

QSI Performance Results

Route Results for London Bus Services

First Quarter 2019-20

01 April 2019 to 21st June 2019

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 2018-19 (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 2018-19 (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 2019-20

01 April 2019 to 21st June 2019

Waiting Times (mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2018-19 (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	1.1	6.2	1.2	82.4	16.2	1.2	0.2	1.2
2	4.1	0.7	0.8	4.7	1.2	91.4	8.3	0.3	0.0	0.9
3	4.6	1.0	1.2	5.5	1.2	85.8	13.3	0.7	0.1	1.3
4	5.7	1.1	1.1	6.8	1.2	76.6	20.9	2.1	0.3	1.3
5	3.8	0.7	0.8	4.5	1.2	93.0	6.7	0.2	0.1	1.2
6	4.1	0.8	0.7	4.9	1.2	90.6	8.8	0.4	0.1	1.5
7	4.5	0.7	0.6	5.1	1.1	89.3	10.4	0.3	0.0	0.7
8	3.6	1.0	1.0	4.6	1.3	91.4	8.1	0.4	0.1	2.6
9	4.1	1.2	1.3	5.3	1.3	87.5	11.3	1.0	0.3	2.7
11	5.2	0.9	1.4	6.1	1.2	82.2	16.3	1.2	0.3	1.3
12	3.0	0.8	1.1	3.8	1.3	96.1	3.8	0.1	0.0	1.8
13	3.7	1.8	1.7	5.4	1.5	84.8	13.5	1.4	0.2	6.2
14	4.4	1.0	0.9	5.4	1.2	86.3	12.8	0.8	0.1	2.0
15	4.1	0.8	0.9	4.9	1.2	91.0	8.6	0.3	0.0	1.1
16	4.1	0.8	0.7	4.9	1.2	90.7	9.0	0.3	0.0	1.1
17	5.1	1.0	0.9	6.1	1.2	82.0	16.2	1.5	0.3	1.6
18	2.5	1.0	1.3	3.6	1.4	95.4	4.3	0.3	0.1	2.9
19	4.1	0.9	0.7	5.0	1.2	89.8	9.6	0.5	0.1	1.5
21	4.2	0.9	1.4	5.1	1.2	88.1	11.2	0.5	0.1	1.4
22	4.4	1.0	0.8	5.4	1.2	86.3	12.6	0.9	0.2	2.3
23	4.2	1.0	1.0	5.2	1.2	88.2	11.2	0.5	0.1	1.6
24	5.2	1.3	1.4	6.5	1.3	79.5	18.0	1.9	0.6	2.5
25	3.9	1.1	1.1	5.0	1.3	89.0	10.5	0.5	0.1	1.9
26	5.3	1.1	1.2	6.4	1.2	79.8	18.6	1.3	0.3	1.2
27	4.4	1.2	1.4	5.6	1.3	84.5	14.4	0.9	0.1	2.3
28	5.1	1.7	1.4	6.8	1.3	76.4	20.0	2.8	0.7	3.5
29	2.9	1.0	1.0	4.0	1.4	94.6	5.2	0.2	0.0	3.2
30	4.9	1.2	1.5	6.1	1.2	81.7	16.9	1.3	0.2	1.9
31	5.0	0.8	1.2	5.8	1.2	84.8	14.5	0.6	0.0	0.7
32	4.5	0.6	0.8	5.1	1.1	89.6	10.1	0.3	0.0	0.7
33	5.0	1.4	1.3	6.4	1.3	78.7	18.5	2.2	0.6	3.9
34	4.4	0.9	0.9	5.3	1.2	87.0	12.2	0.7	0.1	1.8
35	5.5	0.9	1.0	6.4	1.2	79.3	19.5	1.1	0.1	0.8
36	3.7	0.9	1.2	4.5	1.2	90.6	8.8	0.5	0.1	2.3
37	5.4	1.1	1.1	6.5	1.2	79.0	19.3	1.6	0.2	1.3
38	2.1	0.8	0.9	2.9	1.4	98.1	1.7	0.1	0.0	1.4
39	4.5	0.8	0.6	5.3	1.2	87.3	12.2	0.4	0.0	1.1
40	4.9	0.5	0.7	5.5	1.1	86.5	13.0	0.4	0.0	0.4
41	3.5	0.7	0.7	4.2	1.2	94.3	5.5	0.2	0.1	1.5
42	6.8	1.2	1.0	8.0	1.2	67.5	27.9	3.9	0.7	1.5
43	4.1	1.1	1.2	5.2	1.3	87.9	11.3	0.7	0.1	1.9

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

Quarter 1 2019-20

01 April 2019 to 21st June 2019

Waiting Times (mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2018-19 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
44	5.3	0.9	1.0	6.2	1.2	80.9	17.8	1.2	0.1	1.2
45	5.6	0.9	1.0	6.5	1.2	78.6	19.8	1.5	0.2	0.9
46	5.6	1.9	1.6	7.5	1.3	71.2	23.9	4.1	0.8	3.6
47	6.6	0.8	1.3	7.5	1.1	71.7	25.0	2.8	0.5	0.9
48	5.2	1.0	1.1	6.1	1.2	81.8	17.0	0.9	0.2	1.1
49	4.7	0.7	0.9	5.5	1.2	87.1	12.4	0.4	0.0	0.7
50	6.9	0.4	0.4	7.3	1.1	72.7	25.4	1.8	0.1	0.2
51	5.6	0.8	1.0	6.4	1.1	80.1	18.6	1.2	0.1	0.8
52	3.8	0.8	0.8	4.6	1.2	92.2	7.4	0.3	0.0	1.6
53	4.2	0.8	1.0	5.0	1.2	89.2	10.3	0.4	0.1	1.3
54	5.6	1.1	0.9	6.7	1.2	77.2	21.0	1.5	0.3	1.3
55	3.7	1.0	1.0	4.7	1.3	90.3	9.2	0.5	0.1	2.3
56	3.8	0.9	1.2	4.7	1.2	91.5	8.0	0.4	0.1	1.6
57	5.3	0.7	0.7	6.0	1.1	83.7	15.6	0.6	0.1	0.5
58	6.4	0.8	1.0	7.2	1.1	73.5	24.8	1.6	0.2	0.5
59	3.8	0.6	0.7	4.5	1.2	92.2	7.5	0.2	0.1	1.2
60	7.0	0.6	0.7	7.5	1.1	70.3	27.9	1.6	0.1	0.2
62	5.7	0.6	0.8	6.3	1.1	81.1	17.6	1.2	0.2	0.6
63	4.0	1.2	1.2	5.2	1.3	87.1	11.9	0.8	0.1	2.7
64	4.8	0.7	n/a	5.5	1.1	86.1	13.1	0.7	0.1	0.8
65	3.7	1.1	1.2	4.7	1.3	90.6	8.5	0.7	0.2	3.2
66	6.9	0.5	0.6	7.5	1.1	71.7	25.9	2.2	0.2	0.3
67	5.4	0.7	0.5	6.1	1.1	82.3	17.1	0.5	0.0	0.3
68	4.6	0.8	1.0	5.4	1.2	87.3	12.0	0.6	0.1	1.0
69	4.7	1.1	1.6	5.8	1.2	83.7	15.2	1.0	0.1	1.8
70	6.0	1.5	1.5	7.5	1.3	72.1	23.4	3.6	0.9	2.9
71	4.7	0.6	0.6	5.3	1.1	89.2	10.3	0.5	0.0	0.8
72	4.6	1.8	1.0	6.4	1.4	80.4	15.3	3.2	1.1	5.6
73	2.8	0.9	0.7	3.7	1.3	96.2	3.7	0.1	0.0	2.4
74	5.2	0.9	0.7	6.1	1.2	82.4	16.3	1.0	0.3	1.1
75	6.8	0.9	1.0	7.7	1.1	69.5	27.8	2.3	0.4	0.6
76	4.5	0.9	1.1	5.4	1.2	86.9	12.4	0.6	0.1	1.3
77	5.3	1.0	1.1	6.3	1.2	80.7	17.8	1.3	0.2	1.4
78	5.2	0.8	0.9	6.0	1.2	83.2	15.8	0.8	0.1	0.8
79	6.4	1.0	0.9	7.4	1.2	72.1	24.8	2.6	0.5	1.2
80	4.8	0.8	0.7	5.6	1.2	85.3	14.3	0.4	0.0	1.1
81	6.6	0.7	0.8	7.3	1.1	72.7	24.4	2.6	0.3	0.6
83	4.4	0.7	0.8	5.1	1.2	89.5	9.9	0.5	0.1	1.0
85	4.3	0.8	0.6	5.1	1.2	90.2	9.3	0.4	0.1	1.1
86	3.5	0.8	1.0	4.3	1.2	92.9	6.8	0.2	0.0	2.1
87	3.9	0.9	1.1	4.8	1.2	89.7	9.8	0.4	0.1	2.3

