

QSI Performance Results

## Route Results for London Bus Services

Fourth Quarter 2020-21

09 January 2021 to 31 March 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) <b>Scheduled Waiting Time (SWT)</b>  | The time passengers would wait, on average, if the service ran exactly as scheduled during the periods observed.  |
| 2) <b>Excess Waiting Time (EWT)</b>   | 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) <b>Q4 2019-20 (EWT)</b>  | Denotes the Average Excess Waiting (EWT) (see 2) time result for the corresponding financial quarter last year.   |
| 4) <b>Average Waiting Time (AWT)</b>  | The average time that passengers actually waited.   |
| 5) <b>Average Waiting Time divided by Scheduled Waiting Time (AWT:SWT Ratio)</b>        | Indicates how much longer, on average, passengers are waiting than intended (e.g. 1.5 would indicate passengers waiting 50% longer than intended).              |
| 6) <b>Chance of waiting less than 10, 10-20, 20-30, more than 30 minutes, Long Gaps</b> | 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) <b>Chance of a bus departing on-time</b> | The chance that a bus runs at the advertised time or between two minutes early and up to five minutes late.  |
| 2) <b>Q4 2019-20 (On Time)</b>              | Denotes the percentage of departing on time (see 1) for the corresponding financial quarter last year.   |
| 3) <b>Chance of a bus not running</b>       | The chance that a bus fails to run (see note on late running).   |
| 4) <b>Chance of a bus running early</b>     | 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) <b>Chance of a bus running late</b>      | 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 2020-21**

09 January 2021 to 31 March 2021

Waiting Times (mins)						Probability of Waiting (%)				
Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q4 2019-20 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
1	5.2	0.6	0.8	5.8	1.1	85.4	14.0	0.6	0.1	0.5
2	4.1	0.6	0.7	4.6	1.1	92.7	7.1	0.1	0.0	0.5
3	4.6	0.7	0.9	5.3	1.1	88.4	11.2	0.4	0.0	0.7
4	5.7	0.6	0.8	6.4	1.1	80.0	18.7	1.2	0.1	0.5
5	3.6	0.6	1.0	4.3	1.2	94.5	5.3	0.2	0.0	0.9
6	4.1	0.4	0.8	4.5	1.1	94.8	5.1	0.1	0.0	0.3
7	4.5	0.5	0.7	5.0	1.1	90.8	9.0	0.2	0.0	0.5
8	3.5	0.6	0.9	4.2	1.2	94.4	5.5	0.1	0.0	1.0
9	4.1	0.6	0.9	4.7	1.1	93.1	6.5	0.2	0.1	0.7
11	5.2	0.5	0.8	5.7	1.1	86.5	13.3	0.2	0.0	0.2
12	4.0	0.5	0.6	4.5	1.1	93.9	6.0	0.1	0.0	0.4
13	3.6	1.0	1.8	4.7	1.3	91.3	8.3	0.4	0.0	2.4
14	4.5	0.4	0.7	4.9	1.1	91.8	8.1	0.1	0.0	0.3
15	4.1	0.5	0.8	4.6	1.1	94.1	5.7	0.1	0.0	0.4
16	4.2	0.7	0.8	4.9	1.2	90.8	8.9	0.2	0.0	0.8
17	5.0	0.4	0.5	5.4	1.1	87.4	12.3	0.3	0.0	0.2
18	2.8	1.0	1.3	3.9	1.4	94.7	5.0	0.3	0.1	3.6
19	4.1	0.7	1.0	4.7	1.2	92.1	7.7	0.1	0.0	0.6
21	4.1	0.8	0.8	4.9	1.2	90.0	9.7	0.2	0.0	1.0
22	4.5	0.4	0.6	4.9	1.1	91.3	8.5	0.1	0.0	0.3
23	4.2	0.8	1.0	5.0	1.2	90.3	9.4	0.2	0.0	0.9
24	5.2	0.4	1.2	5.6	1.1	86.9	12.8	0.2	0.0	0.2
25	3.9	0.6	1.4	4.6	1.2	93.1	6.6	0.2	0.1	0.8
26	4.5	0.6	1.1	5.1	1.1	89.6	9.9	0.4	0.0	0.5
27	4.5	0.5	1.0	5.0	1.1	90.4	9.3	0.3	0.0	0.5
28	5.5	0.9	1.1	6.4	1.2	79.8	19.1	1.0	0.1	0.7
29	2.9	0.5	1.0	3.4	1.2	98.5	1.5	0.0	0.0	0.5
30	4.9	0.8	1.1	5.7	1.2	85.1	14.2	0.6	0.1	0.9
31	5.0	0.6	0.8	5.6	1.1	86.8	12.8	0.4	0.0	0.4
32	5.0	0.6	0.6	5.6	1.1	86.2	13.4	0.4	0.0	0.5
33	5.2	0.5	0.7	5.7	1.1	84.9	14.2	0.7	0.1	0.7
34	4.4	0.6	1.1	5.0	1.1	90.6	9.3	0.2	0.0	0.5
35	4.7	0.6	0.7	5.3	1.1	87.5	12.1	0.4	0.0	0.4
36	3.6	0.8	0.9	4.4	1.2	91.6	8.1	0.3	0.0	1.7
37	5.4	0.7	1.0	6.1	1.1	82.4	16.9	0.6	0.1	0.4
38	2.6	0.7	0.9	3.2	1.3	98.1	1.9	0.0	0.0	0.8
39	4.7	0.4	0.6	5.1	1.1	90.6	9.2	0.1	0.0	0.2
40	4.9	0.4	0.6	5.3	1.1	88.3	11.4	0.3	0.0	0.2
41	3.4	0.5	0.7	4.0	1.2	95.9	4.0	0.1	0.0	0.7
42	6.8	0.5	0.7	7.3	1.1	72.6	25.6	1.6	0.2	0.4
43	4.0	0.7	0.9	4.8	1.2	91.1	8.6	0.3	0.0	0.9

