

## 1) SERVICE SPECIFICATION

Route: **264 & N264**

Contract Reference: **QC80403**

This Service Specification forms section 7 of the ITT and should be read in conjunction with the ITT document, Version 2.0, dated 5<sup>th</sup> March 2021.

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.

Terminus Points	West Croydon Bus Station and Tooting, St George's Hospital
Contract Basis	Incentivised
Commencement Date	Saturday 27/08/2022
End Date	Friday 24/08/2029
Early Termination Date <i>Subject to minimum 10 months notice</i>	Friday 21/08/2026
Vehicle Type	87 capacity, dual door, double deck vehicles
Current Maximum Approved Dimensions	10.4 metres long and 2.55 metres wide
New Vehicle Price Mandatory	Yes
Hybrid Price Required	Yes
Zero Emission Price Required	Yes
Advertising Rights	Operator
Minimum Performance Standard - Route No. 264	Average Excess Wait Time - No more than 0.90 minutes
Minimum Operated Mileage Standard - Route No. 264	No less than 98%
Minimum Performance Standard - Route No. N264	Departing on Time - No less than 90%
Minimum Operated Mileage Standard - Route No. N264	No less than 99%

The Date of Tender for this ITT is:

No later than 12 Noon on **Tuesday 24<sup>th</sup> August 2021**.

## **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 Nos. 264 & N264.

Tenderers should note that the following alterations (subject to consultation) are proposed as part of this Service Specification for introduction with the new Route Agreement:

- On Route No. 264, ex West Croydon Bus Station, the first departure is retimed from 0425 to 0445.
- On Route No. 264, ex Tooting, St. George's Hospital, the last departure is retimed from 0100 to 0055.
- On Route No. 264, on Sundays, ex Tooting, St. George's Hospital, the first departure is retimed from 0510 to 0455 to be standardised with Mondays to Saturdays.

In addition, three options are specified:

### **Option 1**

- No changes are proposed to the hours and days/nights of operation of Route Nos. 264 & N264.

### **Option 2**

- Route No. N264 is revised to operate on weekend nights only.
- On Route No. N264, the traffic day is shortened as the traffic day on Route No. 264 is extended (please see Options 2 and 3 below).

### **Option 3**

- Route No. N264 is withdrawn.

### **Options 2 and 3**

- On Route No. 264, the traffic day is extended. Two additional trips are specified in the morning at 0345 and 0415 ex West Croydon Bus Station and at 0355 and 0425 ex Tooting, St. George's Hospital. One additional trip is specified in the evening at 0125 ex Tooting, St. George's Hospital.

### **Options 1 and 2**

- On Route No. N264, departures are re-timed to better interwork with Route No. 264 and for even headways.
- 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.**

## 2) NOTES - continued

**Tenderers should provide the following prices based on a 7 year fixed term contract:**

1. Annual diesel-electric hybrid
2. Annual Zero Emission

For zero emission submissions, tenderers should outline the strategy they would adopt for recharging battery electric and/or refuelling hydrogen buses, together with any other operational and infrastructure assumptions, within the tender submission.

**Tenderers are encouraged to offer alternative vehicle options in accordance with Part 9 of their tender, including but not limited to:**

1. Vehicles that offer genuine increased capacity and are certified as such.
2. Existing zero emission vehicles or vehicles to a minimum of Euro VI emissions standards which are no greater than eight years old at contract commencement for the full contract term, with an early termination date on or prior to the Friday closest to the fourth anniversary of the Route Agreement commencement date, subject to a minimum of 10 months notice. Please note that existing diesel vehicles will NOT be considered for routes which are already operated by hybrid or zero emission vehicles.
3. Existing zero emission vehicles or vehicles to a minimum of Euro VI emissions standards which are no greater than ten years old at contract commencement for a 5 year contract term, with an early termination date on or prior to the Friday closest to the third anniversary of the Route Agreement commencement date, subject to a minimum of 10 months notice. Please note that existing diesel vehicles will NOT be considered for routes which are already operated by hybrid or zero emission vehicles.

If submitting bids based on electric vehicles, Tenderers are reminded of the revised charging equipment specification requirement applicable from Tranche 726.

Tenderers are reminded that price submitted for this Route Agreement will be subject to the revised CPA formula of 85% CPI (12 rolling months) and 15% fixed.

The welfare of bus drivers during their working day is essential, and appropriate locations for sign-on/off as well as meal reliefs should be identified with the bid. These locations should have appropriate facilities available for driver at the beginning and end of shifts to carry out their duties (including fitness for duty). For breaks and periods of rest between work there should be appropriate toilet provision (including the availability, condition and cleanliness) and suitable locations to take a break, Whilst the obligation to provide suitable facilities remains with the Tenderer, if there are any risks in not being able to supply these, the Tenderer must make LBSL aware in their bid or at any later stage when this becomes apparent.

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

#### 3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

##### OPTION 1

West Croydon Bus Station to Tooting, St George's Hospital			Tooting, St George's Hospital to West Croydon Bus Station		
First departure no later than 0445.			First departure no later than 0455.		
0440 - 0515	Every 30 minutes		0450 - 0625	Every 15 minutes	
0516 - 0615	Every 15 minutes		0626 - 1910	Every 12 minutes	
0616 - 1825	Every 12 minutes		1911 - 0100	Every 15 minutes	
1826 - 0030	Every 15 minutes				
Last departure no earlier than 0025.			Last departure no earlier than 0055.		
<b>Pinchpoints</b>					
Mitcham, Fair Green	0710 - 0910	12 minutes	Mitcham, Fair Green	0705 - 0905	12 minutes
	1500 - 1635	12 minutes		1505 - 1640	12 minutes

##### OPTIONS 2 & 3

West Croydon Bus Station to Tooting, St George's Hospital			Tooting, St George's Hospital to West Croydon Bus Station		
First departure no later than 0345.			First departure no later than 0355.		
0340 - 0515	Every 30 minutes		0350 - 0455	Every 30 minutes	
0516 - 0615	Every 15 minutes		0456 - 0625	Every 15 minutes	
0616 - 1825	Every 12 minutes		0626 - 1910	Every 12 minutes	
1826 - 0030	Every 15 minutes		1911 - 0055	Every 15 minutes	
			0056 - 0130	Every 30 minutes	
Last departure no earlier than 0025.			Last departure no earlier than 0125.		
<b>Pinchpoints</b>					
Mitcham, Fair Green	0710 - 0910	12 minutes	Mitcham, Fair Green	0705 - 0905	12 minutes
	1500 - 1635	12 minutes		1505 - 1640	12 minutes

