

7. Service Specification

Route: 75 QC44102

This Service Specification forms section 7 of the ITT and should be read in conjunction with the ITT document, Version 1 dated 29 September 2011.

You are formally invited to tender for the provision of the bus service detailed below and in accordance with this Service Specification. Tenderers must ensure that a Compliant Tender is submitted and this will only be considered for evaluation if all parts of the Tender documents, as set out in section 11, have been received by the Corporation by the Date of Tender. The Tender must be fully completed in the required format, in accordance with the Instructions to Tenderers. A Compliant Tender must comply fully with the requirements of the Framework Agreement; adhere to the requirements of the Service Specification; and reflect the price of operating the Services with new vehicles.

| | |
|--|--|
| Terminus Points | Lewisham Bus Station to Croydon, Fairfield Halls |
| Contract Basis | Incentivised |
| Commencement Date | 26 th April 2014 |
| Vehicle Type | 87 capacity, dual door, double deck buses |
| Current Maximum Approved Dimensions | 10.8 metres long and 2.5 metres wide |
| New Vehicles Mandatory | Yes |
| Hybrid Price Required | Yes |
| Sponsored Route | No |
| Advertising Rights | Operator |
| Minimum Performance Standard | Average Excess Wait Time - No more than 1.00 minutes |
| Extension Threshold | Average Excess Wait Time - No more than 0.85 minutes |
| Minimum Operated Mileage Standard | No less than 98.00% |

The Date of Tender for this ITT is: No later than 12 Noon on Tuesday 28th May 2013

Tenderers should refer to section 3 of Part A for the Service Specification Explanatory Notes and Appendix B of section 5 for the Example Service Specification of the ITT document.

SERVICE SPECIFICATION

- 1) SERVICE SPEC - ROUTE SPECIFICATION INFORMATION
- 2) NOTES
- 3) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 4) OPERATIONAL CONSIDERATIONS
- 5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

2) NOTES

At this time, the Corporation expects to implement changes to the existing service prior to the commencement of the new Route Agreement for Route No. 75.

Due to road and gas works in Lewisham, Penge and South Norwood, temporary diversions and frequency widening is currently in place. This is due to end in October 2013.

The Lewisham Gateway is a major development proposed for Lewisham Town Centre to promote regeneration. There will be changes to frequency and standing arrangements for routes in the Lewisham area due to this development. The interim phase is expected to commence in June 2013 and last for approximately two years.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 75.

- The Boxing Day service should match the Sunday service.
- **Tenderers must identify the cost of the Boxing Day element of this service separately.**
- Tenderers should refer to the schedules dated **4th September 2009** for Mondays to Fridays Schooldays and **25th April 2009** for other days rather than the current emergency schedules.

Operators should provide the following prices:

- Annual diesel price – based on minimum 5 year contract.
- Annual hybrid price – based on minimum 5 year contract.
- Annual hybrid price – based on minimum 7 year contract.
- Annual hybrid price – with upfront payment of capital difference between diesel and hybrid for 5 year contract.
- Annual hybrid price – with upfront payment of capital difference between diesel and hybrid for 7 year contract.

All tender prices should be based on the gross fuel cost exclusive of BSOG payments which will not be claimable from DfT after 1st October 2013.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|--|------------------|---|--|-------------|------------|
| Lewisham Loampit Vale to Croydon, Fairfield Halls. | | Croydon, Fairfield Halls to Lewisham Bus Station. | | | |
| First departure no later than 0400 | | First departure no later than 0415 | | | |
| 0355 - 0500 | Every 30 minutes | 0410 - 0515 | Every 30 minutes | | |
| 0501 - 0520 | Every 20 minutes | 0516 - 0535 | Every 20 minutes | | |
| 0521 - 0605 | Every 15 minutes | 0536 - 0605 | Every 15 minutes | | |
| 0606 - 1955 | Every 12 minutes | 0606 - 2005 | Every 12 minutes | | |
| 1956 - 0105 | Every 15 minutes | 2006 - 0125 | Every 15 minutes | | |
| Last departure no earlier than 0100 | | Last departure no earlier than 0120 | | | |
| Pinchpoints | | | | | |
| Norwood Junction, Clocktower | 0710 - 0910 | 12 minutes | Perry Vale, Woodstone Road (Forest Hill) | 0705 - 0905 | 12 minutes |
| | 1520 - 1620 | 12 minutes | | 1530 - 1630 | 12 minutes |

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

| | |
|---|--|
| Forest Hill School to Lewisham Bus Station. | |
| 1545 | One journey Mondays only. |
| 1500 | One journey Tuesday, Wednesday, Thursday and Friday. |

The journeys shown in Section 3.2 are specifically designed to meet the start and finish time of Forest Hill School in the Forest Hill area.

