QSI Performance

Route Performance Results for London Borough of

Hackney

Quarter 03 23/24

16 September 2023 to 05 January 2024

Route Performance Results for London Borough of Hackney

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).

Routes serving this borough

Routes are monitored at a number of keypoint locations, throughout the course of the route, in both directions, with the exception of within one kilometre of a route's terminus arrival.

From Quarter 1 2015/16 a new methodology for reporting has been adopted by Transport For London. Routes for which no keypoint location exists within this borough will no longer be displayed in this borough report. Alternate information regarding any route that is not shown may be found in the network route results at www.tfl.gov.uk.

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. Certain locations are not monitored; at the end of a route and where points are in close proximity to each other. The results shown comprise of service monitoring 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) Q3 22/23 (EWT)	Denotes the Average Excess Waiting (EWT) (see 2) time result for the corresponding financial quarter last year. Note that results are based on a smaller survey sample in comparison with 2012/13 High Frequency monitoring.
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. Certain locations are not monitored; at the end of a route and where points are in close proximity to each other. The results shown comprise of service monitoring 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) Q3 22/23 (% 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 as passengers as the next bus running early.
5) Chance of a bus running late	The chance of a bus running 5-15 minutes late (buses more than 15 minutes late are regarded as non-arrivals). This category may sometimes include early running buses which would be regarded by passengers as the preceding bus running late.

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

Night Bus Services

Results for night bus services are shown separately. Night buses are monitored from a number of keypoint monitoring locations along the course of it's routing, with the exception of locations within one kilometre of the direction of arrival at the terminus.

Performance Information

London Buses

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

London Borough of Hackney

Quarter 03 23/24

16 September 2023 to 05 January 2024

	Waiting Times					Probability of Waiting				
Route	Scheduled Waiting Time (mins)	**Excess Waiting Time (mins)**	*Q3 22/23 (EWT)*	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps
8	4.1	**1.3**	*1.7*	5.4	1.3	86.2	12.5	1.1	0.2	3.1
26	5.3	**1.6**	*1.2*	6.9	1.3	75.9	20.8	2.7	0.6	2.7
29	3.2	**1.1**	*1.0*	4.3	1.3	93.3	6.4	0.2	0.0	2.9
30	5.3	**1.4**	*1.3*	6.7	1.3	77.3	20.1	2.2	0.4	2.1
35	4.6	**1.3**	*1.2*	5.9	1.3	82.6	16.3	1.0	0.1	1.9
38	3.0	**1.4**	*1.3*	4.3	1.5	91.9	7.5	0.5	0.1	5.1
43	4.5	**1.2**	*1.5*	5.7	1.3	84.3	14.4	1.1	0.1	2.2
47	6.7	**1.5**	*1.4*	8.3	1.2	67.1	26.8	4.6	1.5	2.0
55	4.1	**1.6**	*1.9*	5.7	1.4	83.5	14.5	1.7	0.3	4.6
56	4.6	**1.3**	*1.9*	5.8	1.3	84.0	14.3	1.4	0.2	2.5
67	5.4	**0.8**	*1.3*	6.2	1.2	81.3	17.5	0.9	0.2	1.0
73	3.3	**1.1**	*0.9*	4.4	1.3	92.9	6.9	0.2	0.0	2.7
76	5.2	**1.3**	*1.4*	6.5	1.3	79.0	19.0	1.7	0.3	1.9
78	5.2	**1.5**	*1.3*	6.7	1.3	77.5	19.8	2.2	0.5	2.3
106	5.7	**0.9**	*1.5*	6.6	1.2	78.0	20.5	1.3	0.2	0.7
135	5.7	**1.8**	*1.5*	7.4	1.3	72.4	22.8	3.7	1.2	2.9
141	3.7	**1.4**	*1.5*	5.1	1.4	88.0	11.1	0.8	0.2	3.6
149	3.9	**1.5**	*1.6*	5.4	1.4	85.4	13.6	0.9	0.2	3.3
205	5.2	**1.5**	*1.6*	6.7	1.3	77.3	20.2	2.2	0.3	2.1
236	5.5	**1.7**	*1.4*	7.2	1.3	74.0	22.6	3.0	0.5	2.6
242	5.3	**0.9**	*0.9*	6.2	1.2	81.4	17.6	0.9	0.1	0.9
243	4.4	**2.0**	*1.7*	6.4	1.5	78.6	18.8	2.2	0.4	4.8
253	4.6	**1.0**	*1.3*	5.6	1.2	86.0	13.5	0.5	0.0	0.9
254	4.6	**1.2**	*1.5*	5.7	1.3	84.3	14.6	0.9	0.1	1.7
259	5.3	**1.5**	*1.5*	6.8	1.3	76.1	21.5	2.0	0.3	2.0
276	6.6	**2.7**	*1.5*	9.3	1.4	60.7	29.1	7.8	2.5	4.5
277	5.2	**1.1**	*0.9*	6.3	1.2	81.2	17.2	1.3	0.2	1.3
279	3.7	**1.4**	*1.6*	5.2	1.4	87.3	11.7	0.8	0.2	3.7
308	7.6	**1.0**	*0.9*	8.6	1.1	63.8	30.5	4.9	0.8	0.7
318	6.7	**1.2**	*1.5*	8.0	1.2	68.5	27.4	3.5	0.6	1.3
341	6.1	**1.6**	*1.2*	7.7	1.3	70.0	25.9	3.5	0.7	1.9
349	5.2	**1.3**	*1.5*	6.5	1.2	78.1	19.7	1.7	0.4	1.8
388	6.0	**1.0**	*1.1*	7.0	1.2	74.8	23.1	1.7	0.3	0.9
393	6.5	**1.9**	*1.5*	8.4	1.3	66.3	26.8	5.5	1.4	3.0
394	7.0	**0.9**	*1.0*	8.0	1.1	68.8	27.3	3.1	0.7	0.8
425	6.0	**1.0**	*1.4*	7.0	1.2	75.4	22.5	1.8	0.3	1.0
476	5.2	**1.2**	*1.3*	6.4	1.2	79.8	18.4	1.5	0.4	1.8
D6	4.8	**1.2**	*1.1*	6.1	1.3	81.5	16.4	1.8	0.3	2.2