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

Quarter 1 2019-20

01 April 2019 to 21st June 2019

Waiting Times (mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2018-19 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
88	4.4	1.1	0.9	5.6	1.3	85.5	13.1	1.1	0.3	2.6
89	6.9	0.8	0.8	7.6	1.1	70.2	26.8	2.7	0.3	0.6
90	6.3	0.6	1.1	6.9	1.1	75.6	23.3	1.1	0.1	0.3
91	4.2	1.1	1.1	5.3	1.3	87.4	11.7	0.8	0.1	2.1
92	4.7	1.1	1.0	5.9	1.2	83.9	14.6	1.2	0.3	2.0
93	3.8	0.9	0.8	4.7	1.2	90.7	9.0	0.3	0.0	2.1
94	3.8	0.9	0.8	4.6	1.2	91.7	7.9	0.3	0.1	1.8
95	7.2	1.1	0.9	8.3	1.1	66.4	28.5	4.3	0.7	1.1
96	4.6	0.9	1.2	5.5	1.2	86.0	12.9	0.9	0.2	1.7
97	4.7	1.0	1.2	5.6	1.2	84.7	14.0	1.1	0.2	1.6
98	4.2	0.8	0.7	5.1	1.2	89.2	10.2	0.5	0.1	1.4
99	6.4	0.7	0.8	7.1	1.1	73.9	24.6	1.4	0.2	0.4
100	6.3	0.5	0.8	6.8	1.1	75.7	23.4	0.7	0.1	0.2
101	6.3	0.6	0.6	6.9	1.1	75.3	23.5	1.0	0.2	0.4
102	4.8	0.7	1.2	5.4	1.1	87.7	12.0	0.3	0.0	0.5
103	6.3	0.4	0.6	6.7	1.1	78.9	19.4	1.6	0.1	0.3
104	5.6	0.8	1.2	6.5	1.1	79.6	18.7	1.5	0.2	1.0
105	6.3	1.2	1.0	7.4	1.2	71.7	24.9	2.7	0.7	1.4
106	5.1	0.9	0.7	6.0	1.2	82.9	15.9	1.0	0.2	1.2
108	5.7	1.1	1.1	6.8	1.2	76.8	20.9	1.9	0.4	1.4
108D	8.1	0.8	n/a	8.9	1.1	77.1	19.3	2.8	0.8	6.8
109	3.5	0.8	0.9	4.3	1.2	92.7	6.9	0.3	0.0	1.8
111	5.2	1.2	1.3	6.3	1.2	79.8	18.1	1.8	0.3	1.9
112	6.1	0.8	0.8	6.8	1.1	77.1	20.6	1.9	0.3	1.2
113	4.1	1.0	1.1	5.1	1.2	88.1	11.0	0.7	0.2	2.5
114	5.4	0.8	0.9	6.2	1.1	81.8	16.9	1.1	0.1	0.8
115	4.3	0.7	0.9	5.0	1.1	90.6	9.1	0.3	0.1	0.6
116	6.9	0.7	0.5	7.6	1.1	71.0	26.2	2.4	0.4	0.8
118	6.9	0.7	0.9	7.5	1.1	70.5	26.9	2.4	0.2	0.3
119	6.3	0.9	0.9	7.3	1.1	72.9	24.7	2.1	0.2	0.7
120	5.9	0.9	1.1	6.8	1.1	77.4	20.4	2.0	0.3	0.9
121	5.6	0.8	0.9	6.4	1.1	79.9	18.9	1.1	0.1	0.7
122	6.2	0.8	1.1	7.0	1.1	74.5	23.7	1.6	0.2	0.7
123	5.5	0.8	1.0	6.3	1.1	80.5	18.4	0.9	0.1	0.6
124	6.0	0.7	1.0	6.7	1.1	77.7	20.6	1.4	0.2	0.6
125	5.6	0.7	0.6	6.3	1.1	80.8	18.2	0.9	0.1	0.7
126	6.6	0.6	0.5	7.3	1.1	73.9	23.1	2.5	0.5	0.5
127	7.0	0.9	0.7	8.0	1.1	68.5	27.4	3.7	0.4	1.0
128	6.8	0.8	0.9	7.6	1.1	70.6	26.4	2.7	0.3	0.5
129	6.1	0.9	0.5	7.1	1.2	75.8	21.2	2.4	0.7	1.6
130	7.6	0.6	n/a	8.3	1.1	68.1	26.3	4.9	0.6	0.5

