

ST 5723108

Notes

02.07.2015 09:45:06 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I would like to complain about my journey on the bus yesterday. Due to it being the hottest day of the year, and the usual

overcrowding on the tube, I chose to take the bus as thought I would be less likely to faint. On the bus I was appalled at the

temperature, it was above 40 degrees. The 38 is a new routemaster, the air conditioning was not functioning and there are no

openable windows present on the entire bus. The driver would not keep the door open due to safety. Upstairs on the bus was even

hotter and noone could sit there. Downstairs I was concerned a few members of the public including old people would get heat

stroke. I did not expect fancy air con but think it is unacceptable to not have openable windows for the public. It is accepted

that the tube is 150 years old and does not have modern temperature control, but given that these buses are new they should be

functioning properly. The driver and attendant also should not have to work in these conditions.

The journey was the most unpleasant journey I have ever had to make, can you tell me what you are going to do to deal with these

buses?

Direction : to Clapton Pond

Ref: 1016488633

13 July 2015

Dear [REDACTED]

Thank you for your feedback form of 2 July about the air cooling systems used on bus route 38. I'm sorry for the inconvenience caused.

All of our New Routemaster (NRM) buses are designed to take advantage of the absence of opening windows, and use a thermostatically-controlled air cooling system to cool the air on-board. This system relies on there being fixed windows on the bus, much like office air conditioning systems, where open windows reduce the efficiency of the system.

After receiving passenger feedback from existing services in 2013, we did make several refinements to the cooling system. This was to increase air flow on the upper and lower decks. These changes were retro-fitted to all existing buses, and subsequent production vehicles have this fitted as standard.

We're also planning to carry out a further trial use of a special film on the windows of a number of route 73 buses that could reduce solar gain by up to 4 degrees Celsius. If this trial's successful it could be rolled out more widely across London's bus fleet, seeing a further reduction in on-bus temperatures during the summer months.

As an additional measure, all new buses and any vehicles going for repainting, have to have white-painted roof panels which reflect the heat, further helping keep the bus interior cool. Lastly, all new buses produced must have insulated roof and side panels which reflect heat along with tinted side glass.

We do conduct regular checks across the bus fleet examining aspects of vehicle design and performance, including the air cooling systems. As a part of their standard, routine maintenance cycle, the air cooling systems of all buses are checked by their operating company.

Ultimately we do have to strike a balance between providing reasonable comfort in summer conditions and minimising exhaust emissions from the bus fleet.

If you're able to provide the registration or fleet number of the bus on which you feel the air cooling system isn't working, I'll be able to contact the operator of route 38; Arriva London. With this information we can have Arriva London's depot staff inspect the bus for faults, and make any necessary repairs.

Thank you again for contacting us. If there's anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234, who'll be happy to help.

Kind regards

David Rayner

Customer Service Adviser

Transport for London Customer Services

ST 5724085

Notes

02.07.2015 12:27:44 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Dear sirs,

Why do the new London buses not have Air Conditioning of some description? I have been on 3 of them in the last 2 very warm days and have nearly passed out on each occasion.

Surely, with the bus having no windows this would have been thought of? I feel sorry for your staff more than your paying customers!

Disgruntled,

[REDACTED]

Direction : Victoria

Ref: 5724085

3 July 2015

Dear [REDACTED]

Thank you for your weblogin of 2 July about the current temperature on bus route No 38. I appreciate you taking the time to get in touch.

I'm very sorry you found the buses to be too hot at the times you were travelling and for the discomfort this caused.

All New Route Master (NRM) buses are designed to take advantage of the absence of opening windows, and use a thermostatically-controlled air cooling system to cool the air on-board. This system relies on there being fixed windows on the bus, much like office air conditioning systems, where open windows reduce the efficiency of the system.

After receiving passenger feedback from existing services in 2013, we did make several refinements to the cooling system, to increase air flow on the upper and lower decks. These changes were retro-fitted to all existing buses, and subsequent production vehicles have this fitted as standard.

We are also planning to carry out a further trial use of a special film on the windows of a number of route 73 buses that could reduce solar gain by up to 4 degrees Celsius. If this trial is successful it could be rolled out more widely across the

Capital's bus fleet, seeing a further reduction in on-bus temperatures during the summer months.

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We do conduct regular checks across the bus fleet examining aspects of vehicle design and performance, including the air cooling systems. As a part of their standard, routine maintenance cycle, the air cooling systems of all buses are checked by their operating company.

Ultimately we do have to strike a balance between providing reasonable comfort in summer conditions and minimising exhaust emissions from the bus fleet.

I appreciate that installing full air conditioning systems on buses is a popular suggestion; however this would dramatically increase the emission levels of harmful exhaust fumes. Furthermore, due to the nature of bus journeys, cooled air will be lost from the vehicle during the frequent intervals at which it stops. This would further lessen the impact any air conditioning would have if installed.

I have forwarded your comments to Arriva who operates this route for us for their awareness and consideration. Whenever we receive a report about issues with the on-board temperature, we would ask customers for the bus route number and vehicle registration number. With this information we can have the relevant operator's depot staff inspect the bus for faults, and make any necessary repairs.

Thanks again for contacting us. If there is anything else I can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234, who will be happy to assist.

Kind regards

Wendy Ferris

Customer Service Adviser

Transport for London Customer Services

ST 5726158

Notes

09.07.2015 12:52:54 BARHOUJO

Called the customer who was satisfied with the response. I informed the customer that I would be passing her complaint to the operating company for investigation.

Notes

02.07.2015 20:19:42 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I arrived at stop B and the buses was waiting there, with the lights just ahead red. The driver looked at me and shook his head,

then looked away. Another passenger waiting nearby said that the driver wouldn't let him on when he's tried before me, he added

that the driver had just pulled up when he reached the stop. I knocked on the door, the driver looked at me again and then the

lights changed and he drove off. There really was no reason why the driver could not let me on. The lights were red and stayed red

long enough for him to let me on the bus, I think he was just being awkward. His actions meant I was late for my train and had to

get the next one, incurring a half hour wait.

Direction : Victoria

NO EMAIL OUT

ST 5727289

Notes

14.07.2015 17:18:52 OSHINYOL02

case resolved

Notes

14.07.2015 14:41:13 ANAGORDE

Format: email received

Query : Hi,yes thanks - all resolved.Thanks for your help,Regards

allocation : orr

Notes

07.07.2015 16:23:00 OSHINYOL02

refund processed to moorgate

email sent

Notes

07.07.2015 13:15:14 TAYLORKY

FORMAT: email received

QUERY: cust wants Moorgate on 11/07

ALLOCATION: ORR

Notes

03.07.2015 10:33:32 OSHINYOL02

£0.75 due as gwc

customer to confirm tel number and address for bacs or wac refund

Notes

03.07.2015 10:11:11 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

The 221 bus in front broke down at the junction to Pursley Road. The driver of the 221 bus that I was on advised it was too

hazardous to traverse around the broken down bus, so I had to complete my journey on foot. Am I entitled to a refund ?

