

# Bus Route Reliability

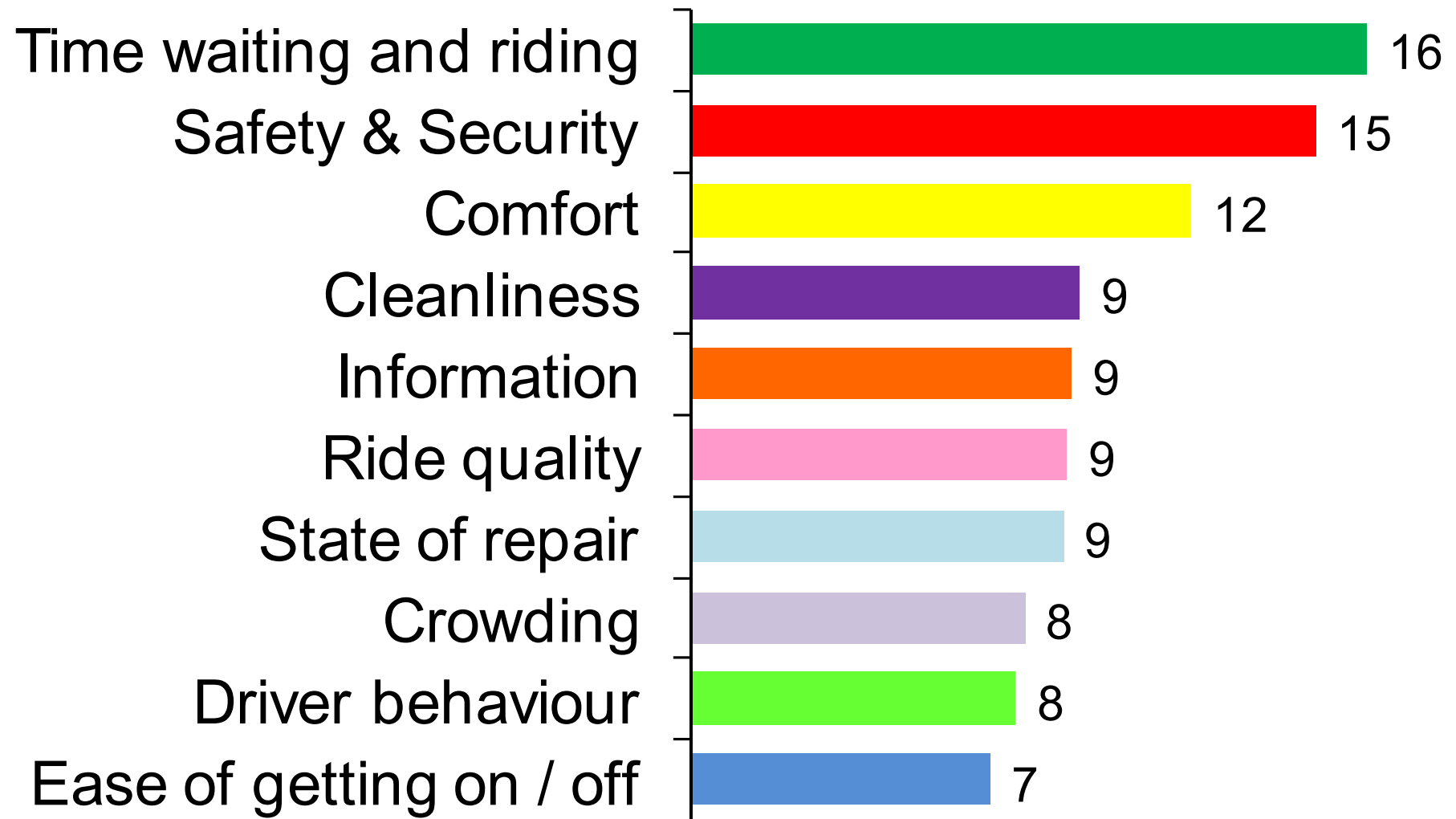


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# What passengers want



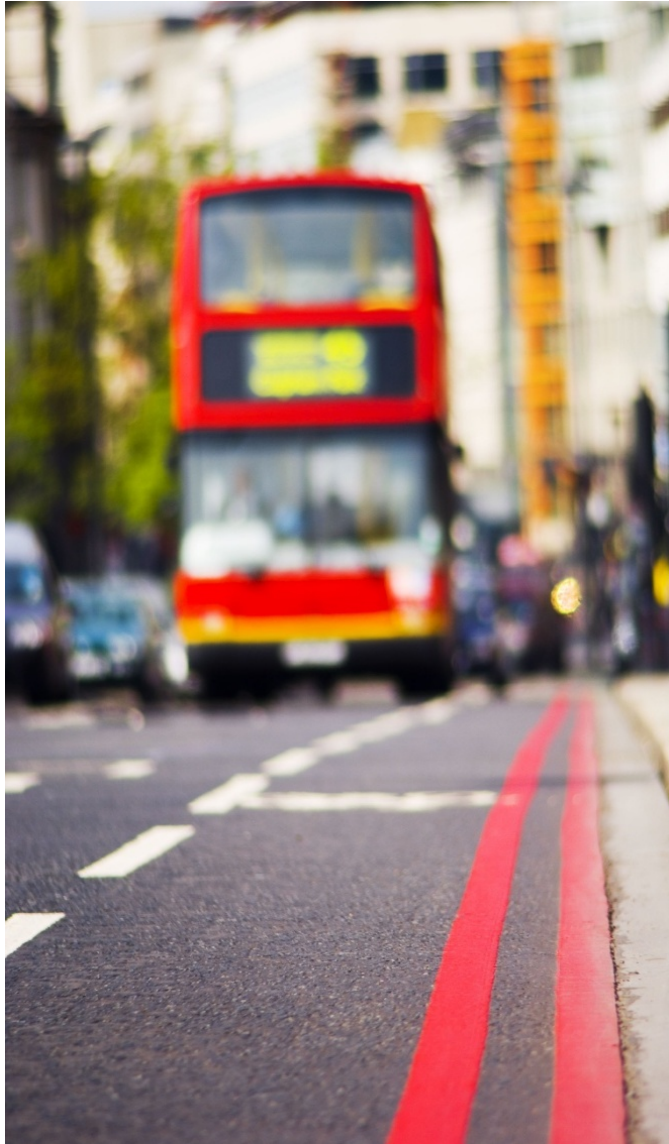
# What makes a reliable route? (1)



- Vehicle and staff availability
- Robust schedules
  - running time, layover, changeovers
- Service Control
  - Service Control Strategy
  - Service Control Tools (iBus)
- Staff training
- Operator incentives (QICs)



# What makes a reliable route? (2)



- Predictable runtimes
  - Traffic Management
  - Bus priorities
  - Congestion charging
  - Enforcement
  - Minimise impact of roadworks
  - Minimise stop dwell times
  - Accessible bus stops
- Route Structure
  - Manageable route length
  - Simple structure



# Maintaining good reliability



- Continuous review of performance
  - company and garage level
  - routes
- Anticipate potential problems
- Mitigate potential impact of roadworks
- Deal with resource issues



# Worst Performing High Frequency Routes (Q2 2009/10)

Q2 Rank	Route	EWT Min Standard	Current EWT Performance	Operator	% km operated	% km Lost to Traffic	Variance from Standard
1	150	1.30	2.45	First London East	90.95	7.77	-1.15
2	30	1.70	2.37	East London	95.46	2.71	-0.67
3	65	1.35	2.24	London United	95.25	3.97	-0.90
4	158	1.30	2.08	East London	95.66	2.36	-0.78
5	R70	1.30	2.00	Travel London	96.36	3.18	-0.70
6	15	1.90	1.92	East London	95.86	2.99	-0.02
7	228	1.10	1.92	First London West	94.70	4.78	-0.82
