

7. Service Specification

Route: 264/N264 Contract Reference: QC49002

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	Croydon, Katharine Street and Tooting, St Georges Hospital
Contract Basis	Incentivised
Commencement Date	29 th August 2015
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.3 metres long and 2.5 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard - Route No. 264	Average Excess Waiting Time - No more than 1.00 minutes
Extension Threshold - Route No. 264	Average Excess Waiting Time Threshold - 0.85 minutes
Minimum Operated Mileage Standard - Route No. 264	No less than 98.00%
Departing On Time - Route No. N264	Departing On Time - No less than 90.00%
Minimum Operated Mileage Standard - Route No. N264	No less than 99.00%

The Date of Tender for this ITT is:
No later than 12 Noon on Monday 13th October 2014

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

Proposed Changes:

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 264/N264.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 264/N264.

- The designation Route No. N264 is used for contractual purposes only. This service will be marketed as Route No. 264. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the Nightly element of this service separately.**

Operators should provide the following prices:

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

Tenderers should note that if they are supplying an alternative price based on using existing vehicles, these must be refurbished in line with the revised specification dated 1st March 2014. This applies to all contracts awarded from Tranche 471 onwards.

Cash Free Boarding was extended throughout London with effect from 6th July 2014. Submitted tender prices should fully reflect the cost saving accrued from this change. Tenderers should also indicate the approximate additional cost if cash fares were still to be accepted.

Full iBus Monitoring was introduced on all night routes with effect from 1 April 2014. Tenderers are therefore advised that on contracts where there is a night service both the day and night elements will be incentivised from the commencement of the Route Agreement in accordance with clause 46 of Annex B Terms and Conditions, using the Minimum Performance Standard(s) specified in Part 1 of the ITT.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Croydon, Katharine Street to Tooting, St Georges Hospital			Tooting, St Georges Hospital to Croydon, Katharine Street		
First departure no later than 0425.			First departure no later than 0455.		
0420 - 0455	Every 30 minutes		0450 - 0555	Every 15 minutes	
0456 - 0540	Every 15 minutes		0556 - 0620	Every 12 minutes	
0541 - 0605	Every 12 minutes		0621 - 1900	Every 10 minutes	
0606 - 1755	Every 10 minutes		1901 - 2000	Every 12 minutes	
1756 - 1820	Every 12 minutes		2001 - 0105	Every 15 minutes	
1821 - 0025	Every 15 minutes				
Last departure no earlier than 0020.			Last departure no earlier than 0100.		
Pinchpoints					
Mitcham, Fair Green	0720 - 0920	10 minutes	Mitcham Road, Purley Way (East Side)	0725 - 0925	10 minutes
	1510 - 1640	10 minutes		1520 - 1650	10 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Croydon, Katharine Street to Tooting, St Georges Hospital			Tooting, St Georges Hospital to Croydon, Katharine Street		
First departure no later than 0425.			First departure no later than 0455.		
0420 - 0455	Every 30 minutes		0450 - 0755	Every 15 minutes	
0456 - 0810	Every 15 minutes		0756 - 0855	Every 12 minutes	
0811 - 0910	Every 12 minutes		0856 - 1835	Every 10 minutes	
0911 - 1720	Every 10 minutes		1836 - 1900	Every 12 minutes	
1721 - 1920	Every 12 minutes		1901 - 0105	Every 15 minutes	
1921 - 0025	Every 15 minutes				
Last departure no earlier than 0020.			Last departure no earlier than 0100.		
Pinchpoints					
Mitcham, Fair Green	0940 - 1140	10 minutes	Mitcham Road, Purley Way (East Side)	0925 - 1125	10 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SUNDAY AND PUBLIC HOLIDAYS (EXCEPT GOOD FRIDAY AND CHRISTMAS DAY) SCHEDULE REQUIREMENTS & PINCHPOINTS

Croydon, Katharine Street to Tooting, St Georges Hospital		Tooting, St Georges Hospital to Croydon, Katharine Street	
First departure no later than 0425.		First departure no later than 0510.	
0420 - 0625	Every 30 minutes	0505 - 0640	Every 30 minutes
0626 - 0705	Every 20 minutes	0641 - 0800	Every 20 minutes
0706 - 0025	Every 15 minutes	0801 - 0105	Every 15 minutes
Last departure no earlier than 0020.		Last departure no earlier than 0100.	
Pinchpoints			
Mitcham, Fair Green	1035 - 1135	15 minutes	Mitcham Road, Purley Way (East Side)
			1045 - 1145
			15 minutes

3.4) NIGHTLY SCHEDULE REQUIREMENTS

Croydon, Katharine Street to Tooting, St Georges Hospital		Tooting, St Georges Hospital to Croydon, Katharine Street	
First departure no later than 0035.		First departure no later than 0120.	
0030 - 0400	Every 30 minutes	0115 - 0445	Every 30 minutes
Last departure no earlier than 0355.		Last departure no earlier than 0440.	