Direction : Edgware

Ref: 5727289

7 July 2015

Dear [REDACTED]

Thanks for your email of 6 July about your refund.

I'm pleased to confirm that I've set up a refund of £0.75 for you to collect at Moorgate station. It will be available from 8-July to 15-July.

You will simply need to touch in before your journey as normal and your balance will be updated as you pass through the ticket gates.

If you do not travel in this time, just keep this email and contact us before you expect to use the station. We will be happy to reset the refund.

I trust this has resolved your query.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234

Kind regards

Oluwafunmito Oshinyemi

Customer Service Adviser

Transport for London Customer Services

ST 5727936

Notes

22.09.2015 11:15:42 RAYNERDA

From: BE Business Support

Sent: 22 September 2015 09:37

To: Rayner David

Cc: Morshead Paul; BE Business Support; Rosenfeld Sandra

Subject: RE: ST 5727936 / RPI Complaint

Hi David

Sandra is on annual leave for this week. With regards to your complaint there is no further change in Sandra previous investigation. I have also gone through our RPI teams and asked several staff managers and the person in the photo we believe is not an RPI.

Kind Regards

Denise Burke

Notes

21.09.2015 13:24:07 RAYNERDA

From: Rayner David

Sent: 21 September 2015 13:18

To: BE Business Support

Subject: RE: ST 5727936 / RPI Complaint

Hi Sandra

This case has re-opened following my request for more information.

Please see the attached photo of the RPI in question

Notes

21.09.2015 13:22:58 RAYNERDA

Customer provided more information on 13 July.

Case only returned to Buses Investigations on 21 September.

Holding response sent.

Notes

14.07.2015 19:03:02 NDOCIRO

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: Re: Ref:5727936

Hi there

Earlier to our conversation I have attached a picture as requested.

Regards

[REDACTED]

Notes

13.07.2015 15:01:50 RAYNERDA

Called complainant to ask for confirmation of time and date, as well as the photo that was taken of the RPI.

Complainant will provide this in an email to follow.

Notes

13.07.2015 14:13:58 RAYNERDA

From: BE Business Support

Sent: 13 July 2015 12:35

To: Rayner David; BE Business Support

Subject: RE: ST 5727936 / RPI Complaint

Hello David,

Having run a report for a route 38 on 30th June 2015 I can confirm that none of the RPIs were on that route at that time of day. There were 23 RPIs on a route 38 for the whole day 5 of who were female, 2 were on a late shift and did not start until 14:30 and the rest of them I checked their activities for the day.

If you obtain any different information then we can revisit this complaint.

Regards.

Sandra

Notes

13.07.2015 10:28:19 RAYNERDA

From: Rayner David

Sent: 13 July 2015 10:28

To: BE Business Support

Subject: ST 5727936 / RPI Complaint

Hello

Please see this complaint, from a customer service assistant, about an RPI on route 38:

Notes

13.07.2015 10:25:13 RAYNERDA

RPI's must scan their passes when boarding a bus as a passenger.

Notes

03.07.2015 12:02:11 WEBLOGIN

PREFERRED MEANS OF CONTACT: PHONE

I am a conductor on the NRM when a "revenue inspector" boards the bus I ask the passenger to tap you oyster as we can only

encourage them to tap on, however the response I got was I am not going to tap what you going to do about it? At first I thought

it was a passenger then I saw a oyster reader in his hand I stated if your a revenue inspector why make my job hard as it is in

this heat with the engine blowing right at me his reply was I don't what your talking about, I then thought his found a reader and

abusing it to board buses however his attitude was not right and felt like he wanted me to fight with him.. I don't appreciate his

attitude as we are suppose to work and help one another put if he is a revenue if not then that's something to look into I have a

picture of him but there is no option of attaching it.

Direction : Hackney

Ref: 1016497022

6 October 2015

Dear [REDACTED]

Thank you for your further email of 14 July about an incident on bus route 38. I'm sorry for the delay in my response and for the inconvenience caused.

I appreciate you taking the time to provide us with further information about this individual after he boarded the bus on which you were working.

I've been in contact with our Bus Enforcement team following the concerns you've raised. We believe that the person in the photo is not a Revenue Protection Inspector (RPI). As such, regrettably, I'm not able to assist further in this investigation. I'm sorry that I can't give you a more favourable response.

Thank you again for contacting us. If there's another issue we can help you with, please contact us again. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234, who'll be happy to help.

Kind regards

David Rayner

Customer Service Adviser

Transport for London Customer Services

ST 5735944

Notes

09.07.2015 15:35:10 SANGOWYE

Email response sent to customer and complaint passed to operator.

Notes

06.07.2015 13:33:31 JOANNEHA

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk,info@londonbusapp.com

Subject: Bus Incident Report

Incident Details

Time of Occurrence: 2015-07-03T10:03:12

Problem: The bus driver was still at the bus stop, i politely asked him to let me in he looked at me waited for the green light to come & drove off which i found very rude, if he was had moved from the bus stop i would understand but that was not the case.

Additional Comments:

Transport Details

Bus Route: 38

Bus Destination: Victoria

Bus Route: LTZ1178

Bus Stop: Dalton junction station

Contact Details

Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Reported Location: 51.546065,-0.074864

View Map: <http://maps.google.com/?q=51.546065,-0.074864>

This report was submitted using London Live Bus Countdown on iOS -
<https://itunes.apple.com/gb/app/london-live-bus-countdown/id475360935?mt=8>

Report Received at: 03/07/15 9:07am

Ref: 5735944

09 July 2015

Dear Customer

Thank you for your email of 6 July about a bus that didn't stop for you at [Dalston Junction](#).

I'm sorry the driver of the 38 bus pulled out despite seeing that you wanted to get on.

We instruct our drivers to pick up customers waiting at bus stops. However there are times when they should wait for customers who are rushing to the bus stop.

If the driver had already indicated to pull out and then pulled back in to let you on, this would've been against the Highway Code. If the driver had not yet begun indicating, as you had stated, you should've been allowed onboard.

I've passed your comments to Arriva London. They will now investigate your complaint. The driver will be interviewed and could face disciplinary action.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Yewande Sangowawa

Customer Service Adviser

Transport for London Customer Services

ST 5739648

Notes

15.07.2015 14:14:30 BILLINJA

Subject: RE: The temperature on buses

Hi Alison

Route 38

Towards Victoria Station

Green Park

No ids taken

Driver Afro/Carib – very good guy and putting up with heat himself

My take on the situation was that Abellio had taken a decision to not operate the air conditioning system throughout their network as a result of instructions from TfL based on a decision originating from the London Mayor wishing to reduce pollution. Well, human health and life (staff & passengers) were at risk from the heat on that day with no possibility to open windows and even the rear platform door was closed due to no conductor. There ins another 'heatwave' forecast for late July when hopefully policies on use of air conditioning will have been addressed.

Thanks,

Andrew

Notes

13.07.2015 13:29:57 HAYESAL

Requested more info.