**3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued**

**3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS**

**OPTION 1**

West Croydon Bus Station to Tooting, St George's Hospital			Tooting, St George's Hospital to West Croydon Bus Station		
First departure no later than 0445.			First departure no later than 0455.		
0440 - 0515	Every 30 minutes		0450 - 0855	Every 15 minutes	
0516 - 0845	Every 15 minutes		0856 - 1840	Every 12 minutes	
0846 - 1755	Every 12 minutes		1841 - 0100	Every 15 minutes	
1756 - 0030	Every 15 minutes				
Last departure no earlier than 0025.			Last departure no earlier than 0055.		
<b>Pinchpoints</b>					
Mitcham, Fair Green	0905 - 1105	12 minutes	Mitcham, Fair Green	0910 - 1110	12 minutes

**OPTIONS 2 & 3**

West Croydon Bus Station to Tooting, St George's Hospital			Tooting, St George's Hospital to West Croydon Bus Station		
First departure no later than 0345.			First departure no later than 0355.		
0340 - 0515	Every 30 minutes		0350 - 0455	Every 30 minutes	
0516 - 0845	Every 15 minutes		0456 - 0855	Every 15 minutes	
0846 - 1755	Every 12 minutes		0856 - 1840	Every 12 minutes	
1756 - 0030	Every 15 minutes		1841 - 0055	Every 15 minutes	
			0056 - 0130	Every 30 minutes	
Last departure no earlier than 0025.			Last departure no earlier than 0125.		
<b>Pinchpoints</b>					
Mitcham, Fair Green	0905 - 1105	12 minutes	Mitcham, Fair Green	0910 - 1110	12 minutes

**3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued**

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

**OPTION 1**

West Croydon Bus Station to Tooting, St George's Hospital			Tooting, St George's Hospital to West Croydon Bus Station		
First departure no later than 0445.			First departure no later than 0455.		
0440 - 0615	Every 30 minutes		0450 - 0625	Every 30 minutes	
0616 - 0755	Every 20 minutes		0626 - 0825	Every 20 minutes	
0756 - 0030	Every 15 minutes		0826 - 0100	Every 15 minutes	
Last departure no earlier than 0025.			Last departure no earlier than 0055.		
<b>Pinchpoints</b>					
Mitcham, Fair Green	1000 - 1130	15 minutes	Mitcham, Fair Green	0955 - 1125	15 minutes

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

**OPTIONS 2 & 3**

West Croydon Bus Station to Tooting, St George's Hospital			Tooting, St George's Hospital to West Croydon Bus Station		
First departure no later than 0345.			First departure no later than 0355.		
0340 - 0615	Every 30 minutes		0350 - 0625	Every 30 minutes	
0616 - 0755	Every 20 minutes		0626 - 0825	Every 20 minutes	
0756 - 0030	Every 15 minutes		0826 - 0055	Every 15 minutes	
			0056 - 0130	Every 30 minutes	
Last departure no earlier than 0025.			Last departure no earlier than 0125.		
<b>Pinchpoints</b>					
Mitcham, Fair Green	1000 - 1130	15 minutes	Mitcham, Fair Green	0955 - 1125	15 minutes

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

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

#### OPTION 1

##### 3.4) NIGHTLY

West Croydon Bus Station to Tooting, St George's Hospital		Tooting, St George's Hospital to West Croydon Bus Station	
First departure no later than 0045.		First departure no later than 0125.	
0040 - 0420	Every 30 minutes	0120 - 0430	Every 30 minutes
Last departure no earlier than 0415.		Last departure no earlier than 0425.	

**Tenderers must identify the cost of the Nightly element of this service separately.**

#### OPTION 2

##### 3.5) FRIDAY NIGHTS/SATURDAY MORNINGS TO SATURDAY NIGHTS/SUNDAY MORNINGS

West Croydon Bus Station to Tooting, St George's Hospital		Tooting, St George's Hospital to West Croydon Bus Station	
First departure no later than 0045.		First departure no later than 0155.	
0040 - 0320	Every 30 minutes	0150 - 0330	Every 30 minutes
Last departure no earlier than 0315.		Last departure no earlier than 0325.	

**Tenderers must identify the cost of the Nightly element of this service separately.**

#### **4) OPERATIONAL CONSIDERATIONS**

- 4.1) Options 1 & 2 - Route No. 264 should interwork with Route No. N264 to form a seamless 24 hour service.
- 4.2) Route Nos. 264 & N264 can suffer from unpredictable traffic delays in the Croydon, Mitcham and Tooting areas.
- 4.3) Croydon Town Centre will be re-generated. There will be disruption in the surrounding area and particularly on Wellesley Road. As a result of this re-generation, demand may increase for Route Nos. 264 & N264.
- 4.4) Queen's Square, which is located opposite Croydon Town Hall and Queen's Gardens on Katharine Street, will be re-generated.  
There are two phases as follows:

\* Phase 1 - includes the conversion and extension of the two existing office buildings including the 25-story St. George's House (the former Nestle tower) into a series of residential buildings of up to 28 stories high with 288 new homes. Construction work is in progress.

\* Phase 2 - includes the re-development of most of the site to provide a new town square opposite Croydon Town Hall along with a range of commercial uses which will include shops, restaurants, offices and other workspaces on the ground floor with new homes above.

There will be disruption on St George's Walk and Katharine Street and options are currently being explored to pedestrianise these roads and/or Croydon High Street which would have implications for Route Nos. 264 & N264 and other routes which operate via Croydon. As a result of this development, demand may increase for Route Nos. 264 & N264.

#### **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 264: West Croydon Bus Station - Tooting, St Georges Hospital (24 hour service)**

**Date of Structural Change:** 27 August 2022.

**Date of Service Change:** 27 August 2022.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Tooting, St Georges Hospital:** 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, Commonsides West, Upper Green East, London Road, Mitcham Road, Tooting Broadway, Garratt Lane, Fountain Road, Blackshaw Road.

**Towards West Croydon Bus Station:** Blackshaw Road, Tooting High Street, Tooting Broadway, Mitcham Road, London Road, Upper Green East (Southern Arm), Commonsides West, Croydon Road, Mitcham Road, Lombard Roundabout, Mitcham Road, Roman Way, Reeves Corner (Western Arm), Tamworth Road, Station Road, West Croydon Bus Station.

### **AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS**

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

### **WEST CROYDON BUS STATION**

Private stand for 13 buses in West Croydon Bus Station on east side of Station Road. Buses proceed from West Croydon Bus Station via Station Road and West Croydon Bus Station to stand, departing via West Croydon Bus Station to Station Road. Set down in West Croydon Bus Station, at stop B2 (BP6116 - West Croydon Bus Station, Last Stop on LOR: BP6116 - West Croydon Bus Station) and pick up in Station Road, at stop B3 (BP6117 - West Croydon Bus Station, First Stop on LOR: BP6117 - West Croydon Bus Station).

<b>AVAILABILITY:</b>	At any time.
<b>OPERATING RESTRICTIONS:</b>	No more than 2 buses on Route 264 should be scheduled to stand at any one time.
<b>MEAL RELIEFS:</b>	No meal relief vehicles to stand at any time.
<b>FERRY VEHICLES:</b>	No ferry vehicles to park on stand at any time.
<b>BLIND DISPLAY:</b>	West Croydon.

