

7. Service Specification

Route: 213 & N213

Contract Reference: QC52504

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	Kingston, Fairfield Bus Station to Sutton, Bushey Road
Contract Basis	Incentivised
Commencement Date	2 nd July 2016
Vehicle Type	87 capacity, dual door, double deck
Current Maximum Approved Dimensions	10.1 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard - Route No. 213	Average Excess Wait Time - No more than 1.10 minutes
Extension Threshold - Route No. 213	Average Excess Wait Time Threshold - 1.00 minutes
Minimum Operated Mileage Standard - Route No. 213	No less than 98.00%
Departing On Time - Route No. N213	Departing on Time - No less than 90.00%
Minimum Operated Mileage Standard - Route No. N213	No less than 99.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 3rd August 2015

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. 213 & N213.

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:

- Evening frequencies on all days are increased from every 15 minutes to every 12 minutes.

Tenderers are also encouraged to offer two axle vehicles with a longer wheelbase and increased capacity, subject to route constraints. Tenders offering such vehicles will be welcomed and carefully considered by the Corporation. Triaxle vehicles are not being considered by the Corporation at this time.

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.**

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

Kingston, Fairfield Bus Station to Sutton, Bushey Road		Sutton, Bushey Road to Kingston, Fairfield Bus Station			
First departure no later than 0435.		First departure no later than 0445.			
0430 - 0515	Every 20 minutes	0440 - 0525	Every 20 minutes		
0516 - 0615	Every 12 minutes	0526 - 0600	Every 12 minutes		
0616 - 0635	Every 10 minutes	0601 - 0620	Every 10 minutes		
0636 - 1915	Every 8 minutes	0621 - 1910	Every 8 minutes		
1916 - 1935	Every 10 minutes	1911 - 1930	Every 10 minutes		
1936 - 0110	Every 12 minutes	1931 - 0035	Every 12 minutes		
Last departure no earlier than 0105.		Last departure no earlier than 0030.			
Pinchpoints					
Clarence Road, Coombe Girls School	0705 - 0905	8 minutes	Clarence Road, Coombe Girls School	0700 - 0900	8 minutes
	1500 - 1630	8 minutes		1505 - 1630	8 minutes

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

Clarence Avenue, Coombe Girls School to North Cheam, Queen Victoria, Cheam Common Road	
1540	One journey

Clarence, Avenue, Coombe Girls School to Kingston, Fairfield Bus Station	
1540	One journey

The journeys shown in Section 3.2 are specifically designed to meet the start and finish times of Coombe Girls School in the New Malden area.

Tenderers must identify the cost of the above journeys separately.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Kingston, Fairfield Bus Station to Sutton, Bushey Road			Sutton, Bushey Road to Kingston, Fairfield Bus Station		
First departure no later than 0435.			First departure no later than 0445.		
0430 - 0535	Every 20 minutes		0440 - 0545	Every 20 minutes	
0536 - 0750	Every 15 minutes		0546 - 0800	Every 15 minutes	
0751 - 0850	Every 12 minutes		0801 - 0845	Every 12 minutes	
0851 - 0900	Every 10 minutes		0846 - 0905	Every 10 minutes	
0901 - 1810	Every 8 minutes		0906 - 1815	Every 8 minutes	
1811 - 1830	Every 10 minutes		1816 - 1835	Every 10 minutes	
1831 - 0110	Every 12 minutes		1836 - 0035	Every 12 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0030.		
Pinchpoints					
North Cheam, Queen Victoria, Cheam Common	0925 - 1125	8 minutes	New Malden, Police Station, Malden Road	0935 - 1135	8 minutes

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

Kingston, Fairfield Bus Station to Sutton, Bushey Road			Sutton, Bushey Road to Kingston, Fairfield Bus Station		
First departure no later than 0435.			First departure no later than 0455.		
0430 - 0855	Every 20 minutes		0450 - 0835	Every 20 minutes	
0856 - 0925	Every 15 minutes		0836 - 0905	Every 15 minutes	
0926 - 0110	Every 12 minutes		0906 - 0035	Every 12 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0030.		
Pinchpoints					
North Cheam, Queen Victoria, Cheam Common	1005 - 1205	12 minutes	New Malden, Police Station, Malden Road	1005 - 1205	12 minutes

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

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.4) NIGHTLY

Kingston, Fairfield Bus Station to Sutton, Bushey Road	Sutton, Bushey Road to Kingston, Fairfield Bus Station
First departure no later than 0135.	First departure no later than 0055.
0130 - 0410 Every 30 minutes	0050 - 0430 Every 30 minutes
Last departure no earlier than 0405.	Last departure no earlier than 0425.

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 213 should interwork with Route No. N213 to provide a seamless 24 hour service.
- 4.2) Route No. 213 can be subject to traffic delays in the New Malden, Kingston and Sutton areas.

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 213: Kingston, Fairfield Bus Station - Sutton, Bushey Road (24 hour service)

Date of Structural Change: 2 July 2016.

Date of Service Change: 2 July 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Sutton, Bushey Road: Fairfield North, Wheatfield Way, Ashdown Road, Eden Street, Clarence Street, Cromwell Road, Queen Elizabeth Road, London Road, Kingston Hill, Galsworthy Road, Gloucester Road, Kenley Road, Clarence Avenue, Langley Grove, Coombe Road, New Malden High Street, Fountain Roundabout, Malden Road, Central Road, Cheam Common Road, Malden Road, The Broadway, Cheam High Street, Cheam Road, St Nicholas Way, Crown Road, Collingwood Road, Bushey Road (West Arm).