Notes

07.07.2015

12:00:16

TRIMKY02

Date: Wed, Jul 1, 2015 at 2:58 PM

Subject: Abellio Contact from
[REDACTED]

Hi,

[REDACTED] has made contact

Email address: [REDACTED]

Telephone number: [REDACTED]

Message: Why do you have the air conditioning switched off on your buses, according to driver by order of London Mayor? At 1130 I was on one of yours and the ambient temperature C35 inside the vehicle. You must expect some fatalities if you continue to accept this policy.

Ref: 5739648

17 July 2015

Dear [REDACTED]

Thank you for your further email on 14 July to provide further information on the bus in question that was uncomfortable to travel on due to the temperature on board.

All New Routemaster (NRM) buses are designed to take advantage of the absence of opening windows, and use a thermostatically-controlled air cooling system to cool the air on-board. This system relies on there being fixed windows on the bus, much like office air conditioning systems, where open windows reduce the efficiency of the system.

After receiving passenger feedback from existing services in 2013, we did make several refinements to the cooling system, to increase air flow on the upper and lower decks. These changes were retro-fitted to all existing buses, and subsequent production vehicles have this fitted as standard.

We are also planning to carry out a further trial use of a special film on the windows of a number of route 73 buses that could reduce solar gain by up to 4 degrees Celsius. If this trial is successful it could be rolled out more widely across the Capital's bus fleet, seeing a further reduction in on-bus temperatures during the summer months.

As an additional measure, all new buses and any vehicles going for repainting, have to have white-painted roof panels which reflect the heat, further helping keep the bus

interior cool. Lastly, all new buses produced must have insulated roof and side panels which reflect heat along with tinted side glass.

We do conduct regular checks across the bus fleet examining aspects of vehicle design and performance, including the air cooling systems. As a part of their standard, routine maintenance cycle, the air cooling systems of all buses are checked by their operating company.

Ultimately we do have to strike a balance between providing reasonable comfort in summer conditions and minimising exhaust emissions from the bus fleet.

I appreciate that installing full air conditioning systems on buses is a popular suggestion; however this would dramatically increase the emission levels of harmful exhaust fumes. Furthermore, due to the nature of bus journeys, cooled air will be lost from the vehicle during the frequent intervals at which it stops. This would further lessen the impact any air conditioning would have if installed.

Whenever we receive a report about issues with the on-board temperature, we would ask for the bus route number and vehicle registration number. With this information we can have the relevant operator's depot staff inspect the bus for faults, and make any necessary repairs.

Once again, thanks for taking the time to contact us. If you need any further assistance, I will be happy to help. If you would prefer to talk to us about this matter, please call us on 0343 222 1234.

Kind regards

Adeel Akram

Customer Service Adviser

Transport for London Customer Services

ST 5740212

Notes

07.07.2015 18:00:11 AROYEHOL

Response sent by email, handoff sent to garage

Notes

07.07.2015 13:56:52 BUCKLEAL

From: REDIS@HOTMAIL.COM

To: customerservices@pcrm.tfl.gov.uk,info@londonbusapp.com

Subject: Bus Incident Report

Incident Details

Time of Occurrence: 2015-07-04T00:06:44

Problem: the driver did not stop at the bus stop to take me even tough i hailed him in the pouring rain. I had to run to next bust stop to catch him which i did but i got soaking wet. When i asked him why he did not stopped for me he just ignored me. I can not believe how ignorant and reckless a person can be.

Additional Comments:

Transport Details

Bus Route: 221

Bus Destination: Turnpike Lane Station

Bus Route: LJ03MLV

Bus Stop: Woodberry Grove

NO EMAIL OUT

ST 5740683

Notes

12.07.2015 19:29:50 OLOMOJA

Customer has been sent a response by email

Jaiyeola Olomo {DJ}

Notes

07.07.2015 15:20:34 KADIYEAD

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: dangerous driving by a bus driver

Today -04.07.2015, I was driving on Amhurst Road, Hackney on the right lane because I wanted to turn right at the traffic lights. The bus was at the bus stop and then suddenly without any indication, he forced his way into the right lane nearly knocking my car. Fortunately, I had time to stop. I found his driving rather dangerous. The bus's number plate is LTZ 1209 AND THE BUS NUMBER IS 38. This was at about between 10.40 and 10.50 this morning. I have never had this sort of aggressiveness shown by a bus driver and it was quite a frightening experience. usually the buses wait until it is clear for them to change lanes but this driver did not wait or indicate and I was near at the level of the front of the bus. Please deal with this as he might continue to do so until there is a serious accident. And make sure he has further training on how to drive a bus safely.

thanking you. Please keep me informed of the progress of this incident.

NO EMAIL OUT

ST 5743340

Notes

15.07.2015 08:36:31 BARHOUJO

Customer acknowledgment - no response required.

Notes

13.07.2015 12:04:15 BILLINJA

Subject: Re: Bus conductor complaint - Route 38

Dear Ms Nduka

Thank you so muc, much appreciated.



Notes

09.07.2015 10:56:10 NDUKAME

Email sent to customer and hand off sent to bus operator

Mercy Nduka

Customer Services Adviser

Transport for London Customer Services

Notes

08.07.2015 11:04:42 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

The female conductor was SAT on the last passenger seat to the right of the bus facing the glass partition near the back door,

with her hand bag and ear phones plugged in, it didnt appear there was a conductor on board until I noticed her uniform. I was

really annoyed to see this. The is not the first time I've seen conductors sitting on the passenger seats throughout the whole

journey and not bothering to give up their seat when paying passengers come on board. I've seen this several times from Victoria to

Angel and Angel to Victoria, it's not acceptable.

Direction : Victoria

NO EMAIL OUT

ST 5743393

Notes

09.07.2015 11:17:06 NDUKAME

Customer made same complaint on ST 5743340, email sent to customer and hand off to bus operator.

Mercy Nduka

Customer Services Adviser

Transport for London Customer Services

Notes

08.07.2015 11:10:54 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

the female conductor was sat on the last seat facing away from the bus near the back door and glass partition with her ear plugs in

and handbag on the seat staring out of the window completely ignoring passengers and not doing her job. I've seen this several times

on this route where the conductors male and female sit on the seats and not offering to get up when passengers get on, shocking and

unacceptable.

Direction : Victoria

NO EMAIL OUT

ST 5745786

Notes

08.07.2015 23:13:00 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

The 38 bus driver was blocking the intersection after going through green light when there wasn't space. That's understandable in

such heavy traffic as tonight thanks to the Tube strike. But then, as pedestrians were crossing on the green man, he kept moving

forward into our path while we were moving, He actually beeped at me as he rolled towards me. I shouted through the window "it's

on the green man"and he shouted back "I was already on the road". It's frightening that a bus driver thinks that he should be

breaking the light while people are crossing because of some strange understanding of the road code. He shouldn't block the

intersection in the first place, but if he does he shouldn't fix things by driving through the pedestrian crossing phase. Can you

please teach your drivers to stay still if pedestrians are crossing on the green man. Thank you

Direction : North

Ref: 1016526420

13 July 2015

Dear [REDACTED]

Thank you for contacting us on 8 July about a bus driver on route 38.

