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## Secretariat's Memorandum

Author: Tim Bellenger

Agenda item 7  
TS012  
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### Quality of service indicators for bus service : ten best and worst routes for reliability

#### 1 Purpose of report

- 1.1 To report on the ten best and ten worst performing bus routes in three categories – high frequency, low frequency and night services; to seek explanations from TfL for these figures and, in the case of bad performing routes, to ask what actions are in place to improve matters.

#### 2 Recommendations

- 2.1 That members note the report.

#### 3 Background

- 3.1 Annexes A, B and C to this report detail the ten best and ten worst performing bus routes in each category. These were found by comparison of either excess waiting time (EWT) for high frequency non timetabled routes, or percentage running on time for low frequency and night services.

#### 4 Commentary and implications for transport users

##### 4.1 Best frequency category

- 4.1.1 Note that B99 was a seasonal service operated before Christmas 2008. This service has since been withdrawn and will not operate in 2009 due to of lack of funding from the London Borough of Bromley.
- 4.1.2 The ELW service is a rail replacement bus service for the East London Line and operates on a limited stop basis. This service will cease in May 2010 when the East London Line reopens.
- 4.1.3 With the exception of route 85, all the best routes in the high frequency category are short distance local services. Similarly in the low frequency category, these are mostly short distance local services. Route H50 was replaced by route 350 which was subsequently the second best performing route.

##### 4.2 Worst frequency category

4,.2.1 In the case of the worst routes in the high frequency category, all are long distance services covering multiple regional suburban centres and/or central London, except route 228 which was a new service introduced within the year. In the low frequency category, once again long distance services covering multiple regional suburban centres and/or central London characterised the worst performing routes. Route 435 was replaced by route 482 during the period, which had an on-time performance of 84.2% compared with route 435.

#### 4.3 Night buses

Night bus performance does not have an obvious characteristic, but all of the worst performing routes have subsequently had or are about to have changes during the year, such as shortening the route or simplifying its routeing. Route N10 will have major structural changes.

### 5 Equalities and inclusion implications

5.1 There is evidence that bus services are often more frequently used by disadvantaged or vulnerable sections of society, therefore poor performance is more likely to impact on these groups.

### 6 Financial implications

6.1 There are no financial implications for London TravelWatch arising from this report.

### 7 Legal powers

7.1 Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider – and where it appears to the Committee to be desirable, to make recommendations with respect to – any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight).

QUALITY OF SERVICE INDICATORS FOR HIGH FREQUENCY (NON-TIMETABLED) RO

(23rd June 2007 - 26th June 2009)

		Waiting Times (Mins)			
Route Number	Boroughs	Scheduled Waiting Time (SWT)	Excess Waiting Time (EWT)	Average Waiting Time (AWT)	AWT/SWT Ratio
<b>Best</b>					
H2	Barnet	6.1	<b>0.3</b>	6.4	1.0
350	Hillingdon	6.1	<b>0.4</b>	6.5	1.1
B99	Bromley	5.0	<b>0.4</b>	5.4	1.1
ELW	Hackney, Tower Hamlets	6.0	<b>0.4</b>	6.4	1.1
H20	Richmond, Hounslow	6.3	<b>0.4</b>	6.7	1.1
R9	Bromley	6.4	<b>0.4</b>	6.8	1.1
85	Kingston, Wandsworth	4.0	<b>0.5</b>	4.5	1.1
403	Surrey, Croydon	6.2	<b>0.5</b>	6.7	1.1
507	Westminster, Lambeth	2.7	<b>0.5</b>	3.2	1.2
W16	Waltham Forest	6.2	<b>0.5</b>	6.7	1.1
<b>Worst</b>					
8	TH, Hackney, City	3.3		5.0	1.5
30	Hackney, Is, Cam, West		<b>1.7</b>	6.2	1.4
53	Gre, Lew, Sou, West	3.8	<b>1.7</b>	5.5	1.4
79	Barnet, Brent	6.0	<b>1.7</b>	7.7	1.3
150	Essex, Redbridge, B&D	6.2	<b>1.7</b>	7.9	1.3
26	Hac, TH, City, West, Lam	4.5	<b>1.8</b>	6.3	1.4
83	Ealing, Brent, Barnet	4.1	<b>1.8</b>	5.9	1.4
381	Southwark, Lambeth	4.8	<b>1.8</b>	6.6	1.4
228	Ealing, Brent, West, H&F	6.2	<b>3.3</b>	9.5	1.5