Towards Kingston, Fairfield Bus Station: Bushey Road (East Arm), Sutton High Street, Marshall's Road, Throwley Way, Carshalton Road, Chalk Pit Way, Sutton Court Road, Grove Road, Sutton Park Road, Cheam Road, Cheam High Street, The Broadway, Malden Road, Cheam Common Road, Central Road, Malden Road, Fountain Roundabout, New Malden High Street, Coombe Road, Langley Grove, Clarence Avenue, Kenley Road, Gloucester Road, Galsworthy Road, Kingston Hill, London Road, Fairfield North.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

KINGSTON, FAIRFIELD BUS STATION

Private stand for seven buses in marked bays in Fairfield Bus Station on south side of Fairfield North.

Buses proceed from Fairfield North via Fairfield Bus Station to stand, departing via Fairfield Bus Station to Fairfield North. Set down in Fairfield North, at Alighting Point (BP386 - Fairfield Bus Station, Last Stop on LOR: BP386 - Fairfield Bus Station) and pick up in Fairfield North, at Stop B2 (R0705 - Fairfield Bus Station, First Stop on LOR: R0705 - Fairfield Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 213 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:	Kingston.
OTHER INFORMATION:	Toilets available in bus station. Buses must be fitted with an audible reverse warning device.

KINGSTON, BIRKENHEAD AVENUE (from SUTTON, BUSHEY ROAD)

Buses proceed from London Road via Birkenhead Avenue and Queen Elizabeth Road departing to London Road. Set down in London Road, at stop NW (BP5305 - Gordon Road, Last Stop on LOR: BP5305 - Gordon Road) and pick up in London Road, at stop B (BP272 - Tiffin School / London Road, First Stop on LOR: BP272 - Tiffin School / London Road).

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

NEW MALDEN, DARLEY DRIVE

Public stand for two buses on east side of Darley Drive, commencing 27 metres north of Clarence Avenue and extending 35 metres north.

From Kingston, Fairfield Bus Station.

Buses proceed from Clarence Avenue via Langley Grove, Traps Lane, Buxton Drive and Darley Drive to stand, departing via Darley Drive to Clarence Avenue. Set down in Clarence Avenue (R0685 - Coombe Girls School, Last Stop on LOR: R0685 - Coombe Girls School) and pick up in Darley Drive (33675 - Darley Drive, First Stop on LOR: 33031 - Oak Road).

From Sutton, Bushey Road.

Buses proceed from Coombe Road via Traps Lane, Buxton Drive and Darley Drive to stand, departing via Darley Drive to Clarence Avenue. Set down in Coombe Road (33077 - Sycamore Grove, Last Stop on LOR: 33077 - Sycamore Grove) and pick up in Darley Drive (33675 - Darley Drive, First Stop on LOR: R0685 - Coombe Girls School).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None
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:	New Malden, Coombe Road.

NEW MALDEN, FOUNTAIN ROUNDABOUT (from SUTTON, BUSHEY ROAD)

Buses proceed from Malden Road via Fountain Roundabout departing to Malden Road. Set down in Malden Road, at Stop K (1790 - New Malden / The Fountain, Last Stop on LOR: 1790 - New Malden / The Fountain) and pick up in Malden Road, at Stop J (1789 - New Malden / The Fountain, First Stop on LOR: 1789 - New Malden / The Fountain).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	New Malden, Fountain Roundabout.

NORTH CHEAM, QUEEN VICTORIA, CHURCH HILL ROAD

Public stand for one bus on south side of Church Hill Road, commencing at the western boundary wall of No.281 and extending 10 metres east.

From Kingston, Fairfield Bus Station.

Buses proceed from Cheam Common Road via London Road, Senhouse Road and Church Hill Road to stand, departing via Church Hill Road to Malden Road. Set down in Cheam Common Road, at Stop B (8353 - North Cheam / Queen Victoria, Last Stop on LOR: 8353 - North Cheam / Queen Victoria) and pick up in Malden Road, at Stop G (29464 - North Cheam / Queen Victoria, First Stop on LOR: 29464 - North Cheam / Queen Victoria).

From Sutton, Bushey Road.

Buses proceed from Malden Road via London Road, Senhouse Road and Church Hill Road to stand, departing via Church Hill Road to Malden Road. Set down in Malden Road, at Stop G (29464 - North Cheam / Queen Victoria, Last Stop on LOR: 29464 - North Cheam / Queen Victoria) and pick up in Malden Road, at Stop J (10840 - Church Hill Road, First Stop on LOR: 10840 - Church Hill 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:	North Cheam.

CHEAM, ANNE BOLEYN'S WALK (from Kingston, Fairfield Bus Station)

Public stand for two buses on west side of Anne Boleyns Walk, commencing at a point 18 metres south of the southern kerbline of Ewell Road and extending 22 metres south.

Buses proceed from The Broadway via Station Way, Kingsway Road and Anne Boleyn's Walk to stand, departing via Anne Boleyn's Walk and Ewell Road to The Broadway. Set down in The Broadway, at Stop C (16716 - Cheam Broadway, Last Stop on LOR: 16716 - Cheam Broadway) and pick up in The Broadway, at Stop D (16715 - Cheam Broadway, First Stop on LOR: 16715 - Cheam Broadway).

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:	Cheam.