I'm sorry that the driver on route 38 drove in a dangerous manner. Our drivers are expected to be safety conscious and aware of their surroundings at all times.

Poor driving or driving without due care is simply unacceptable. I've made Arriva, the company that runs this route for us, aware of your concerns. The driver will be identified and then interviewed by a manager. Afterwards, appropriate steps could be taken to address the behaviour you experienced.

Thank you for taking the time to contact us. Please contact me again if you need any further assistance, or if you would prefer to talk to us about this matter, please call us on 0343 222 1234.

Kind regards

Daisy Williams
Customer Service Adviser
Transport for London Customer Services

ST 5746764

Notes

09.07.2015 11:20:18 OJENIYAB

Email sent to customer. Hand-off to operator

Abiola Ojeniyi
Customer Services Adviser

Notes

09.07.2015 10:53:14 KADIYEAD

region: North West

comments: The bus was parked at the north Finchley bus station, it was not moving. So my mother who is unable to walk without pain, and I hurried towards it. We got about a metre from the door. The bus pulled away and the entire time the driver was

looking at my mother and I with a smug smile on his face. He had clearly done this on purpose, my mum said she had seen him looking at us when we were approaching the bus. This is not acceptable and after this my mother was in pain from having to hurry for a bus that left just because I'm sure the driver got some cruel satisfaction out of it.

journeyfrom: north Finchley bus station

journeyto: mill hill

servicenumber: 221

dayoftravel: 02/07/2015

time: 13:36

driverdescription:



Receive_offersYes, please: false

Our ref: 5746764

9 July 2015

Dear



Thanks for your email of 9 July about a driver on a route 221 bus that didn't stop for you at North Finchley bus station.

I'm sorry that the driver of the bus going towards Mill Hill didn't stop when you and your mother waited to board. I'm also sorry that the bus driver pulled away when he could see your mother struggling. This kind of behaviour isn't acceptable and won't be tolerated.

Drivers are instructed to stop at every stop and keep the doors open until every customer is on board unless there isn't enough space.

I've passed your complaint to Arriva London, the bus operating company that runs the route 221 for us. They'll investigate your complaint. The driver will be interviewed and could face disciplinary action.

Our operators manage and improve drivers' behaviour in a number of ways. A driver can be paired with a mentor, take part in conflict avoidance classes or customer service training.

I'm sorry again for the distress the driver's behaviour caused to you and your mother's journey. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Abiola Ojeniyi

Customer Services Adviser

Transport for London Customer Services

ST 5749771

Notes

10.07.2015 15:04:28 BARHOUJO

No contact details available - unable to contact the customer.

Notes

10.07.2015 08:41:38 WEBLOGIN

Who designed the new route master? No open and close windows? How could this be? This is so unhealthy and unsafe, even on a day

when it is not hot outside. It is not simply hot inside the bus, there is no air circulating, which makes it almost impossible to

breath. Even on a cool day, this is terribly unsafe. Bad, bad design. Awful! Just awful.

Direction :

ST 5753532

Notes

11.07.2015 10:48:12 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Hi, I want to raise my concern about the temperature of the new routemaster busses. I travelled on both the 38 and 55 yesterday and

experienced a 40 minute journey each time in the most intolerable heat. The air conditioning seemed to be switched on but was

completely inefficient at reducing the temperature to within any comfortable level. The new routemasters are great in general and

I'm glad they exist but travelling on them on a hot day is not advisable. Please encourage their use by fixing the air conditioning

problem.

Direction :

Ref: 1016540904

13 July 2015

Dear [REDACTED]

Thank you for your email of 11 July 2015 about a heating issue on bus routes 38 and 55.

I'm sorry you had an uncomfortable journey.

All New Routemasters (NRM) buses are designed to take advantage of the absence of opening windows, and use a thermostatically-controlled air cooling system to cool the air on-board. This system relies on there being fixed windows on the bus, much like office air conditioning systems, where open windows reduce the efficiency of the system.

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Ultimately we do have to strike a balance between providing reasonable comfort in summer conditions and minimising exhaust emissions from the bus fleet.

I appreciate that installing full air conditioning systems on buses is a popular suggestion; however this would dramatically increase the emission levels of harmful exhaust fumes. Furthermore, due to the nature of bus journeys, cooled air will be lost from the vehicle during the frequent intervals at which it stops. This would further lessen the impact any air conditioning would have if installed.

Whenever we receive a report about issues with the on-board temperature, we would ask for the bus route number and vehicle registration number. With this information we can have the relevant operator's depot staff inspect the bus for faults, and make any necessary repairs.

Thank you for contacting us. If there's anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Services Advisers on 0343 222 1234, who'll be happy to help.

Kind regards

Jennie Millena
Customer Service Adviser
Transport for London Customer Services

ST 5755209

Notes

06.08.2015 17:30:12 FINLOWDA

The response has been approved by TfL senior management

Notes

31.07.2015 13:55:43 BUCKLEAL

From: AMA.MARSTON@GMAIL.COM

To: customerservices@pcrm.tfl.gov.uk

Subject: Re: Route 38 - Recent on-board temperatures

Dear Mr Finlow

Thank you for the message. The response has however overlooked the primary concern. The new route master buses lack air circulation in general and are therefore uncomfortable and not healthy regardless of the temperature. There may be air vents on the bus uses but they are entirely insufficient. Meanwhile more and more of these buses seem to be being put on the routes

I would greatly appreciate if this feedback were escalated and sent up to TFL senior management

All the best



Notes

12.07.2015 10:57:03 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

The route master buses have been put on the 38 buses and are increasingly being phased in on the 73, two of my most commonly used

buse routes

It is unbearable being on the route master buses because they have no windows and the vents in the ceilings of the bus are very

small and rarely have bit circulating through them let alone air conditioning. I believe the original route master designed kept

passangers comfortable and in good health because the back door was kept open which encouraged some air circulation. That was

originally the case with the new route masters but suddenly policy changed and they are now closed with no changes made to the

buses to compensate for the lack of air

As a result it feels like being in a coffin on these buses and I often find myself feeling ill due to the heat and lack of air.

PLEASE rethink the design in the name of public health if nothing else. They are particularly unbearable on very hot days like the

ones we have had recently. I would appreciate a response and an update on if any changes are being considered

Thank you

[REDACTED]

[REDACTED]

Direction :

Our ref: 5755209
6 August 2015

Dear [REDACTED]

Thank you for your reply on 30 July.

I can confirm my response quotes Mike Weston, Director of London Buses and therefore represents TfL's current position. I'm sorry not to be able to give a more favourable response on this occasion. I nevertheless wish you a more pleasant experience on our buses.

Please contact us again however if you need assistance with our services in the future. If you'd prefer to talk to our Customer Services Advisers instead, please call us on 0343 222 1234.