3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|---|------------------|---|--|-------------|------------|
| Lewisham Bus Station to Croydon, Fairfield Halls. | | Croydon, Fairfield Halls to Lewisham Bus Station. | | | |
| First departure no later than 0400 | | First departure no later than 0415 | | | |
| 0355 - 0500 | Every 30 minutes | 0410 - 0510 | Every 30 minutes | | |
| 0501 - 0640 | Every 20 minutes | 0511 - 0730 | Every 20 minutes | | |
| 0641 - 0740 | Every 15 minutes | 0731 - 0830 | Every 15 minutes | | |
| 0741 - 2010 | Every 12 minutes | 0831 - 2005 | Every 12 minutes | | |
| 2011 - 0105 | Every 15 minutes | 2006 - 0125 | Every 15 minutes | | |
| Last departure no earlier than 0100 | | Last departure no earlier than 0120 | | | |
| Pinchpoints | | | | | |
| Norwood Junction, Clocktower | 0835 - 1100 | 12 minutes | Perry Vale, Woodstone Road (Forest Hill) | 0855 - 1055 | 12 minutes |

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.4) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|---|------------------|--|--|-------------|------------|
| Lewisham Loampit Vale to Croydon, Fairfield Hall. | | Croydon, Fairfield Hall to Lewisham Bus Station. | | | |
| First departure no later than 0400 | | First departure no later than 0415 | | | |
| 0355 - 0500 | Every 30 minutes | 0410 - 0510 | Every 30 minutes | | |
| 0501 - 0820 | Every 20 minutes | 0511 - 0810 | Every 20 minutes | | |
| 0821 - 0105 | Every 15 minutes | 0811 - 0125 | Every 15 minutes | | |
| Last departure no earlier than 0100 | | Last departure no earlier than 0120 | | | |
| Pinchpoints | | | | | |
| Norwood Junction, Clocktower | 0950 - 1135 | 15 minutes | Perry Vale, Woodstone Road (Forest Hill) | 0950 - 1135 | 15 minutes |

Tenderers must identify the cost of the Boxing Day element of this service separately.

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No.75 can suffer from unpredictable traffic delays in the Lewisham, Catford and Croydon areas.
- 4.2) The Lewisham Gateway is a major development proposed for Lewisham Town Centre to promote regeneration. There will be changes to frequency and standing arrangements for routes in the Lewisham area due to this development. The interim phase is expected to commence in June 2013 and last for approximately two years.

5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

- 5.1) ROUTE RECORD
As per Busnet Printout.
- 5.2) CURRENT PERFORMANCE
As per current print out.
- 5.3) QSI BY TIME OF DAY
As per current print out.
- 5.4) IBUS MILEAGE & QSI POINTS
As per current print out.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 75: Lewisham Bus Station - Croydon, Fairfield Halls

Date of Structural Change: 26 April 2014.

Date of Service Change: 26 April 2014.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Croydon, Fairfield Halls: Loampit Vale, Loampit Vale Roundabout, Lewisham High Street, Lee Bridge, Lewis Grove, Lewisham High Street, Rushey Green, Bus Lane Through Traffic Island, Catford Road, Catford Hill, Perry Hill, Woolstone Road, Perry Vale, Mayow Road, Sydenham Road, Newlands Park, Lennard Road, Parish Lane, Green Lane, Croydon Road, Penge Road, South Norwood High Street, Selhurst Road, Northcote Road, Whitehorse Road, St James's Road, Newgate, Wellesley Road, Park Lane.

Towards Lewisham Bus Station: Park Lane, Fairfield Halls Roundabout, Park Lane, Wellesley Road, Poplar Walk, St Michael's Road, West Croydon Bus Station, Station Road, Wellesley Road, St James's Road, Hogarth Crescent, Whitehorse Road, Northcote Road, Selhurst Road, South Norwood High Street, Penge Road, Croydon Road, Green Lane, Parish Lane, Lennard Road, Newlands Park, Sydenham Road, Mayow Road, Perry Vale, Woolstone Road, Perry Hill, Catford Hill, Catford Road, Rushey Green, Lewisham High Street, Molesworth Street, Lewisham High Street, Lewis Grove, Lee Bridge, Lewisham High Street, Loampit Vale Roundabout, Lewisham Road, Station Road.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

Please note that only stands, curtailment points, & blind descriptions as detailed in this contractual document may be used.

LEWISHAM BUS STATION

Private stand for up to 16 buses in Lewisham Bus Station on north side of Loampit Vale on east side of Lewisham DLR Station.

Buses proceed from Station Road via Lewisham Bus Station to stand, departing via Lewisham Bus Station and Station Road to Loampit Vale. Set down in Station Road, at Alighting Point (BP814 - Lewisham Bus Station, Last Stop on LOR: BP814 - Lewisham Bus Station) and pick up in Loampit Vale, at Stop D (BP190 - Lewisham Station # [dlr], First Stop on LOR: BP190 - Lewisham Station # [dlr]).

| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 2 buses on Route 75 should be scheduled to stand at any one time. |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| BLIND DISPLAY: | Lewisham Station. |
| OTHER INFORMATION: | Toilet facilities are available. |

CATFORD TOWN HALL (from Lewisham Bus Station)

Buses proceed from Rushey Green via Brownhill Road, Plassy Road and Sangley Road departing to Rushey Green. Set down in Rushey Green, at Stop HT (26279 - Rosenthal Road, Last Stop on LOR: 26279 - Rosenthal Road) and pick up in Rushey Green, at Stop H (BP662 - The Catford Broadway, First Stop on LOR: BP662 - The Catford Broadway).

| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Turning Point Only - Buses must not stand |
| BLIND DISPLAY: | Catford, Town Centre. |

CATFORD TOWN HALL (from CROYDON, FAIRFIELD HALLS)

Buses proceed from Rushey Green via Brownhill Road, Plassy Road, Sangley Road and Rushey Green departing to Catford Road. Set down in Rushey Green, at Stop H (BP662 - The Catford Broadway, Last Stop on LOR: BP662 - The Catford Broadway) and pick up in Catford Road, at Stop T (110 - Catford Road / Lewisham Town Hall, First Stop on LOR: 1596 - Catford & Catford Bridge Stations #).

| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Turning Point Only - Buses must not stand |
| BLIND DISPLAY: | Catford, Town Centre. |

CATFORD, ST. DUNSTAN'S COLLEGE (from Lewisham Bus Station)

Public stand for two buses in 'bus only' slip road between south and north arms of Stanstead Road, facing north. Buses to stand abreast at forward position. Buses proceed from Catford Road via Catford Hill, Stanstead Road South Arm and St. Dunstan's Slip Road to stand, departing via St. Dunstan's Slip Road and Stanstead Road (Northern Arm Of) to Catford Road. Set down in Catford Road, at Stop R (1596 - Catford & Catford Bridge Stations #, Last Stop on LOR: 1596 - Catford & Catford Bridge Stations #) and pick up in Catford Road, at Stop P (26021 - Catford & Catford Bridge Stations #, First Stop on LOR: 26021 - Catford & Catford Bridge Stations #).

| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Unscheduled curtailments only. |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| BLIND DISPLAY: | Catford, St. Dunstan's. |
| OTHER INFORMATION: | Two buses to stand abreast at forward position, with one bus at rear of first. |

PENGE, CROYDON ROAD (from Lewisham Bus Station)

Public stand for two buses on north-west side of Croydon Road, commencing 55 metres south west of Evelina Road, and extending 25 metres to the flank wall of No 33. Buses proceed from Croydon Road via Howard Road, Maple Road, Franklin Road and Croydon Road to stand, departing to Croydon Road. Set down in Croydon Road, at Stop H (4783 - Penge / Pawleyne Arms, Last Stop on LOR: 4783 - Penge / Pawleyne Arms) and pick up in Croydon Road, at Stop G (2128 - Penge / Pawleyne Arms, First Stop on LOR: 2128 - Penge / Pawleyne Arms).

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Unscheduled curtailments only. |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| BLIND DISPLAY: | Penge. |

NORWOOD JUNCTION, GROSVENOR ROAD (from Lewisham Bus Station)

Public stand for two buses on south side of Grosvenor Road (western arm), commencing at a point opposite the western flank wall of No 76 High Street and extending 20 metres south to southern extremity of fire access to flats.

Buses proceed from South Norwood High Street via Grosvenor Road to stand, departing via Grosvenor Road and Belgrave Road to South Norwood High Street. Set down in South Norwood High Street, at Stop M (6554 - Portland Road, Last Stop on LOR: 6554 - Portland Road) and pick up in South Norwood High Street, at Stop F (6576 - Portland Road, First Stop on LOR: 6576 - Portland Road).

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Unscheduled curtailments only. |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| BLIND DISPLAY: | Norwood Junction. |
| OTHER INFORMATION: | Drivers must ensure that their vehicles do not obstruct the fire access to flats. |

WEST CROYDON BUS STATION (from Lewisham Bus Station)

Private stand for 14 buses in West Croydon Bus Station on east side of Station Road. Buses proceed from Wellesley Road via Station Road and West Croydon Bus Station to stand, departing via West Croydon Bus Station and Station Road to West Croydon Bus Station. Set down in Wellesley Road, at Stop WG (SL26 - St Mary's Church West Croydon, Last Stop on LOR: SL26 - St Mary's Church West Croydon) and pick up in West Croydon Bus Station, at Stop B6 (R0854 - West Croydon Bus Station, First Stop on LOR: R0854 - West Croydon Bus Station).

| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Unscheduled curtailments only. |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| BLIND DISPLAY: | West Croydon. |
| OTHER INFORMATION: | All buses must be fitted with an audible warning reversing device. |

CROYDON, PARK LANE, FAIRFIELD HALLS

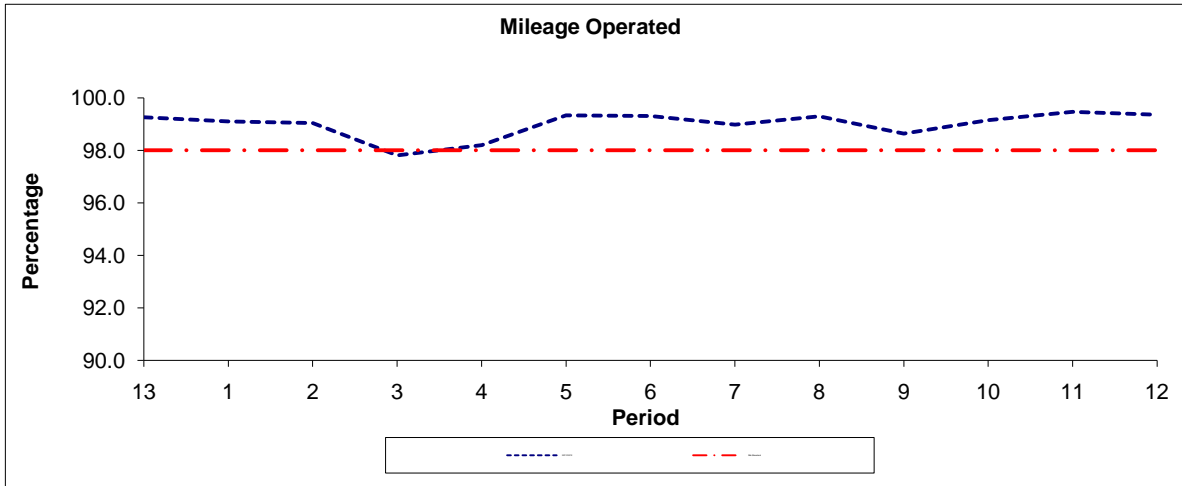
Public stand on east side of Park Lane, commencing 12 metres behind bus stop KA and extending 70 metres south.