## **MITCHAM ROAD, PURLEY WAY**

### 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: BP273 - Brading Road) and pick up in Mitcham Road, at Stop L (8772 - Ockley Road, First Stop on LOR: 8772 - Ockley Road).

### From West Croydon Bus Station.

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).

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

## **MITCHAM, FAIR GREEN**

### From Tooting, St Georges Hospital.

Buses proceed from Upper Green East via Commonsides West departing to Upper Green East. Set down in Upper Green East, at stop H (BP683 - Upper Green East, Last Stop on LOR: BP683 - Upper Green East) and pick up in Upper Green East, at stop I (17574 - Upper Green East, First Stop on LOR: 17574 - Upper Green East).

### From West Croydon Bus Station.

Buses proceed from London Road departing to London Road. Set down in London Road, at stop A (20599 - Downe Road / Mitcham Library, Last Stop on LOR: 20599 - Downe Road / Mitcham Library) and pick up in London Road, at stop B (8803 - Downe Road / Mitcham Library, First Stop on LOR: 8803 - Downe Road / Mitcham Library).

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

## **TOOTING BROADWAY, LONGMEAD ROAD (from West Croydon Bus Station)**

Buses proceed from Mitcham Road via Longmead Road departing 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 Stn <>, First Stop on LOR: 25655 - Mitcham Road / Tooting Broadway Stn <>).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
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.

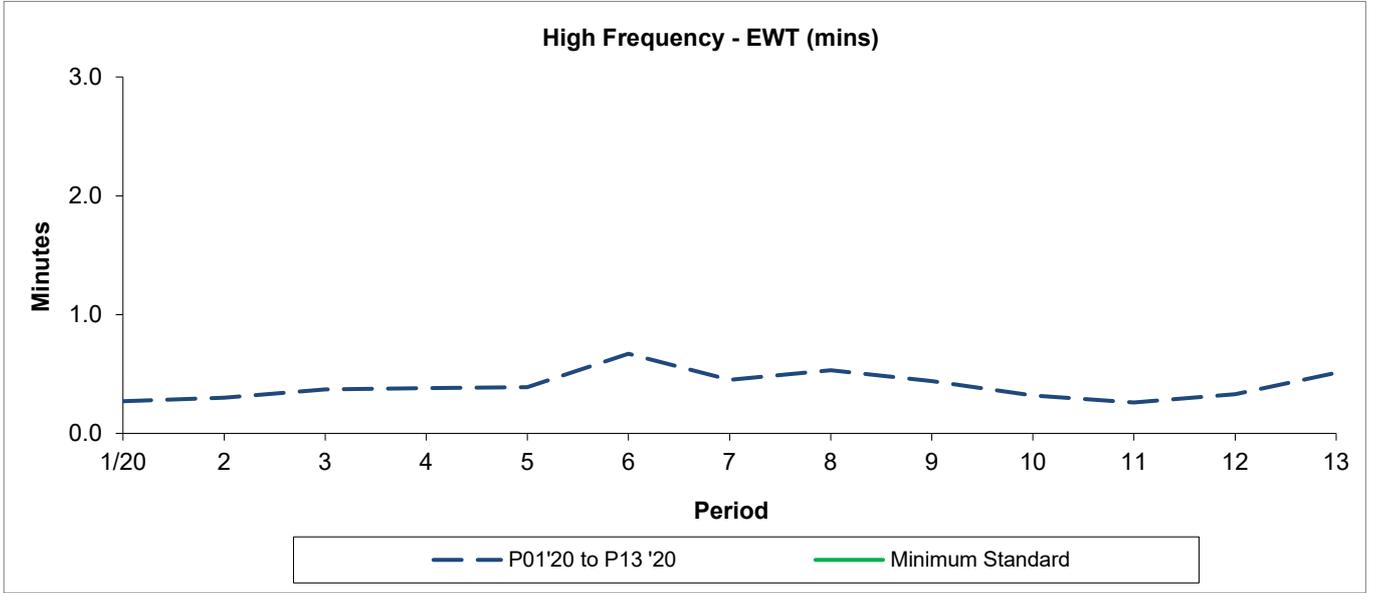
Buses proceed from Blackshaw Road direct to stand, departing to Blackshaw Road. Set down in Blackshaw Road, at Stop HZ (LG58 - St George's Hospital, Last Stop on LOR: LG58 - St George's Hospital) and pick up in Blackshaw Road, at Stop HM (36658 - St George's Hospital, First Stop on LOR: 36658 - St George's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

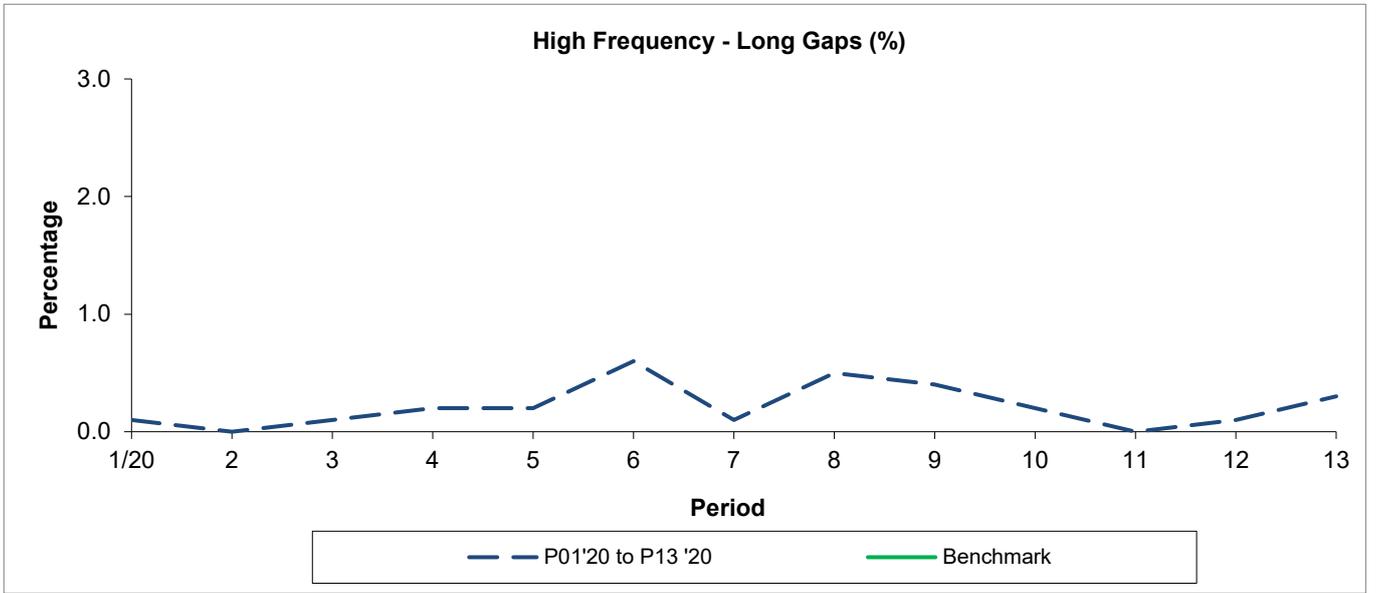
Period Trend Performance Graphs

# Route 264

**Reliability Performance**



Period	1/20	2	3	4	5	6	7	8	9	10	11	12	13
P01'20 to P13 '20	0.27	0.30	0.37	0.38	0.39	0.67	0.45	0.53	0.44	0.32	0.26	0.33	0.51
Minimum Standard													