Kind regards

Dave Finlow

Customer Service Adviser

Transport for London Customer Services

ST 5761024

Notes

17.07.2015 15:58:26 AGYEMAPA01

Customer called and Hand off no response

Pamela Agyemang

Customer Services Adviser

Transport for London Customer Services

Notes

14.07.2015 08:47:04 BILLINJA

Subject: No 38 buses

I wish to make a complaint about how hot the no 38 buses are. They have no air whatsoever and had to get off as I felt I couldn't breath they are stuffy beyond believe. The so called air vents actually make it worse and it would be better if you could open a window. I do not believe that I am the only one that has found this. I must remember to avoid this bus in the summer at all costs.



Sent from my iPhone

NO EMAIL OUT

ST 5762521

Notes

17.07.2015 13:59:06 OLOMOJA

Customer has been sent a response by email and hand off to the bus operator.

Jaiyeola Olomo {DJ}

Notes

14.07.2015 12:31:37 WAIGOMA

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: Bus 221 driver ignorance

Hello, today Saturday the 11th of July 2015 I took bus 221 (plate number L303 UMV) from Edgware station around 7pm. When my bus stop approached Ashborne Grove, the sign said "Bus Stopping", I stood up waiting for the bus to stop but the driver didn't even reduce his speed, when I started pressing the stop sign few meters before the actual bus stop, he totally ignored it. I went to talk to him and he told me that I should have pressed the button earlier, at the previous stop. Although I told him that I can not walk properly, he stopped one bus stop further away (towards Mill Hill Broadway) so I had to walk almost a mile back. Recently I had a surgery on my leg, walking is not something I'm advised to do at the moment. AND AS A RESULT OF THE BUS 221 DRIVER RESULT TO STOP AT THE BUS STOP I HAD CHOSEN BY STANDING UP AND PRESSING THE "STOP" BUTTON MANY TIMES, I HAD TO WALK ONE BUS STOP BACK. THE BUS DRIVER WAS VERY RUDE AND IGNORANT, AS A RESULT THIS COULD MAKE SOME DETERIORATION IN MY RECOVERY AND COULD LEAD TO MORE HEALTH COMPLICATIONS. I am sure that all this is clearly recorded on the bus cameras as well, and this will be revised by the customer service managers. Although the bus driver saw me standing up and

pressing the button near the stop I had to get off, he chose to not stop because he didn't want to. This bus driver was a middle age Asian man who barely could speak any English. (I'm sorry that I didn't get to see his name to make this report more clear) I'm sure that you can check who was driving that bus according to the timetable and other information I provided above, including the cameras on the bus. I do hope that this way of treating passengers would be taken care off, according to the high standards of the TFL policy. I've been using London bus services for years and I've never before encountered a bus driver who is rude and stop at the bus stops whenever he is pleased. I'm in a state of shock after this accident, still can't believe that this could happen in London. If necessary I am going to take further action and contact my lawyer in order to clarify this situation. Dima D

Sent from Samsung Mobile

Our ref: 5762521

17 July 2015

Dear [REDACTED]

Thanks for your email of 11 July about a bus that didn't stop at Ashborne Grove bus stop when you tried to get off.

I'm sorry that the bus 221 didn't stop when you pressed the bell.

The driver should pull over at the next stop if you ring the bell. This is the best way to let drivers know you wish to get off. If you can't ring a bell or prefer not to, drivers should also let you off if you verbally ask them to.

I've passed your comments to Arriva London, the bus operating company. They'll now investigate your complaint. The driver will be interviewed and could face disciplinary action. I'm sorry you had to travel longer than necessary on a bus route 221 bus.

Quality Incentive Contracts help deliver improvements to bus services. Bus operators are regularly assessed on customer care. Complaints about poor conduct are marked against targets. It's in the bus operating companies' interest to meet and exceed these targets – otherwise it could have an impact on their contracts.

I'm sorry for the unwarranted rudeness to you and that you had to walk back. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Jaiyeola Olomo

Customer Services Adviser
Transport for London Customer Services

ST 5765177

Notes

20.07.2015 10:55:40 AGYEMAPA01

Email sent and hand-off to bus operator

Pamela Agyemang

Customer Services Adviser

Transport for London Customer Services

Notes

15.07.2015 08:38:28 JOANNEHA

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: FW: Arriva London Web Site - General Enquiry - [REDACTED] - Sat, Jul 11th 2015, 19:16 GMT

[cid:image001.gif@01CCB9AD.9AF4D880]

Customer Services

Arriva London

(020) 8271 0101

16 Watsons Road, London, N22 7TZ

www.arrivalondon.com<<http://www.arrivabus.co.uk>>

P Please don't print this e-mail unless you really need to.

From: [REDACTED]

Sent: 11 July 2015 18:17

To: PR. London (ALN)

Subject: Arriva London Web Site - General Enquiry - Naomi Collyer - Sat, Jul 11th 2015, 19:16 GMT

This e-mail has been sent by : [REDACTED]

On Wednesday 8th July we waited at about 13.15 in Piccadilly for a 38 bus for almost 45 minutes before giving up and taking a taxi. Where had they all gone? We noticed earlier (about 11 am) that there was only one waiting at Victoria railway station, there are usually several. Surely the Tottenham Court Road works did not hold up ALL the buses?

Click here<<https://www.mailcontrol.com/sr/MZbqvYs5QwJvpeaetUwhCQ==>> to report this email as spam.

Arriva plc

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Our ref: 5765177

20 July 2015

Dear [REDACTED]

Thanks for your email of 11 July about the bus on route 38 that failed to arrive causing you to take a taxi. I understand your frustration and I'm sorry for the inconvenience and distress caused to you.

I've looked into this for you and our systems hold no information on why the route 38 was delayed. The route is run by our bus operator, Arriva London, under contract. We're the first point of contact for customers and we monitor all complaints and commendations. However, your complaint has been forwarded to the bus operator in charge of this route, who will investigate this further.

It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services. Once again, I'm very sorry for the delay you experienced on the 8 July.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234 who will be happy to help you.

Kind regards
Pamela Agyemang
Customer Services Adviser
Transport for London Customer Services

ST 5771248

Notes

16.07.2015 14:02:38 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

dear tfl,

please could you tell me why the air conditioning does not work on the 38 buses.

the other day was very hot outside and even hotter inside the bus.

i asked the driver and he assured me it had been switched on, but he agreed that it never works properly.

please can you let me know why such a modern bus does not have AC that functions properly?

thanks,



Direction :

Ref: 5771248

17 July 2015

Dear [REDACTED]

RE: Route 38 NRM heating complaint

Thank you for your web submission on 16 July about your complaint on the interior temperature on board a route 38 bus.

I was sorry to hear your comments on the air-chill system on-board these buses. All NRM buses are designed to take advantage of the absence of opening windows, as they use a thermostatically-controlled air cooling system to reduce the temperature on-board. Much like office air conditioning systems, where open windows reduce the efficiency of the cooling effects, the system on the NRM relies on there being fixed windows on these buses.

I can confirm that we have not fitted any of our buses with air conditioning systems. This is because 'air-con' units use extra fuel, which would make our buses less environmentally friendly by increase their emissions.