SUTTON, BUSHEY ROAD

Public stand on north side of Bushey Road (western arm) in two parts:

1. Commencing 14 metres west of the centre line of Bushey Lane and extending 29 metres west.

2. Commencing opposite 125/135 Bushey Road and extending 17 metres west.

Buses proceed from Bushey Road (West Arm) direct to stand, departing via Bushey Road (West Arm) and Bushey Lane to Bushey Road (East Arm). Set down in Bushey Road (west Arm), at Stop K (36783 - Sutton Bus Garage, Last Stop on LOR: 36783 - Sutton Bus Garage) and pick up in Bushey Road (east Arm) (18540 - Sutton Bus Garage, First Stop on LOR: 18540 - Sutton Bus Garage).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 213 should be scheduled to stand at any one time.

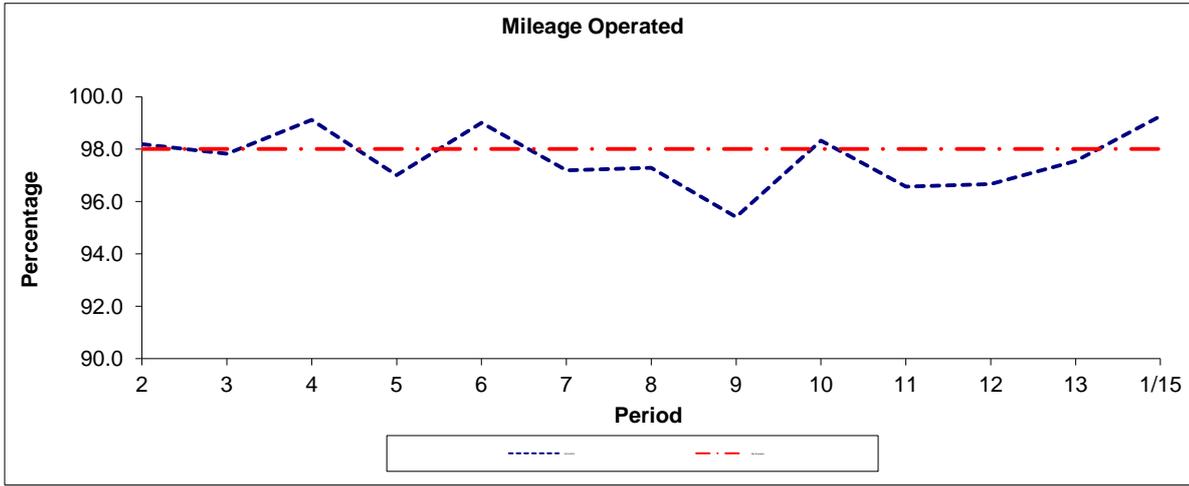
MEAL RELIEFS: No meal relief vehicles to stand at any time.

FERRY VEHICLES: No ferry vehicles to park on stand at any time.

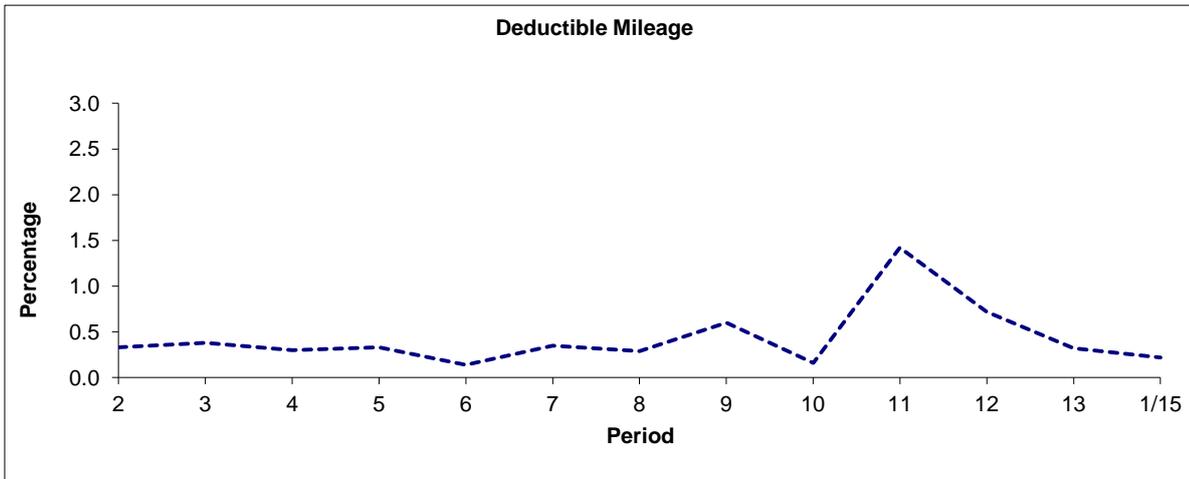
BLIND DISPLAY: Sutton, Bushey Road.