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

Quarter 1 2019-20

01 April 2019 to 21st June 2019

Waiting Times (mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2018-19 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
131	4.7	0.6	0.7	5.3	1.1	88.7	10.8	0.5	0.0	0.7
132	5.8	0.9	1.1	6.7	1.2	78.1	20.0	1.7	0.2	1.1
133	3.8	0.5	0.7	4.3	1.1	94.2	5.8	0.1	0.0	0.4
134	3.9	0.9	0.7	4.8	1.2	91.0	8.5	0.4	0.0	1.8
135	5.6	0.7	0.8	6.3	1.1	81.1	17.8	1.0	0.1	0.5
136	5.8	0.8	1.3	6.6	1.1	77.6	21.1	1.2	0.1	0.6
137	3.5	0.5	0.6	4.0	1.1	95.6	4.3	0.1	0.0	0.8
139	4.3	1.1	1.3	5.5	1.3	85.8	13.0	1.0	0.2	2.4
140	3.7	1.1	1.3	4.8	1.3	89.6	9.8	0.5	0.0	2.8
141	3.9	0.9	1.0	4.8	1.2	89.8	9.8	0.3	0.1	1.7
142	6.7	0.9	1.0	7.7	1.1	70.4	25.5	3.5	0.6	0.8
143	6.4	0.6	0.7	7.0	1.1	74.6	24.1	1.2	0.1	0.3
144	4.7	0.8	0.9	5.5	1.2	86.9	12.6	0.5	0.1	0.8
145	6.5	0.7	0.9	7.2	1.1	73.7	24.6	1.6	0.1	0.4
147	4.3	0.7	0.9	5.0	1.2	90.0	9.5	0.4	0.1	1.2
148	4.2	1.1	1.2	5.4	1.3	86.5	12.4	0.8	0.3	2.5
149	3.5	0.9	0.9	4.5	1.3	92.6	7.1	0.2	0.0	1.6
150	6.8	0.5	0.7	7.4	1.1	72.6	25.3	2.0	0.1	0.2
151	6.0	0.8	0.8	6.9	1.1	76.5	21.1	2.1	0.2	1.0
152	7.0	0.6	0.7	7.6	1.1	70.9	26.6	2.3	0.2	0.4
153	6.4	0.5	0.6	6.9	1.1	75.7	23.1	1.1	0.1	0.2
154	6.5	1.0	1.0	7.5	1.2	71.2	25.9	2.7	0.3	0.9
155	4.6	0.5	0.7	5.1	1.1	89.8	10.0	0.1	0.0	0.3
156	5.3	0.8	1.0	6.1	1.2	82.0	17.0	0.9	0.1	0.9
157	6.6	0.7	0.8	7.3	1.1	72.7	25.1	2.0	0.2	0.4
158	4.9	1.0	1.3	5.9	1.2	83.0	15.6	1.1	0.2	1.5
159	3.6	0.8	0.9	4.4	1.2	91.9	7.7	0.3	0.1	1.9
161	5.5	1.2	1.1	6.7	1.2	78.2	19.5	2.1	0.3	1.5
163	5.3	0.6	0.6	5.9	1.1	84.4	15.0	0.5	0.1	0.5
164	5.7	1.0	0.9	6.7	1.2	77.2	21.1	1.5	0.1	1.1
165	6.8	0.6	0.8	7.4	1.1	71.9	26.2	1.8	0.1	0.2
168	4.2	1.0	0.9	5.2	1.2	87.8	11.2	0.8	0.2	2.0
169	6.2	0.6	0.8	6.8	1.1	77.1	20.9	1.7	0.2	0.6
170	4.8	0.8	0.7	5.6	1.2	85.4	13.9	0.7	0.1	1.2
171	5.0	0.8	1.3	5.7	1.2	85.0	14.1	0.7	0.1	0.8
172	6.1	0.7	0.6	6.7	1.1	77.2	21.5	1.1	0.2	0.5
173	6.0	0.8	1.3	6.7	1.1	77.6	20.8	1.4	0.2	0.8
174	4.7	0.9	0.8	5.6	1.2	84.5	14.7	0.8	0.1	1.5
175	7.0	0.5	0.8	7.5	1.1	71.3	26.4	2.2	0.2	0.3
176	5.2	0.7	0.7	5.9	1.1	84.3	15.1	0.5	0.1	0.5
177	5.5	0.9	1.0	6.4	1.2	80.3	18.3	1.2	0.2	1.0

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

Quarter 1 2019-20

01 April 2019 to 21st June 2019

Waiting Times (mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2018-19 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
179	6.9	1.0	1.0	7.9	1.1	68.7	27.4	3.5	0.5	1.0
180	5.7	1.0	1.6	6.7	1.2	77.8	20.0	1.8	0.4	1.3
181	6.9	0.7	1.1	7.6	1.1	70.3	27.4	2.0	0.3	0.5
182	4.5	1.2	1.1	5.7	1.3	85.0	13.7	1.2	0.2	2.5
183	4.4	1.0	1.3	5.4	1.2	87.3	11.8	0.8	0.1	1.9
184	4.9	1.0	1.0	5.8	1.2	84.1	15.0	0.9	0.1	1.4
185	4.5	0.8	1.0	5.4	1.2	87.5	11.9	0.5	0.1	0.9
186	6.9	1.1	0.9	8.0	1.2	68.7	26.9	3.9	0.6	1.1
187	6.6	0.7	0.7	7.3	1.1	72.5	25.5	1.7	0.2	0.6
188	4.5	0.8	0.9	5.3	1.2	87.3	12.1	0.6	0.1	1.3
189	4.5	0.8	0.7	5.3	1.2	87.6	11.9	0.4	0.0	1.0
191	5.9	0.9	0.9	6.8	1.2	76.8	21.2	1.9	0.2	1.1
192	5.4	0.9	1.1	6.3	1.2	80.9	17.7	1.2	0.2	1.0
193	6.6	0.5	0.6	7.0	1.1	76.4	21.4	2.0	0.2	0.3
194	6.6	0.5	0.7	7.2	1.1	73.6	24.7	1.6	0.1	0.2
195	6.7	1.1	1.0	7.7	1.2	69.7	26.4	3.2	0.7	1.3
196	7.0	0.9	1.0	7.9	1.1	68.8	27.5	3.2	0.4	0.6
197	6.6	0.6	0.7	7.2	1.1	73.7	24.4	1.7	0.2	0.3
198	6.8	0.4	0.5	7.3	1.1	73.1	25.2	1.6	0.1	0.2
199	6.5	0.6	0.6	7.1	1.1	74.4	24.0	1.3	0.3	0.5
200	5.2	0.5	0.6	5.7	1.1	85.4	14.2	0.4	0.0	0.3
202	5.6	0.9	1.3	6.4	1.2	79.5	18.8	1.4	0.3	1.2
204	5.7	0.8	0.8	6.5	1.1	78.9	19.5	1.4	0.2	0.9
205	4.5	1.3	1.3	5.8	1.3	83.3	15.2	1.3	0.2	2.7
206	7.0	1.0	0.9	8.0	1.1	68.2	27.4	3.8	0.6	1.4
207	3.3	0.9	0.8	4.2	1.3	93.7	6.1	0.2	0.0	2.3
208	6.4	0.9	0.9	7.3	1.1	72.6	25.3	1.8	0.3	0.7
209	3.4	0.6	0.6	4.0	1.2	94.9	4.9	0.1	0.0	1.3
210	5.3	1.0	0.8	6.2	1.2	81.5	17.4	1.1	0.1	1.0
211	5.5	1.4	1.1	6.8	1.2	76.1	20.9	2.4	0.7	2.7
212	5.7	1.1	1.3	6.8	1.2	76.6	21.3	1.9	0.2	1.4
213	5.3	0.7	0.7	5.9	1.1	84.0	15.2	0.7	0.1	0.7
214	4.4	1.4	1.1	5.8	1.3	83.2	15.2	1.4	0.2	3.1
217	7.1	0.8	1.0	7.9	1.1	68.5	28.1	3.1	0.4	0.6
219	6.7	0.6	0.9	7.3	1.1	73.0	25.2	1.6	0.1	0.3
220	4.3	1.6	1.2	5.9	1.4	82.5	15.5	1.7	0.3	4.6
221	4.5	0.8	1.0	5.3	1.2	87.6	12.0	0.4	0.0	1.1
222	5.4	0.6	0.8	6.0	1.1	84.4	14.8	0.7	0.1	0.3
226	6.8	0.9	0.9	7.7	1.1	70.4	26.2	3.0	0.4	1.0
227	4.6	0.9	1.1	5.5	1.2	86.2	13.0	0.7	0.1	1.3
229	5.7	0.8	0.9	6.4	1.1	79.5	19.2	1.2	0.1	0.8