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 264 should interwork with Route No. N264 to form a seamless 24 hour service.
- 4.2) Route No. 264 should interwork with Route No. 280 between Mitcham, Fair Green and Tooting, St Georges Hospital during Monday to Friday peaks and interpeaks and Saturday shopping hours, and be best separated during all other periods.
- 4.3) Route No. 264 can suffer from unpredictable traffic delays in the Croydon, Mitcham and Tooting areas.
- 4.4) Significant development is planned in Croydon Town Centre over the next few years which will lead to an increase in demand on the bus network. There are potential changes to the road network in the town centre, including provision of at grade pedestrian facilities which may increase journey times. Work on this is on-going.
- 4.5) An additional proposal exists in the Croydon area to reorganise standing arrangements. This may affect the standing arrangements of Route Nos. 264 & N264 in the near future.
- 4.6) The proposed night tube project may impact on the night bus network. A review is currently being undertaken and the successful Tenderer will be kept up to date about the potential implications of the night tube project on this route.

5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE AND 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 AND QSI POINTS
As per current print out.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 264: Croydon, Katharine Street - Tooting, St Georges Hospital (24 hour service)

Date of Structural Change: 29 August 2015.

Date of Service Change: 29 August 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Tooting, St Georges Hospital: Katharine Street, St George's Walk, Park Street, Park Lane, Wellesley Road, Station Road, Tamworth Road, Road Under Car Park, Drummond Road, Church Street, Reeves Corner, Cairo New Road, Waddon New Road, Rectory Grove, Roman Way, Mitcham Road, Lombard Roundabout, Mitcham Road, Croydon Road, Commonside West, Upper Green East, London Road, Raleigh Gardens, Holborn Way, London Road, Mitcham Road, Tooting Broadway, Garratt Lane, Fountain Road, Blackshaw Road.

Towards Croydon, Katharine Street: Blackshaw Road, Tooting High Street, Tooting Broadway, Mitcham Road, London Road, Holborn Way, Upper Green West (Southern Arm), Upper Green East (Southern Arm), Commonside West, Croydon Road, Mitcham Road, Lombard Roundabout, Mitcham Road, Roman Way, Reeves Corner (Western Arm), Tamworth Road, Station Road, West Croydon Bus Station, Station Road, Wellesley Road, Park Lane, Croydon Bus Bridge, Park Street, Croydon High Street.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

CROYDON, KATHARINE STREET

Public stand for four buses on south side of Katharine Street, commencing 47 metres east of centre line of Fell Road and extending 40 metres east.

Buses proceed from Croydon High Street via Fell Road, Park Lane and Katharine Street to stand, departing to Katharine Street. Set down in Croydon High Street, at Stop KB (34176 - Croydon Flyover, Last Stop on LOR: 34176 - Croydon Flyover) and pick up in Katharine Street, at Stop KB (SL38 - Katherine Street, First Stop on LOR: SL38 - Katherine Street).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 264 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.
OTHER INFORMATION:	Buses must not exceed stand capacity and / or foul nearby pedestrian crossing markings. If stand is full, circle via High Street, Fell Road, slip road, Park Lane.

WEST CROYDON BUS STATION (from TOOTING, ST GEORGES HOSPITAL)

Private stand for 14 buses in West Croydon Bus Station on east side of Station Road.

Buses proceed from West Croydon Bus Station direct to stand, departing via West Croydon Bus Station to Station Road. Set down in West Croydon Bus Station, at Stop B1 (R0849 - West Croydon Bus Station, Last Stop on LOR: R0849 - West Croydon Bus Station) and pick up in Station Road, at Stop B2 (R0850 - West Croydon Bus Station, First Stop on LOR: R0850 - 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 reversing device.

MITCHAM ROAD, PURLEY WAY

From Croydon, Katharine Street.

Buses proceed from Mitcham Road via Lombard Roundabout departing to Mitcham Road. Set down in Mitcham Road, at Stop K (8770 - Lombard Roundabout, Last Stop on LOR: 8770 - Lombard Roundabout) and pick up in Mitcham Road, at Stop J (8769 - Drake Road, First Stop on LOR: 8769 - Drake Road).

From Tooting, St Georges Hospital.

Buses proceed from Mitcham Road via Lombard Roundabout departing to Mitcham Road. Set down in Mitcham Road, at Stop H (8771 - Lombard Roundabout, Last Stop on LOR: 8771 - Lombard Roundabout) and pick up in Mitcham Road, at Stop L (8772 - Ockley Road, First Stop on LOR: 8772 - Ockley Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Mitcham Road, Purley Way.

MITCHAM, FAIR GREEN

Public stand for two buses standing abreast on the offside of Raleigh Gardens (west arm) in the buses only bay.

From Croydon, Katharine Street.

Buses proceed from Upper Green East via London Road and Raleigh Gardens to stand, departing via Raleigh Gardens and Upper Green West to Upper Green East. Set down in Upper Green East, at Stop L (17574 - Mitcham Fair Green, Last Stop on LOR: 17574 - Mitcham Fair Green) and pick up in Upper Green East, at Stop J (BP683 - Mitcham Fair Green, First Stop on LOR: BP683 - Mitcham Fair Green).

From Tooting, St Georges Hospital.

Buses proceed from London Road via Holborn Way, Upper Green West, London Road and Raleigh Gardens to stand, departing to Raleigh Gardens. Set down in London Road, at Stop B (8803 - Downe Road / Mitcham Library, Last Stop on LOR: 8803 - Downe Road / Mitcham Library) and pick up in Raleigh Gardens, at Stop C (R0676 - Raleigh Gardens, First Stop on LOR: R0676 - Raleigh Gardens).

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: Mitcham.

TOOTING BROADWAY, LONGMEAD ROAD (from Croydon, Katharine Street)

Public stand for five buses in Longmead Road in three parts:

1. On north side of Longmead Road for three buses, commencing at a point 11 metres south of No 2 Longmead Road and extending 30 metres.