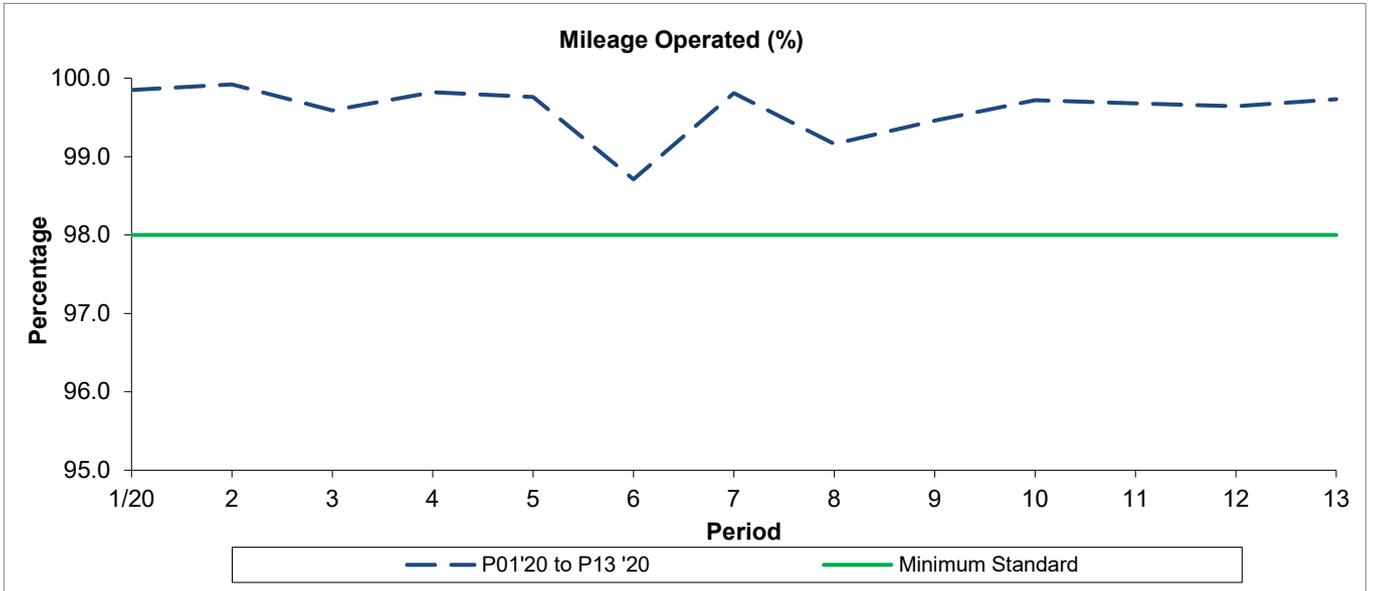
Period	1/20	2	3	4	5	6	7	8	9	10	11	12	13
P01'20 to P13 '20	0.10	0.00	0.10	0.20	0.20	0.60	0.10	0.50	0.40	0.20	0.00	0.10	0.30
Benchmark													

Minimum Standards and Benchmarks are those applicable under the new contract.

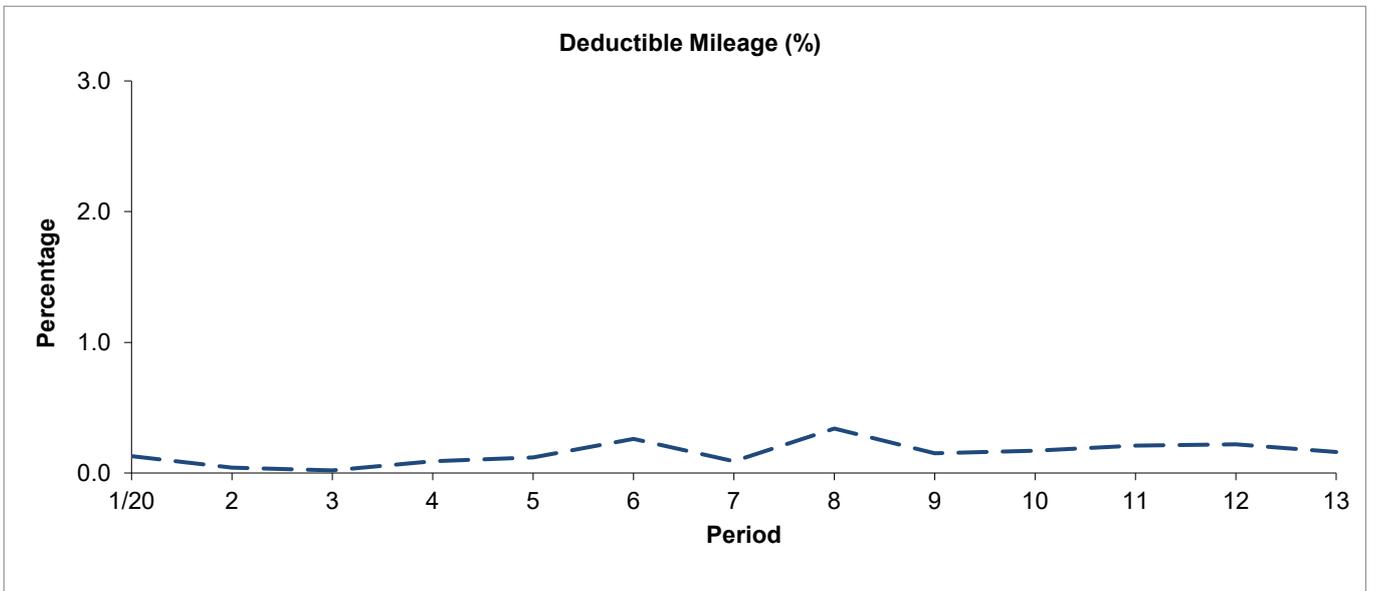
Period Trend Performance Graphs

# Route 264

**Mileage Performance**



Period	1/20	2	3	4	5	6	7	8	9	10	11	12	13
P01'20 to P13 '20	99.85	99.92	99.59	99.82	99.76	98.71	99.81	99.16	99.46	99.72	99.68	99.64	99.73
Minimum 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