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

Quarter 4 2020-21

09 January 2021 to 31 March 2021

Waiting Times (mins)						Probability of Waiting (%)				
Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q4 2019-20 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
44	5.2	0.5	1.0	5.8	1.1	84.6	15.0	0.4	0.0	0.4
45	5.6	0.6	0.6	6.2	1.1	81.3	18.0	0.6	0.0	0.4
46	5.7	0.6	1.2	6.3	1.1	80.5	18.6	0.8	0.1	0.5
47	6.6	0.5	0.8	7.1	1.1	74.1	24.1	1.6	0.1	0.3
49	4.4	0.6	1.1	5.0	1.1	90.4	9.3	0.2	0.0	0.5
50	6.8	0.4	0.5	7.2	1.1	73.9	24.6	1.4	0.1	0.1
51	5.5	0.6	0.9	6.1	1.1	82.4	17.1	0.5	0.0	0.3
52	4.6	0.5	0.6	5.0	1.1	90.9	8.9	0.2	0.1	0.4
53	4.2	0.6	0.5	4.8	1.1	92.0	7.8	0.2	0.0	0.6
54	5.6	0.6	0.9	6.2	1.1	81.7	17.7	0.5	0.0	0.4
55	3.6	0.9	1.0	4.5	1.2	92.0	7.8	0.2	0.0	1.7
56	3.7	0.9	0.9	4.6	1.2	92.0	7.6	0.4	0.1	2.0
57	5.3	0.5	1.0	5.8	1.1	85.5	14.2	0.4	0.0	0.2
58	6.4	0.6	0.8	6.9	1.1	75.0	24.1	0.8	0.1	0.3
59	3.9	0.5	0.4	4.3	1.1	94.0	6.0	0.0	0.0	0.3
60	5.4	0.4	0.6	5.8	1.1	85.1	14.5	0.3	0.0	0.2
62	5.7	0.5	0.8	6.2	1.1	82.6	16.4	0.9	0.1	0.3
63	4.0	0.7	1.2	4.7	1.2	92.1	7.8	0.1	0.0	0.6
64	4.7	0.5	0.9	5.2	1.1	88.3	11.1	0.5	0.1	0.4
65	3.7	0.6	1.2	4.2	1.2	94.6	5.0	0.2	0.1	1.1
66	6.2	0.4	0.7	6.6	1.1	79.4	18.9	1.5	0.1	0.2
67	5.4	0.4	0.5	5.7	1.1	86.1	13.7	0.2	0.0	0.1
68	4.4	0.6	0.9	5.0	1.1	90.1	9.6	0.2	0.0	0.6
69	4.6	0.6	1.0	5.2	1.1	89.1	10.7	0.2	0.0	0.3
70	5.9	0.9	1.4	6.8	1.1	77.7	20.4	1.7	0.2	1.1
71	4.7	0.4	0.7	5.1	1.1	91.4	8.3	0.3	0.0	0.3
72	4.5	0.6	0.6	5.1	1.1	89.8	9.6	0.5	0.1	0.7
73	2.8	0.7	0.9	3.5	1.3	97.4	2.5	0.0	0.0	1.4
74	5.3	0.4	0.6	5.7	1.1	86.2	13.4	0.3	0.1	0.4
75	6.7	0.6	0.8	7.4	1.1	71.3	27.0	1.5	0.1	0.3
76	4.4	0.5	0.7	4.9	1.1	91.2	8.6	0.2	0.0	0.4
77	5.2	0.7	1.0	5.9	1.1	84.6	14.7	0.7	0.1	0.6
78	5.2	0.6	0.8	5.8	1.1	85.1	14.4	0.4	0.1	0.5
79	6.3	0.8	1.1	7.2	1.1	73.7	24.3	1.7	0.3	0.9
80	4.9	0.3	0.8	5.2	1.1	89.5	10.4	0.1	0.0	0.2
81	6.7	0.5	0.7	7.2	1.1	73.1	25.0	1.8	0.1	0.2
83	4.4	0.5	0.8	4.9	1.1	92.0	7.8	0.2	0.0	0.4
85	4.3	0.6	0.9	4.9	1.1	91.4	8.3	0.3	0.0	0.7
86	3.4	0.7	1.0	4.1	1.2	94.6	5.2	0.1	0.0	1.4
87	3.8	0.5	0.6	4.4	1.1	93.2	6.7	0.1	0.0	0.6
88	4.4	0.5	0.8	4.9	1.1	91.2	8.7	0.1	0.0	0.3

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

Quarter 4 2020-21

09 January 2021 to 31 March 2021

Waiting Times (mins)						Probability of Waiting (%)				
Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q4 2019-20 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
89	6.8	0.6	0.8	7.4	1.1	72.0	25.9	2.0	0.2	0.4
90	5.8	0.6	0.6	6.4	1.1	80.3	18.8	0.8	0.0	0.2
91	4.2	0.6	0.8	4.8	1.1	92.5	7.3	0.1	0.0	0.4
92	5.0	0.7	1.2	5.7	1.1	86.0	13.2	0.6	0.1	0.8
93	4.0	0.4	0.9	4.3	1.1	95.1	4.8	0.1	0.0	0.3
94	3.7	0.6	0.7	4.4	1.2	93.8	6.1	0.1	0.0	0.8
95	6.9	0.5	1.0	7.5	1.1	71.6	26.0	2.2	0.2	0.3
96	4.6	0.5	0.9	5.1	1.1	89.3	10.3	0.3	0.0	0.4
97	4.7	0.7	0.9	5.4	1.2	86.7	12.8	0.5	0.0	0.8
98	4.2	0.5	0.9	4.7	1.1	93.0	6.8	0.1	0.0	0.4
99	6.4	0.3	1.0	6.8	1.1	76.8	22.5	0.7	0.1	0.1
100	6.3	0.4	0.6	6.6	1.1	77.5	22.0	0.5	0.1	0.2
101	6.3	0.5	0.7	6.8	1.1	76.4	22.6	0.8	0.2	0.4
102	4.4	0.6	1.1	5.0	1.1	90.5	9.3	0.2	0.0	0.5
103	6.2	0.3	0.6	6.5	1.1	80.4	18.1	1.4	0.1	0.1
104	5.6	0.5	0.7	6.1	1.1	82.5	16.4	0.9	0.2	0.6
105	6.2	0.7	1.4	6.9	1.1	75.2	23.3	1.2	0.2	0.5
106	5.1	0.5	1.0	5.6	1.1	86.6	12.9	0.4	0.1	0.4
108	5.7	0.6	1.1	6.3	1.1	80.5	18.6	0.8	0.1	0.5
109	3.5	0.6	0.9	4.1	1.2	95.1	4.8	0.1	0.0	0.7
111	5.2	0.5	1.2	5.7	1.1	85.7	13.9	0.4	0.0	0.3
112	5.8	0.7	0.6	6.5	1.1	79.4	18.9	1.4	0.3	0.6
113	4.0	0.6	0.9	4.6	1.1	92.2	7.7	0.1	0.0	0.6
114	5.4	0.4	0.8	5.8	1.1	85.9	13.6	0.4	0.0	0.1
115	4.3	0.5	1.1	4.8	1.1	92.6	7.3	0.1	0.0	0.4
116	6.8	0.2	0.5	7.1	1.0	74.7	24.1	1.2	0.1	0.2
118	6.8	0.5	0.7	7.2	1.1	72.9	25.6	1.4	0.1	0.2
119	6.3	0.3	1.0	6.6	1.1	77.8	21.6	0.6	0.0	0.1
120	5.9	0.6	0.7	6.5	1.1	79.8	19.0	1.1	0.1	0.4
121	5.5	0.7	0.8	6.2	1.1	81.4	17.7	0.8	0.1	0.6
122	6.2	0.5	1.1	6.8	1.1	76.7	22.3	0.9	0.1	0.3
123	5.4	0.7	1.1	6.1	1.1	82.0	17.3	0.6	0.1	0.5
124	5.7	0.6	0.8	6.4	1.1	80.3	18.2	1.3	0.2	0.7
125	5.6	0.5	0.6	6.1	1.1	82.1	17.3	0.6	0.0	0.3
126	6.2	0.4	0.6	6.6	1.1	79.1	19.5	1.3	0.1	0.1
127	5.5	0.5	1.0	6.0	1.1	83.4	16.0	0.5	0.1	0.4
128	6.8	0.4	0.8	7.2	1.1	73.5	24.8	1.6	0.1	0.2
129	6.1	0.5	1.2	6.6	1.1	78.5	20.0	1.3	0.2	0.5
130	6.9	0.6	0.7	7.4	1.1	72.7	24.8	2.2	0.3	0.4
131	4.6	0.4	0.9	5.0	1.1	91.1	8.7	0.3	0.0	0.3
132	5.7	0.4	0.9	6.1	1.1	82.9	16.4	0.6	0.1	0.2