## UTES

Probability of Waiting (%)					
< 10 Mins	10-20 Mins	20-30 Mins	> 30 Mins	Long Gaps	Link to QSI chart
80.3	18.9	0.7	0.1	0.2	<a href="#">QSI charts\performance-route-H2.pdf</a>
78.8	20.4	0.7	0.1	0.2	<a href="#">QSI charts\performance-route-350.pdf</a>
92.1	7.8	0.1	0.0	0.1	Bromley Park & Ride
81.7	15.9	1.8	0.6	0.3	<a href="#">QSI charts\performance-route-ELW.pdf</a>
78.2	20.1	1.6	0.1	0.3	<a href="#">QSI charts\performance-route-H20.pdf</a>
77.3	20.3	2.2	0.2	0.3	<a href="#">QSI charts\performance-route-R9.pdf</a>
94.4	5.4	0.2	0.0	0.7	<a href="#">QSI charts\performance-route-85.pdf</a>
77.4	21.6	0.9	0.1	0.3	<a href="#">QSI charts\performance-route-403.pdf</a>
97.9	2.0	0.1	0.0	1.4	<a href="#">QSI charts\performance-route-507.pdf</a>
77.2	21.6	1.1	0.1	0.4	<a href="#">QSI charts\performance-route-W16.pdf</a>
87.5	11.4	0.9	0.2	5.7	<a href="#">QSI charts\performance-route-8.pdf</a>
80.0	17.8	1.9	0.3	3.7	<a href="#">QSI charts\performance-route-30.pdf</a>
84.7	13.8	1.3	0.2	4.5	<a href="#">QSI charts\performance-route-53.pdf</a>
70.7	24.4	3.6	1.3	2.5	<a href="#">QSI charts\performance-route-79.pdf</a>
68.9	26.2	4.2	0.7	2.1	<a href="#">QSI charts\performance-route-150.pdf</a>
79.5	18.1	2.1	0.3	4.1	<a href="#">QSI charts\performance-route-26.pdf</a>
82.7	14.8	2.0	0.5	4.7	<a href="#">QSI charts\performance-route-83.pdf</a>
77.1	19.5	2.8	0.6	4.6	<a href="#">QSI charts\performance-route-381.pdf</a>
60.7	28.0	8.0	3.3	6.2	<a href="#">QSI charts\performance-route-228.pdf</a>

## QUALITY OF SERVICE INDICATORS FOR LOW FREQUENCY (TIMETABLED) ROUTES

(23rd June 2007 - 26th June 2009)

		Probability of Departure (%)				
Route Number	Boroughs	% on time	Non-arrival or Not linked (%)		Link to QSI chart	
			8 to 2.5 mins Early (%)	5 to 15 mins Late (%)		
<b>Best</b>						
H3	Barnet	<b>98.5</b>	0.0	0.0	1.5	<a href="#">QSI charts\performance-route-H3.pdf</a>
323	Barnet	<b>97.4</b>	0.9	0.1	1.7	<a href="#">QSI charts\performance-route-323.pdf</a>
U9	Hillingdon	<b>96.9</b>	1.0	0.3	1.8	<a href="#">QSI charts\performance-route-U9.pdf</a>
H1	Barnet	<b>95.0</b>	1.7	0.0	3.3	not found
423	Hounslow, Hillingdon	<b>94.2</b>	1.2	0.9	3.7	<a href="#">QSI charts\performance-route-423.pdf</a>
411	Kingston, Surrey	<b>93.4</b>	2.5	0.6	3.5	<a href="#">QSI charts\performance-route-411.pdf</a>
T32	Croydon	<b>93.3</b>	1.9	0.3	4.5	<a href="#">QSI charts\performance-route-T32.pdf</a>
H50	Hillingdon	<b>92.9</b>	0.6	0.8	5.7	not found
379	Waltham Forest	<b>92.7</b>	3.8	0.5	3.1	<a href="#">QSI charts\performance-route-379.pdf</a>
130	Croydon	<b>92.4</b>	1.6	0.5	5.5	<a href="#">QSI charts\performance-route-130.pdf</a>
<b>Worst</b>						
372	Barking & Dagenham, Thurrock	<b>72.2</b>	5.7	3.2	18.8	<a href="#">QSI charts\performance-route-372.pdf</a>
487	Ealing, Harrow, Brent	<b>72.0</b>	6.8	3.0	18.2	<a href="#">QSI charts\performance-route-487.pdf</a>
201	Surrey, Lambeth, Southwark	<b>70.2</b>	6.2	5.3	18.3	<a href="#">QSI charts\performance-route-201.pdf</a>
224	Brent, Ealing	<b>70.2</b>	8.9	3.1	17.7	<a href="#">QSI charts\performance-route-224.pdf</a>
356	Croydon, Bromley, Lewisham	<b>70.2</b>	5.4	3.6	20.9	<a href="#">QSI charts\performance-route-356.pdf</a>
R10	Kent, Essex	<b>68.5</b>	3.3	0.0	28.1	not found
PR2	Brent, Ealing	<b>66.0</b>	6.6	6.6	20.8	<a href="#">QSI charts\performance-route-PR2.pdf</a>
W12	Waltham Forest	<b>65.3</b>	7.6	1.9	25.1	<a href="#">QSI charts\performance-route-W12.pdf</a>