Buses proceed from Park Lane direct to stand, departing to Park Lane. Set down in Park Lane, at Alighting Point Z2 (33308 - Fairfield Halls, Last Stop on LOR: 33308 - Fairfield Halls) and pick up in Park Lane, at Stop KA (17457 - Park Lane / Fairfield Halls, First Stop on LOR: 17457 - Park Lane / Fairfield Halls).

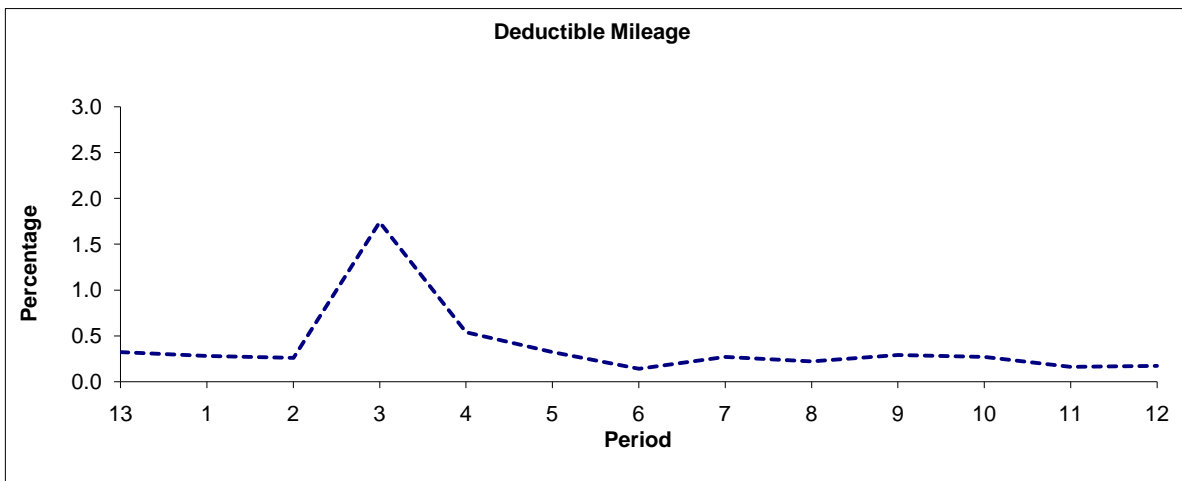
| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 2 buses on Route 75 should be scheduled to stand at any one time. |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| BLIND DISPLAY: | Croydon Town Centre. |

PART B - PERFORMANCE STATISTICS

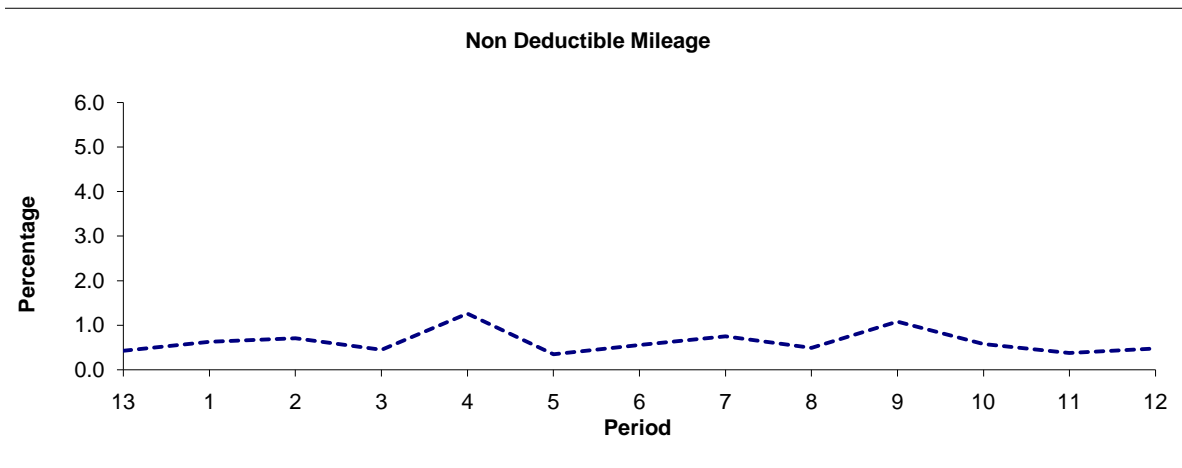
Route 75



| Period | 13 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2011/2012 | 99.25 | 99.09 | 99.03 | 97.81 | 98.20 | 99.33 | 99.30 | 98.98 | 99.29 | 98.63 | 99.15 | 99.46 | 99.35 |
| Min Standard | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 |



| Period | 13 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2011/2012 | 0.32 | 0.28 | 0.26 | 1.74 | 0.54 | 0.32 | 0.14 | 0.27 | 0.22 | 0.29 | 0.27 | 0.16 | 0.17 |