PART B - PERFORMANCE STATISTICS

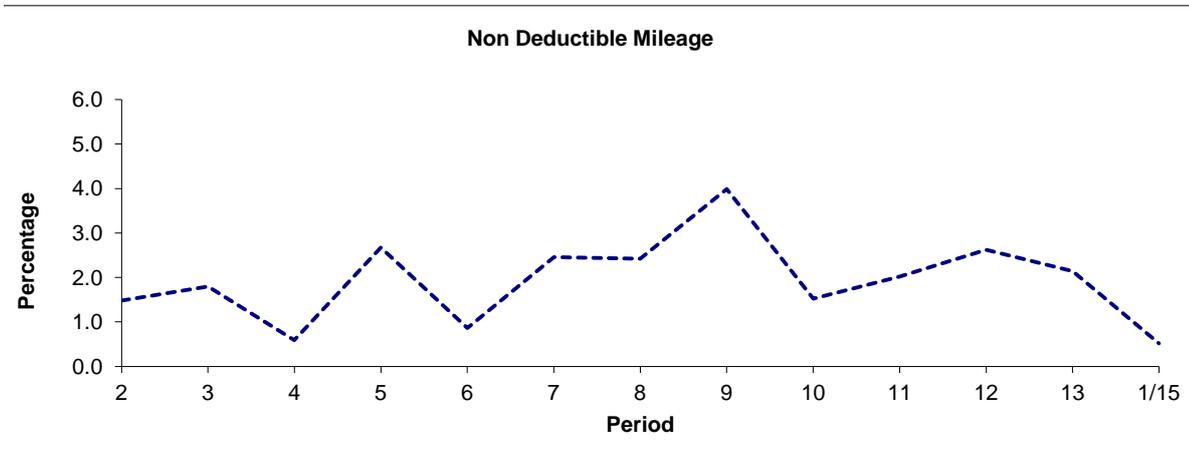
Route 213



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	98.19	97.82	99.11	97.00	99.00	97.19	97.29	95.41	98.32	96.56	96.66	97.54	99.26
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	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	0.33	0.38	0.30	0.33	0.14	0.35	0.29	0.60	0.16	1.42	0.72	0.32	0.22

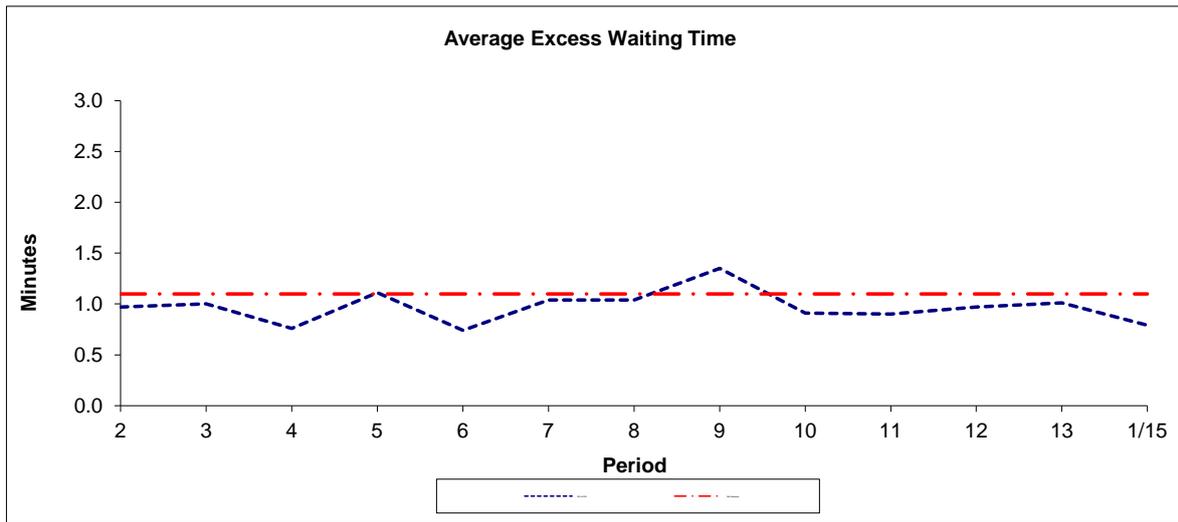


Period	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	1.48	1.80	0.59	2.67	0.86	2.46	2.42	3.99	1.52	2.02	2.62	2.14	0.52

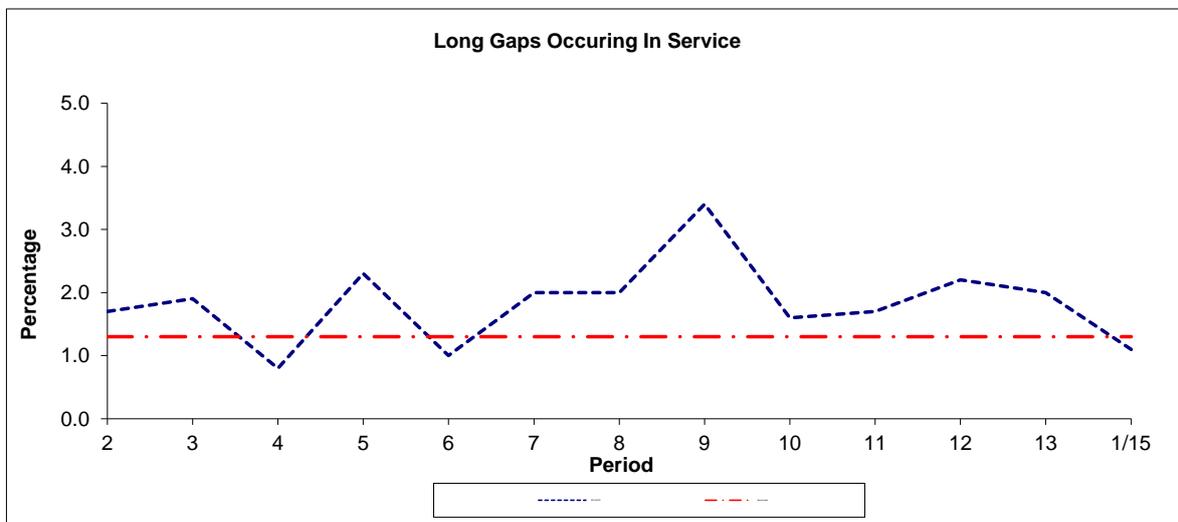
Note : Mileage is based on 4 weeks data
 Deductible mileage performance adversely affected by industrial action by drivers in periods 11 and 12.