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

Quarter 1 2019-20

01 April 2019 to 21st June 2019

Waiting Times (mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2018-19 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
234	6.9	0.9	0.9	7.8	1.1	69.0	27.8	2.9	0.3	0.7
235	5.0	1.1	1.0	6.1	1.2	81.8	16.9	1.2	0.1	1.6
236	5.4	1.1	1.4	6.5	1.2	78.8	19.5	1.5	0.2	1.3
237	4.7	1.2	1.0	5.9	1.3	82.3	16.3	1.3	0.2	2.1
238	5.6	0.7	0.7	6.3	1.1	80.8	17.9	1.1	0.2	0.7
241	6.4	0.8	0.7	7.1	1.1	74.2	23.3	2.2	0.3	0.7
242	4.1	0.9	1.2	5.0	1.2	89.8	9.8	0.3	0.0	1.3
243	4.0	1.0	0.8	5.0	1.3	88.9	10.6	0.4	0.1	1.8
244	5.9	0.8	1.0	6.6	1.1	78.1	20.7	1.1	0.1	0.6
245	4.6	0.7	0.9	5.3	1.2	88.1	11.3	0.5	0.1	1.0
247	6.3	1.0	0.8	7.2	1.2	74.1	22.8	2.7	0.4	1.2
248	4.9	0.7	0.6	5.6	1.1	85.7	13.7	0.6	0.1	0.8
249	6.2	0.5	0.5	6.7	1.1	77.0	22.3	0.6	0.0	0.2
250	4.2	0.7	0.7	4.9	1.2	90.6	9.1	0.3	0.0	0.8
251	6.6	0.6	0.7	7.3	1.1	73.7	23.7	2.3	0.3	0.6
252	6.0	0.6	0.9	6.6	1.1	78.6	19.7	1.5	0.1	0.5
253	3.2	0.9	1.0	4.1	1.3	94.5	5.4	0.1	0.0	2.0
254	3.2	1.0	1.0	4.2	1.3	93.9	5.9	0.2	0.0	2.1
255	7.1	0.4	0.5	7.5	1.1	71.6	26.2	2.0	0.2	0.3
256	6.3	0.4	0.5	6.7	1.1	78.2	20.5	1.3	0.1	0.2
257	4.3	1.0	1.0	5.4	1.2	86.9	12.0	0.9	0.2	2.1
259	4.1	1.0	0.8	5.2	1.3	88.6	10.7	0.6	0.1	1.7
260	6.9	1.1	1.0	8.0	1.2	67.5	28.9	3.1	0.5	0.9
261	7.1	0.7	1.0	7.8	1.1	68.5	28.5	2.7	0.4	0.5
262	5.9	1.2	1.2	7.2	1.2	74.0	23.3	2.2	0.5	1.5
263	5.3	0.6	0.7	5.9	1.1	84.4	14.9	0.6	0.1	0.6
264	6.4	0.4	0.5	6.8	1.1	76.1	23.2	0.7	0.1	0.2
265	5.9	0.7	0.8	6.6	1.1	77.9	20.8	1.1	0.1	0.8
266	4.7	1.3	1.1	5.9	1.3	82.5	15.7	1.6	0.2	2.9
267	5.8	1.2	1.1	7.0	1.2	75.7	21.2	2.4	0.7	1.8
269	6.6	0.7	0.9	7.3	1.1	72.4	25.4	1.9	0.3	0.7
270	5.3	0.8	0.6	6.2	1.2	81.7	17.2	1.0	0.1	0.8
271	5.3	0.9	0.6	6.2	1.2	81.9	16.9	1.0	0.2	1.1
274	6.0	1.5	1.7	7.4	1.2	72.3	24.3	3.0	0.4	1.5
275	6.9	0.9	1.0	7.8	1.1	69.3	27.1	3.2	0.4	0.8
276	6.5	1.0	1.1	7.5	1.1	71.0	26.0	2.6	0.3	0.8
277	3.8	0.8	1.0	4.7	1.2	91.8	7.8	0.4	0.1	1.5
279	3.7	0.9	1.1	4.6	1.2	91.9	7.6	0.3	0.1	1.9
280	5.7	0.9	0.7	6.6	1.2	78.7	19.7	1.5	0.1	0.9
281	5.3	0.9	1.1	6.3	1.2	81.8	16.9	1.1	0.2	1.0
281R	5.3	1.4	0.8	6.7	1.3	77.8	19.0	2.5	0.7	2.9

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

Quarter 1 2019-20

01 April 2019 to 21st June 2019

Waiting Times (mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2018-19 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
282	6.7	0.8	0.9	7.6	1.1	70.1	27.4	2.2	0.2	0.5
283	4.7	0.8	1.0	5.5	1.2	86.7	12.6	0.6	0.1	1.2
284	6.9	1.1	1.5	8.0	1.2	68.6	26.7	4.0	0.7	1.2
285	6.6	0.7	0.9	7.3	1.1	72.3	25.9	1.6	0.2	0.4
286	5.7	1.1	1.0	6.9	1.2	76.6	20.7	2.2	0.5	2.0
288	6.0	0.6	0.8	6.5	1.1	79.3	19.3	1.2	0.2	0.4
289	-	-	n/a	-	-	-	-	-	-	-
291	5.7	1.4	0.8	7.1	1.2	74.7	22.6	2.4	0.3	1.7
294	7.1	0.5	0.6	7.6	1.1	69.6	28.2	2.1	0.1	0.2
295	4.6	1.0	0.8	5.6	1.2	85.8	13.0	1.0	0.2	1.9
297	5.8	0.8	1.1	6.7	1.1	78.0	20.4	1.4	0.2	0.8
302	5.1	0.9	0.9	6.0	1.2	82.9	16.1	0.9	0.1	1.2
307	6.2	0.6	0.8	6.8	1.1	77.7	20.4	1.8	0.1	0.4
308	7.0	0.9	1.5	8.0	1.1	68.5	27.5	3.6	0.5	0.7
309	6.7	0.7	0.9	7.4	1.1	72.0	25.5	2.2	0.4	0.6
312	6.7	0.4	0.7	7.2	1.1	73.6	24.8	1.4	0.1	0.2
314	-	-	n/a	-	-	-	-	-	-	-
316	5.1	0.8	0.7	5.8	1.2	84.1	15.1	0.7	0.1	0.8
319	4.8	0.5	0.5	5.3	1.1	89.0	10.7	0.2	0.0	0.4
320	6.9	1.0	0.9	7.8	1.1	69.1	27.0	3.4	0.5	1.1
321	5.3	0.9	0.9	6.2	1.2	81.7	17.1	1.0	0.2	1.0
322	6.9	0.8	1.1	7.7	1.1	69.3	27.7	2.6	0.4	0.7
325	6.9	0.7	1.0	7.6	1.1	70.4	26.5	2.7	0.3	0.5
326	6.4	0.7	0.9	7.1	1.1	74.5	24.0	1.4	0.1	0.4
328	5.2	1.6	1.4	6.7	1.3	77.3	19.7	2.4	0.6	2.9
329	4.0	0.6	0.6	4.5	1.1	94.1	5.8	0.1	0.0	0.5
330	7.0	0.8	0.8	7.7	1.1	69.9	26.4	3.0	0.7	0.7
332	5.4	0.7	0.7	6.1	1.1	82.5	16.7	0.7	0.1	0.6
333	5.2	0.4	0.5	5.6	1.1	86.6	13.2	0.2	0.0	0.2
337	6.3	1.4	0.8	7.7	1.2	70.3	25.5	3.1	1.1	2.4
340	6.4	0.6	0.7	6.9	1.1	75.5	23.2	1.1	0.1	0.3
341	5.3	0.8	0.8	6.1	1.2	82.3	16.7	0.8	0.1	0.7
343	4.4	0.7	0.7	5.0	1.2	90.3	9.3	0.3	0.1	0.8
344	4.0	1.1	1.2	5.1	1.3	88.1	11.0	0.8	0.1	2.5
345	4.6	0.8	1.2	5.5	1.2	86.7	12.7	0.5	0.0	0.8
349	5.1	0.7	0.8	5.8	1.1	84.5	14.8	0.5	0.2	0.6
355	6.3	0.5	0.6	6.8	1.1	76.3	23.0	0.7	0.1	0.2
358	6.7	0.9	1.1	7.6	1.1	70.6	26.0	3.0	0.4	0.8
360	6.7	0.6	0.6	7.4	1.1	71.5	26.5	1.9	0.2	0.4
363	5.2	0.7	0.8	5.8	1.1	84.1	15.4	0.5	0.0	0.5
364	5.6	0.7	1.0	6.4	1.1	80.4	18.5	1.0	0.1	0.6