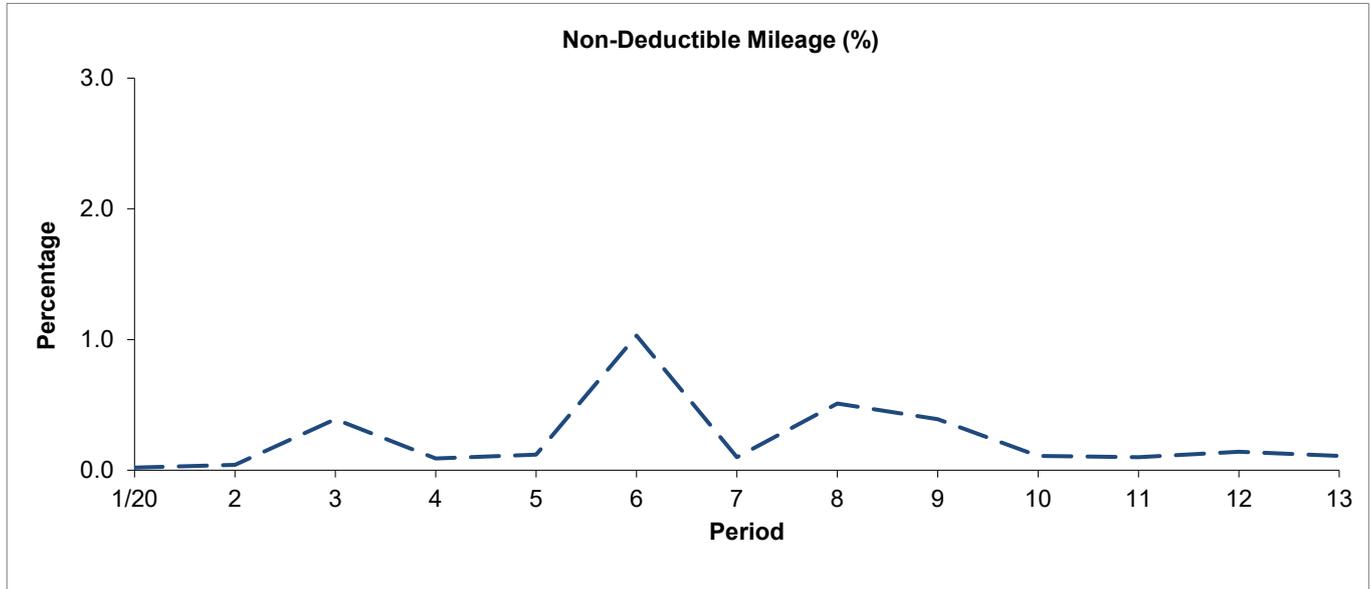


Period	1/20	2	3	4	5	6	7	8	9	10	11	12	13
P01'20 to P13 '20	0.13	0.04	0.02	0.09	0.12	0.26	0.09	0.34	0.15	0.17	0.21	0.22	0.16

Period Trend Performance Graphs

# Route 264

Mileage Performance



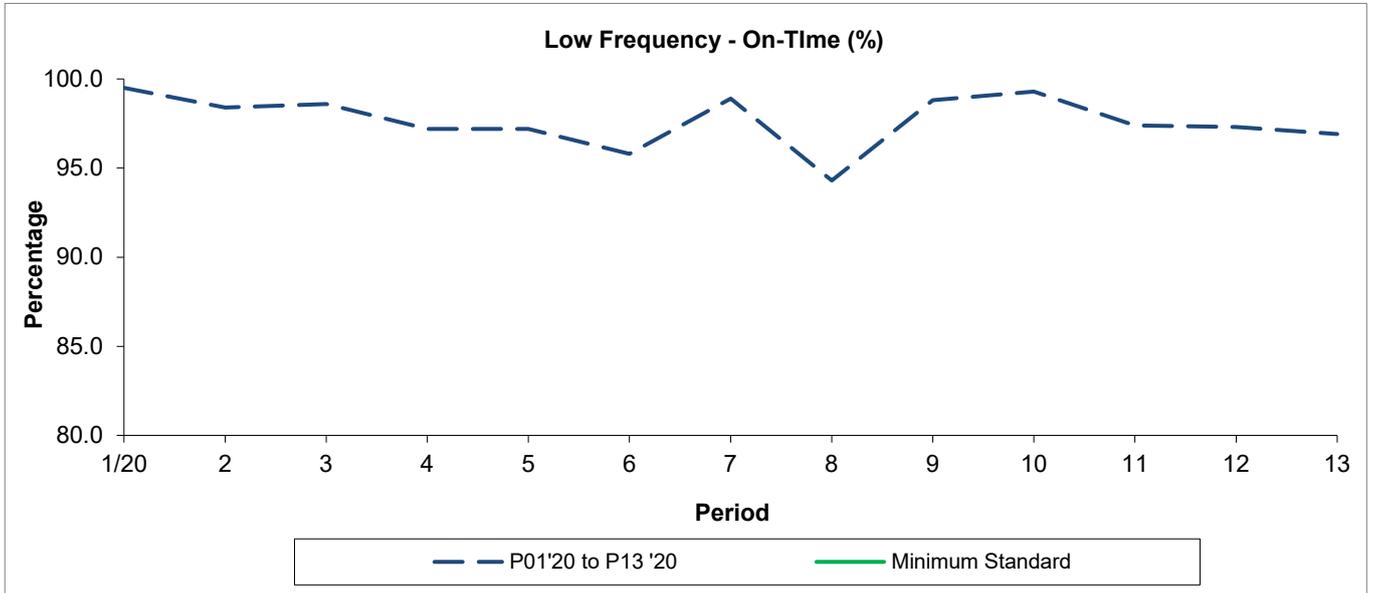
Period	1/20	2	3	4	5	6	7	8	9	10	11	12	13
P01'20 to P13 '20	0.02	0.04	0.39	0.09	0.12	1.03	0.10	0.51	0.39	0.11	0.10	0.14	0.11