2. In the centre of Longmead Road for one bus.

3. On south side of Longmead Road for one bus, commencing at a point 14 metres east of eastern building line of Mitcham Road and extending 10 metres.

Buses proceed from Mitcham Road via Longmead Road to stand, departing via Longmead Road to Mitcham Road. Set down in Mitcham Road, at Stop H (25286 - Tooting Broadway Station <>, Last Stop on LOR: 25286 - Tooting Broadway Station <>) and pick up in Mitcham Road, at Stop E (25655 - Mitcham Road / Tooting Broadway Station <>, First Stop on LOR: 25655 - Mitcham Road / Tooting Broadway 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:	Tooting Broadway.

TOOTING, ST. GEORGES HOSPITAL

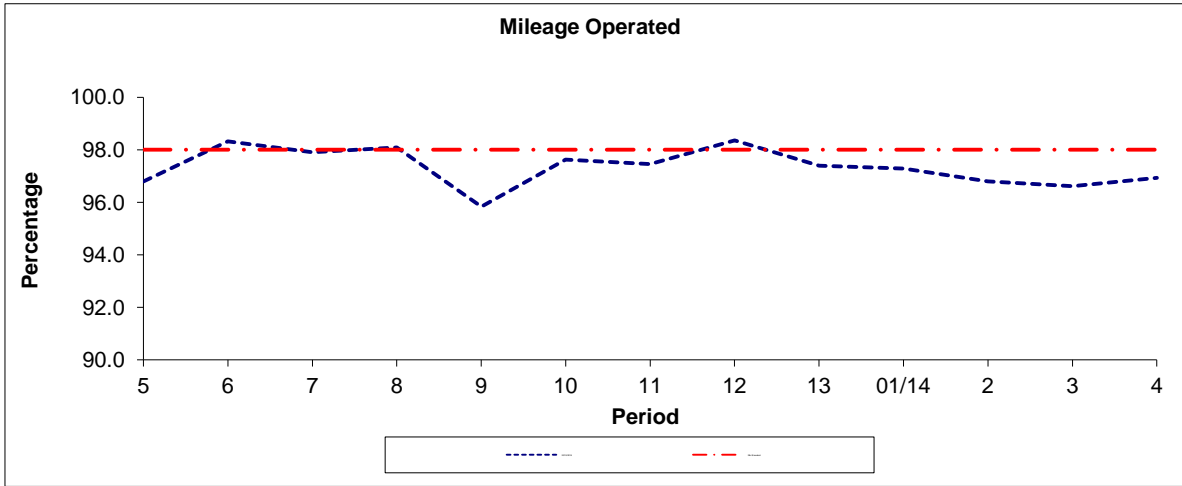
Public stand for five buses on the north side of Blackshaw Road, commencing opposite the centre line of Kenlor Road (north arm) and extending 75 metres.

Buses proceed from Blackshaw Road direct to stand, departing to Blackshaw Road. Set down in Blackshaw Road, at Stop HZ (LG58 - St George's Hospital, Last Stop on LOR: LG58 - St George's Hospital) and pick up in Blackshaw Road, at Stop HM (36658 - St George's Hospital, First Stop on LOR: 36658 - St George's Hospital).

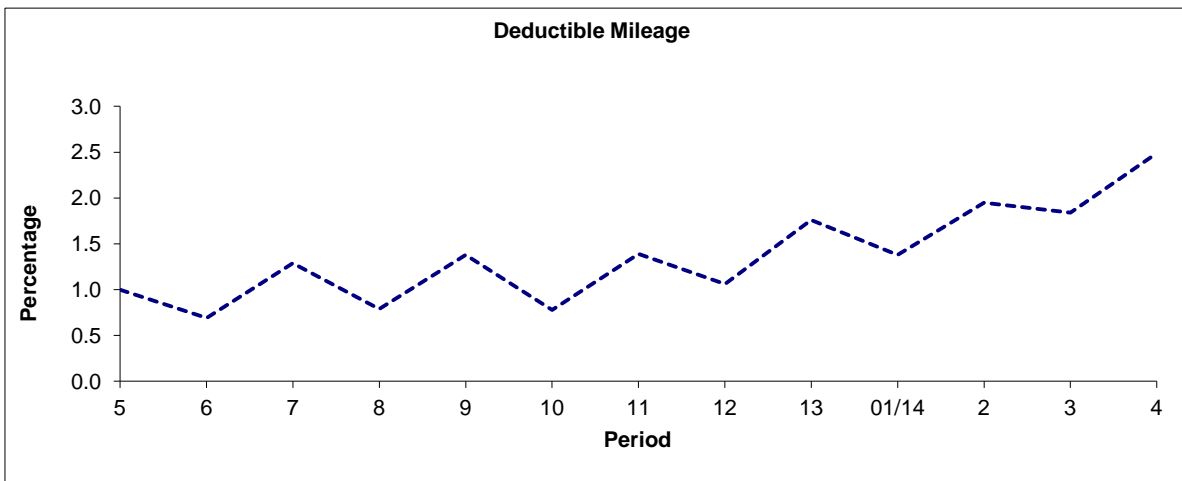
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 264 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Tooting, St George's Hospital.

