Consultation Summary
Transport for London (TfL) recently consulted on changes to the frequency on routes W13 and W15 to better match usage and to assist reliability.

Route W13 (Leytonstone – Woodford Wells)
On route W13 we are proposing to reduce the Saturday frequency from a bus every 15 minutes to a bus every 20 minutes. This will be sufficient for demand. It will also assist reliability by allowing more running and layover time for the same level of resources.

A total of 11 responses were received from members of the public, all which were received online. Of these four were generally supportive and six were generally opposed.

We also received four responses from local stakeholders. Of these three, (London Borough of Hackney, The Highgate Society and The Royal Parks) were neutral and one (London Borough Waltham Forest) was generally against.

Route W15 (Hackney – Cogan Avenue Estate)
Route W15 is also prone to disruption especially in the evening peak. We are proposing to allow more running and layover time. In order to do this with the same level of resources the frequency will be reduced slightly from a bus every 8 minutes to every 8-9 minutes. Other Monday-Friday frequencies will be unchanged. We are also proposing to reduce the frequency during Saturday daytimes from a bus every 8 minutes to a bus every 10 minutes. These frequencies will be sufficient for demand.

A total of 10 responses were received from members of the public, all were received online. Of these three were generally supportive, four were generally against and three were neutral.

We also received four responses from local stakeholders. Of these two (The Highgate Society and The Royal Parks) were neutral and two (London Borough of Hackney and (London Borough of Waltham Forest) were generally against.

Outcome
After carefully considering all responses, we plan to go ahead with the proposed changes. They will be introduced from 3 March 2012 for route W15 and 10 March 2012 for route W13.

TfL Response to Issues Raised
Our response to the issue most commonly raised is provided below.

Reduced frequencies will result in a less reliable service for passengers
Reducing the frequency of these services allows buses more time to complete their journeys for the same resources. This means that buses are more likely to run reliably. Sufficient capacity will continue to be provided for the number of passengers using the routes. The routes will be kept under review.