PART B - PERFORMANCE STATISTICS

Route 213



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014-2015	0.97	1.00	0.76	1.11	0.74	1.04	1.04	1.35	0.91	0.90	0.97	1.01	0.79
Min Standard	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10

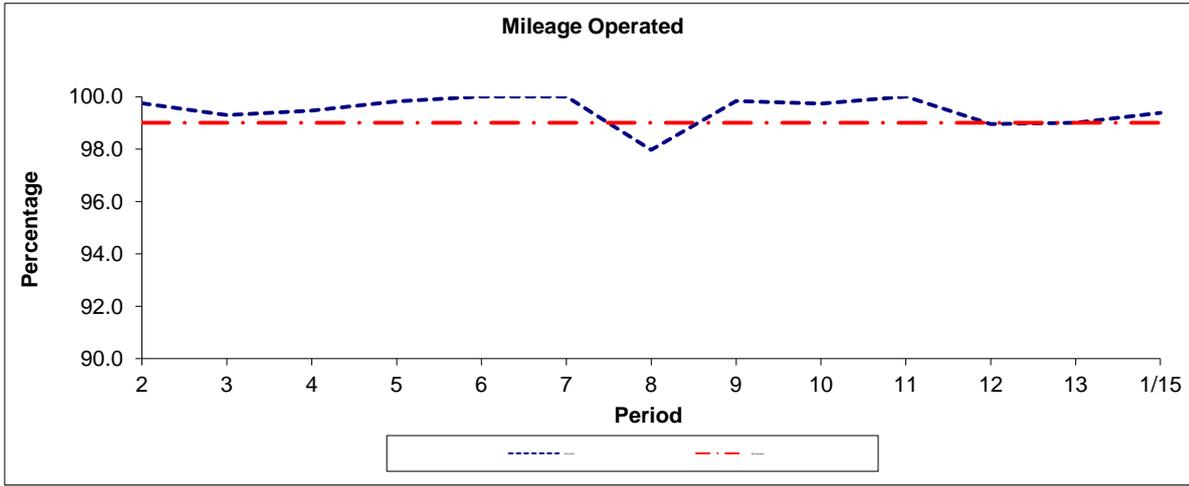


Period	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014-2015	1.7	1.9	0.8	2.3	1.0	2.0	2.0	3.4	1.6	1.7	2.2	2.0	1.1
Benchmark	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3

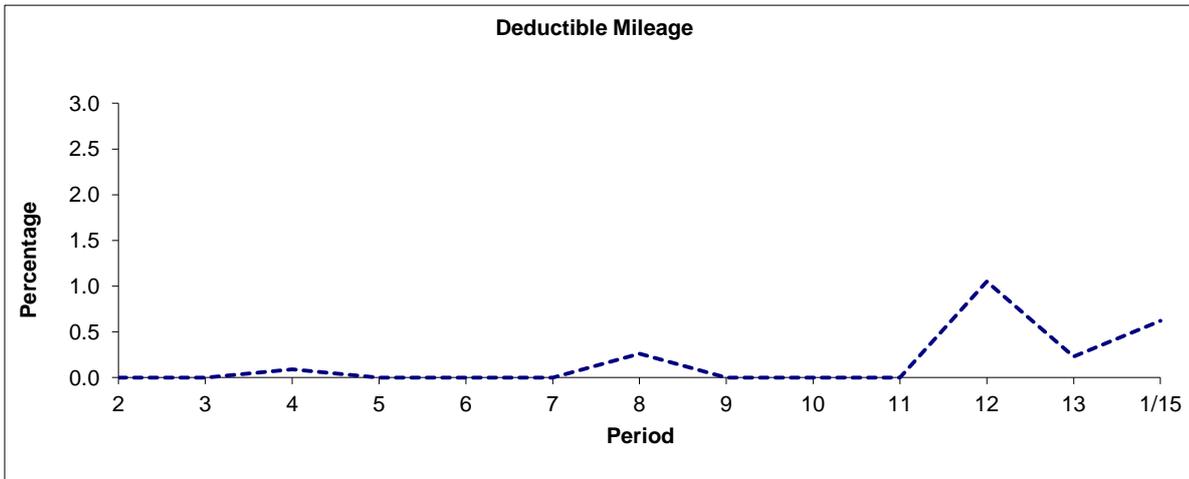
Note : Reliability is actual performance under full iBus (4 weeks data).
 Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