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

**Quarter 4 2020-21**

09 January 2021 to 31 March 2021

Waiting Times (mins)						Probability of Waiting (%)				
Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q4 2019-20 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
133	3.8	0.5	0.5	4.2	1.1	94.6	5.4	0.1	0.0	0.3
134	4.3	0.8	0.8	5.1	1.2	90.4	8.9	0.6	0.1	1.6
135	5.5	0.3	0.8	5.8	1.1	85.3	14.4	0.3	0.0	0.1
136	5.6	0.8	0.6	6.3	1.1	79.7	19.4	0.8	0.1	0.6
137	3.5	0.5	0.5	4.0	1.1	96.2	3.8	0.0	0.0	0.4
139	4.4	0.8	1.2	5.2	1.2	88.5	11.0	0.4	0.0	1.1
140	4.5	0.4	0.8	4.9	1.1	91.8	7.7	0.5	0.0	0.4
141	3.9	0.6	1.1	4.5	1.2	93.0	6.8	0.1	0.0	0.7
142	6.7	0.8	1.0	7.5	1.1	71.6	25.2	2.9	0.3	0.5
143	6.3	0.5	0.6	6.9	1.1	75.7	23.5	0.8	0.1	0.2
144	4.7	0.5	0.9	5.2	1.1	90.4	9.3	0.2	0.1	0.3
145	6.5	0.6	1.0	7.1	1.1	74.1	24.4	1.4	0.2	0.4
147	4.3	0.5	1.0	4.8	1.1	92.4	7.3	0.2	0.0	0.6
148	4.2	0.6	0.9	4.8	1.1	91.5	8.4	0.2	0.0	0.5
149	3.4	0.7	0.9	4.1	1.2	95.3	4.7	0.1	0.0	0.8
150	6.8	0.3	0.7	7.1	1.0	74.6	24.0	1.3	0.1	0.1
151	6.0	0.5	0.8	6.5	1.1	80.6	17.9	1.4	0.2	0.6
152	6.9	0.5	0.9	7.4	1.1	72.3	25.7	1.8	0.1	0.3
153	6.4	0.4	0.7	6.8	1.1	76.1	23.1	0.8	0.0	0.1
154	5.7	0.4	1.0	6.1	1.1	83.1	16.1	0.7	0.1	0.3
155	4.6	0.5	0.6	5.2	1.1	89.8	10.1	0.2	0.0	0.3
156	5.3	0.5	0.9	5.8	1.1	85.1	14.5	0.4	0.0	0.4
157	6.5	0.4	0.8	7.0	1.1	75.4	23.3	1.2	0.1	0.2
158	3.6	0.6	1.1	4.2	1.2	93.8	6.1	0.1	0.0	0.7
159	3.9	0.5	0.7	4.4	1.1	93.4	6.4	0.1	0.0	0.5
161	5.5	0.4	0.9	5.9	1.1	85.1	14.2	0.7	0.1	0.2
163	5.3	0.4	0.8	5.7	1.1	86.9	12.7	0.4	0.0	0.3
164	5.7	0.4	1.0	6.1	1.1	83.2	16.3	0.5	0.1	0.2
165	6.7	0.5	0.9	7.2	1.1	73.2	25.2	1.6	0.1	0.2
168	4.2	0.8	0.7	5.0	1.2	90.2	9.7	0.2	0.0	0.8
169	6.2	0.5	0.7	6.6	1.1	78.5	20.0	1.3	0.2	0.4
170	4.3	0.5	0.7	4.8	1.1	91.7	8.1	0.1	0.0	0.4
171	4.8	0.8	0.7	5.7	1.2	85.3	14.1	0.6	0.1	0.8
172	5.6	0.6	0.6	6.2	1.1	81.2	18.1	0.7	0.0	0.4
173	5.9	0.7	0.9	6.6	1.1	78.7	19.9	1.2	0.2	0.7
174	4.0	0.7	1.0	4.7	1.2	91.0	8.7	0.3	0.0	1.0
175	6.1	0.3	0.5	6.4	1.1	80.6	18.3	1.1	0.1	0.1
176	5.2	0.5	0.8	5.6	1.1	86.6	13.2	0.2	0.0	0.2
177	5.2	0.6	0.7	5.8	1.1	85.0	14.5	0.4	0.0	0.4
179	6.9	0.4	0.9	7.3	1.1	72.5	25.5	1.8	0.2	0.2
180	5.6	0.8	1.1	6.4	1.1	79.6	19.1	1.2	0.2	0.8



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

## Quarter 4 2020-21

09 January 2021 to 31 March 2021

Waiting Times (mins)						Probability of Waiting (%)				
Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q4 2019-20 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
181	6.5	0.8	0.8	7.3	1.1	73.3	24.4	1.9	0.4	0.8
182	4.5	0.5	1.2	5.0	1.1	91.0	8.6	0.3	0.0	0.6
183	4.1	0.6	1.0	4.7	1.2	93.1	6.6	0.3	0.0	0.6
184	4.9	0.7	0.9	5.5	1.1	87.3	12.0	0.6	0.1	0.8
185	4.5	0.7	0.8	5.2	1.2	88.7	10.9	0.4	0.0	0.8
186	6.9	0.6	1.0	7.5	1.1	71.8	25.8	2.2	0.2	0.4
187	6.5	0.6	0.7	7.1	1.1	73.7	24.8	1.3	0.2	0.4
188	4.5	0.6	0.9	5.1	1.1	90.0	9.8	0.2	0.0	0.6
189	5.2	0.7	0.6	5.9	1.1	84.8	14.7	0.4	0.0	0.5
191	5.9	0.5	1.1	6.4	1.1	80.1	18.7	1.1	0.1	0.4
192	5.4	0.4	0.8	5.8	1.1	85.3	14.5	0.2	0.0	0.1
193	6.5	0.3	0.5	6.7	1.0	79.1	19.3	1.5	0.1	0.1
194	6.6	0.3	0.7	6.9	1.0	76.2	22.7	1.0	0.0	0.1
195	6.6	0.7	1.3	7.3	1.1	72.3	25.2	2.3	0.3	0.7
196	6.8	0.8	1.1	7.7	1.1	70.2	26.5	2.9	0.4	0.7
197	6.5	0.4	0.7	6.9	1.1	75.8	23.2	1.0	0.1	0.1
198	6.7	0.3	0.5	7.1	1.0	74.4	24.2	1.3	0.1	0.1
199	6.4	0.5	0.7	6.9	1.1	75.3	23.6	0.9	0.1	0.3
200	5.0	0.4	0.7	5.4	1.1	89.0	10.6	0.3	0.0	0.3
202	5.5	0.7	1.4	6.2	1.1	81.8	17.0	0.9	0.3	0.9
204	5.6	0.7	1.1	6.3	1.1	80.8	18.2	0.9	0.1	0.6
205	4.8	0.8	0.9	5.6	1.2	85.7	13.7	0.6	0.1	0.9
206	6.9	0.6	1.0	7.5	1.1	71.3	26.2	2.2	0.3	0.5
207	3.3	0.5	0.9	3.8	1.2	96.9	3.1	0.0	0.0	0.7
208	6.3	0.5	0.7	6.8	1.1	76.0	23.2	0.7	0.1	0.2
210	5.2	0.6	0.6	5.8	1.1	84.7	14.9	0.4	0.0	0.3
211	5.5	0.6	1.1	6.1	1.1	82.0	17.3	0.6	0.1	0.4
212	5.2	0.4	1.1	5.6	1.1	87.0	12.5	0.4	0.0	0.3
213	5.2	0.5	0.7	5.7	1.1	86.2	13.4	0.4	0.1	0.4
214	4.4	0.5	0.7	4.8	1.1	91.9	8.0	0.1	0.0	0.3
217	6.9	0.6	1.3	7.5	1.1	70.8	26.7	2.2	0.3	0.4
218	5.3	0.6	0.9	6.0	1.1	84.2	15.2	0.5	0.1	0.4
219	6.7	0.4	0.8	7.1	1.1	74.1	24.7	1.2	0.1	0.3
220	4.4	0.9	1.3	5.3	1.2	87.3	11.9	0.7	0.1	1.7
221	4.5	0.5	0.9	5.0	1.1	90.5	9.3	0.2	0.0	0.4
222	5.3	0.4	0.5	5.7	1.1	86.9	12.6	0.4	0.1	0.2
226	7.2	0.7	0.7	8.0	1.1	67.8	28.7	3.2	0.3	0.4
227	4.6	0.5	0.9	5.1	1.1	90.5	9.3	0.3	0.0	0.2
229	5.4	0.4	1.1	5.8	1.1	85.4	14.2	0.4	0.0	0.2
232	6.8	0.5	0.7	7.4	1.1	72.3	25.5	2.0	0.1	0.2
234	6.9	0.7	0.8	7.6	1.1	71.0	26.3	2.4	0.3	0.6