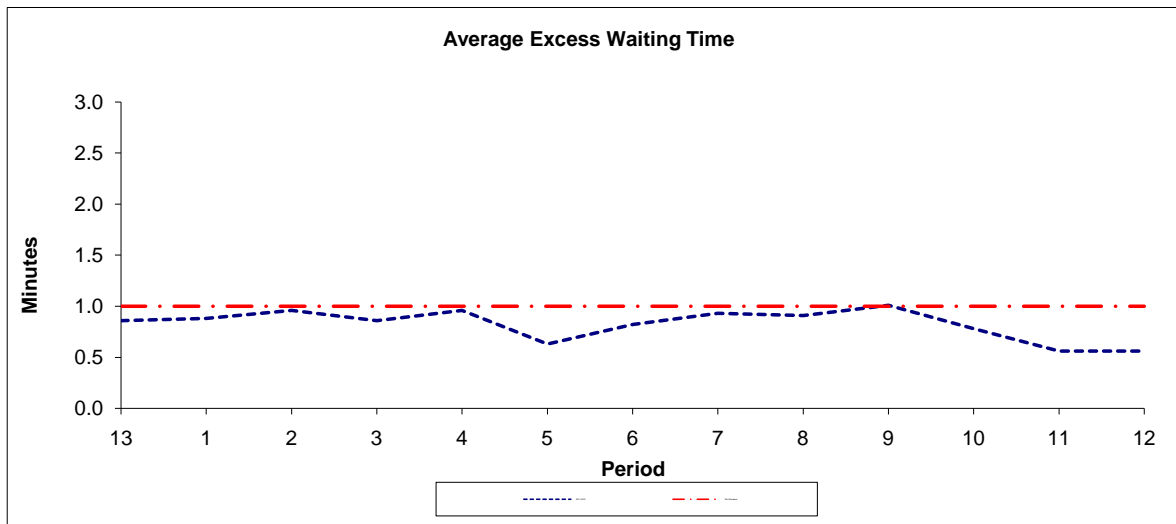


| Period | 13 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2011/2012 | 0.43 | 0.63 | 0.71 | 0.45 | 1.26 | 0.35 | 0.56 | 0.75 | 0.49 | 1.08 | 0.58 | 0.38 | 0.48 |

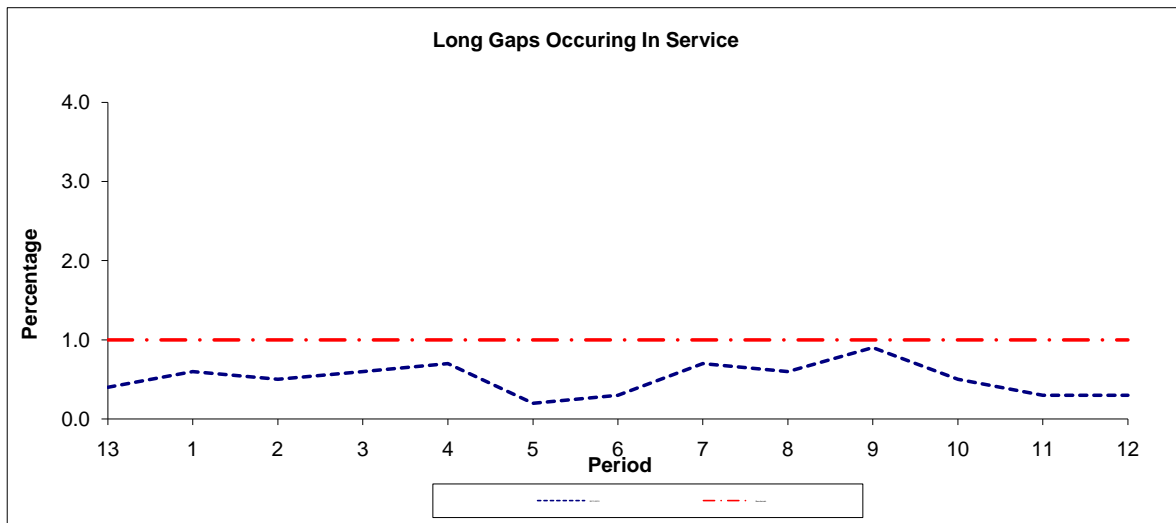
Note : Mileage is based on 4 weeks data
 Performance affected by industrial action in p3 2012/13.

PART B - PERFORMANCE STATISTICS

Route 75



| Period | 13 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2011-2012 | 0.86 | 0.88 | 0.96 | 0.86 | 0.96 | 0.63 | 0.82 | 0.93 | 0.91 | 1.01 | 0.78 | 0.56 | 0.56 |
| Min Standard | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |



| Period | 13 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2011-2012 | 0.40 | 0.60 | 0.50 | 0.60 | 0.70 | 0.20 | 0.30 | 0.70 | 0.60 | 0.90 | 0.50 | 0.30 | 0.30 |
| Benchmark | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |

Note : Reliability is actual performance under full iBus (4 weeks data).
 Minimum Standards and Benchmarks are those applicable under the new contract.