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

Quarter 1 2019-20

01 April 2019 to 21st June 2019

Route	Waiting Times (mins)					Probability of Waiting (%)				
	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2018-19 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
365	6.8	0.8	0.7	7.6	1.1	70.2	27.0	2.6	0.3	0.6
366	5.7	0.8	1.1	6.5	1.1	79.5	18.7	1.5	0.3	1.0
368	6.5	0.5	0.7	7.0	1.1	76.3	21.8	1.7	0.2	0.3
371	5.5	0.8	0.7	6.3	1.2	81.1	17.8	0.9	0.2	0.9
380	6.3	0.9	0.9	7.2	1.1	73.8	24.1	1.8	0.3	0.9
381	5.6	0.9	1.0	6.5	1.2	79.4	19.2	1.3	0.2	0.9
388	5.6	1.0	1.8	6.6	1.2	77.8	20.6	1.4	0.3	1.0
390	3.4	1.3	0.9	4.7	1.4	89.8	9.4	0.7	0.1	4.2
391	6.4	1.6	1.3	7.9	1.2	69.0	26.1	3.8	1.1	2.3
393	6.5	1.6	1.1	8.1	1.3	67.6	26.9	4.5	1.0	2.1
394	7.0	0.8	1.1	7.8	1.1	69.1	27.9	2.8	0.2	0.5
403	6.8	0.6	0.7	7.3	1.1	72.6	25.4	1.8	0.2	0.6
407	6.6	1.0	1.2	7.6	1.1	70.7	26.3	2.8	0.3	0.9
410	5.6	0.6	0.6	6.2	1.1	81.8	17.4	0.7	0.1	0.4
414	4.4	0.9	0.9	5.3	1.2	87.4	11.7	0.7	0.2	1.5
415	6.9	0.5	0.5	7.3	1.1	72.1	26.0	1.8	0.1	0.2
417	5.4	0.5	0.7	6.0	1.1	83.7	15.7	0.5	0.0	0.3
422	5.4	1.0	1.1	6.4	1.2	79.8	18.6	1.4	0.2	1.1
425	5.4	1.6	1.6	6.9	1.3	75.5	21.2	2.7	0.5	2.6
427	4.4	0.9	0.8	5.3	1.2	88.1	11.3	0.6	0.1	1.4
430	5.2	1.0	0.7	6.2	1.2	82.0	16.5	1.2	0.3	1.3
432	6.4	0.5	0.7	6.9	1.1	75.2	24.0	0.8	0.1	0.2
433	6.4	1.1	n/a	7.5	1.2	71.7	24.6	3.3	0.4	1.5
436	4.5	0.7	1.1	5.2	1.2	88.7	10.9	0.3	0.1	0.7
444	6.8	0.9	0.9	7.8	1.1	69.3	27.3	3.0	0.5	0.8
450	5.0	0.6	0.8	5.7	1.1	85.3	14.0	0.6	0.1	0.6
452	5.3	1.9	1.1	7.2	1.3	73.2	22.8	3.3	0.7	3.4
453	3.6	1.0	1.2	4.6	1.3	91.3	8.1	0.5	0.1	2.4
460	6.4	1.1	1.3	7.5	1.2	71.2	25.9	2.4	0.4	1.1
466	5.4	0.5	0.7	5.9	1.1	83.8	15.8	0.3	0.0	0.3
468	5.0	0.7	0.8	5.7	1.1	84.7	14.6	0.6	0.1	0.7
472	3.6	0.9	0.9	4.5	1.3	92.1	7.5	0.4	0.0	1.9
473	5.9	1.1	1.1	7.0	1.2	75.2	22.6	1.9	0.4	1.3
474	6.3	0.8	0.8	7.1	1.1	73.9	24.2	1.5	0.3	0.7
476	4.6	0.7	0.7	5.3	1.2	87.9	11.7	0.4	0.1	0.9
483	5.2	0.8	0.8	6.0	1.2	83.0	16.0	0.9	0.1	0.9
484	6.3	0.9	1.2	7.3	1.1	72.2	25.8	1.8	0.2	0.6
486	5.7	1.0	1.4	6.7	1.2	77.5	20.5	1.7	0.3	1.2
487	7.0	0.5	0.7	7.5	1.1	71.4	26.4	2.0	0.2	0.3
490	6.8	0.5	0.7	7.3	1.1	72.9	24.8	2.0	0.2	0.4
493	6.9	1.3	1.0	8.2	1.2	66.4	28.5	4.1	1.0	1.9