We must strike a balance between providing reasonable comfort in summer conditions and minimising exhaust emissions from the bus fleet. Installing full air conditioning systems on buses would dramatically increase harmful exhaust emissions.

I can confirm that, after receiving passenger feedback from existing services in 2013, we did make several refinements to the cooling system. These changes were made with a goal to increase air flow on the upper and lower decks. These changes were also retro-fitted to all existing buses, and subsequent production vehicles have this fitted as standard.

We are also planning to carry out a further trial use of a special film on the windows of a number of route 73 buses that could reduce solar gain by up to 4 degrees Celsius. If this trial is successful it could be rolled out more widely across the Capital's bus fleet, seeing a further reduction in on-bus temperatures during the summer months.

As an additional measure all new buses and any vehicles going for repainting, have to have white-painted roof panels which reflect the heat. This further helps to keep the bus interior cool. Lastly, all new buses produced must have insulated roof and side panels which reflect heat along with tinted side glass.

We do conduct regular checks across the bus fleet examining aspects of vehicle design and performance, including the air cooling systems. As a part of their standard, routine maintenance cycle, the air cooling systems of all buses are checked by their operating company.

Whenever we receive a report about issues with the on-board temperature, we would ask for the bus route number and vehicle registration number. With this information we can have the relevant operator's depot staff inspect the bus for faults, and make any necessary repairs.

Thank you again for contacting me and reporting this to us. If you require any further assistance then please feel free to contact me again. If you prefer, our call centre can be contacted through 0343 222 1234.

Kind regards

Oliver Thomas
Customer Service Adviser
Transport for London Customer Services

ST 5772454

Notes

21.07.2015 10:07:08 FRANKLSH

From: [REDACTED]
Sent: 21 July 2015 10:06
To: Cruickshank Andrew (ST)
Subject: ST:5772454

Hi Andrew,

FYI.

Thanks,

[REDACTED]

Notes

16.07.2015 18:16:55 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I'd like to raise a safety concern over the operation of the rear doors on new routemaster buses, after an incident yesterday.

I was standing on the rear platform, waiting for the driver to open the doors to allow passengers to get off the bus. The

right-hand door (nearer the front of the bus) opened into the space where I was standing, and my foot got caught under the door,

which continued to move. I also lost my balance as the door moved between me and the rail I was holding on to. Fortunately I was

wearing leather shoes - if I had been in sandals, I could have suffered serious injury to my foot. (I told the driver what had

happened, and he was apologetic.)

The way that the doors sweep across the platform with no warning seems quite dangerous. Could you let me know whether this is a

recognised design/safety issue, and whether anything is being done to address it?

Thank you,

[REDACTED]

Direction : North

Ref: 5772454

1 August 2015

Dear [REDACTED]

Thank you for your web login of 16 July about your recent experience on the 38 bus route.

I'm sorry for the delay in my response and for the incident that occurred on the 15 July.

Passenger safety is a priority for us, and I can confirm that following a safety review of these services, advisory information was put in place to make passengers aware the door can move into the open position on the rear platform.

In addition to fitted information signs by the doors, all buses have warning announcements about the doors opening which are to be played when the vehicle is operating without a second crew member. In the event that a second crew member is present, the rear platform will remain open, and this warning would be unnecessary.

I've contacted the bus operator, Arriva, so that their depot engineers can check their buses on the route 38 to ensure that no changes have been made and that these remain visible.

I trust that this information will be useful to you.

Thanks for taking the time to contact us. Please contact me again if you need any further assistance, or if you would prefer to talk to us about this matter, please call us on 0343 222 1234.

Kind regards

Shanice Franklin
Customer Service Adviser
Transport for London Customer Services

ST 5777995

Notes

21.07.2015 10:47:40 BOATENKO

Response provided

Kofi

Notes

19.07.2015 13:08:04 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Running number 207 failed to stop. I could live with this normally, but I had already been diverted off the Victoria line at

Victoria because the station was so full and this bus stop is hardly a pleasant place to wait at.

Direction : Clapton

Ref: 5777995

21 July 2015

Dear [REDACTED]

Thanks for contacting us via the TfL website on 19 July about a bus that didn't stop for you at the Hyde Park Corner bus stop. I'm sorry for the distress and inconvenience this caused you.

I'm sincerely sorry that the route 38 didn't stop for you when you expected it to.

If you're waiting at a compulsory or request stop, drivers should pull over and pick you up. They should stop for you even if you haven't hailed the bus.

It's not acceptable for a driver to deliberately ignore, or refuse, any passenger intent on boarding should there be space available.

I've passed your comments to Arriva, the bus operating company that runs this route for us. They will now investigate your complaint. The driver will be interviewed and could face disciplinary action.

Once again I'm sorry for the distress and inconvenience the route 38 not stopping caused you. As mentioned previously, your complaint has been forwarded to the relevant bus operator.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Kofi Boateng

Customer Service Adviser

Transport for London Customer Services

ST 5778534

Notes

19.07.2015

18:22:27

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Bus was way to hot due to the air conditioning being broken. Driver refused to give us a ticket for another bus. He told us that

all 38 busses would be the same. We got off only to pay for a different bus that had working air conditioning. His bus was so hot it

should not have been in service, why couldn't he have given us another ticket for a different bus?

Direction :

Ref: 5778534

4 August 2015

Dear [REDACTED]

Thank you for your web login of 19 July about your recent experience with the 38 bus route.

I'm sorry that you experienced uncomfortable temperatures on the service you refer to.

The New Routemaster (NRM) is fitted with an air cooling system that is designed to work with closed windows. Transfer tickets are only provided to customers who are on a service that's been curtailed or had to be removed from service for emergency/operational reasons. I'm sorry that the first 38 service you were on was warmer than the second service you boarded.

I've passed your comments on to Arriva, who operate the 38 route on our behalf so that the vehicle in question can be identified. They will take the necessary steps to ensure that the cooling system is in full working order.

Should you encounter a bus that has issues with its heating or air cooling system we ask that you provide us with the route number and vehicle registration so we can address this with the relevant operator.

In light of the inconvenience caused, I'd like to offer you two saver tickets which can be used in lieu of payment on any of our bus services. Should you wish to accept this offer, please send me the address you'd like the tickets sent to and they will be posted upon your confirmation.

I look forward to your response.

Thanks for taking the time to contact us. Please contact me again if you need any further assistance, or if you would prefer to talk to us about this matter, please call us on 0343 222 1234.

Kind regards

Shanice Franklin
Customer Service Adviser
Transport for London Customer Services

ST 5781851

Notes

20.07.2015 15:57:09 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

the cooling on the new 38 buses doesn't work. When will this be fixed. Please send me an update on this problem

Thanks [REDACTED]

Direction : any

Ref: 5781851

21 July 2015

Dear [REDACTED]

RE: Route 38 NRM heating complaint

Thank you for your web submission on 20 July about your complaint on the internal temperature on board a route 38, New Routemaster (NRM) vehicle.