ROUTE 75 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 4 2011/12 TO QUARTER 3 2012/13 (07/01/12 - 04/01/13)

MONDAY - FRIDAY

| Time Period | Expected Buses | On AVL (%) | Scheduled Waiting Time (SWT) (mins) | Excess Waiting Time (EWT) (mins) | Actual Waiting Time (AWT) (mins) | Probability of Waiting < 10 mins (%) | Probability of Waiting 10-20 mins (%) | Probability of Waiting 20-30 mins (%) | Probability of Waiting > 30 mins (%) | Long Gaps (%) | Maximum Gap (mins) |
|----------------|-----------------|-------------|-------------------------------------|----------------------------------|----------------------------------|--------------------------------------|---------------------------------------|---------------------------------------|--------------------------------------|---------------|--------------------|
| 0500 - 0700 | 24,706. | 94.9 | 8.51 | 0.61 | 9.12 | 66.1 | 30.5 | 3.1 | 0.3 | 0.0 | 66 |
| 0700 - 1000 | 46,830. | 101.6 | 6.52 | 0.75 | 7.27 | 72.1 | 26.1 | 1.6 | 0.3 | 0.5 | 56 |
| 1000 - 1300 | 45,827. | 97.2 | 6.73 | 0.69 | 7.42 | 70.2 | 28.4 | 1.3 | 0.1 | 0.3 | 57 |
| 1300 - 1600 | 45,525. | 100.0 | 6.63 | 1.07 | 7.71 | 69.0 | 27.9 | 2.8 | 0.3 | 0.7 | 62 |
| 1600 - 1900 | 45,163. | 98.5 | 6.78 | 1.22 | 7.99 | 67.5 | 28.7 | 3.2 | 0.5 | 0.9 | 72 |
| 1900 - 2200 | 43,835. | 99.5 | 6.91 | 0.67 | 7.57 | 69.0 | 29.4 | 1.4 | 0.1 | 0.3 | 77 |
| 2200 - 2400 | 26,447. | 100.8 | 7.53 | 0.50 | 8.02 | 65.3 | 33.1 | 1.3 | 0.2 | 0.2 | 64 |
| Summary | 278,333. | 99.1 | 6.79 | 0.89 | 7.68 | 69.2 | 28.3 | 2.2 | 0.3 | 0.5 | 77 |

SATURDAY

| Time Period | Expected Buses | On AVL (%) | Scheduled Waiting Time (SWT) (mins) | Excess Waiting Time (EWT) (mins) | Actual Waiting Time (AWT) (mins) | Probability of Waiting < 10 mins (%) | Probability of Waiting 10-20 mins (%) | Probability of Waiting 20-30 mins (%) | Probability of Waiting > 30 mins (%) | Long Gaps (%) | Maximum Gap (mins) |
|----------------|----------------|-------------|-------------------------------------|----------------------------------|----------------------------------|--------------------------------------|---------------------------------------|---------------------------------------|--------------------------------------|---------------|--------------------|
| 0500 - 0700 | 3,706. | 98.1 | 10.77 | 0.46 | 11.24 | 48.6 | 43.7 | 7.3 | 0.4 | 0.0 | 58 |
| 0700 - 1000 | 9,021. | 99.3 | 7.21 | 0.50 | 7.71 | 70.0 | 28.4 | 1.5 | 0.1 | 0.1 | 46 |
| 1000 - 1300 | 9,905. | 97.5 | 6.64 | 0.78 | 7.42 | 70.4 | 27.8 | 1.7 | 0.2 | 0.3 | 44 |
| 1300 - 1600 | 9,349. | 100.3 | 6.71 | 1.09 | 7.81 | 68.7 | 28.1 | 2.6 | 0.6 | 0.9 | 61 |
| 1600 - 1900 | 9,665. | 95.5 | 6.65 | 1.20 | 7.85 | 68.2 | 27.8 | 3.1 | 0.9 | 1.5 | 71 |
| 1900 - 2200 | 9,024. | 100.7 | 6.94 | 1.26 | 8.21 | 66.1 | 29.8 | 3.5 | 0.6 | 1.0 | 56 |
| 2200 - 2400 | 5,634. | 99.9 | 7.52 | 0.79 | 8.31 | 63.8 | 33.5 | 2.4 | 0.2 | 0.2 | 46 |
| Summary | 56,304. | 98.7 | 6.91 | 0.96 | 7.87 | 68.1 | 28.8 | 2.6 | 0.5 | 0.7 | 71 |

SUNDAY AND BANK HOLIDAYS

| Time Period | Expected Buses | On AVL (%) | Scheduled Waiting Time (SWT) (mins) | Excess Waiting Time (EWT) (mins) | Actual Waiting Time (AWT) (mins) | Probability of Waiting < 10 mins (%) | Probability of Waiting 10-20 mins (%) | Probability of Waiting 20-30 mins (%) | Probability of Waiting > 30 mins (%) | Long Gaps (%) | Maximum Gap (mins) |
|----------------|----------------|-------------|-------------------------------------|----------------------------------|----------------------------------|--------------------------------------|---------------------------------------|---------------------------------------|--------------------------------------|---------------|--------------------|
| 0500 - 0700 | 4,457. | 98.6 | 10.94 | 0.33 | 11.27 | 47.7 | 44.3 | 7.5 | 0.4 | 0.0 | 67 |
| 0700 - 1000 | 8,590. | 98.2 | 8.45 | 0.53 | 8.99 | 60.4 | 36.0 | 3.4 | 0.2 | 0.1 | 51 |
| 1000 - 1300 | 9,745. | 98.5 | 7.43 | 0.63 | 8.06 | 65.2 | 32.3 | 1.7 | 0.8 | 0.8 | 69 |
| 1300 - 1600 | 9,632. | 99.7 | 7.44 | 0.97 | 8.41 | 64.3 | 32.4 | 2.9 | 0.5 | 0.5 | 81 |
| 1600 - 1900 | 9,839. | 98.8 | 7.35 | 0.76 | 8.11 | 65.3 | 32.4 | 2.0 | 0.3 | 0.3 | 76 |
| 1900 - 2200 | 9,540. | 100.5 | 7.50 | 0.49 | 7.99 | 65.6 | 32.4 | 1.7 | 0.2 | 0.3 | 50 |
| 2200 - 2400 | 6,387. | 101.4 | 7.49 | 0.49 | 7.99 | 66.0 | 33.1 | 1.0 | 0.0 | 0.0 | 56 |
| Summary | 58,190. | 99.4 | 7.59 | 0.70 | 8.29 | 64.3 | 33.0 | 2.3 | 0.4 | 0.4 | 81 |