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

**Quarter 4 2020-21**

09 January 2021 to 31 March 2021

Waiting Times (mins)						Probability of Waiting (%)				
Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q4 2019-20 (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	0.9	5.1	1.1	89.6	10.2	0.2	0.0	0.4
236	5.4	1.0	1.0	6.3	1.2	80.3	18.3	1.2	0.2	1.1
237	4.7	0.6	0.9	5.3	1.1	87.7	12.1	0.2	0.0	0.4
238	5.6	0.5	0.6	6.1	1.1	83.4	15.8	0.7	0.1	0.4
241	6.3	0.5	0.5	6.8	1.1	77.0	21.6	1.3	0.1	0.2
242	4.4	0.6	0.7	5.0	1.1	91.1	8.6	0.2	0.1	0.6
243	4.2	0.7	0.8	4.9	1.2	90.4	9.4	0.2	0.0	0.7
244	5.8	0.5	0.7	6.3	1.1	80.6	18.7	0.6	0.1	0.3
245	4.9	0.7	0.8	5.6	1.1	85.9	13.6	0.4	0.0	0.6
247	6.2	0.3	1.0	6.5	1.1	80.2	18.7	1.1	0.0	0.1
248	4.9	0.5	0.5	5.4	1.1	87.9	11.8	0.3	0.0	0.3
249	5.2	0.5	0.5	5.7	1.1	86.3	13.4	0.3	0.1	0.3
250	4.2	0.5	0.7	4.6	1.1	92.7	7.2	0.1	0.0	0.3
251	6.6	0.8	0.7	7.4	1.1	72.8	24.3	2.6	0.3	1.1
252	6.0	0.4	0.6	6.4	1.1	80.9	17.9	1.1	0.1	0.2
253	3.5	0.8	0.8	4.3	1.2	94.5	5.5	0.1	0.0	1.0
254	3.5	0.7	0.9	4.2	1.2	95.6	4.3	0.1	0.0	0.7
255	7.0	0.4	0.6	7.4	1.1	72.3	25.9	1.7	0.2	0.2
256	5.9	0.3	0.8	6.3	1.1	82.1	17.0	0.9	0.1	0.2
257	4.3	0.6	0.8	4.9	1.1	91.2	8.6	0.2	0.0	0.6
259	4.5	0.5	0.9	5.0	1.1	91.4	8.6	0.1	0.0	0.2
260	6.8	0.8	1.0	7.6	1.1	69.8	27.9	2.2	0.1	0.3
261	6.7	0.5	0.9	7.2	1.1	73.3	24.8	1.7	0.2	0.4
262	5.9	0.5	1.5	6.4	1.1	80.0	19.2	0.6	0.2	0.4
263	5.3	0.7	0.6	5.9	1.1	84.4	14.7	0.7	0.1	0.7
264	6.4	0.4	0.5	6.8	1.1	76.2	23.2	0.5	0.0	0.1
265	6.5	0.5	0.7	7.1	1.1	74.8	23.9	1.2	0.1	0.3
266	4.5	0.7	1.0	5.2	1.2	88.1	11.3	0.5	0.1	0.8
267	6.1	0.5	0.9	6.6	1.1	78.6	20.2	1.0	0.1	0.4
269	6.5	0.3	0.9	6.8	1.0	76.5	22.6	0.8	0.1	0.1
270	5.3	0.4	1.0	5.7	1.1	86.4	13.2	0.4	0.0	0.3
271	4.9	0.8	0.7	5.7	1.2	85.0	14.4	0.6	0.0	1.1
274	6.0	0.6	0.8	6.6	1.1	78.5	20.6	0.8	0.0	0.3
275	6.9	0.6	1.0	7.5	1.1	71.3	26.1	2.4	0.2	0.4
276	6.5	0.4	1.0	6.9	1.1	75.1	23.9	0.9	0.0	0.1
277	3.8	0.6	0.7	4.4	1.2	93.9	5.9	0.2	0.0	0.7
279	3.6	0.7	0.9	4.3	1.2	94.0	5.9	0.1	0.0	1.1
280	6.1	0.4	0.8	6.5	1.1	79.7	19.3	0.8	0.1	0.2
281	5.3	0.5	1.2	5.8	1.1	86.6	12.8	0.5	0.1	0.4
282	6.3	0.5	1.0	6.8	1.1	76.3	22.8	0.8	0.1	0.2
283	5.3	0.7	0.7	6.0	1.1	84.2	15.0	0.7	0.1	0.7

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

## Quarter 4 2020-21

09 January 2021 to 31 March 2021

Waiting Times (mins)						Probability of Waiting (%)				
Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q4 2019-20 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
284	6.5	0.8	1.1	7.2	1.1	74.6	22.7	2.3	0.4	0.9
285	6.3	0.3	0.7	6.6	1.1	78.2	21.0	0.7	0.1	0.2
286	6.2	0.6	1.3	6.8	1.1	77.3	20.8	1.7	0.2	0.6
288	5.9	1.2	0.5	7.1	1.2	75.4	21.7	2.5	0.4	2.2
289	6.9	0.3	0.5	7.2	1.0	73.6	24.7	1.6	0.1	0.1
291	5.6	0.4	1.0	6.0	1.1	83.3	16.3	0.4	0.0	0.1
294	6.8	0.4	0.7	7.3	1.1	72.8	25.7	1.5	0.0	0.2
295	4.6	0.6	0.9	5.2	1.1	89.5	10.2	0.3	0.1	0.6
297	5.8	0.6	0.9	6.4	1.1	79.9	19.3	0.7	0.0	0.3
301	6.3	0.4	0.7	6.6	1.1	77.9	21.6	0.4	0.1	0.3
302	5.1	0.5	0.9	5.5	1.1	87.1	12.6	0.3	0.0	0.3
306	7.0	0.4	0.9	7.4	1.1	72.4	25.7	1.7	0.2	0.4
307	6.1	0.5	1.1	6.6	1.1	79.5	18.8	1.4	0.3	0.5
308	6.9	0.6	0.9	7.5	1.1	71.9	25.5	2.3	0.3	0.4
309	6.7	0.5	0.9	7.2	1.1	73.5	24.7	1.6	0.2	0.2
312	6.7	0.4	0.5	7.1	1.1	74.4	24.1	1.3	0.2	0.2
314	7.4	0.5	1.1	7.9	1.1	70.5	25.1	3.9	0.5	0.3
316	5.0	0.8	0.8	5.8	1.2	84.2	15.1	0.6	0.1	0.8
318	6.7	0.8	1.1	7.5	1.1	71.5	26.4	2.0	0.2	0.5
319	4.8	0.4	0.6	5.2	1.1	89.8	10.0	0.1	0.0	0.2
320	6.8	0.6	0.9	7.3	1.1	72.8	25.0	2.0	0.2	0.5
321	5.3	0.6	0.7	5.9	1.1	83.9	15.5	0.5	0.1	0.5
322	7.1	1.0	0.8	8.1	1.1	66.0	30.5	3.0	0.5	0.8
325	6.9	0.6	0.8	7.5	1.1	71.9	25.7	2.1	0.3	0.5
326	6.3	0.6	0.8	6.9	1.1	75.5	23.4	1.0	0.1	0.3
328	5.5	1.2	1.0	6.7	1.2	77.8	20.0	1.8	0.4	1.6
329	4.0	0.6	0.8	4.5	1.1	94.4	5.5	0.1	0.0	0.4
330	6.9	0.4	0.9	7.3	1.1	72.9	25.3	1.6	0.3	0.3
332	5.7	0.8	0.8	6.4	1.1	79.5	19.5	0.9	0.1	0.5
333	5.2	0.4	0.6	5.6	1.1	87.5	12.4	0.1	0.0	0.1
335	6.4	0.4	0.6	6.7	1.1	76.6	22.8	0.6	0.0	0.1
337	6.5	0.4	0.6	6.9	1.1	75.2	24.1	0.7	0.1	0.3
340	6.3	0.7	0.8	7.0	1.1	74.8	23.8	1.2	0.1	0.4
341	5.2	0.6	1.0	5.8	1.1	84.9	14.7	0.3	0.0	0.3
343	4.6	0.7	0.9	5.3	1.1	87.9	11.6	0.4	0.0	0.6
344	4.0	0.4	0.9	4.4	1.1	94.5	5.4	0.1	0.0	0.3
345	4.6	0.8	0.9	5.5	1.2	86.7	12.6	0.6	0.1	1.1
349	5.1	0.5	0.8	5.6	1.1	86.4	13.4	0.2	0.0	0.3
355	6.3	0.4	0.7	6.7	1.1	77.0	22.3	0.6	0.0	0.2
358	6.7	0.4	0.9	7.1	1.1	74.0	24.4	1.5	0.2	0.3
360	6.7	0.3	0.6	7.0	1.0	74.2	24.8	1.0	0.0	0.1