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

Quarter 1 2019-20

01 April 2019 to 21st June 2019

Waiting Times (mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2018-19 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
507	3.8	0.6	0.6	4.4	1.2	90.8	8.6	0.4	0.2	1.5
521	3.4	0.6	0.6	4.0	1.2	92.1	7.6	0.3	0.1	0.7
607	5.3	1.2	0.9	6.4	1.2	80.1	18.0	1.6	0.3	1.6
C1	6.6	1.2	1.0	7.8	1.2	69.4	27.1	3.0	0.5	1.1
C3	5.5	1.0	0.9	6.6	1.2	78.7	19.3	1.6	0.4	1.6
C10	4.9	1.1	1.2	6.0	1.2	82.5	16.1	1.2	0.2	1.8
C11	5.8	0.9	0.8	6.7	1.2	78.3	19.9	1.7	0.2	1.1
D3	5.9	0.9	1.0	6.8	1.2	77.2	20.4	2.0	0.3	0.9
D6	4.7	0.9	0.7	5.6	1.2	84.9	13.8	1.1	0.1	1.3
D7	4.1	0.6	0.6	4.7	1.2	91.6	8.2	0.2	0.0	0.7
D8	6.8	0.6	0.5	7.5	1.1	71.4	26.2	2.1	0.3	0.4
E1	5.0	0.7	0.5	5.7	1.1	85.7	13.7	0.5	0.1	0.8
E2	4.2	0.8	0.8	4.9	1.2	90.5	9.2	0.3	0.0	1.0
E3	4.2	1.6	1.2	5.9	1.4	83.0	15.0	1.7	0.4	4.1
E5	6.8	0.7	0.6	7.5	1.1	71.4	25.8	2.3	0.5	0.7
E6	6.4	0.9	0.9	7.4	1.1	71.8	25.9	2.1	0.3	0.8
E7	6.9	0.8	0.7	7.7	1.1	69.9	27.0	2.8	0.4	0.8
E8	4.4	1.0	0.9	5.4	1.2	86.7	12.6	0.7	0.1	1.7
E9	6.8	0.8	0.8	7.6	1.1	70.1	26.9	2.7	0.3	0.7
EL1	3.5	0.5	0.6	4.0	1.1	96.0	3.9	0.1	0.0	0.5
EL2	5.1	0.4	0.5	5.4	1.1	87.3	12.1	0.5	0.0	0.2
EL3	6.4	0.4	0.4	6.8	1.1	78.4	19.5	2.0	0.2	0.3
H2	6.8	0.3	1.1	7.1	1.0	74.0	24.8	1.1	0.0	0.2
H9	5.9	1.0	1.2	6.9	1.2	76.6	20.9	2.2	0.3	1.2
H10	6.0	0.9	1.2	6.9	1.1	77.7	19.8	2.1	0.4	0.8
H12	6.6	0.6	0.8	7.2	1.1	73.5	24.9	1.5	0.1	0.5
H14	5.5	0.6	0.5	6.0	1.1	83.4	15.8	0.7	0.1	0.6
H20	7.1	0.6	0.5	7.7	1.1	70.4	26.9	2.3	0.4	0.6
H22	6.8	0.9	0.9	7.8	1.1	69.2	27.2	3.1	0.5	1.1
H32	5.7	0.7	0.7	6.4	1.1	80.6	17.8	1.3	0.3	0.9
H37	3.7	0.9	0.7	4.6	1.2	91.3	8.1	0.6	0.1	2.6
H91	5.7	0.9	0.7	6.7	1.2	78.3	19.3	2.0	0.4	1.6
H98	5.6	0.6	0.6	6.2	1.1	81.6	17.6	0.7	0.1	0.5
K1	7.0	0.7	0.6	7.6	1.1	70.7	26.6	2.4	0.4	0.7
K2	6.2	0.7	0.8	6.9	1.1	76.7	21.6	1.6	0.1	0.7
P4	6.3	0.8	1.1	7.1	1.1	74.4	23.7	1.7	0.3	0.7
P12	6.3	0.7	0.9	7.0	1.1	74.4	24.1	1.4	0.1	0.4
R9	7.9	0.3	0.6	8.2	1.0	69.7	23.5	6.0	0.8	0.3
R11	6.7	0.5	0.5	7.2	1.1	73.7	24.9	1.4	0.1	0.3
R70	6.0	0.6	0.7	6.6	1.1	79.1	19.3	1.5	0.1	0.6
U2	6.2	0.4	0.6	6.6	1.1	79.6	19.1	1.2	0.1	0.2

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

Quarter 1 2019-20

01 April 2019 to 21st June 2019

Waiting Times (mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2018-19 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
U3	6.8	0.5	0.7	7.3	1.1	72.4	25.6	1.9	0.1	0.2
U4	6.0	0.6	0.8	6.7	1.1	78.1	20.4	1.4	0.1	0.4
U5	6.8	0.7	0.8	7.5	1.1	71.2	26.1	2.5	0.2	0.5
W3	4.1	0.7	0.9	4.8	1.2	91.1	8.5	0.3	0.1	1.2
W4	5.9	0.7	1.0	6.6	1.1	79.3	19.1	1.4	0.2	0.7
W5	6.7	0.9	0.9	7.6	1.1	70.8	26.2	2.7	0.3	0.7
W6	6.5	0.5	0.4	7.0	1.1	78.5	17.7	3.4	0.4	0.5
W7	3.1	0.8	0.9	3.8	1.3	95.0	4.6	0.3	0.0	2.1
W8	4.6	0.7	0.8	5.2	1.1	88.6	10.9	0.4	0.0	0.8
W11	6.5	0.6	0.8	7.2	1.1	73.8	24.2	1.8	0.3	0.5
W15	4.6	1.5	1.6	6.2	1.3	80.4	17.5	1.8	0.3	3.3
W16	6.7	1.1	0.9	7.7	1.2	69.8	26.5	3.1	0.6	1.2
W19	7.2	1.0	1.0	8.2	1.1	68.6	26.9	3.8	0.7	1.0
All	5.2	0.9	0.9	6.0	1.2	82.0	16.6	1.3	0.2	1.3

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

Quarter 1 2019-20

01 April 2019 to 21st June 2019

Probability of Departure (%)

Route	% On Time	Q1 2018-19 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
15H	72.3	n/a	5.7	2.7	19.3
20	69.5	68.7	7.1	2.6	20.8
61	88.8	85.6	1.8	1.3	8.1
107	88.4	86.8	2.5	0.7	8.4
110	87.5	90.3	1.3	1.2	10.0
117	78.4	81.3	3.1	1.5	17.0
138	83.0	76.2	3.0	0.7	13.3
146	75.1	73.8	10.6	0.4	13.9
160	83.3	77.8	3.7	1.0	12.0
162	82.6	77.3	3.7	1.1	12.6
166	88.6	78.9	1.5	0.3	9.6
167	84.8	79.9	1.2	0.2	13.8
178	83.8	81.9	2.2	1.9	12.1
190	77.9	84.4	4.3	1.1	16.7
201	78.6	76.6	3.4	0.8	17.1
203	85.6	83.5	2.1	0.9	11.4
215	85.8	85.1	2.1	0.5	11.6
216	83.3	76.2	2.1	1.9	12.7
223	84.9	85.5	3.4	1.2	10.4
224	77.1	73.8	4.6	2.7	15.6
225	87.9	78.1	2.1	1.5	8.5
228	72.8	82.8	5.3	1.5	20.4
230	81.3	77.2	3.6	1.7	13.4
231	89.8	83.7	1.8	0.7	7.7
232	79.6	74.5	4.0	1.3	15.0
233	86.4	83.7	2.7	0.9	10.0
240	90.1	n/a	1.8	0.3	7.8
246	83.4	79.6	2.2	1.0	13.4
258	86.8	74.9	1.7	1.3	10.3
268	84.8	88.1	2.3	1.0	11.9
272	73.1	83.7	9.8	1.3	15.8
273	78.3	74.6	2.4	2.6	16.8
287	90.2	87.6	1.6	0.3	7.9
289	83.9	81.6	1.7	0.2	14.2
290	83.5	79.2	2.1	0.4	13.9
292	88.2	80.8	2.5	0.6	8.7
293	85.1	81.1	2.5	1.3	11.1
296	81.9	80.2	2.2	0.5	15.4
298	77.4	74.1	4.6	1.2	16.8
299	81.3	78.5	4.7	1.1	12.9

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

Quarter 1 2019-20

01 April 2019 to 21st June 2019

Probability of Departure (%)

Route	% On Time	Q1 2018-19 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
300	85.6	84.1	3.0	1.9	9.5
303	89.6	81.8	1.0	1.5	7.8
313	83.9	78.2	2.5	1.1	12.4
314	79.6	n/a	3.5	1.0	15.8
315	80.9	79.0	3.0	0.6	15.5
317	89.4	82.9	2.2	1.2	7.2
318	86.0	78.6	4.8	2.2	7.0
323	92.5	93.7	0.9	0.5	6.2
324	82.6	82.8	3.5	1.0	12.9
327	90.2	82.2	3.2	1.3	5.3
331	90.4	87.2	1.3	1.0	7.3
336	79.5	79.2	3.2	1.3	16.0
339	89.9	82.9	2.3	0.9	6.9
346	90.3	90.5	3.2	1.9	4.6
347	85.4	89.1	1.9	0.7	12.1
350	83.5	82.2	2.7	1.4	12.3
352	81.1	75.7	3.3	1.1	14.5
353	88.5	n/a	1.6	1.1	8.8
354	82.3	83.3	3.6	2.2	11.9
356	85.8	82.3	1.3	1.1	11.8
357	80.3	70.9	4.7	1.3	13.7
359	90.0	n/a	0.8	0.4	8.8
362	77.1	80.4	6.2	0.9	15.7
367	84.4	72.5	1.7	0.6	13.3
370	87.1	85.0	2.1	1.9	9.0
372	91.7	81.0	1.3	0.7	6.2
375	94.6	93.9	0.3	1.2	3.8
376	84.6	86.0	3.0	1.7	10.8
377	90.4	89.6	1.3	2.7	5.6
379	86.7	93.0	4.4	2.2	6.8
382	85.6	82.7	4.2	0.7	9.4
383	85.3	87.8	1.5	1.0	12.2
384	84.7	86.1	4.0	0.4	10.8
385	86.2	87.8	4.9	1.4	7.5
386	80.3	77.8	5.1	2.4	12.2
389	89.8	87.5	0.4	5.0	4.8
395	88.6	85.0	1.7	0.3	9.5
396	91.0	90.0	2.3	0.9	5.8
397	85.3	79.1	1.5	1.3	11.8
398	83.6	82.7	3.6	1.1	11.7