Mileage Performance figures are based on four weeks data

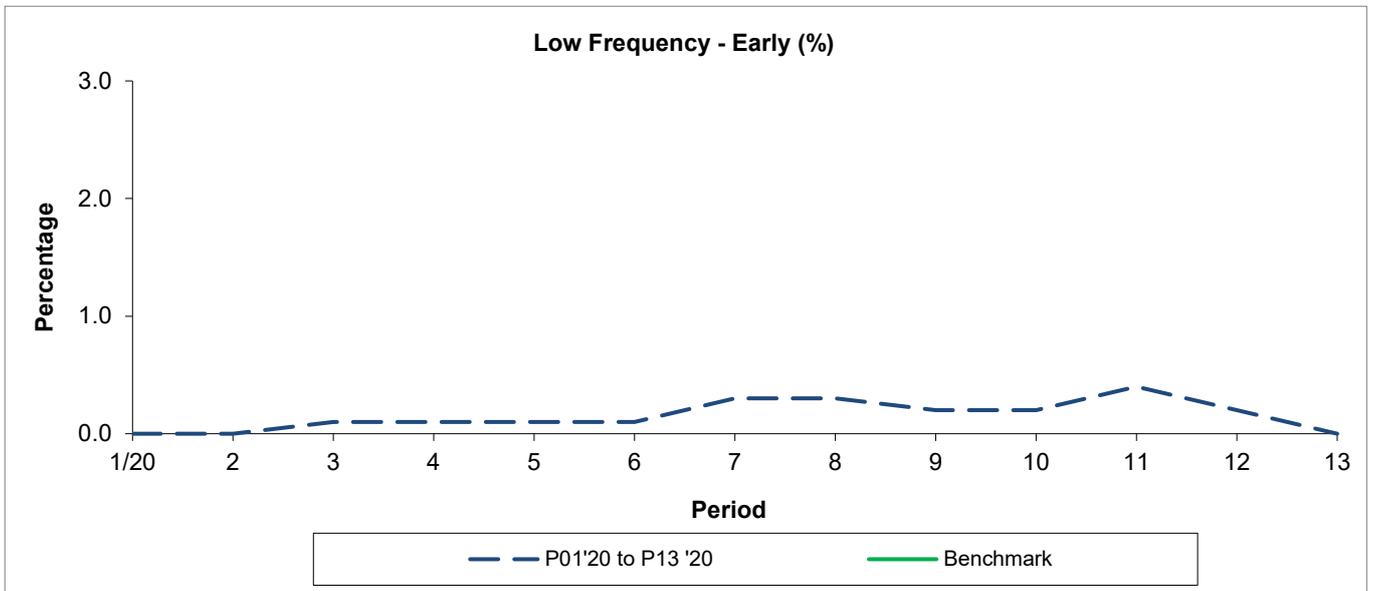
Period Trend Performance Graphs

# Route N264

**Reliability Performance**



Period	1/20	2	3	4	5	6	7	8	9	10	11	12	13
P01'20 to P13 '20	99.50	98.40	98.60	97.20	97.20	95.80	98.90	94.30	98.80	99.30	97.40	97.30	96.90
Minimum Standard													



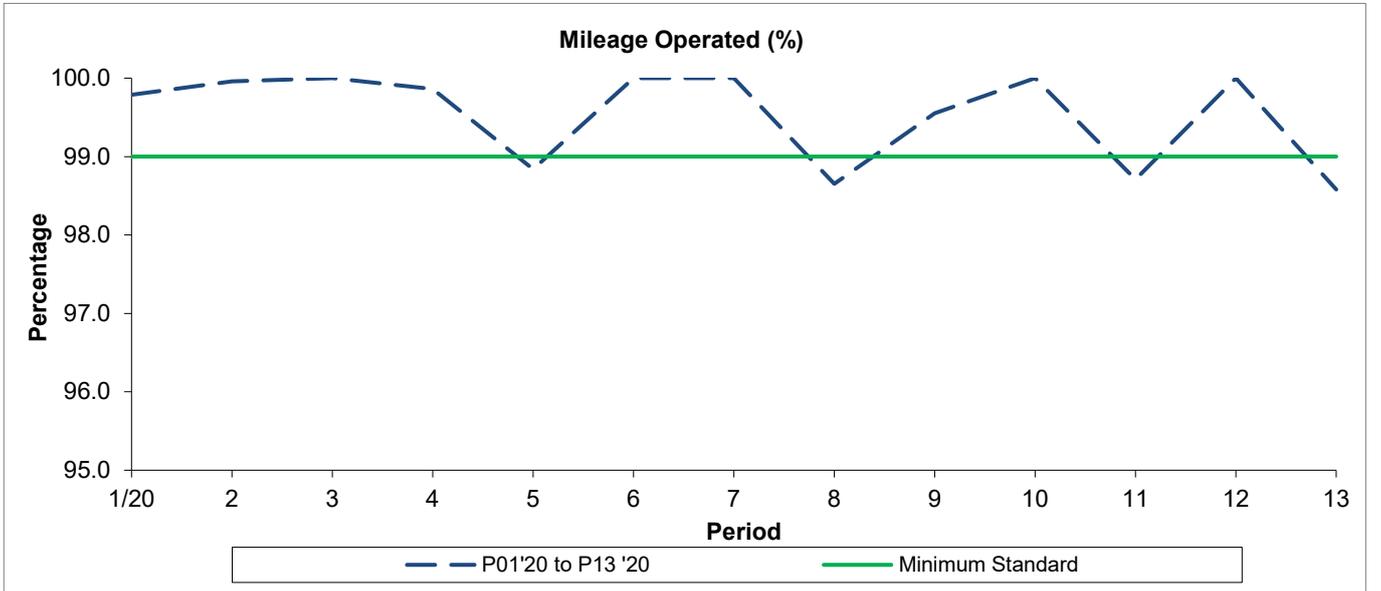
Period	1/20	2	3	4	5	6	7	8	9	10	11	12	13
P01'20 to P13 '20	0.00	0.00	0.10	0.10	0.10	0.10	0.30	0.30	0.20	0.20	0.40	0.20	0.00
Benchmark													

Minimum Standards and Benchmarks are those applicable under the new contract.