9H	Westminster, City	<b>62.5</b>	13.0	5.0	19.5	<a href="#">QSI charts\performance-route-9H.pdf</a>
435	Hillingdon, Ealing	<b>53.2</b>	13.3	21.9	11.6	not found

## QUALITY OF SERVICE INDICATORS FOR NIGHT BUS SERVICES

(23rd June 2007 - 26th June 2009)

		Probability of Departure		
Route Number	Boroughs	% on time	Non-arrival or Not linked (%)	8 to 2.5 mins Early (%)
<b>Best</b>				
N16	Westminster, Brent, Barnet	96.8	1.4	0.2
N53	Westminster, Lambeth, Southwark, Lewisham, Greenwich	96.8	1.0	0.1
N189	Westminster, Barnet	96.4	1.1	0.1
N52	Brent, Westminster, Kensington & Chelsea	96.0	1.2	0.5
N47	Bromley, Lewisham, Southwark, City, Westminster	95.7	1.3	0.7
N41	Haringey, Islington, Camden, Westminster	95.6	1.7	0.5
N134	Bromley, Croydon, Lambeth, Wandsworth, Kensington & Chelsea, Westminster	95.1	1.3	1.2
N242	Hackney, City, Camden	94.8	2.2	0.4
N214	Islington, Camden, City	94.4	1.1	0.4
N137	Bromley, Croydon, Lambeth, Wandsworth, Kensington & Chelsea, Westminster	94.1	2.0	0.5
<b>Worst</b>				
N19	Wandsworth, Kensington & Chelsea, Westminster, Camden, Islington	81.3	3.8	5.5
N25	Havering, Redbridge, Newham, Tower Hamlets, City, Camden, Westminster	81.1	9.5	3.1
N23	City, Westminster, Kensington & Chelsea	79.4	2.4	5.3
N8	Redbridge, Newham, City, Hackney, Camden, Westminster	78.6	6.8	2.8
N176	Bromley, Lewisham, Southwark, Lambeth, Westminster	78.6	6.4	6.5
N207	Hillingdon, Ealing, Hammersmith & Fulham, Kensington & Chelsea, Westminster, Camden	78.4	6.3	7.8
N24	Westminster, Camden	77.6	4.9	1.3
N11	Ealing, Hounslow, Hammersmith & Fulham, Kensington & Chelsea, Westminster, City	75.5	5.7	1.2
N36	Lewisham, Southwark, Lambeth, Westminster	74.3	3.7	4.3
N10	Richmond, Wandsworth, Hammersmith & Fulham, Kensington & Chelsea, Camden	69.4	6.6	4.6

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5 to 15 mins Late (%)	Link to QSI chart
1.6	<a href="#">QSI charts\performance-route-N16.pdf</a>
2.1	
2.4	<a href="#">QSI charts\performance-route-N53.pdf</a>
2.3	<a href="#">QSI charts\performance-route-N189.pdf</a>
2.3	<a href="#">QSI charts\performance-route-N52.pdf</a>
2.2	<a href="#">QSI charts\performance-route-N47.pdf</a>
2.2	<a href="#">QSI charts\performance-route-N41.pdf</a>
2.4	
2.6	<a href="#">QSI charts\performance-route-N134.pdf</a>
4.1	<a href="#">QSI charts\performance-route-N242.pdf</a>
3.4	<a href="#">QSI charts\performance-route-N214.pdf</a>
3.4	
9.4	<a href="#">QSI charts\performance-route-N137.pdf</a>
9.4	
6.3	<a href="#">QSI charts\performance-route-N19.pdf</a>
12.9	<a href="#">QSI charts\performance-route-N25.pdf</a>
11.8	<a href="#">QSI charts\performance-route-N23.pdf</a>
8.6	<a href="#">QSI charts\performance-route-N8.pdf</a>
7.4	<a href="#">QSI charts\performance-route-N176.pdf</a>
16.3	<a href="#">QSI charts\performance-route-N207.pdf</a>
17.6	<a href="#">QSI charts\performance-route-N24.pdf</a>
17.7	<a href="#">QSI charts\performance-route-N11.pdf</a>
19.4	<a href="#">QSI charts\performance-route-N36.pdf</a>
19.4	<a href="#">QSI charts\performance-route-N10.pdf</a>