ALL DAYS

| Time Period | Expected Buses | On AVL (%) | Scheduled Waiting Time (SWT) (mins) | Excess Waiting Time (EWT) (mins) | Actual Waiting Time (AWT) (mins) | Probability of Waiting < 10 mins (%) | Probability of Waiting 10-20 mins (%) | Probability of Waiting 20-30 mins (%) | Probability of Waiting > 30 mins (%) | Long Gaps (%) | Maximum Gap (mins) |
|----------------|-----------------|-------------|-------------------------------------|----------------------------------|----------------------------------|--------------------------------------|---------------------------------------|---------------------------------------|--------------------------------------|---------------|--------------------|
| 0500 - 0700 | 32,869. | 95.8 | 8.90 | 0.57 | 9.48 | 63.1 | 32.8 | 3.8 | 0.3 | 0.0 | 67 |
| 0700 - 1000 | 64,441. | 100.9 | 6.67 | 0.72 | 7.39 | 71.3 | 26.7 | 1.7 | 0.3 | 0.5 | 56 |
| 1000 - 1300 | 65,477. | 97.4 | 6.80 | 0.70 | 7.50 | 69.6 | 28.7 | 1.4 | 0.2 | 0.3 | 69 |
| 1300 - 1600 | 64,506. | 100.0 | 6.73 | 1.06 | 7.80 | 68.4 | 28.4 | 2.8 | 0.4 | 0.7 | 81 |
| 1600 - 1900 | 64,667. | 98.1 | 6.82 | 1.17 | 7.99 | 67.4 | 29.0 | 3.1 | 0.5 | 0.9 | 76 |
| 1900 - 2200 | 62,399. | 99.8 | 6.98 | 0.72 | 7.70 | 68.3 | 29.8 | 1.7 | 0.2 | 0.3 | 77 |
| 2200 - 2400 | 38,468. | 100.8 | 7.52 | 0.53 | 8.06 | 65.2 | 33.2 | 1.4 | 0.2 | 0.2 | 64 |
| Summary | 392,827. | 99.1 | 6.88 | 0.88 | 7.76 | 68.6 | 28.8 | 2.3 | 0.3 | 0.6 | 81 |

Transport for London - QSI Points and Mileage

Route 75
 Service change 22661
 Date 30 September 2009

TRANCHE 441

QSI points are highlighted in blue.

| OUT DIRECTION | | | | |
|--|-------------|---------------------------------------|--------------|------------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| LEWSBS S | LEWSBS S | LEWISHAM BUS STATION | | |
| LEWSLV | BP190 | Lewisham Station | 0 | 0.00 |
| | BP1117 | Lewisham High Street / Rennell Street | 182 | 0.11 |
| | BP1116 | Lewisham Centre | 337 | 0.21 |
| | 26286 | Morley Road | 259 | 0.16 |
| | 34265 | Ladywell Leisure Centre | 263 | 0.16 |
| | 26283 | Lewisham Park | 316 | 0.20 |
| | 26281 | Lewisham Hospital | 144 | 0.09 |
| | 925 | George Lane | 259 | 0.16 |
| | 26279 | Rosenthal Road | 298 | 0.19 |
| | 20518 | The Catford Centre | 324 | 0.20 |
| CATFTH | 110 | Catford Road/Lewisham Town Hall | 147 | 0.09 |
| | 1596 | Catford & Catford Bridge Stations | 223 | 0.14 |
| | 17750 | Beechfield Road | 533 | 0.33 |
| | 17752 | Vancouver Road | 416 | 0.26 |
| | 17754 | Kilmorie Road | 484 | 0.30 |
| FRHLPW | 17389 | Siddons Road | 387 | 0.24 |
| | 46015 | Inglemere Road | 268 | 0.17 |
| | 46013 | Dacres Road | 258 | 0.16 |
| | 46011 | Burghill Road | 312 | 0.19 |
| | 46009 | Earlsthorpe Road | 380 | 0.24 |
| SYDRNP | 1821 | Newlands Park | 267 | 0.17 |
| | 17402 | Studland Road | 479 | 0.30 |
| | 17405 | Penge East Station | 374 | 0.23 |
| | 975 | Penge Lane | 208 | 0.13 |
| | 17408 | Parish Lane | 434 | 0.27 |
| | 2129 | Green Lane / Raleigh Road | 150 | 0.09 |
| PENGPA | 4783 | Penge / Pawleyne Arms | 172 | 0.11 |
| | 17409 | Avenue Road | 258 | 0.16 |
| | 17411 | Anerley Road / Oak Grove Road | 390 | 0.24 |
| ANERRH | 27556 | Anerley Road / Worbeck Road | 172 | 0.11 |
| | 6561 | Anerley / The Mitre | 246 | 0.15 |
| | 6560 | Derwent Road | 228 | 0.14 |
| | 6559 | Selby Road | 279 | 0.17 |
| | R0506 | Sunnybank | 274 | 0.17 |
| | 6554 | Portland Road | 247 | 0.15 |
| NDJNCT | 6553 | South Norwood Clock Tower | 408 | 0.25 |
| | 6551 | Park Road | 208 | 0.13 |
| | 6556 | Clifton Road | 224 | 0.14 |
| | 6549 | Heavers Farm Centre | 287 | 0.18 |
| SELHSN | 6548 | Selhurst Station | 307 | 0.19 |
| | 6547 | Selhurst New Road | 243 | 0.15 |
| | 6546 | Beaconsfield Road | 307 | 0.19 |
| | 26277 | Windmill Road | 196 | 0.12 |
| | 6544 | Cromwell Road | 341 | 0.21 |
| | 6543 | Hogarth Crescent | 224 | 0.14 |
| WCROWS | SL26 | St Mary's Church West Croydon | 439 | 0.27 |
| | 10814 | Whitgift Centre | 378 | 0.23 |
| CROYFH | 33308 | Fairfield Halls | 458 | 0.28 |
| CROYFH S | CROYFH S | Croydon, Park Lane, Fairfield Halls | 0 | 0.00 |
| TOTAL ROUTE MILEAGE - OUT DIRECTION | | | 13988 metres | 8.69 miles |