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

Quarter 1 2019-20

01 April 2019 to 21st June 2019

Probability of Departure (%)

Route	% On Time	Q1 2018-19 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
399	93.0	91.4	0.9	0.9	5.2
401	90.2	87.5	2.4	1.1	6.4
404	91.1	91.5	1.5	0.3	7.1
405	81.1	78.2	2.6	0.8	15.5
406	87.0	88.0	1.8	1.3	9.9
411	89.8	85.0	1.5	1.1	7.7
412	89.0	86.6	1.3	0.2	9.5
413	87.5	87.1	1.4	1.3	9.7
418	89.7	87.9	1.6	1.0	7.7
419	73.3	86.2	6.8	3.0	16.9
423	91.4	91.5	0.9	0.5	7.3
424	60.1	79.5	10.1	2.2	27.6
428	87.2	82.6	3.4	0.8	8.6
434	86.5	84.3	1.5	0.8	11.1
440	85.2	79.9	3.0	1.5	10.2
455	81.5	83.4	2.1	1.1	15.3
462	88.1	82.7	1.9	0.5	9.5
463	82.1	78.9	3.6	1.8	12.5
464	93.4	n/a	1.6	0.3	4.7
465	86.2	80.5	2.0	1.1	10.7
467	81.8	86.0	3.3	0.9	14.0
469	83.3	82.6	3.0	1.0	12.7
470	78.6	84.1	3.2	3.8	14.3
481	82.7	79.5	2.1	0.6	14.6
482	84.4	81.5	2.5	1.7	11.4
485	82.7	79.5	3.2	0.8	13.3
488	84.8	81.8	3.0	0.8	11.3
491	84.8	81.5	2.7	0.3	12.2
492	83.4	74.6	4.0	0.7	11.9
496	91.3	88.6	0.9	0.3	7.4
498	90.9	87.5	1.3	0.4	7.4
499	87.2	84.4	1.0	0.4	11.4
549	69.5	81.0	12.3	0.7	17.5
A10	93.1	88.2	0.9	0.5	5.5
B11	87.5	84.4	3.3	0.9	8.3
B12	86.0	78.4	3.0	1.5	9.5
B13	90.3	85.0	1.7	1.3	6.7
B14	83.2	69.5	2.7	1.8	12.3
B15	86.6	83.5	2.8	0.9	9.7
B16	89.0	87.2	2.6	1.4	7.0

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

Quarter 1 2019-20

01 April 2019 to 21st June 2019

Probability of Departure (%)

Route	% On Time	Q1 2018-19 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
E10	88.1	89.4	2.2	1.2	8.5
E11	83.1	88.6	3.1	2.1	11.7
G1	77.3	72.5	4.3	0.6	17.8
H3	90.4	81.1	1.7	1.1	6.8
H11	92.7	91.6	1.1	0.9	5.2
H13	90.3	85.1	1.4	1.7	6.6
H17	88.7	86.3	2.1	1.6	7.6
H18	87.8	79.8	1.9	1.2	9.0
H19	89.3	83.0	1.5	1.2	8.1
H25	81.9	n/a	2.5	0.7	14.9
H26	89.7	89.7	0.8	1.1	8.4
H28	81.8	83.1	2.3	1.4	14.5
K3	89.2	82.7	2.0	2.2	6.5
K4	90.0	87.2	1.4	0.7	7.8
K5	80.2	84.4	3.5	1.4	14.9
P5	86.9	84.9	1.6	0.5	11.0
P13	81.9	77.2	3.4	0.7	14.0
R1	92.8	90.0	0.6	1.5	5.1
R2	92.5	90.0	1.1	1.3	5.1
R3	89.4	87.4	1.3	1.1	8.1
R4	88.2	88.4	1.2	0.8	9.7
R5	91.8	79.0	2.1	1.2	4.9
R6	92.6	89.5	1.1	1.5	4.8
R7	85.2	73.8	2.0	1.2	11.6
R8	87.6	75.1	0.9	1.7	9.7
R10	91.5	75.8	1.0	1.7	5.7
R68	84.2	84.8	3.3	1.0	11.5
RV1	84.6	85.6	2.8	1.3	11.2
S1	83.6	84.5	3.2	1.8	11.4
S3	85.6	86.7	2.1	2.3	10.0
S4	85.0	82.3	1.8	0.4	12.7
U1	87.6	80.2	2.1	1.0	9.3
U7	89.6	83.0	1.3	1.6	7.5
U9	92.6	87.6	1.0	1.3	5.1
U10	89.3	85.5	0.9	0.7	9.0
W9	88.3	84.4	2.4	0.6	8.7
W10	91.2	92.2	2.8	0.2	5.8
W12	82.1	84.5	2.8	1.6	13.5
W13	87.0	88.9	3.0	0.8	9.2
W14	84.3	84.6	3.6	0.8	11.3

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

Quarter 1 2019-20

01 April 2019 to 21st June 2019

Probability of Departure (%)

Route	% On Time	Q1 2018-19 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
X26	78.1	74.0	3.6	0.6	17.7
X68	82.1	81.0	4.5	1.8	11.6
All	84.9	82.1	2.7	1.2	11.2

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

Quarter 1 2019-20

01 April 2019 to 21st June 2019

Waiting Times (Mins)

Probability of Waiting (%)

Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q1 2018-19 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
N8	8.6	0.6	0.6	9.2	1.1	63.2	30.4	5.7	0.7	0.7
N15	5.0	0.4	0.4	5.4	1.1	90.3	9.4	0.3	0.0	0.4
N25	4.7	0.8	0.8	5.5	1.2	88.1	11.2	0.6	0.1	1.0
N29	4.0	0.3	0.4	4.3	1.1	96.3	3.6	0.1	0.0	0.3
N38	8.0	0.6	0.7	8.5	1.1	65.5	30.6	3.4	0.4	0.6
All	5.6	0.5	0.6	6.2	1.1	83.6	14.7	1.6	0.2	0.6

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

Quarter 1 2019-20

01 April 2019 to 21st June 2019

Probability of Departure (%)