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

## Quarter 4 2020-21

09 January 2021 to 31 March 2021

Waiting Times (mins)						Probability of Waiting (%)				
Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q4 2019-20 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
363	5.2	0.7	1.0	5.8	1.1	84.5	15.2	0.3	0.0	0.3
364	5.6	0.4	0.8	6.0	1.1	83.5	16.0	0.4	0.0	0.2
365	6.8	0.4	1.0	7.2	1.1	73.4	25.1	1.4	0.1	0.1
366	5.7	0.7	1.2	6.4	1.1	80.5	18.1	1.2	0.2	0.7
368	6.3	0.4	0.6	6.8	1.1	78.1	20.4	1.4	0.1	0.2
371	5.5	0.5	0.8	5.9	1.1	84.7	14.7	0.5	0.1	0.4
378	4.1	0.2	0.4	4.4	1.1	96.4	3.6	0.0	0.0	0.1
380	6.3	0.6	0.8	6.9	1.1	75.8	23.0	1.1	0.2	0.4
381	5.6	0.7	1.1	6.2	1.1	81.3	17.9	0.8	0.1	0.5
388	6.0	0.5	0.6	6.5	1.1	78.5	20.9	0.5	0.1	0.2
390	3.4	0.6	1.2	3.9	1.2	95.9	4.1	0.1	0.0	0.7
393	6.5	0.9	1.0	7.3	1.1	72.2	25.4	2.2	0.2	0.7
394	7.0	0.6	0.7	7.6	1.1	70.6	27.0	2.2	0.2	0.3
403	6.7	0.2	0.7	6.9	1.0	76.0	23.1	0.8	0.0	0.1
407	6.6	0.6	1.2	7.3	1.1	72.9	25.1	1.8	0.2	0.5
410	5.5	0.5	0.8	6.0	1.1	83.5	15.9	0.5	0.1	0.2
414	4.4	0.6	1.1	5.0	1.1	90.6	9.0	0.3	0.0	0.7
415	6.8	0.4	0.6	7.2	1.1	72.8	25.7	1.4	0.1	0.2
417	5.4	0.4	0.7	5.8	1.1	84.8	14.8	0.3	0.0	0.2
419	6.8	0.3	0.4	7.1	1.0	74.1	24.3	1.5	0.1	0.2
422	5.4	0.5	0.8	5.9	1.1	84.3	15.2	0.5	0.1	0.3
425	5.3	0.7	1.3	6.0	1.1	83.4	15.7	0.7	0.2	0.7
427	4.4	0.4	0.8	4.8	1.1	92.6	7.3	0.1	0.0	0.2
430	5.4	0.5	0.6	5.8	1.1	85.2	14.3	0.3	0.1	0.3
432	5.5	0.6	0.8	6.1	1.1	82.4	17.0	0.6	0.1	0.6
433	6.3	0.4	0.7	6.7	1.1	78.9	19.8	1.2	0.1	0.2
436	4.3	0.7	0.8	5.1	1.2	89.2	10.5	0.3	0.0	0.7
444	6.4	0.4	1.3	6.8	1.1	76.1	23.1	0.7	0.1	0.2
450	5.0	0.5	0.8	5.5	1.1	86.6	12.8	0.5	0.1	0.5
452	5.3	1.2	1.4	6.5	1.2	78.4	20.1	1.3	0.2	1.2
453	3.5	0.7	1.0	4.2	1.2	94.1	5.8	0.1	0.0	1.0
460	6.9	0.6	0.7	7.5	1.1	70.3	28.0	1.6	0.1	0.3
466	4.6	0.4	0.5	5.0	1.1	90.8	9.1	0.1	0.0	0.2
468	5.0	0.5	0.8	5.5	1.1	87.4	12.3	0.3	0.0	0.4
472	3.5	0.4	0.8	4.0	1.1	96.1	3.8	0.1	0.0	0.6
473	5.9	0.4	1.4	6.3	1.1	81.0	18.6	0.4	0.0	0.2
474	6.3	0.7	0.7	7.0	1.1	74.6	23.7	1.3	0.3	0.7
476	5.2	0.5	0.7	5.7	1.1	86.3	13.3	0.3	0.1	0.4
483	5.3	0.6	0.9	5.9	1.1	84.5	15.1	0.4	0.1	0.3
484	6.3	0.7	1.4	7.0	1.1	74.3	24.2	1.3	0.1	0.4
486	5.6	0.5	0.9	6.1	1.1	82.2	17.3	0.5	0.1	0.4

