



**LONDON BUSES
QUALITY OF SERVICE INDICATORS**

Route Results for London Buses Services

Fourth Quarter 2016/17

17 January 2017 to 31 March 2017

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) **Average Scheduled Waiting Time (SWT)** The time passengers would wait, on average, if the service ran exactly as scheduled during the periods observed.

- 2) **Average excess wait (EWT)** The difference between 1) and 3), representing the additional wait experienced by passengers due to the irregular spacing of buses or those that failed to run.

- 3) **Q4 2015/16 (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 wait divided by scheduled wait (AWT:SWT Ratio)** Indicates how much longer, on average, passengers are waiting than intended (e.g. 1.5 would indicate passengers waiting 50% longer than intended).

- 6) **Chance of waiting less than 10, 10-20, 20-30, more than 30 minutes, Long Gaps** Gives an indication of the variation in individual waiting times.

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) **Q4 2015/16 (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 4 2016/17

17 January 2017 to 31 March 2017

Route	Waiting Times (Mins)					Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Q4 2015/16 (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
1	4.5	0.7	1.2	5.2	1.2	88.8	10.6	0.5	0.1	0.9
2	4.0	0.9	1.0	4.9	1.2	90.2	9.4	0.4	0.1	1.5
3	4.6	1.0	1.0	5.5	1.2	85.8	13.4	0.7	0.1	1.3
4	6.1	1.4	1.4	7.5	1.2	71.6	24.5	3.3	0.5	1.6
5	3.5	1.2	1.3	4.8	1.3	89.9	9.4	0.6	0.1	3.3
6	4.1	0.8	0.9	4.9	1.2	90.6	9.0	0.4	0.0	1.5
7	4.4	0.7	0.6	5.1	1.2	89.3	10.3	0.4	0.0	0.9
8	3.6	1.4	1.6	5.0	1.4	88.1	10.6	1.0	0.3	4.7
9	3.4	1.1	0.8	4.5	1.3	92.2	7.3	0.4	0.1	2.8
10	4.7	1.4	0.8	6.1	1.3	81.7	16.5	1.5	0.3	2.6
11	4.4	1.0	1.2	5.4	1.2	86.9	12.0	0.8	0.2	2.0
12	2.9	0.8	0.9	3.7	1.3	96.3	3.5	0.1	0.0	2.0
13	4.6	0.8	0.7	5.3	1.2	87.4	11.8	0.7	0.1	1.2
14	3.6	1.1	1.0	4.6	1.3	90.2	9.0	0.6	0.1	3.1
15	4.0	1.3	1.6	5.3	1.3	87.2	11.8	0.8	0.1	2.8
16	3.5	0.7	0.8	4.2	1.2	94.2	5.6	0.2	0.0	1.2
17	5.2	1.1	1.2	6.3	1.2	80.0	18.2	1.6	0.2	1.6
18	2.5	1.5	1.3	3.9	1.6	93.0	6.5	0.5	0.1	5.3
19	4.2	1.0	1.2	5.2	1.2	88.2	11.0	0.7	0.1	1.9
21	4.2	1.5	1.6	5.7	1.4	83.3	14.8	1.6	0.3	4.5
22	3.9	0.9	1.0	4.8	1.2	90.7	8.6	0.5	0.1	2.1
23	4.4	1.3	1.3	5.7	1.3	83.6	15.0	1.2	0.2	2.4
24	4.1	1.1	1.1	5.2	1.3	88.2	10.9	0.8	0.1	2.3
25	2.8	1.3	1.8	4.0	1.5	92.9	6.5	0.4	0.1	3.0
26	5.2	1.3	2.5	6.5	1.3	78.9	18.4	2.1	0.6	2.6
27	4.4	1.3	0.9	5.6	1.3	84.4	14.5	0.9	0.2	2.4
28	4.1	1.4	1.4	5.6	1.4	84.7	13.9	1.2	0.2	3.3
29	2.4	0.8	1.1	3.2	1.4	97.6	2.3	0.1	0.0	1.8
30	4.7	1.5	1.5	6.2	1.3	80.0	18.2	1.6	0.2	2.7
31	3.7	1.2	1.2	4.9	1.3	89.2	10.2	0.5	0.1	2.7
32	4.4	0.6	0.7	5.1	1.1	89.8	9.8	0.3	0.1	0.7
33	4.9	1.3	1.0	6.2	1.3	80.5	17.4	1.8	0.3	3.0
34	4.4	1.1	1.1	5.5	1.3	85.8	13.1	0.9	0.2	2.3
35	5.5	1.2	1.2	6.7	1.2	77.0	20.6	1.9	0.4	1.8
36	3.6	1.0	0.9	4.6	1.3	90.3	9.1	0.5	0.1	3.0
37	5.3	1.2	1.2	6.6	1.2	78.0	19.8	1.9	0.2	1.7
38	2.1	0.8	1.0	2.9	1.4	98.1	1.7	0.1	0.0	1.4
39	4.4	0.8	0.7	5.3	1.2	87.8	11.7	0.5	0.0	1.3

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Route	Waiting Times (Mins)					Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Q4 2015/16 (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
40	4.8	1.0	0.8	5.8	1.2	83.3	15.4	1.1	0.2	1.8
41	3.5	0.7	1.2	4.2	1.2	94.2	5.6	0.2	0.0	1.4
42	5.9	1.0	1.3	6.9	1.2	76.0	21.4	2.2	0.4	1.4
43	4.0	1.5	1.5	5.5	1.4	84.6	13.8	1.5	0.2	4.2
44	5.2	1.2	1.2	6.4	1.2	79.1	18.9	1.7	0.2	2.0
45	5.1	1.1	1.5	6.2	1.2	80.8	17.5	1.4	0.2	1.4
46	5.6	1.2	1.2	6.8	1.2	76.2	21.5	2.1	0.2	1.4
47	5.4	1.4	1.6	6.8	1.3	76.5	20.3	2.6	0.6	2.5
48	4.5	1.2	1.0	5.7	1.3	84.2	14.5	1.1	0.2	2.2
49	4.7	1.1	1.0	5.8	1.2	84.4	14.7	0.8	0.1	1.4
50	6.8	0.8	0.8	7.5	1.1	71.3	25.7	2.6	0.4	0.6
51	5.5	1.0	1.1	6.5	1.2	79.3	19.0	1.5	0.2	1.3
52	3.9	0.8	0.8	4.6	1.2	92.0	7.8	0.2	0.0	1.2
53	4.0	1.0	1.4	5.0	1.2	89.5	10.1	0.4	0.0	1.6
54	5.6	1.2	1.0	6.8	1.2	76.5	21.3	1.9	0.3	1.5
55	3.6	1.0	1.1	4.6	1.3	90.9	8.5	0.5	0.1	2.6
56	3.8	1.0	1.3	4.8	1.3	91.1	8.3	0.5	0.1	2.0
57	4.5	1.1	1.1	5.6	1.3	84.7	14.2	1.0	0.1	2.1
58	6.2	0.9	1.3	7.1	1.2	74.1	23.7	1.9	0.2	0.7
59	3.8	1.0	1.1	4.7	1.3	89.8	9.5	0.6	0.1	2.5
60	6.9	0.8	1.1	7.8	1.1	68.8	28.4	2.5	0.3	0.6
62	6.0	0.8	1.0	6.9	1.1	76.6	21.5	1.7	0.2	0.9
63	3.2	1.9	1.9	5.1	1.6	85.7	12.7	1.3	0.2	8.2
65	3.6	1.4	1.0	5.0	1.4	88.1	10.4	1.3	0.3	5.2
66	6.9	1.2	1.3	8.1	1.2	67.4	27.7	4.2	0.8	1.2
67	5.4	0.7	0.8	6.0	1.1	82.8	16.5	0.6	0.1	0.5
68	4.4	0.9	0.7	5.4	1.2	87.1	12.1	0.7	0.1	1.6
69	4.6	1.1	1.6	5.7	1.2	84.4	14.4	1.0	0.1	1.6
70	5.8	1.9	1.2	7.7	1.3	70.7	24.4	4.2	0.8	3.6
71	4.7	0.5	0.4	5.2	1.1	89.6	10.0	0.4	0.0	0.6
72	3.6	1.2	1.3	4.8	1.3	88.7	10.0	1.0	0.2	2.7
73	2.4	0.9	0.9	3.3	1.4	97.0	2.8	0.1	0.0	2.0
74	4.3	1.0	0.8	5.3	1.2	86.9	12.3	0.7	0.1	1.9
75	6.7	1.3	0.8	8.0	1.2	67.3	28.3	3.7	0.7	1.3
76	4.5	1.2	1.6	5.7	1.3	84.5	14.4	0.9	0.2	2.1
77	5.2	0.9	0.9	6.2	1.2	81.8	16.9	1.1	0.2	1.0
78	4.9	1.0	1.2	5.9	1.2	83.8	15.2	0.9	0.2	1.3
79	6.2	0.9	1.2	7.1	1.1	74.0	24.2	1.6	0.2	0.7