Route	% On Time	Q1 2018-19 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N1	92.5	92.3	1.0	0.4	6.1
N2	91.3	87.3	1.4	0.3	7.0
N3	82.0	82.0	2.7	2.7	12.6
N5	90.8	87.8	1.8	0.5	6.8
N6	94.3	93.7	1.0	0.4	4.4
N7	95.6	96.0	0.4	0.2	3.9
N9	84.0	84.9	2.6	1.9	11.5
N11	81.1	82.2	2.3	0.5	16.1
N12	90.2	88.6	1.6	0.5	7.8
N13	91.9	88.2	1.6	1.2	5.3
N14	94.3	93.1	0.8	0.4	4.5
N16	91.6	91.4	1.7	0.0	6.7
N18	84.6	85.6	3.7	1.8	9.9
N19	91.7	93.5	2.9	0.7	4.7
N20	83.5	80.9	3.0	0.5	13.0
N21	88.8	92.3	1.4	0.2	9.6
N22	93.7	94.2	1.1	0.2	5.0
N23	93.0	91.4	3.0	2.1	1.9
N24	88.7	85.8	2.8	1.0	7.5
N26	82.9	83.1	2.2	0.9	13.9
N27	93.2	95.9	2.5	0.6	3.7
N28	93.7	88.8	2.2	0.6	3.5
N31	97.8	92.9	0.6	0.5	1.1
N33	93.6	97.6	2.3	2.4	1.6
N34	93.6	92.4	1.5	0.3	4.7
N35	89.7	89.1	1.4	0.3	8.5
N36	91.8	92.0	1.8	0.3	6.2
N37	94.0	92.4	0.5	0.4	5.1
N41	88.0	93.6	1.4	0.2	10.4
N43	88.6	87.8	3.7	0.4	7.3
N44	89.0	82.1	2.6	0.3	8.1
N47	93.0	85.9	0.7	0.1	6.1
N52	95.8	95.5	1.0	0.3	3.0
N53	85.5	86.2	1.5	0.3	12.7
N55	77.1	81.0	2.8	0.5	19.7
N57	97.6	97.2	0.5	0.2	1.7
N63	91.2	89.6	0.8	0.9	7.1
N64	95.8	n/a	2.2	0.4	1.6
N65	97.0	95.6	0.3	0.7	1.9
N68	84.7	75.2	2.5	1.0	11.8

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

Quarter 1 2019-20

01 April 2019 to 21st June 2019

Probability of Departure (%)

Route	% On Time	Q1 2018-19 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N69	94.0	94.2	0.9	1.0	4.2
N72	78.7	93.1	4.6	0.5	16.2
N73	88.0	85.8	2.2	0.7	9.1
N74	97.7	96.2	0.2	0.0	2.0
N76	84.6	86.5	2.9	0.5	12.0
N83	96.9	94.6	1.2	0.2	1.7
N85	94.7	96.4	0.9	2.7	1.6
N86	90.9	85.9	0.9	0.4	7.9
N87	86.2	89.3	2.0	0.2	11.6
N88	92.6	92.8	1.2	0.8	5.3
N89	88.2	80.7	1.4	0.2	10.3
N91	88.6	88.9	2.2	0.2	8.9
N93	96.1	95.3	0.5	0.2	3.2
N94	91.2	93.1	1.0	0.3	7.5
N97	92.2	92.2	2.0	0.5	5.4
N98	92.2	92.7	1.7	0.2	5.9
N102	96.0	97.2	0.7	1.0	2.3
N105	92.8	94.2	1.4	0.3	5.5
N108	92.7	93.1	3.1	0.9	3.3
N109	86.2	84.3	3.5	1.7	8.7
N111	87.3	89.2	2.0	2.1	8.6
N113	91.7	93.6	0.5	0.1	7.6
N114	95.3	94.3	0.8	0.3	3.7
N119	92.2	96.4	1.6	0.2	6.0
N123	94.7	97.6	1.5	0.7	3.1
N128	96.9	96.6	1.6	0.5	1.1
N132	99.5	94.5	0.0	0.2	0.3
N133	90.4	88.0	4.4	0.2	5.0
N134	95.5	93.2	0.9	0.2	3.3
N136	86.9	89.2	2.0	0.5	10.6
N137	92.4	90.3	1.7	0.3	5.6
N139	89.3	89.1	1.3	1.6	7.8
N140	97.2	97.2	0.7	0.0	2.1
N145	93.9	93.1	0.7	0.6	4.8
N148	91.2	90.4	2.4	1.3	5.0
N149	84.1	89.2	3.4	0.5	12.1
N154	92.3	92.4	1.4	0.4	5.8
N155	85.6	90.8	1.7	0.3	12.4
N158	92.7	92.0	3.8	1.7	1.8
N159	92.2	91.5	1.8	1.9	4.1

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

Quarter 1 2019-20

01 April 2019 to 21st June 2019

Probability of Departure (%)

Route	% On Time	Q1 2018-19 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N171	86.1	86.8	2.4	0.2	11.3
N176	93.6	91.0	1.4	0.6	4.5
N183	92.3	93.8	0.8	0.8	6.1
N188	94.6	92.3	1.3	0.7	3.3
N189	93.8	94.3	1.5	0.1	4.6
N199	87.6	85.1	2.1	0.1	10.1
N205	83.9	79.7	2.8	0.7	12.6
N207	80.1	85.2	4.7	0.6	14.6
N213	98.6	95.4	0.5	0.1	0.7
N214	95.7	95.5	1.1	0.5	2.7
N220	93.8	95.4	1.8	0.3	4.2
N222	91.6	93.9	1.1	0.2	7.1
N238	96.1	93.0	1.1	0.8	2.0
N242	92.5	87.1	1.3	0.6	5.5
N243	89.7	91.2	1.5	0.3	8.6
N250	93.0	95.7	4.0	0.5	2.5
N253	84.9	77.2	3.5	0.6	11.1
N264	96.9	96.8	0.8	0.5	1.8
N266	94.8	94.4	2.4	0.2	2.5
N271	89.0	96.1	5.1	0.1	5.7
N277	85.1	86.9	3.0	0.8	11.2
N279	85.6	87.0	2.2	0.3	11.9
N281	97.7	96.3	0.7	0.6	1.0
N285	93.5	94.5	0.6	0.3	5.5
N295	95.4	96.3	0.8	0.3	3.5
N296	87.7	90.3	1.9	0.5	9.8
N297	95.3	91.8	2.5	1.5	0.7
N307	99.2	97.0	0.2	0.4	0.2
N319	95.6	94.5	1.8	0.1	2.5
N321	92.9	94.4	1.2	0.6	5.2
N341	91.6	95.8	1.9	0.4	6.2
N343	92.2	91.3	0.8	0.2	6.7
N344	94.7	90.2	1.0	0.3	4.0
N345	90.8	75.9	1.4	1.6	6.3
N365	97.2	96.8	0.7	0.1	2.0
N381	84.4	77.9	2.3	1.5	11.9
N390	95.1	94.7	1.8	0.3	2.8
N453	89.6	89.3	2.3	0.3	7.8
N472	96.4	96.5	1.5	0.1	2.0
N474	92.9	92.2	1.7	0.4	5.0

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

Quarter 1 2019-20

01 April 2019 to 21st June 2019

Probability of Departure (%)

Route	% On Time	Q1 2018-19 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N486	92.0	91.9	0.7	0.6	6.7
N550	87.9	83.0	1.6	0.6	9.9
N551	90.4	84.5	1.7	0.5	7.4
NE1	95.7	98.7	4.0	0.0	0.2
NEL1	98.0	94.4	0.7	0.3	1.1
NH32	98.0	96.6	0.7	0.4	0.8
NH37	95.4	96.5	1.1	1.1	2.4
NW3	97.9	88.7	0.2	1.5	0.4
NW7	100.0	97.3	0.0	0.0	0.0
All	90.3	89.9	1.9	0.6	7.2