PART B - PERFORMANCE STATISTICS

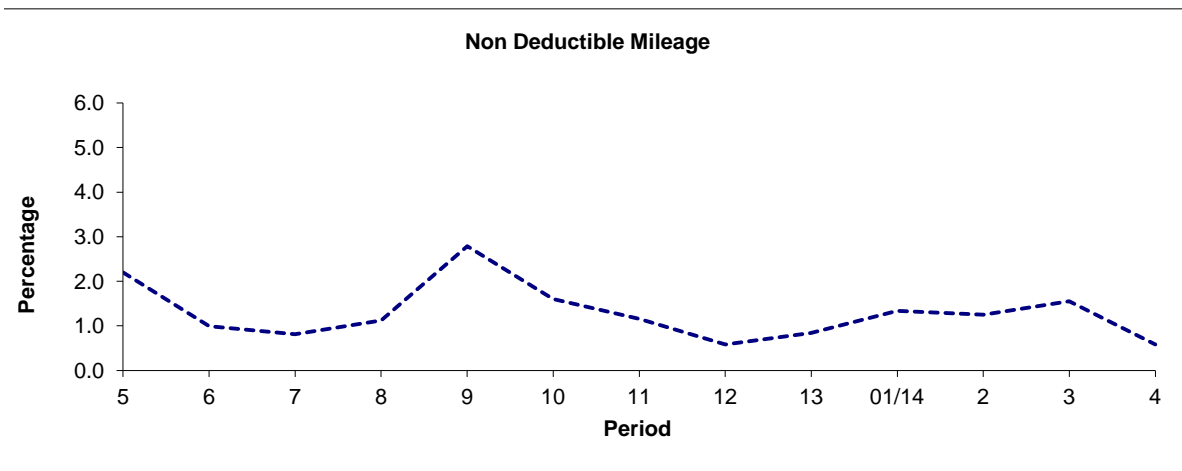
Route 264



Period	5	6	7	8	9	10	11	12	13	01/14	2	3	4
2013/2014	96.80	98.32	97.90	98.09	95.83	97.62	97.45	98.36	97.40	97.28	96.80	96.61	96.93
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	5	6	7	8	9	10	11	12	13	01/14	2	3	4
2013/2014	1.00	0.69	1.29	0.79	1.38	0.78	1.39	1.06	1.76	1.38	1.95	1.84	2.49

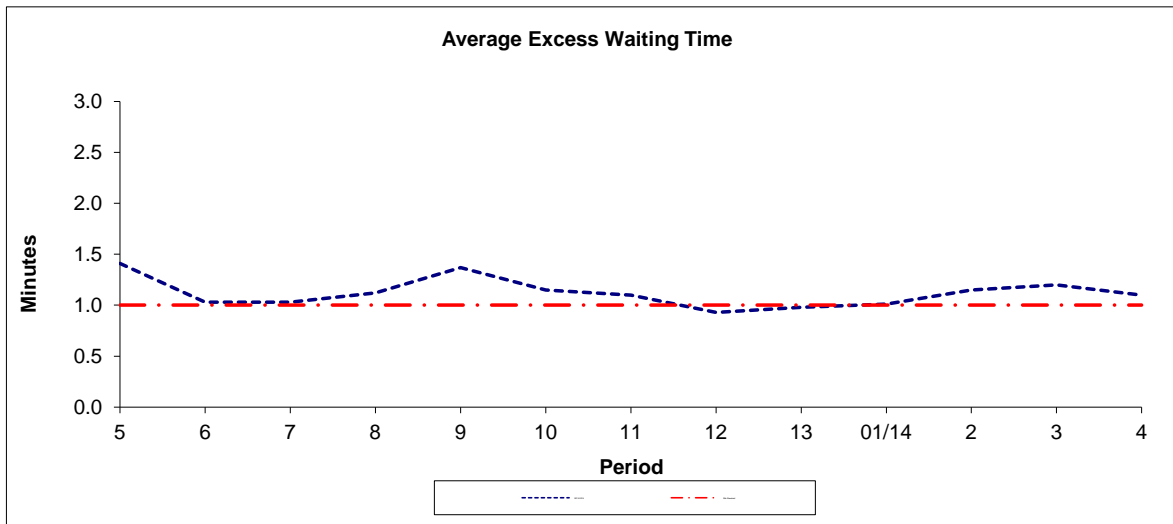


Period	5	6	7	8	9	10	11	12	13	01/14	2	3	4
2013/2014	2.20	0.99	0.81	1.12	2.79	1.60	1.16	0.58	0.84	1.34	1.25	1.55	0.58