W15	4.7	**1.3**	*1.5*	6.0	1.3	81.9	16.4	1.4	0.3	2.7
N29	5.0	**0.5**	*0.5*	5.5	1.1	89.3	10.2	0.4	0.0	0.6
N38	8.4	**0.5**	*0.5*	8.9	1.1	67.5	28.1	3.9	0.4	1.4
All	4.9	**1.4**	*1.4*	6.2	1.3	80.5	17.3	1.9	0.4	2.6

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

London Borough of Hackney

Quarter 03 23/24

16 September 2023 to 05 January 2024

	Probability of Departure				
Route	**% On Time**	*Q3 22/23 (% On Time*	Non Arrival / Not Linked (%)	8 to 2 mins Early (%)	5 to 15 mins Late (%)
488	**78.4**	*85.3*	3.4	1.8	16.3
N26	**75.7**	*76.4*	5.0	4.6	14.7
N35	**87.0**	*84.8*	4.1	1.2	7.8
N38	**81.4**	*n/a*	4.2	2.5	12.0
N43	**93.5**	*92.7*	1.5	0.6	4.4
N47	**89.9**	*88.0*	3.2	0.9	6.0
N55	**79.6**	*82.7*	6.0	2.0	12.4
N73	**88.4**	*90.9*	2.4	2.1	7.1
N76	**85.6**	*83.5*	4.0	1.2	9.2
N149	**85.0**	*85.2*	3.8	2.6	8.6
N205	**76.4**	*76.4*	5.3	1.1	17.2
N242	**82.6**	*81.2*	3.4	2.0	12.0
N243	**85.3**	*89.1*	3.2	1.7	9.9
N253	**84.1**	*85.9*	2.3	2.9	10.6
N277	**74.8**	*82.2*	5.2	1.6	18.3
N279	**82.1**	*85.6*	2.4	1.6	13.9
N341	**89.7**	*92.2*	2.8	0.7	6.8
All	**82.4**	*85.1*	3.6	1.9	12.1