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

Quarter 4 2020-21

09 January 2021 to 31 March 2021

Waiting Times (mins)						Probability of Waiting (%)				
Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q4 2019-20 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
487	6.8	0.5	0.7	7.2	1.1	73.6	24.6	1.6	0.2	0.3
490	6.7	0.3	0.7	7.1	1.1	74.7	23.7	1.5	0.1	0.2
493	7.0	0.7	1.1	7.7	1.1	69.1	28.2	2.4	0.3	0.6
507	3.3	0.3	0.3	3.6	1.1	94.6	5.4	0.0	0.0	0.1
521	3.2	0.3	0.4	3.5	1.1	95.9	4.1	0.0	0.0	0.1
607	5.2	0.5	0.9	5.7	1.1	86.4	13.3	0.3	0.0	0.2
C1	6.6	0.6	0.9	7.2	1.1	73.1	25.5	1.2	0.1	0.3
C3	5.5	0.7	0.8	6.2	1.1	81.9	17.3	0.7	0.1	0.5
C10	4.4	0.8	1.0	5.2	1.2	88.6	10.9	0.5	0.1	0.9
C11	5.8	1.0	1.0	6.8	1.2	77.1	20.6	2.0	0.3	1.3
D3	6.5	0.5	0.9	7.0	1.1	75.2	23.2	1.4	0.2	0.3
D6	4.7	0.6	1.0	5.4	1.1	86.1	13.2	0.6	0.0	0.6
D7	4.3	0.5	1.0	4.7	1.1	92.3	7.5	0.1	0.0	0.3
D8	6.8	0.4	0.8	7.2	1.1	73.2	25.2	1.5	0.1	0.2
E1	5.0	0.3	0.8	5.3	1.1	89.5	10.3	0.2	0.0	0.2
E2	4.1	0.5	0.8	4.6	1.1	93.6	6.3	0.1	0.0	0.3
E3	4.6	0.8	1.0	5.5	1.2	86.7	12.9	0.4	0.0	0.8
E5	6.7	0.5	0.9	7.2	1.1	73.4	25.0	1.5	0.2	0.3
E6	6.4	0.5	0.8	6.9	1.1	75.5	23.6	0.7	0.1	0.3
E7	6.8	0.5	0.7	7.3	1.1	73.2	25.0	1.8	0.1	0.3
E8	4.4	0.5	1.0	4.9	1.1	91.7	8.1	0.1	0.0	0.4
E9	6.8	0.5	1.0	7.2	1.1	73.5	24.6	1.7	0.2	0.3
EL1	3.4	0.4	0.5	3.8	1.1	97.0	2.9	0.0	0.0	0.4
EL2	5.0	0.3	0.6	5.3	1.1	88.3	11.3	0.4	0.0	0.2
EL3	6.3	0.3	0.5	6.7	1.1	79.5	18.7	1.7	0.1	0.2
H2	6.7	0.3	0.4	7.0	1.0	75.0	23.9	1.1	0.1	0.2
H9	5.8	0.6	1.1	6.4	1.1	80.9	17.8	1.1	0.2	0.3
H10	6.0	0.5	1.1	6.5	1.1	80.9	17.5	1.4	0.2	0.3
H12	5.7	0.4	0.6	6.1	1.1	82.9	16.4	0.6	0.1	0.4
H14	5.4	0.4	0.5	5.8	1.1	85.8	13.8	0.4	0.1	0.3
H20	7.0	0.2	0.4	7.3	1.0	73.3	25.1	1.5	0.1	0.2
H22	6.8	0.4	0.8	7.2	1.1	73.3	25.3	1.3	0.1	0.1
H32	5.7	0.9	1.1	6.6	1.2	78.9	19.2	1.6	0.3	1.4
H37	4.4	0.4	0.7	4.8	1.1	93.0	6.8	0.2	0.0	0.2
H91	5.7	0.7	0.8	6.4	1.1	80.5	18.5	0.9	0.1	0.5
H98	5.6	0.5	0.6	6.1	1.1	83.3	16.2	0.5	0.1	0.3
K1	5.8	0.5	1.0	6.3	1.1	81.5	17.5	0.9	0.1	0.4
K2	6.2	0.4	1.0	6.6	1.1	79.2	19.6	1.1	0.1	0.3
P4	6.3	0.7	0.9	7.0	1.1	75.1	23.4	1.3	0.2	0.6
P12	6.3	0.7	1.2	6.9	1.1	75.1	23.6	1.2	0.1	0.4
R9	7.8	0.2	0.5	8.0	1.0	70.7	23.0	5.7	0.6	0.2

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

**Quarter 4 2020-21**

09 January 2021 to 31 March 2021

Waiting Times (mins)						Probability of Waiting (%)				
Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q4 2019-20 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
R11	6.6	0.3	0.5	6.9	1.0	75.9	23.0	1.0	0.1	0.1
R70	5.7	0.4	0.7	6.1	1.1	83.5	15.6	0.8	0.1	0.3
U2	6.1	0.3	0.4	6.4	1.0	81.7	17.2	1.0	0.1	0.1
U3	6.7	0.4	0.6	7.1	1.1	74.3	24.2	1.4	0.1	0.1
U4	6.0	0.3	0.6	6.3	1.1	81.8	17.4	0.8	0.1	0.1
U5	6.7	0.4	0.7	7.1	1.1	74.5	23.7	1.6	0.2	0.2
W3	3.7	0.6	0.7	4.4	1.2	93.6	6.1	0.3	0.1	1.4
W4	5.8	0.5	0.9	6.3	1.1	81.5	17.5	0.9	0.1	0.4
W5	6.7	0.6	0.9	7.3	1.1	73.0	24.9	1.9	0.2	0.5
W6	6.5	0.3	0.5	6.8	1.1	80.2	16.5	3.1	0.2	0.2
W7	3.0	0.3	0.5	3.4	1.1	98.0	2.0	0.0	0.0	0.3
W8	4.5	0.4	0.5	5.0	1.1	91.3	8.5	0.2	0.0	0.3
W11	6.3	0.6	0.9	6.9	1.1	76.1	22.9	0.9	0.1	0.2
W15	4.6	0.7	1.5	5.3	1.2	88.0	11.6	0.4	0.0	0.6
W16	7.0	0.5	1.0	7.5	1.1	70.5	27.8	1.6	0.2	0.2
W19	6.6	0.7	1.1	7.2	1.1	76.2	20.8	2.6	0.4	0.7
X140	6.3	0.5	1.2	6.8	1.1	76.4	22.5	1.0	0.1	0.4
All	5.2	0.6	0.9	5.7	1.1	84.8	14.5	0.7	0.1	0.5

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

### Quarter 4 2020-21

09 January 2021 to 31 March 2021

#### Probability of Departure (%)

Route	% On Time	Q4 2019-20 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
20	89.4	81.5	1.0	3.3	6.3
61	93.6	85.0	1.0	1.4	4.0
107	94.2	88.2	1.7	1.8	2.3
110	79.7	89.3	2.7	4.3	13.3
117	90.0	81.8	1.7	3.6	4.7
138	94.7	79.5	1.0	1.1	3.2
146	93.6	75.5	2.8	1.3	2.3
160	88.8	82.6	2.8	2.2	6.2
162	91.0	80.2	2.2	2.1	4.7
166	91.0	87.8	1.2	1.0	6.8
167	92.4	79.7	1.4	1.7	4.6
178	90.4	84.3	1.3	2.2	6.1
190	87.7	84.3	1.7	2.4	8.2
201	83.5	79.5	2.4	1.7	12.4
203	94.9	85.4	0.5	2.8	1.8
209	98.3	n/a	0.3	0.7	0.8
215	95.6	87.1	0.2	1.1	3.1
216	86.5	79.8	1.7	4.5	7.3
223	90.3	79.6	2.0	1.6	6.1
224	86.6	88.2	3.1	2.8	7.5
225	90.0	83.0	1.4	1.6	7.0
228	78.8	73.6	3.0	2.7	15.5
230	90.1	76.2	1.3	2.1	6.5
231	94.9	89.4	1.8	0.9	2.4
233	92.6	85.2	1.4	2.2	3.9
240	92.6	86.8	1.7	1.5	4.3
246	92.5	81.8	1.9	1.5	4.2
258	91.3	77.9	1.0	1.7	5.9
268	89.6	92.0	2.0	2.9	5.4
272	87.4	85.1	2.1	3.2	7.3
273	89.5	79.4	1.4	2.3	6.8
278	88.6	78.3	1.2	1.7	8.4
287	90.2	87.3	1.2	1.4	7.2
290	93.6	80.5	0.7	0.7	4.9
292	91.3	86.9	2.2	1.9	4.6
293	92.0	87.0	2.1	1.0	4.9
296	85.5	84.8	3.0	1.6	9.9
298	83.5	72.1	2.9	1.3	12.3
299	87.9	81.6	2.7	2.3	7.0
300	92.0	79.0	1.7	1.5	4.8

