

Summary of improvements to bus service levels

| Peak-hour service level improvements | Existing QoS | By end 2014 | By 2017 (bulk of improvements to be completed by end 2016) |
|---|--|---|---|
| Basic Bus Services | | | |
| Utilisation levels during peak hours | 95% of licensed capacity | 85% of licensed capacity | 85% of licensed capacity |
| Feeder Bus Services | | | |
| Frequency during peak hours | 90% to operate at scheduled intervals of 10-minute or less during peak periods (over 1-hour period) | 95% to operate at scheduled intervals of 10-minute or less (over 2-hour period) Remaining 5% to operate at scheduled intervals of 15-minute or less (over 2-hour period) | 100% to operate at scheduled intervals of 8-minute or less (over 2-hour period) |
| All Bus Services (Feeders + Trunks) | | | |
| Frequency during peak hours | 80% to run at scheduled intervals of within 10 minutes Remaining 20% to run at scheduled intervals of within 30 minutes | 80% to run at scheduled intervals of within 10 minutes Of the remaining 20%: <ul style="list-style-type: none"> • 10% to run at scheduled intervals of within 12 minutes • 10% to run at scheduled intervals of within 20 minutes | 80% to run at scheduled intervals of within 10 minutes Of the remaining 20%: <ul style="list-style-type: none"> • 10% to run at scheduled intervals of within 12 minutes • 10% to run at scheduled intervals of within 20 minutes |

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