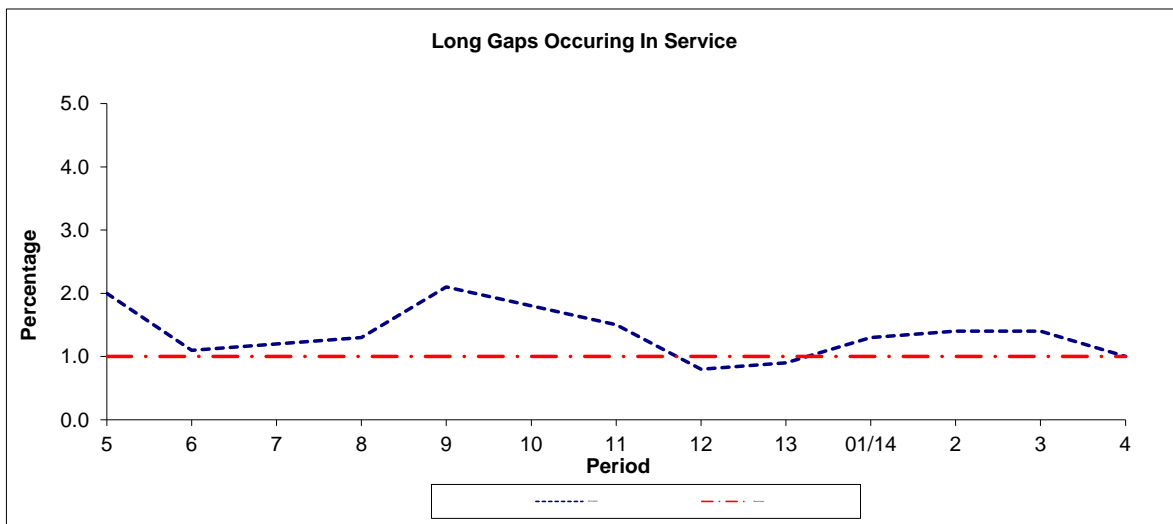
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 264



Period	5	6	7	8	9	10	11	12	13	01/14	2	3	4
2013-2014	1.41	1.03	1.03	1.12	1.37	1.15	1.10	0.93	0.98	1.01	1.15	1.20	1.10
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

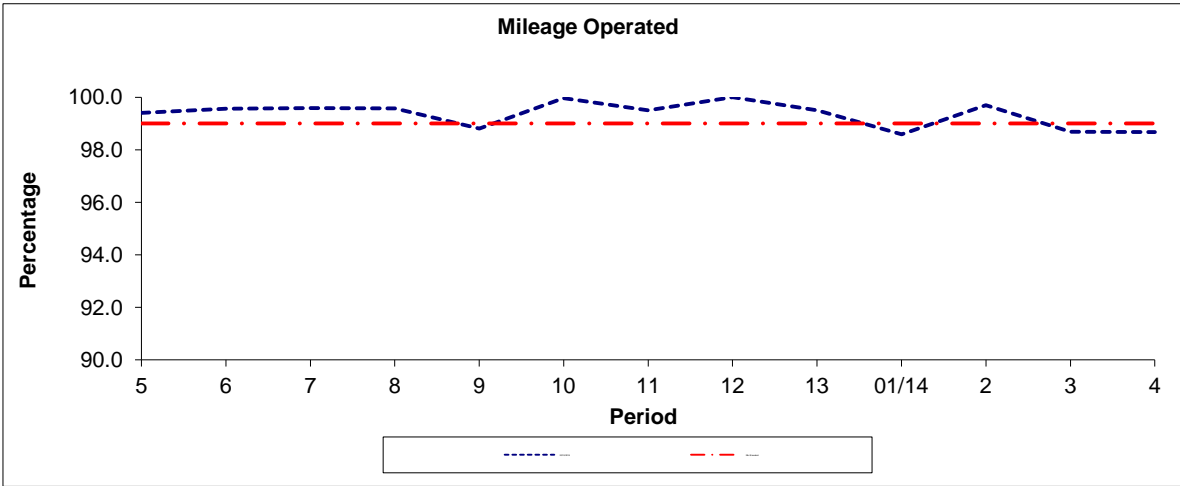


Period	5	6	7	8	9	10	11	12	13	01/14	2	3	4
2013-2014	2.0	1.1	1.2	1.3	2.1	1.8	1.5	0.8	0.9	1.3	1.4	1.4	1.0
Benchmark	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

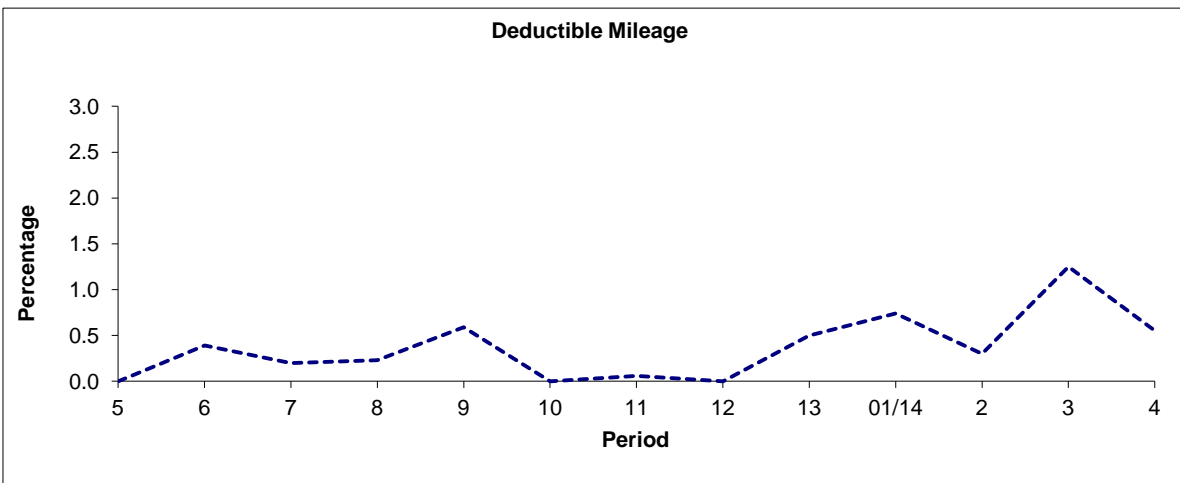
Note : Reliability is actual performance under full iBus (4 weeks data).
 Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