8	169	0.90	1.92	East London	93.95	5.39	-1.02
9	381	1.50	1.89	Travel London	95.74	3.45	-0.39
10	C10	1.10	1.86	London Central	95.27	3.72	-0.76



# Best Performing High Frequency Routes (Q2 2009/10)

Q2 Rank	Route	EWT Min Standard	Current EWT Performance	Operator	% km operated	% km lost to Traffic	Variance from Standard
1	H2	0.70	0.29	Arriva The Shires	99.20	0.38	0.41
2	240	1.10	0.34	Metroline	99.16	0.66	0.76
3	U2	1.30	0.35	First London West	98.35	1.27	0.95
4	H20	1.10	0.39	Travel London	98.86	0.23	0.71
5	H32	1.10	0.41	London United	98.48	0.98	0.69
6	E1	0.70	0.43	First London West	98.78	0.79	0.27
7	ELW	0.90	0.43	First London East	99.43	0.08	0.47
8	256	0.90	0.44	Arriva Kent Thameside	99.48	0.14	0.46
9	307	1.10	0.44	Arriva London North	99.03	0.48	0.66
10	199	1.30	0.44	Selkent	98.89	0.58	0.86



# Worst Performing Low Frequency Routes (Q2 2009/10)

Q2 Rank	Route	% OT Min Standard	Current %OT Performance	Operator	% km operated	% km Lost to Traffic	Variance from Standard
1	W12	75.0	59.3	First London East	95.71	3.58	-15.7
2	U7	82.0	64.4	Travel London	99.46	0.07	-17.6
3	15H	82.0	64.7	East London	98.60	0.43	-17.3
4	385	86.0	64.8	First London East	98.79	0.54	-21.2
5	9H	82.0	65.4	First London West	92.62	5.39	-16.6
6	P5	75.0	66.1	London Central	95.34	3.55	-8.9
7	P13	75.0	66.9	Travel London	98.56	0.75	-8.1
8	487	78.0	67.4	First London West	96.40	2.84	-10.6
9	R68	75.0	69.4	Travel London	97.85	1.70	-5.6
10	287	82.0	69.4	East London	97.49	1.52	-12.6