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Route	Waiting Times (Mins)					Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Q4 2015/16 (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
80	4.7	0.6	0.6	5.4	1.1	86.9	12.7	0.3	0.0	0.8
81	6.6	1.1	0.6	7.7	1.2	70.2	25.7	3.5	0.6	1.2
82	4.4	1.2	1.2	5.7	1.3	84.5	14.4	1.0	0.1	2.4
83	4.4	0.7	1.2	5.1	1.2	90.2	9.4	0.4	0.0	0.8
85	4.3	0.8	0.7	5.1	1.2	89.7	9.6	0.6	0.1	1.5
86	3.4	0.9	1.5	4.3	1.3	93.2	6.6	0.2	0.0	2.0
87	3.8	1.0	1.0	4.8	1.3	89.5	10.0	0.5	0.0	2.5
88	4.4	0.9	0.8	5.3	1.2	88.2	10.9	0.7	0.2	1.5
89	6.1	1.2	1.3	7.3	1.2	72.8	23.6	3.1	0.5	1.9
90	5.8	1.1	1.1	6.9	1.2	75.7	22.0	2.1	0.2	1.4
91	4.2	1.1	1.1	5.3	1.3	87.5	11.7	0.7	0.1	2.0
92	4.7	0.9	1.4	5.7	1.2	85.7	13.3	0.9	0.1	1.4
93	3.7	1.0	0.9	4.7	1.3	90.8	8.8	0.4	0.0	2.7
94	3.0	0.8	0.8	3.8	1.3	95.4	4.3	0.2	0.1	2.0
95	6.8	1.1	1.3	8.0	1.2	68.6	26.8	3.8	0.8	1.5
96	4.6	1.1	1.3	5.7	1.2	84.2	14.6	1.1	0.1	2.1
97	4.8	1.1	1.0	5.9	1.2	82.9	15.7	1.2	0.2	1.8
98	4.2	0.9	0.9	5.0	1.2	89.6	9.9	0.4	0.1	1.5
99	6.4	0.7	1.2	7.1	1.1	74.1	24.3	1.5	0.1	0.4
100	4.6	1.4	1.8	6.0	1.3	82.3	16.1	1.3	0.3	3.0
101	6.3	0.8	0.8	7.1	1.1	73.9	24.2	1.6	0.3	0.8
102	4.4	1.2	1.1	5.6	1.3	84.8	14.3	0.8	0.1	2.1
103	6.3	0.8	0.8	7.1	1.1	75.3	21.9	2.5	0.3	0.9
104	5.5	1.3	1.1	6.8	1.2	77.0	19.8	2.6	0.5	2.0
105	5.4	1.1	1.0	6.5	1.2	78.4	19.8	1.6	0.2	1.4
106	4.2	0.9	0.9	5.2	1.2	89.0	10.4	0.6	0.1	1.4
108	5.6	1.8	1.8	7.5	1.3	71.9	23.2	4.0	1.0	3.7
109	3.5	1.1	1.0	4.6	1.3	90.9	8.6	0.4	0.1	2.8
111	5.1	1.0	1.0	6.1	1.2	81.7	16.7	1.4	0.2	1.6
112	6.7	0.8	0.6	7.5	1.1	71.5	25.7	2.4	0.4	0.9
113	6.0	1.1	1.0	7.1	1.2	75.0	21.6	3.0	0.4	1.5
114	5.4	0.7	1.4	6.0	1.1	83.5	15.7	0.7	0.1	0.5
115	4.2	1.2	0.8	5.4	1.3	86.3	12.5	1.0	0.2	2.5
116	6.8	0.5	0.5	7.3	1.1	73.2	24.8	1.8	0.2	0.4
118	7.0	1.2	1.0	8.2	1.2	66.2	28.7	4.4	0.7	0.9
119	5.6	0.7	0.6	6.3	1.1	80.4	18.5	1.0	0.1	0.6
120	5.4	1.1	1.3	6.5	1.2	79.5	18.2	2.0	0.3	2.0
121	5.6	1.1	1.4	6.7	1.2	77.2	20.7	1.8	0.2	1.4

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Route	Waiting Times (Mins)					Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Q4 2015/16 (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
122	6.2	1.1	1.2	7.3	1.2	72.7	24.4	2.5	0.3	1.2
123	5.8	1.0	1.3	6.8	1.2	76.2	22.0	1.6	0.2	0.9
124	5.6	1.3	0.9	6.9	1.2	76.0	21.4	2.3	0.3	2.0
125	6.2	0.5	0.6	6.8	1.1	76.4	22.6	0.9	0.1	0.3
126	6.2	0.7	0.5	6.9	1.1	77.0	20.5	2.0	0.4	0.8
127	7.4	0.7	0.7	8.0	1.1	67.7	28.7	3.1	0.4	0.6
128	6.8	0.9	0.8	7.7	1.1	69.7	26.9	2.9	0.5	0.9
129	6.1	0.7	1.1	6.7	1.1	77.7	20.3	1.7	0.3	0.8
131	4.6	1.0	1.0	5.6	1.2	85.9	12.9	1.0	0.2	1.9
132	5.7	1.2	1.0	6.9	1.2	76.4	21.0	2.3	0.4	1.8
133	3.7	1.0	1.2	4.7	1.3	90.0	9.5	0.5	0.1	2.6
134	3.5	0.9	1.2	4.4	1.3	93.2	6.6	0.2	0.0	1.7
135	5.5	1.1	1.6	6.6	1.2	78.6	19.1	1.8	0.5	1.8
136	5.4	1.0	1.1	6.5	1.2	78.7	19.7	1.4	0.2	1.2
137	3.5	0.8	1.0	4.3	1.2	93.5	6.2	0.2	0.1	1.5
139	4.4	0.9	0.8	5.3	1.2	87.4	11.7	0.8	0.1	1.6
140	3.7	1.1	1.2	4.8	1.3	90.0	9.4	0.5	0.1	2.7
141	3.8	1.2	1.1	5.0	1.3	88.1	11.1	0.6	0.1	2.9
142	6.7	1.1	1.7	7.8	1.2	70.0	25.6	3.8	0.6	1.0
143	6.3	0.8	1.2	7.0	1.1	74.4	24.0	1.5	0.2	0.6
144	4.3	0.9	0.9	5.2	1.2	88.3	11.2	0.5	0.0	1.4
145	6.6	1.0	1.1	7.6	1.2	70.5	26.4	2.6	0.4	0.9
147	4.3	1.0	1.5	5.2	1.2	88.0	11.0	0.8	0.2	2.1
148	4.1	1.1	1.0	5.2	1.3	87.9	11.3	0.7	0.2	2.3
149	3.5	1.0	1.1	4.5	1.3	92.0	7.6	0.4	0.1	2.3
150	6.8	0.9	0.7	7.6	1.1	70.4	26.5	2.8	0.4	0.7
151	6.0	0.7	0.7	6.7	1.1	78.3	19.7	1.7	0.2	0.8
152	6.9	0.9	1.0	7.7	1.1	70.2	26.3	3.0	0.5	1.0
153	6.4	1.2	1.1	7.6	1.2	70.3	26.1	3.1	0.5	1.1
154	6.4	1.0	0.8	7.4	1.2	71.7	25.6	2.4	0.2	0.7
155	4.6	0.6	0.6	5.2	1.1	89.0	10.8	0.2	0.0	0.4
156	4.5	1.2	1.0	5.7	1.3	84.5	14.4	1.0	0.1	2.0
157	6.5	1.0	1.2	7.5	1.2	71.2	25.5	2.8	0.4	1.0
158	4.8	0.9	1.1	5.7	1.2	84.4	14.4	1.1	0.2	1.3
159	3.5	0.9	0.8	4.4	1.3	91.8	7.7	0.4	0.1	2.1
161	5.4	1.2	1.1	6.6	1.2	78.8	18.7	2.1	0.4	2.0
163	4.6	0.9	0.8	5.4	1.2	86.8	12.6	0.6	0.0	1.2
164	5.6	0.9	0.8	6.5	1.2	78.9	19.7	1.3	0.2	1.0