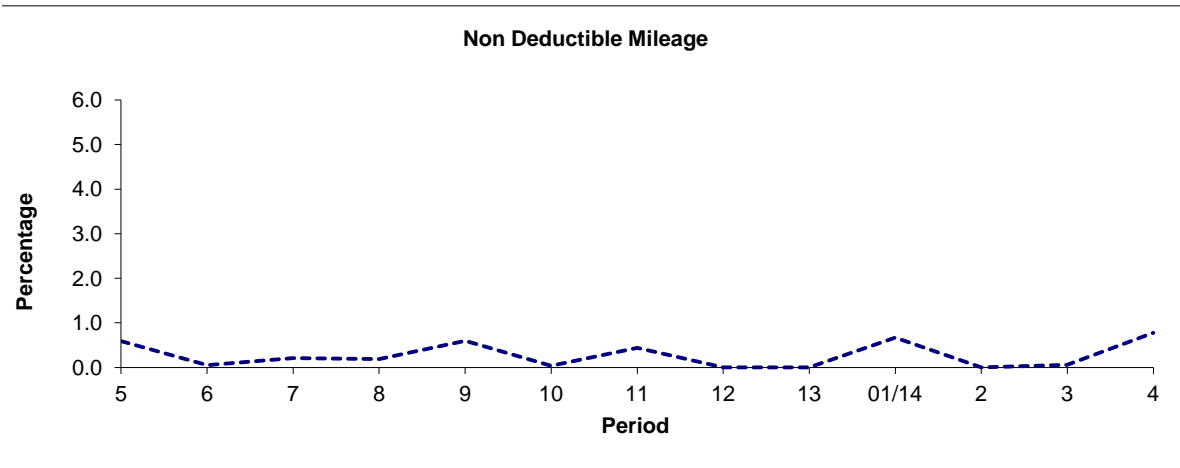
Route N264



Period	5	6	7	8	9	10	11	12	13	01/14	2	3	4
2013/2014	99.41	99.56	99.59	99.58	98.81	99.96	99.50	100.00	99.50	98.59	99.70	98.69	98.67
Min Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00



Period	5	6	7	8	9	10	11	12	13	01/14	2	3	4
2013/2014	0.00	0.39	0.20	0.23	0.59	0.00	0.06	0.00	0.50	0.74	0.30	1.25	0.55

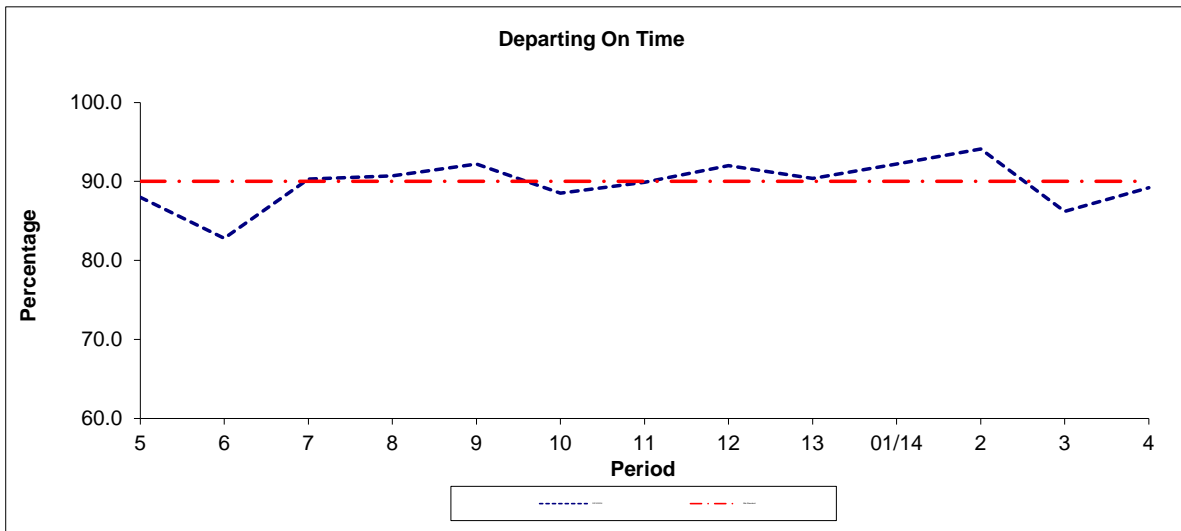


Period	5	6	7	8	9	10	11	12	13	01/14	2	3	4
2013/2014	0.59	0.05	0.21	0.19	0.60	0.04	0.44	0.00	0.00	0.67	0.00	0.06	0.78