I was sorry to hear of your comments on the air chill system on board these buses. All NRM buses are fitted with an air cooling system that is designed to work with closed windows.

Assurance checks were conducted during warmer days last summer and the system was found to be at least as effective at improving comfort in the upper deck as conventional double deck buses with similar systems and opening windows.

I appreciate that it can be very frustrating if this system is not working fully, and I can assure you that we conduct regular checks across the bus fleet. Bus operating companies are also expected to check air cooling systems as part of their routine maintenance process.

If you do encounter a bus that has issues with its heating or air cooling system we would ask you to provide us the route number and vehicle registration so we can address this with the relevant operator.

Thank you again for contacting me. Should you need any further assistance, please feel free to contact me again. If you would prefer to call, a member of our contact centre can be contacted on 0343 222 1234, who will be happy to help.

Kind regards

Oliver Thomas
Customer Service Adviser
Transport for London Customer Services

ST 5782771

Notes

20.07.2015 19:48:18 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Several buses on route 221 have engines that are incredibly noisy and very disturbing at any time of the day. Whenever they drive

along Argyle Road where I live they disturb any kind of activity, from watching to TV to speaking with friends to sleeping. Please

have them replaced as soon as possible.

Direction : Both

Ref: 1016593413

04 September 2015

Dear [REDACTED]

Thank you for your email of 20 July 2015 about noisy buses.

I'm sorry for the problems you have been experiencing.

Having looked into this matter further, I can confirm that Arriva London are looking into the various vehicles on this route, any defects discovered will be repaired so as not to cause further problems.

Thank you again for contacting us and reporting this matter to us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234, who'll be happy to help.

Kind regards

Jennie Millena
Customer Service Adviser
Transport for London Customer Services

ST 5787191

Notes

22.07.2015 17:43:39 DZIKUNTE

Called customer and he wants cancel the complaint .

Terry Dzikunu
Customer Service Adviser
Transport for London Customer Services

Notes

22.07.2015 08:25:29 JOANNEHA

From: [REDACTED]
To: customerservices@pcrm.tfl.gov.uk,info@londonbusapp.com
Subject: Bus Incident Report
Incident Details

Time of Occurrence: 2015-07-21T19:49:13.229

Problem: Heavy breaking and revving engine to prevent electric mode

Additional Comments: constant heavy breaking through journey and the driver actively preventing the energy saving features of the bus by revving in neutral at lights (so he could pull off fast)

Transport Details

Bus Route: 38

Bus Destination: Hackney Central

Bus Route: LTZ1183

Bus Stop: all from theobalds road to angel

Contact Details

Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Reported Location: 51.531229,-0.106320

View Map: <http://maps.google.com/?q=51.531229,-0.106320>

This report was submitted using London Live Bus Countdown on iOS -
<https://itunes.apple.com/gb/app/london-live-bus-countdown/id475360935?mt=8>

Report Received at: 21/07/15 6:49pm

NO EMAIL OUT

ST 5788035

Notes

23.07.2015 15:31:53 PARKJE01

emailed cust. operator notified.

Jesse Park

Notes

22.07.2015 11:13:23 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

To whom it may concern,

I was cycling along road when bus started to overtake me and then immediately attempted to pull into the side before he was ahead

of my bike. The bus driver either failed to check his wing mirror or purposefully ignored my presence, with the result that I was

in a very unsafe position between the inside of bus and the pavement and forced to take evasive action.

According to road regulations the cyclist has the right of way in such a situation. It was a dangerous manoeuvre that could have

resulted in serious injury. The driver should have abandoned the manoeuvre if he saw me in his wing mirror.

Regards,

[REDACTED]

Direction : Victoria

Our ref: 5788035

23 July 2015

Dear [REDACTED]

Thanks for your email of 22 July about a bus driver on route number 38. I'm very sorry that the driver cut you off on Theobolds Road, and I understand how distressing this must have been.

I've made Arriva London, the company that runs this route for us, aware of the poor driving displayed. The driver will be identified and then interviewed by a manager. Afterwards, appropriate steps will be taken to address the behaviour you experienced.

Quality Incentive Contracts help deliver improvements to bus services. Bus operators are regularly assessed on customer care. Complaints about driver's poor conduct are marked against targets.

It's in the bus operating companies' interest to meet and exceed these targets – otherwise it could have an impact on their contracts.

It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234, who will be happy to help you.

Kind regards

Jesse Park

Customer Service Adviser
Transport for London Customer Services

ST 5793605

Notes

24.07.2015 10:28:34 PARKJE01

emailed cust. operator notified.

Jesse Park

Notes

23.07.2015 18:54:06 METZGEET

comments: I was just crossing the on Theobald's Road where it joins with Proctor Street. There is a bus lane with its own set of lights and two further crossings one across Theobald's Road and the other across Proctor Street, the bus lane runs between the two.

A number 38 bus decided to run right through on the red light as I was about to cross, it was just lucky that I am a vigilant person and I noticed the bus, the green man was lit and had been for a while as the crossing goes across Theobald's Road and over the bus lane to a 3rd crossing, the lights work in unison. I was about to cross when I realised the driver was not going to stop, he went completely across the crossing and was only forced to stop because the traffic on the other side was still going due to the fact the lights were red.

I noticed it was a route master so I said to the conductor, who was standing in the open doorway that that the driver had just run the red light and instead of acknowledging me he repeated back what I said in a whiney voice. I was shocked, and after having to walk around the back of the bus as it was blocking the crossing decided I would report the incident. Perhaps it was caught on one of the many CCTV cameras in the city. I have taken a picture of the bus. It is a number 38 Arriva, the

numbers on the side are - LT201 in white and 231 in yellow. The incident happened at around 2 p.m.. I am happy to provide further information.

NO EMAIL OUT

ST 5794635

Notes

24.07.2015 09:59:08 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

On arrival at the bus stop I found my bus at the stop with hazard lights on. I didn't board the bus as I thought it must have

broken down. A few minutes later it left without incident, I can only assume that it was held at the stop to regulate the service.

I would like to complain about the fact if it was the case that it wasn't broken down it should never have its hazard lights on and

the conductor should have told us to board.

Direction : Clapton Pond

Ref: 1016616408

17 August 2015

Dear [REDACTED]

Thank you for your email of 24 July 2015 about an enquiry about a driver behaviour issue. I'm sorry for the delayed response and the unacceptable behaviour experienced.

We do however expect the very highest standards of service from everyone representing London Buses, and it was really disappointing to hear that the drivers did not respond appropriately or respond in the appropriate manner

Please be assured you that this matter has been passed onto the bus operating company, Arriva London, who run this route on our behalf. I can confirm that both drivers have been identified, and appropriate steps will be taken in line with the company's internal procedures.

Thank you for contacting and reporting this matter to us. If there is anything else I can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234, who'll be happy to help.

Kind regards

Jennie Millena
Customer Service Adviser
Transport for London Customer Services

ST 5798106

Notes

27.07.2015 08:32:48 BARHOUJO

Called the customer who was not satisfied with the response. I informed the customer that we are unable to facilitate a personal apology from the driver, while reassuring her that the matter would be investigated.