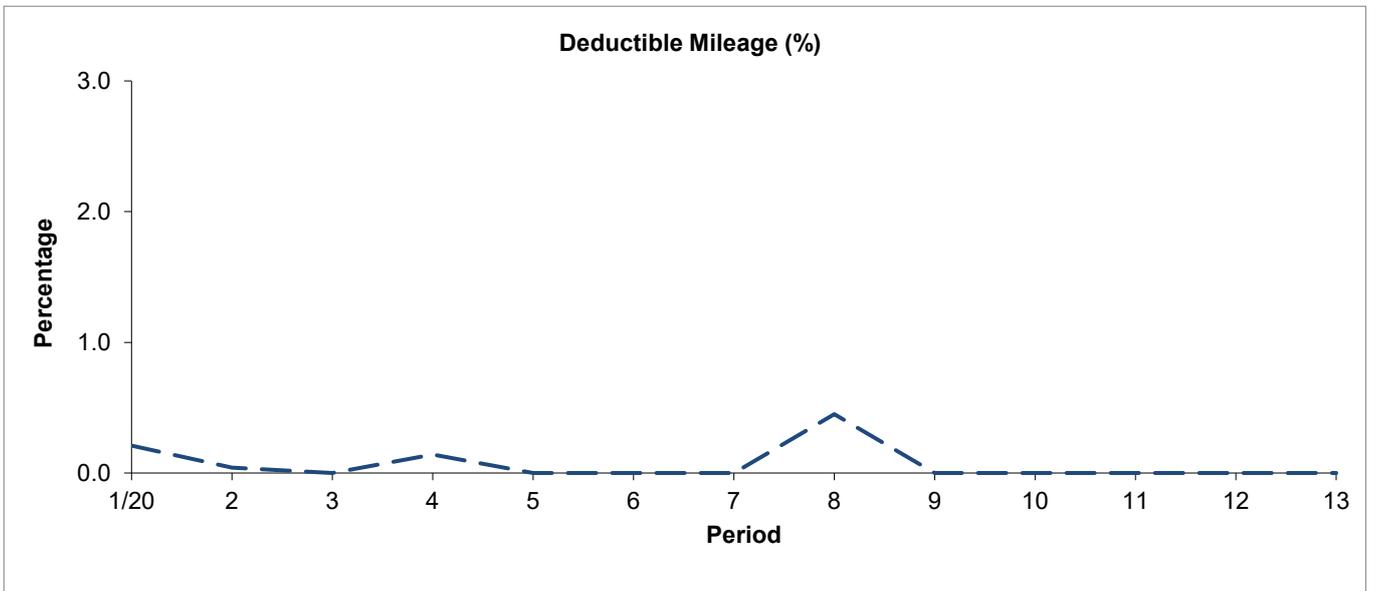
Period Trend Performance Graphs

# Route N264

**Mileage Performance**



Period	1/20	2	3	4	5	6	7	8	9	10	11	12	13
P01'20 to P13 '20	99.79	99.96	100.00	99.86	98.84	100.00	100.00	98.65	99.55	100.00	98.71	100.00	98.58
Minimum 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

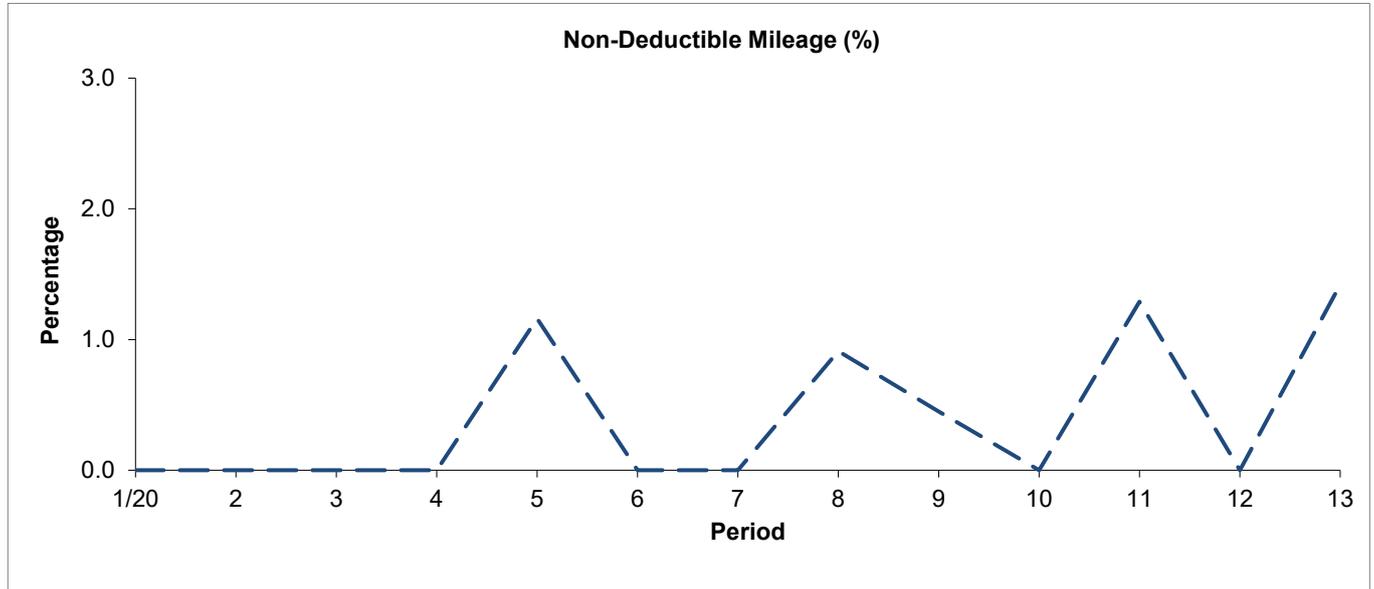


Period	1/20	2	3	4	5	6	7	8	9	10	11	12	13
P01'20 to P13 '20	0.21	0.04	0.00	0.14	0.00	0.00	0.00	0.45	0.00	0.00	0.00	0.00	0.00

Period Trend Performance Graphs

# Route N264

**Mileage Performance**



Period	1/20	2	3	4	5	6	7	8	9	10	11	12	13
P01'20 to P13 '20	0.00	0.00	0.00	0.00	1.16	0.00	0.00	0.91	0.45	0.00	1.29	0.00	1.42

Mileage Performance figures are based on four weeks data

**ROUTE 264 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTERS 01/20 to 04/20 (01/04/2020 to 31/03/2021)**

**MONDAY - FRIDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	14,474	14,575	100.7	8.08	0.26	8.33	69.1	28.4	2.3	0.2	0.1	45.2
07:00 - 10:00	29,810	29,354	98.5	6.06	0.42	6.48	79.3	19.9	0.7	0.1	0.3	54.0
10:00 - 13:00	27,785	27,640	99.5	6.28	0.39	6.67	76.9	22.5	0.5	0.1	0.2	43.5
13:00 - 16:00	27,965	27,436	98.1	6.30	0.51	6.81	76.2	22.9	0.8	0.2	0.4	61.2
16:00 - 19:00	27,146	27,558	101.5	6.30	0.49	6.79	75.9	23.3	0.7	0.1	0.3	56.9
19:00 - 22:00	24,361	24,152	99.1	7.10	0.40	7.49	68.6	30.6	0.8	0.1	0.2	52.1
22:00 - 24:00	15,552	15,411	99.1	7.38	0.23	7.61	67.4	32.1	0.4	0.0	0.0	46.4
<b>All Locations Summary</b>	<b>167,093</b>	<b>166,126</b>	<b>99.4</b>	<b>6.45</b>	<b>0.43</b>	<b>6.88</b>	<b>75.4</b>	<b>23.7</b>	<b>0.8</b>	<b>0.1</b>	<b>0.2</b>	<b>61.2</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	2,970	2,931	98.7	8.37	0.12	8.49	64.5	33.5	1.9	0.1	0.0	38.5
07:00 - 10:00	5,427	5,433	100.1	6.87	0.27	7.14	73.4	26.1	0.5	0.0	0.0	31.7
10:00 - 13:00	5,941	5,905	99.4	6.26	0.31	6.57	77.5	22.2	0.4	0.0	0.1	31.7
13:00 - 16:00	5,880	5,869	99.8	6.26	0.40	6.67	77.3	22.3	0.5	0.0	0.1	30.9
16:00 - 19:00	5,784	5,772	99.8	6.26	0.39	6.65	76.6	22.8	0.6	0.0	0.2	36.6
19:00 - 22:00	4,950	4,939	99.8	7.25	0.34	7.59	67.6	31.7	0.7	0.0	0.0	32.0
22:00 - 24:00	3,257	3,275	100.6	7.41	0.18	7.59	67.3	32.3	0.3	0.0	0.0	34.7
<b>All Locations Summary</b>	<b>34,209</b>	<b>34,124</b>	<b>99.8</b>	<b>6.59</b>	<b>0.34</b>	<b>6.92</b>	<b>74.5</b>	<b>25.0</b>	<b>0.5</b>	<b>0.0</b>	<b>0.1</b>	<b>38.5</b>