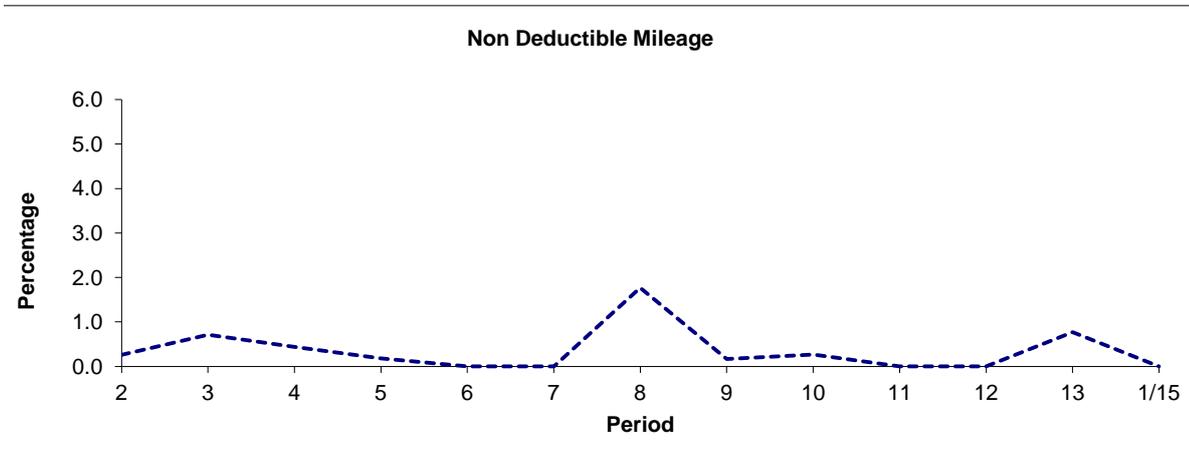
Route N213



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	99.74	99.29	99.47	99.82	100.00	100.00	97.97	99.83	99.73	100.00	98.95	99.00	99.38
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	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	0.00	0.00	0.09	0.00	0.00	0.00	0.26	0.00	0.00	0.00	1.05	0.23	0.62

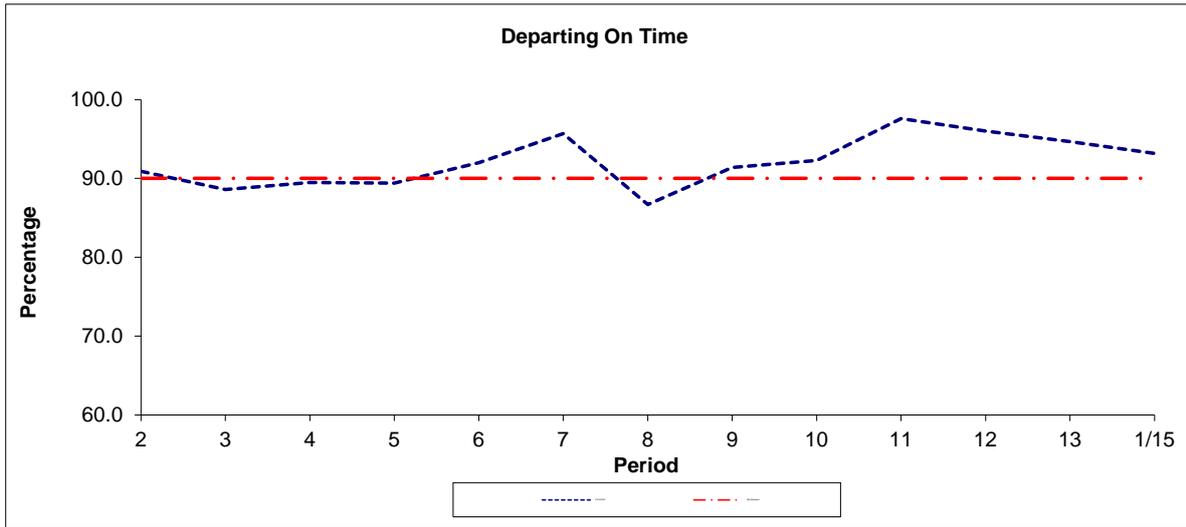


Period	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	0.26	0.71	0.44	0.18	0.00	0.00	1.77	0.17	0.27	0.00	0.00	0.77	0.00

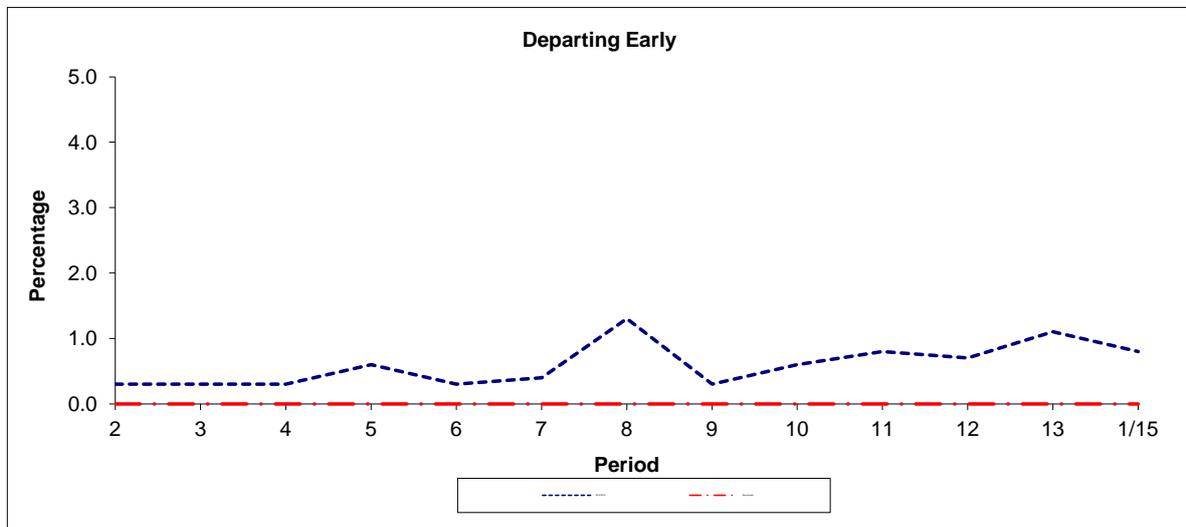
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route N213