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Route	Waiting Times (Mins)					Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Q4 2015/16 (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
165	6.7	1.2	0.9	7.9	1.2	68.1	27.8	3.7	0.4	1.0
168	4.2	0.8	0.9	5.0	1.2	89.4	10.0	0.5	0.1	1.4
169	6.1	0.8	1.5	6.9	1.1	76.4	21.2	2.0	0.4	1.0
170	4.8	1.0	1.4	5.8	1.2	84.3	14.7	0.9	0.2	1.5
171	4.7	1.0	1.4	5.7	1.2	84.4	14.4	1.0	0.2	1.5
172	5.6	1.0	1.6	6.5	1.2	79.3	19.0	1.5	0.2	1.2
173	5.7	1.4	1.2	7.1	1.2	74.8	22.3	2.4	0.5	2.1
174	4.6	1.5	1.3	6.2	1.3	80.2	17.9	1.7	0.2	3.7
175	6.9	0.9	0.8	7.9	1.1	68.7	27.4	3.4	0.5	0.9
176	4.6	1.0	1.2	5.7	1.2	84.7	14.3	0.9	0.1	1.6
177	5.2	0.9	1.7	6.2	1.2	81.5	17.4	1.0	0.1	0.9
179	6.9	1.0	0.9	7.8	1.1	69.1	27.1	3.2	0.5	1.0
180	5.6	1.3	1.6	7.0	1.2	75.5	21.8	2.4	0.3	1.7
181	6.4	1.2	0.8	7.6	1.2	70.6	25.5	3.2	0.7	1.5
182	4.5	0.9	1.2	5.4	1.2	87.7	11.5	0.7	0.1	1.5
183	4.4	0.8	1.5	5.2	1.2	89.0	10.4	0.6	0.1	1.3
184	4.8	1.2	1.0	6.1	1.3	82.1	16.7	1.1	0.1	2.0
185	4.5	1.1	1.0	5.6	1.2	85.0	14.1	0.8	0.1	1.6
186	6.9	0.8	0.9	7.7	1.1	70.9	25.8	3.0	0.3	0.7
187	5.8	0.9	1.4	6.7	1.2	77.3	20.9	1.7	0.2	1.1
188	4.6	1.1	1.2	5.6	1.2	84.8	14.1	0.9	0.1	1.7
189	4.4	0.8	1.0	5.2	1.2	88.6	10.9	0.4	0.1	1.2
191	5.8	1.7	1.2	7.4	1.3	72.0	23.4	3.8	0.8	3.4
192	5.5	0.9	1.0	6.5	1.2	79.1	19.3	1.4	0.2	1.2
193	5.9	0.8	0.5	6.6	1.1	79.0	18.7	2.1	0.2	1.1
194	6.7	1.4	1.0	8.1	1.2	67.1	27.8	4.3	0.8	1.6
195	6.6	1.2	1.0	7.8	1.2	69.1	26.9	3.4	0.6	1.4
196	6.8	0.9	0.7	7.7	1.1	70.1	26.1	3.2	0.6	0.9
197	6.5	1.1	0.9	7.6	1.2	70.3	26.4	3.0	0.4	1.0
198	6.4	0.5	0.8	6.9	1.1	76.6	21.7	1.5	0.1	0.3
199	6.4	0.8	1.0	7.3	1.1	72.9	25.0	1.9	0.2	0.7
200	5.1	0.8	0.7	5.9	1.2	83.3	15.8	0.9	0.1	0.9
202	5.5	1.2	0.9	6.7	1.2	77.5	20.2	2.0	0.4	1.8
204	5.6	0.7	1.0	6.2	1.1	81.7	17.3	0.8	0.1	0.5
205	4.2	1.6	1.3	5.8	1.4	82.3	15.8	1.6	0.3	4.3
206	6.7	1.2	1.2	8.0	1.2	68.6	26.8	3.9	0.7	1.6
207	3.3	0.9	0.8	4.2	1.3	94.0	5.9	0.1	0.0	1.8
208	6.4	1.1	0.8	7.5	1.2	71.1	25.9	2.6	0.3	1.1