| BACK DIRECTION | | | | |
|---|-------------|-------------------------------------|--------------|------------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| CROYFH S | CROYFH S | Croydon, Park Lane, Fairfield Halls | | |
| CROYFH | 17457 | Park Lane / Fairfield Halls | 0 | 0.00 |
| | 17630 | Fairfield Halls | 545 | 0.34 |
| | SL30 | Whitgift Centre | 369 | 0.23 |
| WCROBS | R0854 | West Croydon Bus Station | 414 | 0.26 |
| | 6564 | Bedford Hall | 290 | 0.18 |
| | 33973 | Hogarth Crescent | 325 | 0.20 |
| | 6914 | Devonshire Road | 412 | 0.26 |
| | 6568 | Beaconsfield Road | 313 | 0.19 |
| | 6569 | Selhurst New Road | 333 | 0.21 |
| | 6570 | Selhurst Station | 339 | 0.21 |
| | 6571 | Clifton Road | 355 | 0.22 |
| | 6572 | Park Road | 248 | 0.15 |
| | BP5253 | Russel Court | 211 | 0.13 |
| NDJNCT | 6575 | South Norwood Clock Tower | 196 | 0.12 |
| | 6576 | Portland Road | 189 | 0.12 |
| | 6578 | Sunnybank | 497 | 0.31 |
| | 6580 | Selby Road | 392 | 0.24 |
| | 6581 | Anerley / The Mitre | 224 | 0.14 |
| | 6582 | Samos Road | 136 | 0.08 |
| ANERRH | 27557 | Croydon Road / Elmers End Road | 240 | 0.15 |
| | 17412 | Anerley Road / Oak Grove Road | 136 | 0.08 |
| | 17410 | Avenue Road | 269 | 0.17 |
| PENGPA | 2128 | Penge / Pawleyne Arms | 420 | 0.26 |
| | BP847 | Green Lane / Raleigh Road | 110 | 0.07 |
| | 17407 | Thesiger Road | 305 | 0.19 |
| | 17406 | Penge Lane | 235 | 0.15 |
| | 43015 | Penge East Station | 389 | 0.24 |
| | 17403 | Studland Road | 191 | 0.12 |
| SYDRNP | 1822 | Newlands Park | 578 | 0.36 |
| | 46008 | Earlsthorpe Road | 241 | 0.15 |
| | 46010 | Burghill Road | 312 | 0.19 |
| FRHLSC | 46012 | Dacres Road | 385 | 0.24 |
| | 46014 | Inglemere Road | 274 | 0.17 |
| FRHLPW | 17388 | Siddons Road | 304 | 0.19 |
| | 17755 | Kilmorie Road | 303 | 0.19 |
| | 40011 | Lutwyche Road | 252 | 0.16 |
| | 17844 | Elm Lane | 370 | 0.23 |
| | 17751 | Beechfield Road | 157 | 0.10 |
| | 26021 | Catford & Catford Bridge Stations | 719 | 0.45 |
| CATFTH | BP662 | Catford Broadway | 323 | 0.20 |
| | R0567 | The Catford Centre | 180 | 0.11 |
| | 26278 | Rosenthal Road | 263 | 0.16 |
| | 26280 | George Lane | 293 | 0.18 |
| | R0401 | Lewisham Hospital | 164 | 0.10 |
| | 4752 | Lewisham Park | 175 | 0.11 |
| | 33426 | Ladywell Leisure Centre | 291 | 0.18 |
| | BP1113 | Lewisham Centre | 506 | 0.31 |
| LEWSBS | BP814 | Lewisham Bus Station | 670 | 0.42 |
| LEWSBS S | LEWSBS S | LEWISHAM BUS STATION | 0 | 0.00 |
| TOTAL ROUTE MILEAGE - BACK DIRECTION | | | 14843 metres | 9.22 miles |