	2.0	1.3	6.2

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

### Quarter 1 2021-22

01 April 2021 to 25 June 2021

#### Probability of Departure (%)

Route	% On Time	Q1 2020-21 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N69	96.2	92.0	0.8	0.8	2.2
N72	95.5	95.2	0.2	0.4	3.9
N73	92.4	95.5	2.7	0.4	4.5
N74	98.4	98.7	0.2	0.2	1.3
N76	94.0	94.8	1.0	1.1	3.8
N83	98.0	98.0	0.3	1.2	0.5
N85	97.5	98.6	1.0	0.9	0.5
N86	95.0	94.6	0.4	2.0	2.6
N87	94.7	96.9	0.8	0.3	4.2
N88	95.8	96.2	1.2	0.5	2.5
N89	95.0	96.8	0.5	0.9	3.6
N91	92.5	96.0	0.8	0.5	6.2
N93	97.0	98.5	1.0	0.2	1.8
N94	88.2	93.2	1.6	1.6	8.6
N97	94.8	97.2	0.6	0.8	3.8
N98	92.4	97.6	1.0	0.9	5.7
N102	98.0	97.3	0.4	0.3	1.3
N105	97.6	97.7	1.0	0.3	1.2
N108	95.6	95.0	1.0	0.5	2.9
N109	88.9	90.7	2.3	1.7	7.1
N111	94.5	93.8	0.6	0.4	4.6
N113	95.6	95.2	0.3	0.3	3.9
N119	95.6	99.2	0.7	0.8	2.9
N128	95.4	92.1	1.4	1.0	2.2
N133	96.8	96.4	0.3	0.4	2.4
N134	92.5	98.3	5.0	0.5	2.0
N136	95.9	97.6	0.4	0.8	2.9
N137	95.0	95.5	1.4	0.5	3.1
N139	95.1	93.3	1.4	0.5	2.9
N140	97.4	98.1	0.4	0.3	1.9
N148	89.1	92.6	2.7	2.0	6.3
N149	91.0	95.7	1.1	0.3	7.6
N155	91.8	97.1	0.9	0.7	6.6
N159	90.2	93.2	2.1	1.5	6.1
N171	96.1	98.0	0.6	0.9	2.4
N176	96.9	97.8	0.8	1.2	1.1
N188	96.2	98.5	0.5	1.1	2.2
N189	95.0	95.9	0.9	0.1	4.1
N199	92.1	96.6	0.4	0.6	6.9
N205	91.2	94.3	1.1	1.7	6.0

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

### Quarter 1 2021-22

01 April 2021 to 25 June 2021

#### Probability of Departure (%)

Route	% On Time	Q1 2020-21 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N207	90.6	93.3	1.3	0.6	7.5
N213	99.3	96.1	0.2	0.3	0.3
N214	95.5	94.1	1.9	1.1	1.4
N220	91.7	96.7	1.7	0.5	6.0
N222	96.7	96.3	1.3	0.5	1.5
N238	95.8	96.4	2.1	1.2	0.8
N242	93.2	94.9	0.7	1.1	5.0
N243	93.0	95.5	2.2	0.4	4.4
N250	94.9	98.4	3.0	0.4	1.7
N253	92.5	96.8	0.9	0.9	5.8
N264	98.4	98.9	0.3	0.0	1.3
N266	95.7	91.9	1.4	0.7	2.2
N271	96.5	94.0	1.4	0.7	1.3
N277	93.0	97.1	1.4	1.3	4.2
N279	94.0	96.8	1.3	0.2	4.5
N281	97.2	97.3	1.4	0.7	0.8
N285	97.3	96.1	0.8	0.3	1.6
N295	96.7	99.0	0.2	0.1	3.0
N297	98.3	97.5	0.4	0.7	0.7
N321	95.6	97.3	0.6	1.4	2.5
N341	96.5	95.6	0.5	0.7	2.3
N343	94.9	97.4	0.9	0.9	3.4
N344	95.3	96.0	0.7	0.4	3.6
N345	87.6	93.7	3.2	1.2	8.0
N365	98.7	97.9	0.5	0.5	0.3
N381	86.1	92.7	2.9	0.8	10.1
N390	96.3	97.3	0.8	0.6	2.3
N453	94.9	96.1	1.0	0.8	3.2
N472	97.1	97.9	0.6	0.5	1.7
N474	95.2	93.2	2.0	1.4	1.5
N550	89.3	89.2	2.3	0.9	7.6
N551	90.3	91.9	2.2	1.0	6.6
NEL1	97.4	96.6	1.2	1.0	0.4
All	93.8	95.5	1.2	0.8	4.2