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Route	Waiting Times (Mins)					Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Q4 2015/16 (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
209	3.1	1.1	0.8	4.2	1.3	92.7	6.9	0.4	0.0	3.4
210	5.1	0.6	0.8	5.7	1.1	85.4	14.1	0.5	0.0	0.5
211	5.0	0.9	1.2	5.9	1.2	83.2	15.6	1.0	0.2	1.4
212	5.7	1.0	1.4	6.7	1.2	77.5	20.4	1.9	0.3	1.5
213	4.5	0.9	0.8	5.4	1.2	86.5	12.7	0.7	0.1	1.6
214	4.3	1.0	1.1	5.3	1.2	87.1	12.3	0.6	0.1	1.5
217	7.1	1.1	1.3	8.1	1.1	67.0	28.5	3.8	0.6	1.0
219	6.7	0.9	0.6	7.6	1.1	70.8	26.2	2.7	0.3	0.8
220	4.2	1.2	1.4	5.5	1.3	85.4	13.6	0.9	0.1	2.9
221	4.4	1.1	1.1	5.5	1.2	84.8	14.3	0.9	0.1	2.0
222	4.6	0.9	0.6	5.4	1.2	87.0	12.0	0.8	0.1	1.5
226	6.7	0.9	1.2	7.6	1.1	70.5	26.3	2.9	0.3	0.8
227	4.7	0.9	0.7	5.5	1.2	86.7	12.4	0.8	0.1	1.4
228	6.9	1.4	1.5	8.3	1.2	66.1	28.7	4.5	0.8	1.6
229	5.6	1.2	1.3	6.8	1.2	76.1	21.4	2.1	0.4	1.8
230	6.4	0.9	1.1	7.3	1.1	72.7	24.8	2.1	0.4	0.8
234	6.9	1.1	1.5	8.0	1.2	67.6	28.2	3.7	0.5	1.3
235	4.8	1.4	0.8	6.2	1.3	80.6	17.5	1.7	0.3	3.0
236	4.6	1.1	1.4	5.8	1.2	83.6	15.2	1.1	0.1	2.1
237	4.9	1.2	1.2	6.1	1.2	81.1	17.5	1.3	0.1	1.8
238	5.6	1.2	1.0	6.7	1.2	78.0	19.1	2.3	0.6	1.9
240	7.0	0.5	0.6	7.5	1.1	71.6	25.7	2.4	0.3	0.5
241	6.3	0.7	0.9	7.1	1.1	74.8	22.9	2.1	0.3	0.6
242	4.1	1.4	1.1	5.5	1.3	85.6	13.0	1.1	0.2	3.2
243	3.9	1.0	1.4	5.0	1.3	89.3	10.2	0.4	0.1	1.8
244	5.7	1.0	1.0	6.7	1.2	77.3	21.0	1.5	0.2	1.0
245	4.5	0.8	0.9	5.3	1.2	87.6	11.6	0.7	0.1	1.4
247	6.2	0.9	1.0	7.1	1.1	74.8	22.7	2.3	0.2	1.0
248	4.8	0.8	1.1	5.6	1.2	85.2	14.1	0.6	0.1	1.2
249	6.2	1.2	0.9	7.3	1.2	72.2	24.9	2.6	0.3	1.1
250	4.1	1.1	0.9	5.2	1.3	87.3	12.0	0.6	0.1	2.1
251	6.5	0.8	1.1	7.3	1.1	73.3	23.8	2.5	0.4	1.0
252	5.9	1.1	1.0	7.0	1.2	75.7	21.5	2.5	0.3	1.3
253	3.0	0.9	0.9	3.9	1.3	95.4	4.4	0.1	0.0	2.2
254	3.0	1.0	0.8	4.0	1.3	94.9	4.9	0.1	0.0	2.4
255	7.0	0.7	0.4	7.7	1.1	70.6	26.5	2.5	0.4	0.5
256	6.3	0.6	0.9	6.9	1.1	76.6	21.5	1.7	0.1	0.4
257	4.6	1.1	1.2	5.7	1.2	85.0	13.4	1.3	0.3	1.9

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Route	Waiting Times (Mins)					Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Q4 2015/16 (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
259	4.1	1.1	1.2	5.2	1.3	88.0	11.2	0.6	0.1	2.0
260	6.8	0.9	1.6	7.7	1.1	69.0	28.2	2.6	0.2	0.5
261	6.6	1.4	1.1	8.1	1.2	67.5	27.4	4.3	0.8	1.7
262	5.5	1.1	1.1	6.6	1.2	79.0	18.7	1.7	0.6	1.7
263	5.3	0.8	1.2	6.1	1.2	82.7	16.5	0.7	0.0	0.7
264	6.0	0.8	1.0	6.8	1.1	76.7	21.6	1.5	0.2	0.7
265	6.5	0.8	0.8	7.3	1.1	73.3	24.4	1.9	0.3	0.7
266	4.5	1.5	1.9	5.9	1.3	82.1	16.3	1.4	0.2	3.2
267	5.8	1.0	0.8	6.8	1.2	77.1	20.5	2.0	0.4	1.4
268	6.2	0.5	0.9	6.7	1.1	78.0	21.2	0.8	0.0	0.2
269	5.9	1.3	1.2	7.2	1.2	73.7	22.8	3.0	0.5	2.1
270	5.6	0.9	0.8	6.5	1.2	79.2	19.3	1.4	0.2	0.9
271	5.1	0.8	0.9	5.9	1.2	83.5	15.4	0.9	0.1	0.9
274	4.4	1.3	1.3	5.8	1.3	83.6	15.0	1.2	0.1	2.6
275	6.9	1.1	0.8	8.0	1.2	68.4	27.0	3.9	0.7	1.3
276	5.8	1.1	1.8	6.9	1.2	75.9	21.2	2.3	0.6	1.7
277	3.7	1.1	1.4	4.9	1.3	89.8	9.6	0.5	0.1	2.4
279	3.4	1.0	1.1	4.4	1.3	92.4	7.3	0.3	0.1	2.7
280	6.0	0.6	0.6	6.6	1.1	78.9	19.7	1.2	0.1	0.5
281	4.6	1.0	0.9	5.6	1.2	86.1	12.9	0.9	0.1	1.6
281R	5.2	1.4	1.0	6.6	1.3	78.5	18.6	2.5	0.4	2.8
282	6.3	1.2	1.3	7.5	1.2	71.3	25.5	2.7	0.5	1.4
283	4.6	0.6	1.4	5.2	1.1	88.5	11.0	0.4	0.1	0.8
284	6.4	1.2	1.0	7.6	1.2	71.5	24.4	3.5	0.7	1.9
285	5.4	0.8	0.9	6.3	1.2	81.0	17.8	1.1	0.1	0.9
286	5.7	1.1	1.0	6.9	1.2	76.7	20.8	2.2	0.4	1.7
288	5.9	0.7	1.0	6.6	1.1	78.9	19.6	1.4	0.1	0.6
291	5.6	0.8	0.7	6.4	1.1	79.9	18.8	1.2	0.1	0.7
294	7.1	0.9	0.9	8.0	1.1	66.9	29.5	3.3	0.3	0.6
295	4.4	1.0	1.4	5.4	1.2	87.0	12.2	0.6	0.1	1.7
297	5.3	1.3	1.2	6.6	1.2	78.1	19.5	2.0	0.3	2.0
302	4.6	1.2	1.1	5.8	1.3	83.5	15.0	1.3	0.2	2.4
307	6.1	1.0	0.8	7.1	1.2	74.5	22.3	2.8	0.4	1.5
308	6.8	1.2	1.3	8.0	1.2	68.7	26.3	4.3	0.8	1.3
309	6.8	0.9	1.3	7.7	1.1	69.8	26.9	2.7	0.5	0.8
312	6.7	0.9	0.6	7.6	1.1	71.0	26.0	2.5	0.5	0.9
316	5.0	0.9	0.8	5.9	1.2	83.7	15.5	0.8	0.1	1.0
319	4.8	0.8	0.8	5.6	1.2	86.6	12.8	0.5	0.1	0.8