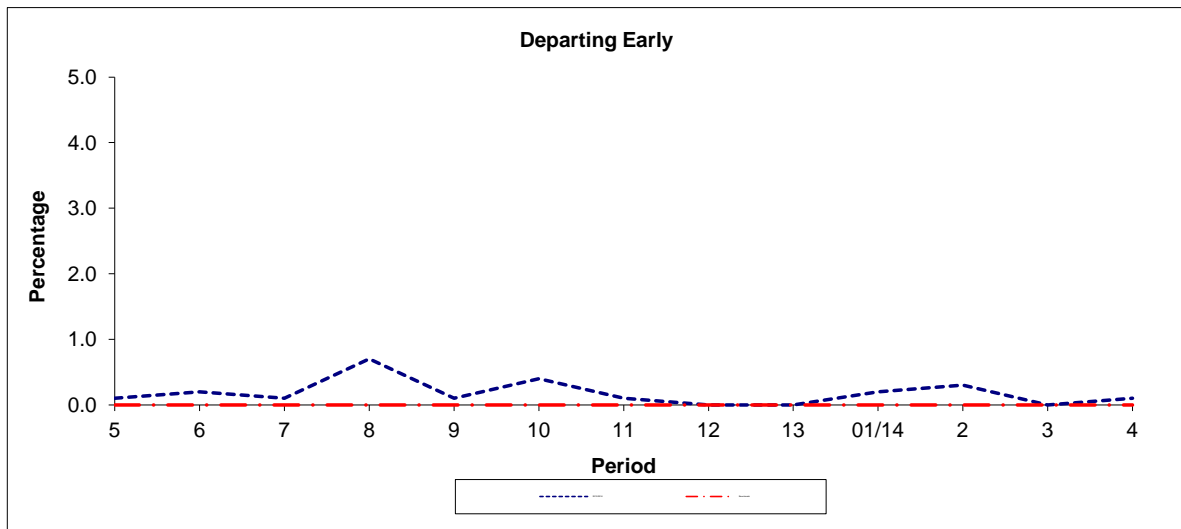
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route N264



Period	5	6	7	8	9	10	11	12	13	01/14	2	3	4
2013/2014	88.0	82.8	90.3	90.7	92.2	88.5	89.9	92.0	90.4	92.2	94.1	86.2	89.2
Min Standard	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0



Period	5	6	7	8	9	10	11	12	13	01/14	2	3	4
2013/2014	0.1	0.2	0.1	0.7	0.1	0.4	0.1	0.0	0.0	0.2	0.3	0.0	0.1
Benchmark	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

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

ROUTE 264 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 13/14 TO QUARTER 1 14/15 (22/06/13 - 20/06/14)

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	22,047.	95.4	6.79	0.69	7.47	75.1	23.4	1.4	0.1	0.3	53
0700 - 1000	45,837.	96.7	5.14	1.01	6.15	82.3	16.6	1.0	0.1	1.0	52
1000 - 1300	46,550.	96.5	5.02	0.82	5.84	84.5	14.8	0.6	0.1	0.7	57
1300 - 1600	45,755.	95.9	5.05	1.28	6.34	79.7	18.4	1.7	0.2	1.8	55
1600 - 1900	44,716.	94.6	5.13	1.73	6.86	75.6	21.2	2.7	0.5	2.9	76
1900 - 2200	34,297.	99.2	6.56	0.97	7.53	69.4	28.0	2.3	0.3	0.8	60
2200 - 2400	20,749.	99.1	7.56	0.46	8.01	65.5	33.0	1.3	0.2	0.1	47
Summary	259,951.	96.6	5.42	1.17	6.59	78.1	20.0	1.7	0.2	1.5	76

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	4,174.	98.6	7.94	0.34	8.27	65.6	33.3	1.1	0.1	0.0	45
0700 - 1000	7,824.	97.0	6.47	0.72	7.20	73.7	24.8	1.3	0.2	0.5	44
1000 - 1300	9,891.	96.3	5.17	0.97	6.14	82.1	16.6	1.1	0.2	1.1	46
1300 - 1600	9,822.	95.3	5.00	1.59	6.58	78.0	19.3	2.1	0.6	2.7	74
1600 - 1900	9,765.	96.9	5.06	1.14	6.20	81.9	16.8	1.1	0.2	1.2	65
1900 - 2200	7,122.	99.9	6.82	1.01	7.83	67.0	29.6	3.0	0.3	0.7	53
2200 - 2400	4,482.	98.7	7.56	0.50	8.06	65.1	33.2	1.6	0.2	0.2	43
Summary	53,080.	97.2	5.65	1.10	6.74	77.0	21.1	1.6	0.3	1.3	74

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	2,320.	98.2	14.42	0.59	15.01	38.9	33.7	23.1	4.3	1.2	69
0700 - 1000	6,622.	98.3	8.35	0.47	8.82	61.9	35.3	2.5	0.3	0.2	65
1000 - 1300	7,167.	98.9	7.58	0.47	8.06	64.5	33.2	2.0	0.3	0.3	47
1300 - 1600	7,270.	97.1	7.43	1.07	8.50	63.3	32.3	3.8	0.5	0.5	59
1600 - 1900	7,622.	97.2	7.17	1.03	8.20	65.6	31.0	2.8	0.6	0.8	61
1900 - 2200	7,298.	99.5	7.36	0.70	8.05	65.7	31.7	2.3	0.4	0.4	44
2200 - 2400	4,881.	99.3	7.56	0.35	7.91	66.0	33.2	0.8	0.0	0.0	34
Summary	43,180.	98.3	7.61	0.77	8.38	64.1	32.5	3.0	0.5	0.5	69