**SUNDAY AND BANK HOLIDAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	2,129	2,072	97.3	13.85	0.38	14.23	42.1	34.0	21.3	2.6	0.7	63.7
07:00 - 10:00	5,457	5,450	99.9	8.06	0.21	8.28	64.1	34.5	1.3	0.0	0.1	43.4
10:00 - 13:00	5,519	5,446	98.7	7.70	0.22	7.92	64.5	34.6	0.8	0.1	0.1	36.1
13:00 - 16:00	5,624	5,631	100.1	7.50	0.25	7.75	66.4	32.9	0.6	0.1	0.1	33.8
16:00 - 19:00	5,532	5,618	101.6	7.35	0.35	7.70	67.2	31.9	0.6	0.2	0.2	56.8
19:00 - 22:00	5,742	5,642	98.3	7.36	0.24	7.60	67.0	32.5	0.4	0.0	0.0	34.4
22:00 - 24:00	3,835	3,790	98.8	7.43	0.24	7.67	67.1	32.3	0.6	0.0	0.0	33.1
<b>All Locations Summary</b>	<b>33,838</b>	<b>33,649</b>	<b>99.4</b>	<b>7.71</b>	<b>0.27</b>	<b>7.98</b>	<b>65.4</b>	<b>33.1</b>	<b>1.3</b>	<b>0.2</b>	<b>0.1</b>	<b>63.7</b>

**ALL DAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	19,573	19,578	100.0	8.54	0.25	8.79	66.6	29.3	3.7	0.4	0.1	63.7
07:00 - 10:00	40,694	40,237	98.9	6.23	0.40	6.63	78.0	21.2	0.7	0.1	0.2	54.0
10:00 - 13:00	39,245	38,991	99.4	6.46	0.35	6.81	75.4	24.0	0.5	0.1	0.1	43.5
13:00 - 16:00	39,469	38,936	98.6	6.44	0.46	6.90	75.1	24.0	0.7	0.1	0.3	61.2
16:00 - 19:00	38,462	38,948	101.3	6.40	0.46	6.86	75.1	24.1	0.7	0.1	0.3	56.9
19:00 - 22:00	35,053	34,733	99.1	7.15	0.37	7.52	68.2	31.0	0.7	0.1	0.1	52.1
22:00 - 24:00	22,644	22,476	99.3	7.39	0.23	7.62	67.4	32.2	0.4	0.0	0.0	46.4
<b>All Locations Summary</b>	<b>235,140</b>	<b>233,899</b>	<b>99.5</b>	<b>6.60</b>	<b>0.40</b>	<b>7.00</b>	<b>74.3</b>	<b>24.9</b>	<b>0.8</b>	<b>0.1</b>	<b>0.2</b>	<b>63.7</b>

**ROUTE N264 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTERS 01/20 to 04/20 (01/04/2020 to 31/03/2021)**

**MONDAY - FRIDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	15,348	15,290	99.6	99.4	98.7	0.6	0.0	0.7
<b>All Locations Summary</b>	<b>15,348</b>	<b>15,290</b>	<b>99.6</b>	<b>99.4</b>	<b>98.7</b>	<b>0.6</b>	<b>0.0</b>	<b>0.7</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	3,182	3,172	99.7	99.4	98.4	0.3	0.0	1.2
<b>All Locations Summary</b>	<b>3,182</b>	<b>3,172</b>	<b>99.7</b>	<b>99.4</b>	<b>98.4</b>	<b>0.3</b>	<b>0.0</b>	<b>1.2</b>

**SUNDAY AND BANK HOLIDAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	3,529	3,506	99.3	99.0	94.6	2.1	0.5	2.8
<b>All Locations Summary</b>	<b>3,529</b>	<b>3,506</b>	<b>99.3</b>	<b>99.0</b>	<b>94.6</b>	<b>2.1</b>	<b>0.5</b>	<b>2.8</b>

**ALL DAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	22,059	21,968	99.6	99.3	97.7	0.9	0.2	1.3
<b>All Locations Summary</b>	<b>22,059</b>	<b>21,968</b>	<b>99.6</b>	<b>99.3</b>	<b>97.7</b>	<b>0.9</b>	<b>0.2</b>	<b>1.3</b>

## Transport for London - Live Mileage List

Route: 264 / N264

Service Change: 50234

Date: 02/11/2019

West Croydon Bu

Reason for Issue

QSI points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WCROBS	BP6117	West Croydon Bus Station		
	8752	Ruskin Road	261	0.16
	BP1507	Church Street Tram Stop	451	0.28
	35230	Rectory Grove	350	0.22
	8557	Factory Lane	850	0.53
	27609	Leighton Street	138	0.09
	8764	Sumner Road	341	0.21
	15231	Priory Road	287	0.18
MCHRPE	8770	Lombard Roundabout	351	0.22
	8772	Ockley Road	244	0.15
	BP274	Brading Road	278	0.17
	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	953	0.59
	8794	Madeira Road	526	0.33
	8798	Three Kings Pond	157	0.10
MTCHFG	17574	Upper Green East	304	0.19
	BP6098	Mitcham Fair Green	255	0.16
	20599	Downe Road / Mitcham Library	124	0.08
	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	230	0.14
	434	Mitcham Road / Tooting Station	190	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	Lambeth Cemetery	265	0.16
TOOTHP	LG58	St George's Hospital	261	0.16
Total Route Mileage - Out Direction			11153	6.93
			Metres	Miles

TfL RESTRICTED

s Station - Tooting, St George's  
Hospital**Tranche 804****New Contract**

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
		3198	Amen Corner	267	0.17
	TOOTSN	435	Tooting Station	392	0.24
		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 / Mitcham Library	491	0.31
	MTCHFG	BP6096	Mitcham Fair Green	176	0.11
		BP683	Upper Green East	168	0.10
		8797	Three Kings Pond	379	0.24
		8795	Madeira Road	198	0.12
		8792	The Ravensbury	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	285	0.18
	MCHRPE	8769	Drake Road	175	0.11
		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	BP6116	West Croydon Bus Station	260	0.16
Total Route Mileage - Back Direction				10041	6.24
				Metres	Miles