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Route	Waiting Times (Mins)					Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Q4 2015/16 (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
320	6.9	0.9	0.8	7.7	1.1	69.9	26.6	3.1	0.4	0.7
321	4.6	1.3	1.6	5.8	1.3	83.0	15.5	1.4	0.2	2.8
322	7.0	1.2	0.9	8.2	1.2	66.2	29.0	4.0	0.8	1.4
325	6.9	0.9	0.8	7.8	1.1	69.4	27.1	3.1	0.5	0.8
326	6.3	1.2	1.4	7.5	1.2	71.3	24.9	3.3	0.5	1.6
328	4.2	1.6	1.5	5.7	1.4	83.6	14.8	1.4	0.3	3.6
329	3.6	0.8	0.9	4.4	1.2	93.5	6.3	0.2	0.0	1.6
330	7.5	0.8	1.0	8.2	1.1	65.8	29.9	3.6	0.8	0.5
332	5.4	0.6	0.7	6.0	1.1	83.7	15.6	0.6	0.1	0.6
333	5.2	0.9	0.8	6.1	1.2	82.0	17.1	0.8	0.1	0.7
337	6.3	0.7	1.2	7.0	1.1	75.0	23.4	1.5	0.2	0.7
340	6.3	0.6	1.1	6.9	1.1	75.6	23.2	1.1	0.1	0.3
341	5.5	0.9	1.5	6.4	1.2	79.6	19.2	1.1	0.1	0.8
343	4.1	0.9	1.2	5.1	1.2	89.0	10.6	0.4	0.0	1.5
344	4.0	1.3	1.0	5.3	1.3	86.5	12.4	1.0	0.1	3.1
345	4.3	1.0	1.5	5.3	1.2	87.6	11.8	0.6	0.0	1.4
349	4.3	0.8	0.9	5.1	1.2	89.4	10.1	0.3	0.1	0.9
350	7.2	0.5	0.4	7.7	1.1	70.3	27.1	2.3	0.3	0.3
355	6.6	0.7	0.8	7.4	1.1	71.8	26.2	1.7	0.3	0.6
358	6.7	1.1	0.7	7.8	1.2	69.1	26.6	3.7	0.6	1.2
360	6.6	1.0	0.7	7.6	1.2	70.6	26.3	2.7	0.4	1.0
363	5.2	1.3	1.3	6.5	1.2	78.4	19.9	1.6	0.1	1.6
364	5.6	1.0	1.0	6.6	1.2	78.5	19.6	1.7	0.2	1.4
365	6.7	0.8	0.7	7.5	1.1	70.4	27.0	2.4	0.2	0.6
366	5.7	1.4	1.0	7.1	1.2	75.1	21.3	2.8	0.7	2.5
368	6.2	1.0	0.9	7.2	1.2	74.3	22.8	2.5	0.4	1.2
371	4.9	0.8	0.9	5.7	1.2	84.9	14.4	0.7	0.1	1.1
380	6.3	1.2	1.4	7.5	1.2	71.4	25.5	2.7	0.4	1.3
381	5.6	1.0	1.7	6.6	1.2	78.2	20.2	1.5	0.1	0.9
387	7.0	0.7	0.8	7.7	1.1	70.8	25.9	2.7	0.6	0.9
388	5.3	1.3	1.5	6.6	1.3	78.2	19.0	2.1	0.6	2.4
390	4.4	1.2	1.0	5.5	1.3	85.6	13.3	0.9	0.2	2.0
391	5.9	1.0	1.1	6.8	1.2	77.0	20.7	2.0	0.4	1.2
393	6.4	1.1	1.4	7.5	1.2	71.3	25.7	2.6	0.3	0.8
394	6.9	1.0	1.0	7.9	1.1	69.0	27.2	3.4	0.5	0.8
403	6.7	0.8	0.6	7.5	1.1	71.6	25.7	2.3	0.4	0.7
407	7.0	1.0	1.0	8.0	1.1	67.7	28.4	3.4	0.5	0.9
410	5.2	1.2	0.8	6.4	1.2	79.5	18.5	1.8	0.2	1.7

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Route	Waiting Times (Mins)					Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Q4 2015/16 (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
414	4.8	0.8	1.1	5.6	1.2	85.8	13.5	0.6	0.1	0.9
415	6.8	0.6	0.9	7.4	1.1	72.2	25.3	2.2	0.3	0.3
417	5.4	1.2	1.1	6.5	1.2	78.4	19.5	1.7	0.4	1.8
422	5.3	1.2	1.3	6.5	1.2	78.2	20.0	1.7	0.2	1.4
425	6.6	0.9	1.3	7.5	1.1	71.5	25.6	2.3	0.5	1.0
427	4.4	1.2	1.1	5.5	1.3	85.3	14.1	0.6	0.0	1.7
430	4.4	0.9	0.9	5.3	1.2	87.5	11.9	0.6	0.0	1.3
432	6.2	1.2	1.0	7.4	1.2	72.3	24.6	2.6	0.5	1.3
436	4.3	1.0	1.0	5.3	1.2	87.3	12.0	0.6	0.1	1.6
444	6.8	1.0	1.6	7.8	1.1	69.3	27.1	3.1	0.5	1.0
450	5.0	0.9	1.0	6.0	1.2	82.8	15.9	1.1	0.2	1.6
452	4.5	1.6	1.0	6.2	1.4	80.2	17.6	1.9	0.3	3.8
453	3.5	0.8	1.1	4.3	1.2	93.6	6.1	0.3	0.1	1.7
460	6.4	0.8	1.2	7.2	1.1	72.8	25.4	1.7	0.1	0.5
466	5.4	0.7	0.6	6.0	1.1	82.5	16.8	0.6	0.1	0.6
468	4.2	1.4	1.2	5.6	1.3	84.3	14.4	1.1	0.1	3.1
472	3.5	0.9	0.9	4.4	1.2	92.6	7.2	0.2	0.0	1.8
473	5.5	0.9	1.0	6.4	1.2	80.2	18.1	1.3	0.3	1.1
474	6.3	0.9	1.3	7.3	1.1	72.9	24.7	2.1	0.3	0.9
476	4.4	0.9	1.0	5.3	1.2	87.6	11.7	0.6	0.1	1.4
483	4.4	0.7	n/a	5.1	1.2	89.6	9.9	0.4	0.1	1.0
484	5.5	1.5	1.3	7.0	1.3	74.3	23.1	2.4	0.2	2.0
486	4.6	1.4	1.2	6.0	1.3	82.0	16.3	1.4	0.2	2.9
487	6.7	0.6	0.8	7.4	1.1	72.5	25.3	2.0	0.2	0.4
488	6.6	0.9	1.1	7.5	1.1	70.8	26.0	2.5	0.6	1.0
490	6.7	0.8	0.8	7.5	1.1	71.1	25.7	2.8	0.4	0.8
493	6.9	0.9	0.9	7.8	1.1	68.9	27.5	3.2	0.5	0.9
507	3.3	0.7	0.4	4.0	1.2	92.3	7.0	0.4	0.2	1.7
521	3.2	1.0	1.0	4.1	1.3	91.3	8.0	0.6	0.1	1.6
607	5.7	0.9	0.8	6.6	1.2	78.6	20.0	1.3	0.1	0.7
C1	5.8	1.1	0.8	7.0	1.2	75.4	22.2	2.1	0.3	1.3
C2	4.2	0.9	0.9	5.1	1.2	89.2	10.2	0.5	0.1	1.5
C3	4.4	1.0	0.7	5.4	1.2	86.9	12.3	0.7	0.1	1.8
C10	4.9	1.0	1.5	5.9	1.2	83.6	15.2	1.0	0.1	1.5
C11	5.1	0.8	0.9	5.9	1.2	83.8	14.9	1.2	0.1	1.2
D3	5.9	1.0	1.3	6.8	1.2	76.8	20.5	2.2	0.5	1.2
D6	4.8	0.8	1.0	5.5	1.2	85.2	13.6	1.0	0.2	1.3
D7	4.1	0.9	1.4	5.0	1.2	89.1	10.2	0.5	0.1	2.1