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	90.90	88.60	89.50	89.40	92.00	95.70	86.70	91.40	92.30	97.60	96.00	94.70	93.20
Min Standard	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	0.3	0.3	0.3	0.6	0.3	0.4	1.3	0.3	0.6	0.8	0.7	1.1	0.8
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 213 - FULL iBUS RESULTS BY TIME OF DAY
 QUARTERS 1 TO 4 2014/15 (01/04/14 - 31/03/15)**

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	38,142.	97.8	6.21	0.32	6.53	82.4	16.7	0.9	0.0	0.1	43
0700 - 1000	89,063.	92.9	3.95	1.52	5.47	85.6	11.9	2.0	0.6	4.8	74
1000 - 1300	88,324.	97.5	4.00	0.94	4.94	91.1	8.4	0.4	0.1	1.4	50
1300 - 1600	90,015.	98.0	3.97	0.86	4.83	91.2	8.5	0.3	0.0	1.3	46
1600 - 1900	90,138.	97.9	3.94	1.14	5.08	89.2	10.0	0.7	0.1	2.3	47
1900 - 2200	61,642.	100.2	5.58	0.76	6.34	77.9	20.9	1.1	0.1	1.0	53
2200 - 2400	31,396.	101.0	7.47	0.31	7.78	66.8	32.4	0.8	0.0	0.1	46
Summary	488,720.	97.4	4.36	1.02	5.39	86.7	12.2	0.9	0.2	2.1	74

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	5,610.	99.6	8.68	0.09	8.77	61.1	37.3	1.6	0.0	0.0	35
0700 - 1000	13,440.	97.3	5.79	0.54	6.33	80.7	19.0	0.4	0.0	0.2	32
1000 - 1300	18,460.	99.1	4.00	0.75	4.75	92.2	7.5	0.2	0.1	1.0	48
1300 - 1600	18,680.	97.3	4.00	1.17	5.16	88.7	10.3	0.9	0.1	2.6	39
1600 - 1900	18,310.	99.5	4.04	0.73	4.77	91.7	8.1	0.2	0.0	0.8	37
1900 - 2200	10,432.	100.1	6.93	0.62	7.55	67.8	30.5	1.7	0.0	0.2	38
2200 - 2400	6,384.	100.5	7.50	0.33	7.83	66.4	32.7	0.8	0.1	0.1	42
Summary	91,316.	98.8	4.85	0.78	5.63	84.9	14.4	0.7	0.1	1.1	48

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	5,379.	99.9	10.01	0.19	10.20	50.1	44.9	4.9	0.1	0.0	44
0700 - 1000	9,596.	98.4	8.80	0.33	9.13	60.7	36.1	3.0	0.1	0.0	49
1000 - 1300	13,917.	96.1	5.95	0.92	6.87	74.7	23.1	1.9	0.2	0.9	37
1300 - 1600	13,933.	97.8	5.94	1.57	7.50	71.9	24.5	3.2	0.3	1.4	51
1600 - 1900	13,617.	100.5	6.08	0.79	6.87	75.3	23.3	1.3	0.1	0.5	42
1900 - 2200	11,004.	100.6	7.45	0.43	7.88	66.0	32.6	1.2	0.1	0.1	42
2200 - 2400	7,376.	100.6	7.50	0.16	7.66	67.0	32.8	0.2	0.0	0.0	33
Summary	74,822.	98.9	6.63	0.85	7.49	70.7	27.1	2.0	0.2	0.6	51

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	49,131.	98.3	6.71	0.29	7.00	78.1	20.7	1.2	0.0	0.1	44
0700 - 1000	112,099.	93.9	4.34	1.38	5.72	84.0	13.6	1.9	0.5	4.1	74
1000 - 1300	120,701.	97.6	4.22	0.91	5.12	89.5	9.9	0.6	0.1	1.2	50
1300 - 1600	122,628.	97.8	4.18	0.98	5.16	88.8	10.4	0.7	0.1	1.5	51
1600 - 1900	122,065.	98.4	4.15	1.07	5.22	88.1	11.1	0.7	0.1	2.0	47
1900 - 2200	83,078.	100.3	5.96	0.70	6.66	75.3	23.4	1.2	0.1	0.8	53
2200 - 2400	45,156.	100.9	7.48	0.29	7.77	66.7	32.5	0.7	0.0	0.1	46
Summary	654,858.	97.8	4.64	0.98	5.62	85.0	13.9	1.0	0.2	1.9	74

ROUTE N213 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 1 TO 4 2014/15 (01/04/14 - 31/03/15)

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	27,432.	99.4	99.3	95.0	0.7	0.4	3.9
Summary	27,432.	99.4	99.3	95.0	0.7	0.4	3.9

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	5,779.	98.4	98.3	87.2	5.3	0.8	6.6
Summary	5,779.	98.4	98.3	87.2	5.3	0.8	6.6

