

# W12 Disruption - TfL's Response

**On Friday 9<sup>th</sup> September 2016**

*Save Our Buses checked out the W12 bus and found:*

- The scheduled 20 min service severely disrupted.
- Four Eastbound buses within 15 minutes.
- 50% of buses towards Wanstead terminating at Whipps Cross.

SOB Briefing 16 "TroubledTimes"



**SOB quizzed Transport For London (TfL) about problems on the W12.**

**Response From TfL Customer Services 15-11-16 ....**

*"I've contacted CT Plus, the bus operating company who run route W12 for us, about your concerns. I can advise that congestion in the area is causing major problems along the W12 route.*

*This is due to the recent changes in the road structures. All the side roads have been blocked off and therefore the amount of traffic on the main roads is the reason behind all of the delays and issues with reliability along the route."*



**W12 Coppermill Lane – Walthamstow – Whipps Cross – South Woodford – Wanstead**

**We continued to check out the service through to December & discovered:**

- ◆ **Good** reliability during quieter off-peak times, with buses running at regular intervals every 20 minutes.
- ◆ Extended evening peaks with uneven spacing, buses bunching and many gaps of more than 30 minutes.
- ◆ Short Westbound journeys to Walthamstow Central, missing out Coppermill Lane
- ◆ Short journeys Eastbound to Whipps Cross, missing out Snaresbrook, South Woodford and Wanstead.