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Route	Waiting Times (Mins)					Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Q4 2015/16 (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
D8	6.8	0.5	1.8	7.3	1.1	72.9	24.9	1.8	0.3	0.4
E1	5.0	0.7	0.5	5.7	1.1	86.0	13.2	0.6	0.2	0.9
E2	4.1	1.3	1.0	5.5	1.3	85.8	12.9	1.1	0.2	3.2
E3	3.8	1.4	1.1	5.2	1.4	86.9	12.1	0.9	0.1	3.9
E5	6.7	0.7	0.7	7.5	1.1	71.3	26.2	2.3	0.3	0.7
E6	5.7	1.5	1.4	7.2	1.3	73.6	23.1	2.8	0.5	2.3
E7	6.8	1.0	1.1	7.7	1.1	70.0	26.1	3.3	0.7	1.2
E8	4.4	1.4	1.0	5.7	1.3	84.2	14.5	1.2	0.2	2.8
E9	6.7	1.0	0.8	7.7	1.1	70.0	26.5	3.0	0.5	1.0
EL1	3.5	0.7	0.7	4.2	1.2	94.7	5.0	0.2	0.1	1.3
EL2	5.0	0.6	0.7	5.6	1.1	85.6	13.4	0.8	0.2	0.9
EL3	6.3	0.5	n/a	6.9	1.1	77.9	19.7	2.1	0.3	0.6
H2	6.3	0.6	1.0	6.9	1.1	76.2	22.6	1.1	0.1	0.4
H9	5.8	0.9	0.9	6.7	1.2	77.9	19.9	2.0	0.2	1.0
H10	6.0	0.8	1.0	6.8	1.1	78.3	19.3	2.1	0.3	0.8
H12	5.7	0.7	0.9	6.4	1.1	80.5	18.5	1.0	0.1	0.7
H14	5.5	0.4	0.4	5.9	1.1	84.5	14.9	0.5	0.1	0.4
H20	7.0	0.5	0.6	7.5	1.1	71.7	25.9	2.1	0.3	0.5
H22	6.8	1.1	0.8	7.9	1.2	68.8	26.7	3.8	0.8	1.4
H25	6.9	0.7	0.9	7.6	1.1	70.3	26.9	2.5	0.3	0.5
H32	5.7	0.9	0.7	6.5	1.2	79.2	19.0	1.6	0.2	1.2
H37	3.6	1.3	0.9	4.9	1.3	89.2	9.8	0.9	0.1	4.3
H91	5.7	0.9	0.9	6.6	1.2	78.7	19.5	1.5	0.2	1.0
H98	4.8	0.8	1.1	5.6	1.2	85.0	14.0	0.9	0.1	1.4
K1	6.9	0.6	0.6	7.6	1.1	71.1	26.3	2.3	0.2	0.5
K2	6.0	0.8	0.7	6.8	1.1	77.4	20.8	1.6	0.2	0.9
P4	6.3	1.5	1.3	7.7	1.2	69.7	26.2	3.5	0.6	1.7
P12	5.6	1.0	1.3	6.5	1.2	78.5	19.9	1.5	0.2	1.0
R9	7.6	0.5	0.6	8.1	1.1	69.6	23.8	6.0	0.6	0.5
R70	5.7	0.8	0.5	6.5	1.1	79.3	18.9	1.7	0.2	1.0
RV1	6.2	0.7	1.8	6.8	1.1	77.5	21.0	1.2	0.3	0.6
T64	4.7	1.1	0.7	5.8	1.2	83.3	15.4	1.2	0.2	2.0
T130	7.5	0.9	0.6	8.4	1.1	66.9	26.9	5.4	0.9	1.0
T433	4.9	0.9	0.8	5.8	1.2	83.5	15.5	0.9	0.1	1.5
U2	6.1	0.5	0.8	6.6	1.1	79.3	19.3	1.3	0.1	0.3
U3	6.7	0.6	0.6	7.3	1.1	72.6	25.3	1.9	0.2	0.3
U4	5.1	1.0	0.9	6.1	1.2	81.5	16.7	1.6	0.2	1.6
U5	6.7	0.9	0.8	7.6	1.1	70.5	26.6	2.6	0.3	0.6

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Route	Waiting Times (Mins)					Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Q4 2015/16 (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
W3	3.5	0.8	1.0	4.3	1.2	93.3	6.4	0.3	0.0	2.1
W4	5.9	1.3	1.6	7.2	1.2	74.2	22.7	2.7	0.3	1.7
W5	6.7	0.7	1.4	7.4	1.1	72.7	24.8	2.2	0.2	0.5
W6	6.4	0.9	1.2	7.3	1.1	75.5	20.1	3.9	0.5	1.3
W7	3.0	0.6	0.8	3.7	1.2	95.9	3.9	0.2	0.0	1.2
W8	4.5	1.3	0.7	5.8	1.3	83.6	15.2	1.1	0.1	2.5
W11	6.0	0.9	1.2	6.9	1.1	77.0	20.8	1.9	0.3	0.9
W15	4.6	1.5	1.9	6.0	1.3	81.4	16.6	1.7	0.3	3.1
W16	7.0	1.2	1.5	8.2	1.2	66.8	28.4	4.0	0.9	1.4
W19	7.2	1.3	n/a	8.5	1.2	66.5	27.7	4.8	1.0	1.6
All	5.0	1.0	1.1	6.0	1.2	82.1	16.3	1.4	0.2	1.7

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Probability of Departure (%)					
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Route	% On Time	Q4 2015/16 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
20	76.6	78.1	6.1	3.2	14.1
61	77.3	83.5	5.2	2.6	15.0
107	86.9	84.0	2.3	1.9	8.9
110	87.2	83.2	1.9	0.8	10.1
117	74.9	77.4	4.4	2.5	18.2
138	81.5	88.4	2.4	1.5	14.6
146	84.3	90.6	3.3	1.6	10.7
160	79.1	69.5	3.8	1.3	15.8
162	82.6	81.0	3.1	1.1	13.2
166	76.9	82.6	4.9	0.3	17.9
167	74.5	78.3	6.4	1.9	17.2
178	78.5	82.2	4.6	1.9	15.0
190	81.2	81.6	3.3	1.6	13.8
201	82.7	80.6	2.0	2.1	13.2
203	85.7	86.8	2.4	0.7	11.1
215	78.1	76.4	4.0	0.6	17.3
216	83.7	78.9	2.3	1.3	12.6
223	80.4	76.5	3.2	1.1	15.3
224	82.2	79.2	3.8	2.1	11.9
225	73.9	69.0	6.8	2.0	17.4
231	76.8	77.7	4.4	1.4	17.4
232	78.6	77.3	4.6	1.4	15.4
233	80.6	83.3	3.1	1.2	15.1
246	79.0	87.3	3.2	2.0	15.8
258	82.9	72.6	4.2	0.6	12.3
272	84.1	76.8	4.3	1.0	10.6
273	67.3	71.7	5.8	2.4	24.5
287	81.6	79.4	4.5	0.8	13.1
289	70.2	70.3	7.8	0.8	21.1
290	87.6	78.8	1.8	0.4	10.1
292	84.3	84.9	2.5	0.8	12.4
293	75.7	83.2	4.1	1.0	19.1
296	75.5	86.4	4.3	0.8	19.3
298	79.6	81.4	4.5	1.4	14.6
299	80.0	84.1	4.5	1.5	14.0
300	84.1	71.7	3.6	3.1	9.2
303	87.9	81.6	3.7	0.6	7.8
305	81.1	77.0	5.6	0.4	12.9

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Probability of Departure (%)					
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Route	% On Time	Q4 2015/16 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
313	75.3	75.8	7.3	1.2	16.3
315	76.3	81.8	4.8	0.8	18.1
317	79.0	81.3	4.6	0.6	15.7
318	84.5	79.6	4.2	0.7	10.5
323	87.0	88.9	2.7	1.1	9.2
324	86.3	82.8	2.4	1.5	9.9
327	80.4	81.3	5.2	2.8	11.5
331	81.3	83.1	2.9	2.0	13.9
336	82.1	86.2	2.4	3.7	11.9
339	88.7	86.0	3.0	2.3	6.0
346	87.9	80.8	4.0	1.8	6.2
347	76.8	79.8	5.1	0.5	17.6
352	82.1	89.1	2.6	1.9	13.4
354	80.5	85.6	3.5	3.7	12.3
356	69.7	78.6	6.3	2.6	21.4
357	76.6	76.7	4.2	1.8	17.4
362	75.5	82.3	6.7	2.1	15.8
367	74.4	79.1	4.2	1.6	19.8
370	71.5	74.6	7.2	1.5	19.7
372	86.5	79.4	1.5	0.7	11.4
375	87.2	87.6	3.0	1.3	8.4
376	80.0	80.3	4.9	2.3	12.8
377	84.2	84.7	3.0	2.2	10.6
379	87.6	82.8	4.6	0.8	7.0
382	78.9	76.2	5.1	0.9	15.0
383	85.4	85.3	2.2	0.4	12.0
384	85.5	89.0	4.0	1.5	9.1
385	84.7	83.1	3.5	3.5	8.3
386	81.7	79.6	2.9	2.5	12.9
389	92.3	90.3	1.1	2.9	3.8
395	88.2	77.1	2.0	0.8	9.0
396	78.6	89.2	5.0	0.9	15.4
397	74.9	77.1	4.6	1.1	19.4
398	85.8	79.2	1.2	1.1	12.0
399	95.1	98.5	0.9	0.9	3.2
401	90.2	91.4	2.2	1.3	6.3
404	93.8	88.9	0.6	0.1	5.5
405	81.7	85.2	3.1	1.1	14.0