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	6,332.	98.5	97.7	89.0	2.7	0.7	7.6
Summary	6,332.	98.5	97.7	89.0	2.7	0.7	7.6

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	39,543.	99.1	98.9	91.8	2.2	0.6	5.4
Summary	39,543.	99.1	98.9	91.8	2.2	0.6	5.4

Transport for London - QSI Points and Live Mileage List

Route 213 and N213
 Service change 22663
 Date 12 November 2009

TRANCHE 525

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
KINGFB S	KINGFB S	STON, FAIRFIELD BUS STATION		
KINGFB	R0705	Fairfield Bus Station	0	0.00
	R0699	Eden Street	615	0.38
	BP1094	Cromwell Road Bus Station	355	0.22
	BP272	Tiffin School / London Road	414	0.26
NORBCH	19542	Norbiton Church	210	0.13
	BP5304	Gordon Road	350	0.22
	1917	Park Road	257	0.16
	19545	Jeens Road / Kingston Hospi	338	0.21
	29817	Kingston Hospital	328	0.20
	33059	Gloucester Road	415	0.26
	33269	Kenley Road	366	0.23
DKGRIT	33034	The Triangle	363	0.23
	33032	Oak Road	380	0.24
CLRAGS	R0685	Coombe Girls School	416	0.26
	16735	Langley Grove	269	0.17
	33078	Cambridge Avenue	396	0.25
	1788	New Malden Station	319	0.20
	16731	New Malden High Street	302	0.19
NMALMR	1789	New Malden / The Fountain	278	0.17
	16729	ames' Church / Kingston By-f	329	0.20
	18916	Blakes Lane	304	0.19
	16727	Motspur Park	356	0.22
	16726	Lyndhurst Drive	208	0.13
	2711	The Plough	397	0.25
	25071	Malden Green Avenue	269	0.17
WCPKSN	2023	Worcester Park Station	310	0.19
	16724	Longfellow Road	421	0.26
	14875	Lindsay Road	412	0.26
	16722	Woodbine Lane	516	0.32
	8353	London Road	327	0.20
NCHEQVC	10840	Malden Road / London Road	231	0.14
	LG59	Cheam Leisure Centre	233	0.14
	16720	Malden Road / Priory Road	307	0.19
	16718	Tilehurst Road	309	0.19
	25077	Lumley Road	244	0.15
CHMVBY	16716	Cheam Broadway	378	0.23
	14162	St. Dunstan's Hill	458	0.28
	14164	eam Road / Gander Green L:	359	0.22
	W20	Western Road	291	0.18
	14166	Secombe Centre	382	0.24
SUTTSC	35568	Sutton Civic Centre	279	0.17
	35570	Saint Nicholas Centre	355	0.22
	35556	Crown Road	460	0.29
SUTTBR	36783	Sutton Bus Garage	394	0.24
SUTTBR S	SUTTBR S	SUTTON, BUSHEY ROAD	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			14900 metres	9.26 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
SUTTBR S	SUTTBR S	SUTTON, BUSHEY ROAD		
SUTTBR	18540	Sutton Bus Garage	0	0.00
SUTTGN	33809	Sutton Green	377	0.23
	6479	High Street / Marshalls Road	169	0.11
	35336	Benhill Avenue	205	0.13
	35510	Manor Place	186	0.12
	36521	Times Square	207	0.13
	14881	Sutton Police Station	246	0.15
SUTTPO	W42	Sutton Post Office	465	0.29
	W43	Sutton Park Road	181	0.11
	14167	Sherwood Park Road	324	0.20
	14165	Cheam Road / Gander Green Lan	394	0.24
	14163	St. Dunstan's Hill	505	0.31
CHMVBY	16715	Cheam Broadway	437	0.27
	25076	Lumley Road	341	0.21
	16717	Tilehurst Road	272	0.17
	16719	Malden Road / Priory Road	457	0.28
NCHEQVC	29464	Malden Road / London Road	526	0.33
	8354	London Road	151	0.09
	16721	Woodbine Lane	384	0.24
	585	Lindsay Road	273	0.17
	BP5756	Brabham Court	346	0.21
	26959	Longfellow Road	259	0.16
WCPKSN	2022	Worcester Park Station	418	0.26
	25070	Malden Green Avenue	343	0.21
	2710	The Plough	222	0.14
	16725	South Lane	281	0.17
	17600	Motspur Park	462	0.29
	17601	Blakes Lane	247	0.15
	16728	t James' Church / Kingston By-Pa:	310	0.19
NMALMR	1790	New Malden / The Fountain	270	0.17
	16730	New Malden High Street	376	0.23
	1787	New Malden Station	282	0.18
	33077	Sycamore Grove	431	0.27
	16734	Langley Grove	391	0.24
CLRAGS	33029	Coombe Girls School	297	0.18
	33031	Oak Road	310	0.19
DKGRIT	BP4621	The Triangle	449	0.28
	33268	Kenley Road	299	0.19
	33058	Gloucester Road	358	0.22
	29816	Kingston Hospital	400	0.25
	19544	Queens Road / Kingston Hospital	301	0.19
	4479	Manor Gate Road	463	0.29
	BP5305	Gordon Road	242	0.15
NORBCH	R0277	Norbiton Church	242	0.15
	BP387	Tiffin School / London Road	171	0.11
KINGFB	BP386	Fairfield Bus Station	328	0.20
KINGFB S	KINGFB S	IGSTON, FAIRFIELD BUS STATI	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			14598 metres	9.07 miles