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

### Quarter 4 2020-21

09 January 2021 to 31 March 2021

#### Probability of Departure (%)

Route	% On Time	Q4 2019-20 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
303	85.8	86.2	2.1	2.4	9.6
313	91.5	83.3	1.8	2.1	4.6
315	85.7	73.3	3.7	1.2	9.4
317	90.3	88.4	2.5	2.0	5.3
323	93.2	91.1	1.9	1.1	3.8
324	93.6	86.3	1.1	2.4	2.9
327	87.9	90.2	3.2	0.9	8.0
331	93.6	87.5	0.8	2.8	2.8
336	90.8	79.5	2.1	1.7	5.4
339	93.2	92.4	1.6	1.7	3.5
346	96.2	86.4	1.3	0.8	1.7
347	88.3	82.5	3.7	1.3	6.7
350	91.7	87.8	0.7	2.3	5.3
352	92.2	83.1	2.6	2.2	3.0
353	91.3	82.5	1.8	1.3	5.5
354	92.6	83.4	1.2	2.6	3.6
356	92.7	81.4	0.6	2.2	4.5
357	94.4	84.3	1.0	0.8	3.8
359	93.7	85.6	2.2	1.1	3.0
362	91.8	81.8	1.4	2.2	4.5
367	92.1	83.6	0.8	1.3	5.7
370	91.8	85.8	2.3	2.3	3.6
372	94.9	86.5	1.0	1.1	3.1
375	95.1	93.2	0.2	1.9	2.8
376	89.6	84.4	2.0	1.2	7.2
377	91.3	89.4	1.8	3.9	3.0
379	92.7	87.7	3.2	0.7	3.3
382	90.4	83.6	2.7	1.4	5.5
383	87.3	86.4	2.1	1.7	9.0
384	90.9	85.5	2.4	1.2	5.5
385	87.6	83.3	3.3	4.1	4.9
386	80.9	73.8	3.9	3.8	11.4
389	91.1	91.9	1.9	4.9	2.0
395	95.0	81.8	0.8	1.4	2.8
396	88.8	83.7	1.3	0.5	9.4
397	90.4	81.1	1.3	2.1	6.2
398	92.1	83.6	1.3	2.2	4.4
399	92.9	94.2	1.2	0.6	5.3
401	94.6	91.2	1.6	1.6	2.1
404	88.9	86.9	2.8	3.9	4.5



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

### Quarter 4 2020-21

09 January 2021 to 31 March 2021

#### Probability of Departure (%)

Route	% On Time	Q4 2019-20 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
405	88.4	87.6	1.8	1.4	8.3
406	90.2	88.1	0.8	2.7	6.2
411	91.2	91.5	1.7	2.4	4.7
412	95.1	90.3	1.0	0.5	3.5
413	92.6	89.4	2.4	1.5	3.5
418	90.9	87.9	0.6	3.4	5.2
423	94.9	93.0	0.5	2.7	1.9
424	86.0	74.1	2.0	1.2	10.8
428	93.0	84.1	1.3	0.9	4.7
434	91.8	83.2	2.1	1.0	5.1
440	84.8	80.1	3.6	2.4	9.2
455	90.8	78.7	1.5	2.6	5.1
456	85.2	n/a	1.9	5.0	7.9
462	92.3	86.1	1.3	1.7	4.7
463	81.9	78.0	4.2	4.1	9.8
464	93.7	89.2	2.0	1.8	2.4
465	90.5	84.9	0.8	3.8	4.9
467	95.7	88.0	1.8	0.8	1.7
469	89.8	83.7	1.4	2.7	6.0
470	90.1	82.4	1.7	4.0	4.1
481	90.4	76.4	1.4	1.7	6.6
482	88.0	74.3	2.3	2.8	7.0
485	89.9	87.5	4.2	0.4	5.5
488	89.6	84.7	1.9	1.4	7.2
491	89.5	88.8	2.1	0.9	7.4
492	92.3	75.9	1.3	1.4	5.0
496	95.7	88.9	0.8	1.5	2.0
497	97.5	95.6	0.4	0.8	1.3
498	93.5	91.6	0.7	1.2	4.6
499	91.0	78.3	1.0	1.6	6.4
549	88.3	75.0	2.8	1.4	7.6
A10	97.0	90.5	0.7	1.0	1.3
B11	94.9	88.7	0.9	2.5	1.7
B12	93.5	83.9	0.9	2.8	2.8
B13	93.4	85.5	1.3	1.9	3.4
B14	94.9	79.8	0.5	1.6	2.9
B15	92.6	81.4	1.3	1.6	4.5
B16	94.4	85.8	0.9	1.8	2.9
E10	94.4	87.4	1.1	1.4	3.1
E11	95.1	89.8	0.7	1.8	2.3

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

### Quarter 4 2020-21

09 January 2021 to 31 March 2021

#### Probability of Departure (%)

Route	% On Time	Q4 2019-20 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
G1	82.3	64.5	4.2	1.7	11.8
H3	93.5	84.4	0.8	1.9	3.8
H11	94.8	89.3	0.9	1.7	2.7
H13	93.0	89.8	1.6	1.0	4.4
H17	94.4	84.7	0.8	2.0	2.7
H18	92.8	87.5	1.2	2.0	4.0
H19	93.9	87.8	1.8	1.9	2.4
H25	95.6	82.1	0.8	0.6	3.0
H26	95.8	90.5	0.5	0.9	2.8
H28	92.8	79.9	0.7	1.8	4.6
K3	89.0	88.8	1.9	4.2	4.8
K4	92.5	87.2	1.1	2.7	3.6
K5	87.0	82.1	1.3	3.5	8.3
P5	74.6	89.9	5.8	1.2	18.3
P13	80.4	81.5	3.4	2.3	14.0
R1	94.3	87.9	0.9	2.9	2.0
R2	90.3	85.9	1.5	3.2	5.0
R3	87.3	85.9	2.0	3.0	7.6
R4	93.4	84.6	1.1	2.4	3.1
R5	91.8	85.8	1.7	1.5	5.0
R6	92.1	89.4	1.8	3.0	3.1
R7	87.5	79.2	3.0	3.6	5.9
R8	89.9	76.8	1.9	3.4	4.7
R10	92.9	88.8	1.7	0.8	4.5
R68	89.0	85.7	1.6	0.9	8.5
S1	91.5	80.5	3.1	2.1	3.4
S3	88.6	84.2	1.4	3.6	6.4
S4	92.4	84.4	0.8	1.7	5.1
U1	93.3	83.9	0.8	2.0	3.9
U7	93.9	87.0	0.9	1.4	3.8
U9	93.7	92.2	1.1	2.1	3.1
U10	95.4	89.8	1.1	1.3	2.1
W9	89.7	80.6	1.9	2.2	6.3
W10	90.9	96.2	6.3	1.1	1.6
W12	90.4	86.1	1.2	2.2	6.3
W13	93.1	87.9	1.7	0.7	4.5
W14	89.5	83.4	2.0	1.7	6.8
X26	89.2	81.1	1.9	1.8	7.1
X68	82.3	78.2	4.8	6.8	6.1
All	90.5	83.8	1.7	2.0	5.7