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Probability of Departure (%)					
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Route	% On Time	Q4 2015/16 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
406	86.2	89.3	2.0	0.5	11.4
411	92.2	91.1	1.8	0.2	5.8
412	79.6	80.8	6.1	0.4	13.9
413	86.7	83.8	2.1	0.4	10.8
418	88.6	89.7	1.6	0.4	9.3
419	78.6	83.5	5.4	1.1	14.8
423	89.9	90.5	1.0	0.5	8.6
424	69.8	80.2	5.3	2.2	22.7
428	79.2	76.1	5.6	1.1	14.2
434	88.0	87.0	2.0	1.2	8.9
440	84.3	78.7	2.6	1.2	11.9
455	80.2	75.9	2.9	3.7	13.3
462	85.9	84.2	2.6	2.8	8.7
463	81.1	76.6	4.2	1.1	13.7
465	82.5	83.0	2.8	0.6	14.2
467	82.6	89.3	2.5	0.5	14.3
469	76.3	80.3	4.4	0.8	18.4
470	79.5	82.7	2.9	0.6	17.0
481	84.0	82.0	2.5	0.5	13.0
482	72.7	74.0	5.2	3.7	18.5
485	69.4	77.1	5.8	2.4	22.5
491	81.0	81.0	4.1	1.9	12.9
492	77.6	67.0	4.0	0.7	17.6
496	85.5	89.8	2.3	0.5	11.7
498	85.3	89.8	2.1	1.1	11.6
499	76.6	80.2	3.5	0.9	19.0
549	77.3	73.9	9.6	0.9	12.2
A10	88.6	90.0	2.0	0.8	8.6
B11	85.0	83.6	3.7	1.0	10.3
B12	76.3	70.5	4.9	1.1	17.7
B13	84.6	83.8	3.0	0.9	11.5
B14	75.1	66.7	4.8	2.2	17.8
B15	70.1	70.8	6.9	1.3	21.7
B16	83.1	84.9	4.1	1.9	10.9
E10	80.0	84.5	5.2	2.9	11.9
E11	87.3	90.6	2.4	0.5	9.8
G1	72.9	78.3	6.0	2.4	18.8
H3	90.7	85.5	0.9	0.5	7.9

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Probability of Departure (%)					
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Route	% On Time	Q4 2015/16 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
H11	90.2	91.7	1.1	1.0	7.6
H13	88.3	84.8	1.6	1.7	8.3
H17	90.6	90.3	1.6	0.9	6.8
H18	86.0	81.3	2.6	0.9	10.5
H19	87.9	84.5	3.8	0.5	7.9
H26	89.8	70.5	1.1	1.4	7.7
H28	78.8	73.2	2.4	1.0	17.8
K3	83.5	83.1	2.7	0.7	13.1
K4	89.0	86.5	1.9	0.6	8.4
K5	84.0	74.6	3.2	0.6	12.2
P5	83.2	77.6	3.3	1.8	11.7
P13	76.9	74.8	4.6	1.3	17.2
R1	82.0	84.2	2.2	0.8	15.0
R2	76.6	80.1	3.8	1.5	18.1
R3	73.6	76.5	4.6	0.9	21.0
R4	76.2	81.6	3.7	0.8	19.2
R5	83.7	82.9	2.1	0.9	13.4
R6	79.0	82.5	2.8	1.0	17.2
R7	89.8	92.4	2.2	0.6	7.5
R8	73.4	76.7	5.8	2.2	18.7
R10	84.0	82.4	3.1	0.7	12.2
R11	83.4	84.4	2.8	0.7	13.0
R68	79.0	81.3	3.6	0.9	16.6
S1	88.4	84.7	2.0	0.3	9.3
S3	83.1	80.8	4.0	0.7	12.3
S4	79.3	79.5	3.3	1.4	16.1
T314	73.5	77.8	5.0	2.3	19.3
T353	81.2	76.4	3.0	0.9	14.8
T359	90.0	88.6	2.1	1.4	6.5
T464	92.4	92.0	3.2	0.4	4.0
U1	84.4	84.9	3.1	1.7	10.9
U7	83.6	74.3	1.9	1.3	13.2
U9	93.9	84.5	0.8	1.0	4.3
U10	88.8	88.1	1.3	2.3	7.6
W9	78.6	92.3	5.9	2.9	12.6
W10	93.8	96.5	0.5	0.4	5.3
W12	62.4	72.8	8.6	1.8	27.3
W13	80.0	83.1	6.4	0.6	12.9

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Probability of Departure (%)					
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Route	% On Time	Q4 2015/16 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
W14	82.2	<i>80.5</i>	5.3	2.0	10.6
X26	78.9	<i>67.3</i>	4.1	0.7	16.3
X68	61.0	<i>72.5</i>	12.8	1.9	24.3
All	81.0	<i>80.6</i>	3.7	1.4	13.8

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Route	Waiting Times (Mins)					Probability of Waiting (%)				
	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Q4 2015/16 (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
F14	4.9	0.9	<i>n/a</i>	5.8	1.2	89.0	10.5	0.6	0.0	0.7
F279	5.8	0.5	<i>n/a</i>	6.3	1.1	83.4	15.5	0.9	0.3	0.7
N5	6.4	0.2	<i>0.4</i>	6.6	1.0	80.2	19.2	0.5	0.1	0.4
N6	6.9	0.2	<i>0.3</i>	7.0	1.0	74.3	25.3	0.3	0.1	0.2
N8	7.8	0.8	<i>1.2</i>	8.6	1.1	66.4	27.7	5.2	0.7	1.5
N15	4.6	0.5	<i>0.6</i>	5.1	1.1	91.2	8.5	0.3	0.1	0.6
N25	3.5	1.0	<i>1.2</i>	4.4	1.3	93.7	5.9	0.3	0.1	2.0
N29	3.1	0.5	<i>0.7</i>	3.6	1.2	97.5	2.4	0.0	0.1	0.4
N38	5.1	0.6	<i>1.2</i>	5.6	1.1	84.6	14.9	0.3	0.2	1.0
N87	6.5	0.5	<i>0.5</i>	7.0	1.1	77.5	21.5	0.8	0.2	0.5
N134	6.9	0.2	<i>0.3</i>	7.1	1.0	74.0	25.6	0.3	0.1	0.2
N155	6.0	0.3	<i>0.5</i>	6.2	1.0	81.2	18.4	0.4	0.0	0.3
N253	6.7	0.2	<i>0.3</i>	6.9	1.0	77.6	21.5	0.7	0.2	0.4
All	5.4	0.5	<i>0.7</i>	5.9	1.1	84.0	15.1	0.7	0.1	0.8