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	28,541.	96.1	7.36	0.64	8.00	71.9	25.1	2.6	0.4	0.3	69
0700 - 1000	60,283.	96.9	5.41	0.96	6.37	80.5	18.2	1.1	0.1	0.9	65
1000 - 1300	63,608.	96.8	5.33	0.81	6.14	81.8	17.2	0.9	0.1	0.7	57
1300 - 1600	62,847.	96.0	5.29	1.31	6.60	77.7	20.0	2.0	0.3	1.8	74
1600 - 1900	62,103.	95.3	5.32	1.60	6.92	75.4	21.7	2.5	0.5	2.5	76
1900 - 2200	48,717.	99.3	6.68	0.95	7.63	68.6	28.7	2.4	0.3	0.7	60
2200 - 2400	30,112.	99.1	7.56	0.45	8.01	65.5	33.1	1.3	0.1	0.1	47
Summary	356,211.	96.9	5.65	1.12	6.78	76.6	21.3	1.8	0.3	1.4	76

ROUTE N264 - FULL iBUS RESULTS BY TIME OF DAY

QUARTER 2 13/14 TO QUARTER 1 14/15 (22/06/13 - 20/06/14)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	20,465.	100.6	99.4	92.3	0.7	0.2	6.8
Summary	20,465.	100.6	99.4	92.3	0.7	0.2	6.8

SATURDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	4,175.	101.0	98.9	87.8	1.2	0.3	10.7
Summary	4,175.	101.0	98.9	87.8	1.2	0.3	10.7

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	4,551.	99.8	98.0	84.3	2.0	0.1	13.6
Summary	4,551.	99.8	98.0	84.3	2.0	0.1	13.6

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	29,191.	100.5	99.1	89.4	1.1	0.2	9.3
Summary	29,191.	100.5	99.1	89.4	1.1	0.2	9.3

Transport for London - QSI Points and Live Mileage List

Route 264 and N264
 Service change 29942
 Date 31/03/2012

QSI points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CROYKS	SL38	Taberner House		
	SL33	Park Street	213	0.13
	SL30	Whitgift Centre	398	0.25
WCROBS	R0850	West Croydon Bus Station	511	0.32
	8752	Ruskin Road	274	0.17
	BP1507	Church Street Tram Stop	443	0.28
	35230	Rectory Grove	350	0.22
	8557	Factory Lane	850	0.53
	27609	Leighton Street	138	0.09
	8764	Sumner Road	313	0.19
	15231	Priory Road	315	0.20
MCHRPE	8770	Lombard Roundabout	351	0.22
	8772	Ockley Road	238	0.15
	BP274	Brading Road	284	0.18
	8778	Therapia Lane / Croydon Cemetery	246	0.15
	8782	Rochford Way	326	0.20
	8784	Watneys Road	562	0.35
	8787	Beddington Lane	361	0.22
	8793	The Ravensbury Arms	953	0.59
	8794	Madeira Road	510	0.32
	8798	Three Kings Pond	175	0.11
MTCHFG	17574	Mitcham Fair Green	302	0.19
	R0676	Raleigh Gardens	258	0.16
	20599	Downe Road	327	0.20
	8806	Eveline Road	279	0.17
	8810	London Road / Figge's Marsh	521	0.32
	8812	Gorringe Park Avenue	257	0.16
TOOTSN	16	Tooting Station	233	0.14
	434	Mitcham Road / Tooting Station	187	0.12
	3197	Amen Corner	169	0.11
	R0275	Tooting / the Mitre	332	0.21
	8817	Bickley Street	239	0.15
TTBYMR	25286	Tooting Broadway Station	149	0.09
	BP3481	Garratt Lane / Tooting Broadway	209	0.13
	BP856	Fountain Road / Garratt Lane	444	0.28
	LG57	Cranmer Terrace	243	0.15
	36847	Kiln Mews	265	0.16
TOOTHP	LG58	St George's Hospital	261	0.16
Total Route Mileage - Out Direction			12486	7.76
			Metres	Miles

Transport for London - QSI Points and Live Mileage List

Route 264 and N264
 Service change 29942
 Date 31/03/2012

QSI points are highlighted.

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
TOOTHP	36658	St George's Hospital		
	25635	Nutwell Street	570	0.35
	4837	Tooting Broadway Station	205	0.13
TTBYMR	25655	Mitcham Road / Tooting Broadway Stn	269	0.17
	8816	Tooting / the Mitre	223	0.14
	29679	Amen Corner	238	0.15
TOOTSN	435	Tooting Station	421	0.26
	8813	Gorringe Park Avenue	407	0.25
	8811	London Road / Figge's Marsh	217	0.13
	8807	Eveline Road	377	0.23
	8803	Downe Road	491	0.31
MTCHFG	BP683	Mitcham Fair Green	452	0.28
	8797	Three Kings Pond	379	0.24
	8795	Madeira Road	198	0.12
	8792	The Ravensbury Arms	332	0.21
	8786	Beddington Lane	877	0.54
	8785	Watneys Road	634	0.39
	8781	Rochford Way	496	0.31
	8777	Therapia Lane / Croydon Cemetery	317	0.20
	BP273	Brading Road	251	0.16
	8771	Lombard Roundabout	274	0.17
MCHRPE	8769	Drake Road	186	0.12
	15232	Priory Road	309	0.19
	8763	Sumner Road	311	0.19
	27608	Factory Lane	510	0.32
	35229	Reeves Corner	592	0.37
	BP4620	Tamworth Road / Centrale Tram Stop	188	0.12
	7435	Ruskin Road	165	0.10
WCROBS	R0849	West Croydon Bus Station	228	0.14
	34317	Whitgift Centre	497	0.31
	BP1585	Park Street	620	0.39
CROYHF	34176	Croydon Flyover	273	0.17
Total Route Mileage - Back Direction			11507	7.15
			Metres	Miles