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

**Quarter 4 2020-21**

09 January 2021 to 31 March 2021

Waiting Times (Mins)						Probability of Waiting (%)				
Route	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)	Q4 2019-20 (EWT)	Average Waiting Time (mins)	AWT:SWT Ratio	< 10 mins	10-20 mins	20-30 mins	> 30 mins	Long Gaps
N15	6.0	0.1	0.5	6.1	1.0	85.3	14.4	0.2	0.1	0.3
N25	4.9	0.5	0.9	5.3	1.1	89.7	9.9	0.4	0.1	0.5
N29	5.0	0.2	0.5	5.2	1.0	93.6	6.3	0.0	0.1	0.2
N38	8.2	0.0	0.5	8.2	1.0	72.1	25.5	2.2	0.2	1.0
All	5.7	0.3	0.6	6.0	1.0	86.6	12.7	0.6	0.1	0.5

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

### Quarter 4 2020-21

09 January 2021 to 31 March 2021

#### Probability of Departure (%)

Route	% On Time	Q4 2019-20 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N1	98.1	94.0	0.4	0.3	1.2
N2	94.7	92.3	1.7	0.6	3.0
N3	88.8	85.4	1.1	1.6	8.6
N5	87.6	92.1	1.5	1.3	9.6
N6	95.5	93.7	0.6	1.1	2.8
N7	96.5	93.7	1.2	1.1	1.2
N8	90.5	87.1	2.7	1.6	5.2
N9	93.5	85.3	1.4	1.8	3.3
N11	97.1	92.9	0.7	0.4	1.8
N12	95.0	95.3	1.7	1.1	2.3
N13	97.0	94.8	1.3	0.5	1.2
N14	97.2	92.7	0.5	0.4	1.8
N16	97.1	94.8	0.8	0.2	2.0
N18	93.3	87.1	1.6	1.9	3.2
N19	95.0	92.9	1.0	0.9	3.1
N20	95.6	87.1	1.0	0.6	2.8
N21	97.2	91.4	0.5	0.7	1.7
N22	98.2	94.6	0.5	0.4	1.0
N23	96.2	96.2	0.8	0.2	2.8
N24	93.5	86.1	1.4	2.8	2.3
N26	89.9	83.0	1.7	2.6	5.9
N27	90.2	87.2	5.9	2.3	1.6
N28	95.4	96.4	2.6	0.6	1.3
N31	95.3	95.6	0.3	3.2	1.2
N33	97.2	94.9	0.2	0.7	2.0
N35	95.6	93.9	0.7	1.7	1.9
N36	93.4	95.0	1.3	0.9	4.4
N37	96.9	94.4	0.7	1.1	1.3
N41	97.7	92.1	0.6	0.5	1.1
N43	96.7	88.4	0.9	0.7	1.6
N44	92.3	87.7	1.4	1.1	5.2
N47	95.3	91.8	1.2	0.5	3.1
N52	96.9	96.7	0.8	0.7	1.7
N53	95.6	95.0	0.5	1.4	2.6
N55	91.8	87.3	0.8	1.6	5.8
N57	98.8	96.6	0.1	0.9	0.3
N63	96.9	91.7	0.2	0.9	2.0
N64	98.3	95.9	1.0	0.3	0.4
N65	95.1	94.0	1.6	1.7	1.6
N68	92.3	88.4	1.4	2.0	4.3

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

### Quarter 4 2020-21

09 January 2021 to 31 March 2021

#### Probability of Departure (%)

Route	% On Time	Q4 2019-20 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N69	97.1	95.4	0.3	0.5	2.1
N72	96.0	95.4	0.7	0.7	2.5
N73	94.0	94.5	2.2	0.8	3.1
N74	98.7	96.8	0.4	0.3	0.6
N76	96.6	91.1	0.5	1.3	1.6
N83	96.5	97.8	1.6	1.5	0.4
N85	97.6	98.2	0.7	0.8	0.9
N86	95.6	96.1	0.8	1.4	2.2
N87	96.2	91.0	0.7	0.5	2.6
N88	96.7	94.0	0.6	0.3	2.3
N89	95.8	90.9	0.5	1.0	2.8
N91	96.4	93.4	0.8	0.8	2.0
N93	97.4	95.7	1.0	0.9	0.7
N94	89.8	88.5	1.2	1.8	7.2
N97	96.8	95.0	0.6	0.9	1.7
N98	95.9	94.2	0.7	1.4	2.1
N102	98.9	97.8	0.4	0.2	0.5
N105	98.4	96.8	0.6	0.3	0.7
N108	96.4	95.9	1.2	0.4	2.0
N109	88.6	82.7	4.2	2.4	4.8
N111	95.3	93.3	0.7	0.2	3.8
N113	95.3	93.3	1.8	0.4	2.4
N119	98.8	96.1	0.4	0.5	0.3
N128	96.4	92.9	0.9	0.8	2.0
N133	96.6	94.8	0.1	0.5	2.9
N134	97.9	97.4	0.6	0.6	1.0
N136	94.2	92.7	1.5	1.0	3.3
N137	97.2	93.3	1.3	0.3	1.2
N139	95.6	88.4	2.1	0.6	1.6
N140	98.8	96.5	0.4	0.4	0.4
N148	93.7	94.7	2.2	0.8	3.3
N149	95.2	92.3	1.3	0.6	2.9
N155	97.1	92.0	0.7	0.6	1.6
N159	92.9	92.6	1.9	1.4	3.8
N171	96.1	92.0	0.4	0.8	2.6
N176	97.3	94.7	0.7	0.9	1.1
N188	97.5	94.1	0.5	1.3	0.7
N189	96.4	95.0	1.3	0.2	2.1
N199	95.3	89.5	0.3	0.2	4.2
N205	92.1	94.3	2.2	1.7	4.0

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

### Quarter 4 2020-21

09 January 2021 to 31 March 2021

#### Probability of Departure (%)

Route	% On Time	Q4 2019-20 (% On Time)	Non Arrival or Not Linked (%)	8 to 2.5 mins Early (%)	5 to 15 mins Late (%)
N207	92.6	88.8	1.9	1.7	3.8
N213	97.3	95.7	1.5	0.3	0.8
N214	96.7	93.5	1.4	1.0	1.0
N220	95.3	95.0	1.3	0.5	2.9
N222	95.4	94.2	2.0	1.2	1.3
N238	96.6	95.0	1.8	0.9	0.7
N242	93.6	87.3	1.3	0.8	4.3
N243	94.6	92.5	2.7	0.3	2.4
N250	92.9	95.1	3.8	0.2	3.1
N253	96.0	89.4	0.7	0.9	2.3
N264	97.2	97.1	0.6	0.2	1.9
N266	95.3	93.7	1.6	1.1	2.0
N271	97.2	90.8	1.3	1.2	0.3
N277	95.0	92.1	1.5	1.7	1.9
N279	95.6	92.2	0.4	0.4	3.5
N281	98.7	96.1	0.5	0.4	0.4
N285	98.5	93.8	0.5	0.6	0.4
N295	98.8	97.3	0.2	0.0	1.1
N297	98.2	96.0	1.1	0.7	0.1
N321	96.8	95.6	0.8	0.7	1.8
N341	97.7	94.8	0.5	0.3	1.5
N343	97.4	92.7	0.9	0.7	1.0
N344	97.5	95.2	1.2	0.6	0.6
N345	89.3	91.7	4.3	2.3	4.1
N365	97.8	96.9	0.9	0.3	0.9
N381	92.7	82.3	2.1	1.6	3.7
N390	97.7	96.3	0.8	0.4	1.1
N453	96.0	87.8	0.7	1.1	2.2
N472	98.2	97.9	0.1	0.3	1.4
N474	97.8	95.7	0.4	1.4	0.3
N550	91.8	89.1	1.2	1.3	5.8
N551	91.5	90.9	1.7	1.2	5.5
NEL1	97.7	98.1	1.1	0.7	0.4
All	95.4	92.5	1.1	1.0	2.5