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Probability of Departure (%)					
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Route	% On Time	Q4 2015/16 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
TN64	91.3	98.3	2.7	0.2	5.8
N1	91.4	84.1	1.7	0.5	6.3
N2	87.6	80.7	1.9	0.2	10.3
N3	88.1	86.9	2.2	2.7	7.0
N7	97.7	97.4	0.7	0.3	1.3
N9	88.9	89.6	2.1	1.0	8.0
N10	91.9	95.2	3.0	0.7	4.5
N11	85.3	79.8	1.9	0.3	12.4
N12	88.5	81.4	2.4	0.8	8.3
N13	92.0	87.1	1.1	0.6	6.3
N14	92.6	n/a	2.4	1.0	4.0
N16	94.4	94.6	1.1	0.3	4.2
N18	91.1	88.3	1.9	1.7	5.3
N19	91.0	82.1	2.3	1.1	5.6
N20	92.1	84.3	1.3	0.2	6.5
N21	87.6	85.3	2.5	0.3	9.6
N22	94.0	86.3	1.4	0.7	3.9
N23	91.3	85.6	2.4	0.8	5.6
N24	92.5	88.6	2.5	0.9	4.2
N26	80.4	73.8	3.4	1.3	14.9
N27	97.2	97.7	1.2	0.5	1.2
N28	93.5	89.2	2.2	1.7	2.7
N31	92.6	85.3	1.6	2.4	3.3
N33	92.4	93.3	0.2	0.1	7.3
N34	94.6	n/a	2.9	1.0	1.5
N35	81.2	76.3	8.6	1.2	9.0
N36	92.6	90.0	2.2	0.7	4.4
N37	90.7	89.6	0.6	0.7	8.0
N41	90.8	91.7	1.7	0.5	7.0
N43	90.3	91.7	2.0	0.6	7.1
N44	86.3	80.9	2.3	0.5	10.9
N47	89.4	80.4	2.7	2.1	5.8
N52	95.7	94.0	1.3	0.5	2.6
N53	92.6	88.7	1.2	0.5	5.7
N55	90.0	85.4	1.4	0.6	8.0
N57	93.2	94.7	1.0	0.7	5.0
N63	89.2	76.4	2.1	0.9	7.7
N65	93.7	94.8	2.0	2.0	2.3

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Probability of Departure (%)					
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Route	% On Time	Q4 2015/16 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N68	85.5	83.3	2.4	1.3	10.8
N69	95.5	91.7	1.6	1.7	1.1
N72	90.9	93.0	1.9	0.1	7.1
N73	88.7	81.4	2.2	1.3	7.8
N74	96.4	87.4	0.4	0.4	2.8
N76	91.3	81.1	2.7	0.7	5.3
N83	96.0	95.4	1.5	1.3	1.1
N85	97.4	97.7	1.0	0.7	0.9
N86	92.0	92.2	0.6	0.7	6.7
N88	92.8	83.3	1.8	1.0	4.4
N89	88.2	64.5	1.8	0.9	9.2
N91	93.0	89.3	0.9	0.3	5.7
N93	95.2	90.9	2.1	1.1	1.7
N94	91.5	89.3	1.0	0.1	7.3
N97	91.3	86.0	3.1	1.5	4.1
N98	96.0	92.9	1.1	0.8	2.1
N102	96.5	98.1	1.3	0.1	2.1
N105	94.2	96.5	2.8	0.5	2.6
N108	87.1	87.2	3.5	1.2	8.3
N109	85.3	85.2	3.5	0.5	10.8
N111	89.7	91.5	2.7	0.8	6.9
N113	96.1	92.1	0.6	1.1	2.2
N114	96.1	n/a	0.4	1.1	2.4
N119	95.8	97.7	1.5	0.4	2.3
N123	96.0	n/a	2.6	0.6	0.8
N128	97.8	96.6	1.2	0.1	0.8
N132	93.6	95.3	3.5	0.3	2.6
N133	91.6	84.3	1.6	0.2	6.5
N136	89.1	86.5	1.8	0.3	8.8
N137	89.9	91.6	1.4	0.0	8.6
N139	91.3	85.4	2.2	0.5	6.1
N140	96.4	94.9	1.0	0.3	2.3
N145	91.0	n/a	1.2	4.0	3.7
N148	90.3	94.0	1.7	1.2	6.8
N149	93.4	86.5	1.6	0.3	4.7
N154	93.9	92.7	2.0	1.2	2.9
N158	91.2	n/a	0.9	5.4	2.5
N159	94.0	90.2	1.9	1.9	2.2

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Probability of Departure (%)					
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Route	% On Time	Q4 2015/16 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N171	93.8	82.2	1.5	0.7	4.0
N176	88.4	83.7	2.2	0.3	9.1
N183	87.8	n/a	6.0	0.3	6.0
N188	84.5	79.8	6.0	0.9	8.7
N189	93.6	94.3	1.8	0.1	4.6
N199	91.9	88.4	1.1	0.9	6.2
N205	83.5	78.6	2.4	1.2	12.8
N207	87.5	87.8	4.7	1.0	6.9
N213	93.7	89.0	2.0	0.8	3.5
N214	96.4	94.8	1.0	0.2	2.4
N220	92.5	94.2	1.7	0.2	5.6
N222	92.2	94.6	2.1	0.1	5.6
N238	95.1	94.4	2.3	0.6	2.1
N242	94.7	92.7	0.7	1.5	3.1
N243	91.6	86.1	2.9	0.4	5.1
N250	96.1	93.9	2.4	0.0	1.5
N264	95.5	95.8	1.2	0.0	3.3
N266	93.9	92.9	2.1	1.9	2.1
N271	93.6	87.0	1.6	0.4	4.4
N277	87.3	86.3	1.7	2.0	9.0
N279	94.1	82.3	1.9	0.3	3.7
N281	96.6	96.1	1.6	0.4	1.4
N285	93.4	93.2	1.0	0.3	5.3
N295	95.1	94.2	0.7	0.1	4.1
N296	92.7	n/a	3.2	0.9	3.1
N297	97.9	95.9	1.4	0.1	0.6
N307	96.8	n/a	1.7	1.5	0.0
N319	90.9	n/a	3.1	0.6	5.4
N321	93.7	92.5	2.6	0.8	2.9
N341	95.5	94.5	0.9	0.3	3.4
N343	89.5	76.4	2.1	0.2	8.2
N344	89.8	89.7	1.6	0.7	7.9
N345	87.8	80.1	4.2	1.5	6.4
N365	96.7	98.1	2.2	0.1	1.0
N381	85.9	81.5	4.1	1.8	8.2
N390	91.6	91.8	1.6	0.4	6.4
N453	90.9	83.6	2.0	1.0	6.0
N472	88.8	95.2	1.6	0.1	9.6

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

Quarter 4 2016/17

17 January 2017 to 31 March 2017

Probability of Departure (%)					
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Route	% On Time	Q4 2015/16 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N474	95.6	93.8	1.4	0.3	2.6
N486	92.2	95.4	1.9	1.2	4.7
N550	84.0	76.0	2.3	1.2	12.5
N551	86.3	76.1	3.4	1.5	8.8
NC2	92.1	89.1	1.7	1.7	4.5
NE1	94.4	<i>n/a</i>	0.9	1.6	3.1
NEL1	97.0	95.8	1.5	0.9	0.6
NH32	96.5	<i>n/a</i>	2.0	0.4	1.1
NH37	98.3	97.6	0.4	0.6	0.6
NW3	98.9	<i>n/a</i>	0.1	0.3	0.7
NW7	98.2	<i>n/a</i>	0.0	0.0	1.8
All	91.3	87.8	2.1	0.8	5.8