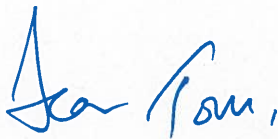


MAYOR OF LONDON

Tom Copley AM
City Hall
The Queen's Walk
More London
London SE1 2AA

Our ref: MGLA090218-3333

Date: 18 APR 2018



Thank you for the petition presented to the London Assembly (Plenary) Meeting on 8 February about the frequency of bus route W12. I am sorry for the delay in replying.

I am aware that the decision to reduce the frequency of route W12 has caused a great level of concern to those who rely on this service to reach Whipps Cross hospital. I hope to explain why this change was made and the positive effect it appears to be having on reliability.

As you know, Transport for London (TfL) closely monitors usage and performance of all its bus routes. Over the last five years, weekday and Saturday usage on the W12 has dropped considerably. Recent surveys show that about two buses per hour (bph) are required in the morning peak, but fewer than this at all other times.

Additionally, prior to the frequency change, reliability of the route had been substantially short of its minimum performance standard. There were significant deficiencies, particularly on weekdays and during Saturday shopping hours. TfL worked with the route's operator, CT Plus, to improve performance but the necessary improvements would only have been achieved by adding an additional bus to the route, which was not justified by current demand.

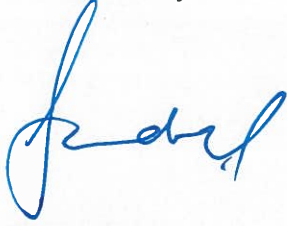
Before deciding to reduce the frequency, TfL did look at curtailing the route at either end to improve reliability. However, this would have left a substantial number of passengers without a bus service. Reducing Monday to Saturday frequency to every 30 minutes (2 bph) has provided the time required to run a reliable service with the existing number of vehicles available and gives sufficient capacity.

TfL has monitored the performance of route W12 since the changes were introduced. There has been a marked improvement in the reliability of the service, with more buses running to timetable, providing a better service for customers.

MAYOR OF LONDON

I hope this explains the rationale behind the change. TfL keeps the network under review to ensure it delivers the best service possible for customers.

Yours sincerely,



Sadiq Khan
Mayor of London