The customer wanted to know the outcome of the incident and what action is taken against the driver. I informed the customer that we are unable to disclose the outcome of the interview, or what action is taken against the driver due to the operating company's internal policies.

The customer then terminated the call.

Notes

26.07.2015 15:31:25 BUCKLEAL

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: Re: Bus 221 - Dangerous Driver

hi Jaiyeola

Thank you very much for your kind reply and i accept your apology and I would love that driver to apologise to me in person other wise i have all the evidence and all my doctors letter that i was treated for shock and that I am still being treated for depression because the words he told me were deeply depressing

Kind regards

[REDACTED]

Notes

25.07.2015 18:04:32 OLOMOJA

Customer has been sent a response by email and hand off sent to the bus operator.

Jaiyeola Olomo {DJ}

Notes

25.07.2015 13:25:00 ISLAMNU

From: [REDACTED]

Sent: 21 July 2015 08:32

To: Customer Services North West

Subject: New form submission

On the 21/07/2015 @ 7.30am I was crossing the road wanted to board bus ref LJ03Mwx the driver quickly closed the bus door immediately started the bus without looking ,he almost crashed me!!! It was scary up to now I am still in a shock! He drove off the bus, and was stopped by a traffic lights so I ran to the next bus stop because I wanted to board the bus plus I wanted to ask him why he almost crashed me. I managed to get to the next bus stop before the bus, I got into the bus ,I asked him why he almost crashed me oh my God the driver was bitter he shouted at me humiliating me in the bus full of passengers ,he said I was mentally ill , stupid person who does not know what to do and called me stupid animal he did not give me time to explain my question ,my question is why would a driver of such respective company behave like that? I expected a sorry but I think he went way too far there was no need to do that, I have to have to go through medical checkup because I am suffering from shock could u please treat this matter seriously because the whole thing was disgracing , appalling and disgusting why is he bitter like I thought this was not professional at all

journeyfrom: North finchely

journeyto: Wood green

servicenumbe: As above

dayoftravel: 21/07/2015

time: 7.30am

NO EMAIL OUT

ST 5800798

Notes

27.07.2015

10:27:07

NDUKAME

Email sent to customer and hand off sent to bus operator

Mercy Nduka

Customer Services Adviser

Transport for London Customer Services

Notes

27.07.2015 09:52:22 NEECHLE

From: ENQUIRIES@BUSUSERS.ORG

To: customerservices@pcrm.tfl.gov.uk

Subject: Fwd: Complaint about bus driver

-----Original Message-----

From: [REDACTED]

Sent: 25/07/2015 at 15:13:16

To: "enquiries@bususers.org" <enquiries@bususers.org>

Subject: Complaint about bus driver

>Details: 38 bus to Victoria

>Reg LTZ 1233

>Between 2.45-3pm

>

>I would like to complain about this bus driver.

>He held up a road around Shaftesbury Avenue outside Shaftesbury Theatre for around 20 mins and over 5 turns of the Green traffic light. He held up two lanes and did not allow drivers to use the third lane. We asked him to move and he was rude and stubborn and did not help at all. All the cars including buses had to overtake him but we were stuck behind him and couldn't.

>

[REDACTED]

>

>Sent from my iPhone

Our ref: 5800798

27 July 2015

Dear [REDACTED]

Thanks for your email of 25 July about the poor standard of driving on bus route number 38. I'm sorry for the poor standard of driving that you experienced at Shaftesbury Theatre.

Poor driving or driving without due care is simply unacceptable. I've made Arriva London, the company that runs this route for us, aware of your concerns. The driver will be identified and then interviewed by a manager. Afterwards, appropriate steps could be taken to address the behaviour you experienced.

The safety of our customers and road users is our highest priority. We go to great lengths to train our bus drivers to very high standards.

We continue to monitor driving performance, to ensure that high standards are followed and maintained. Every month we carry out over 600 Driver Quality Monitoring surveys. This provides us with technical assessments of their driving skills. Drivers are assessed on acceleration and braking, as well as the use of mirrors and road positioning.

I'm very sorry for any distress this caused you.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234 who will be happy to help you.

Kind regards

Mercy Nduka

Customer Services Adviser

Transport for London Customer Services

ST 5802592

Notes

27.07.2015 16:14:15 NDUKAME

Email sent to customer and hand off sent to bus operator

Mercy Nduka

Customer Services Adviser

Transport for London Customer Services

Notes

27.07.2015 15:16:17 BLAIZEJE

Time of Occurrence: 2015-07-27T15:00:47

Problem: Driver was driving irresponsibly and blocking the road not allowing bus number 9 to pass. Road rage. Poor and childish driving.

Additional Comments:

Bus Route: 38

Bus Destination: Clapton Pond

Bus Route: LTZ1221

Bus Stop: Piccadilly road

Our ref: 5802592

27 July 2015

Dear [REDACTED]

Thanks for your email of 27 July about the poor standard of driving on bus route number 38. I'm sorry for the poor standard of driving that you experienced at Piccadilly Road.

Poor driving or driving without due care is simply unacceptable. I've made Arriva London, the company that runs this route for us, aware of your concerns. The driver will be identified and then interviewed by a manager. Afterwards, appropriate steps could be taken to address the behaviour you experienced.

The safety of our customers and road users is our highest priority. We go to great lengths to train our bus drivers to very high standards.

We continue to monitor driving performance, to ensure that high standards are followed and maintained. Every month we carry out over 600 Driver Quality Monitoring surveys. This provides us with technical assessments of their driving skills. Drivers are assessed on acceleration and braking, as well as the use of mirrors and road positioning.

I'm very sorry for any distress and inconvenience this caused you.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234 who will be happy to help you.

Kind regards

Mercy Nduka

Customer Services Adviser

Transport for London Customer Services

ST 5805623

Notes

28.07.2015 14:40:07 ALESHEAH

Responded by email.

Babatunde

Notes

28.07.2015

13:36:15

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Dear Sir or Madam,

On the morning of Wednesday 22nd July I boarded the number 38 bus on St John's Road, Islington at around 8:30am. I live in Angel

and work in Soho, so this is a journey that I undertake most days, usually without incident. Unfortunately, on this occasion I

encountered rudeness, incompetency and atrocious customer service from two of your staff members.

Upon boarding, I placed my rucksack in the luggage area and stood next to it alongside other passengers, significantly behind the

driver's cabin. The bus pulled away and I buried myself in my morning emails on my phone.

A couple of stops later, the bus increased from around 70% capacity to 90-100% capacity. After allowing more passengers to board on

Roseberry Avenue, the bus driver asked me to move further down the bus. I was rather confused by his request because I wasn't

blocking the aisle, I was standing in the same position that I had been since boarding the bus at an earlier stop (the same

position I stand on the bus every day) and there was clearly no more space to move down because the bottom deck of the bus was full

of people. I also did not block the aisle for the new passengers who boarded, as they all walked past me successfully.

I explained this to the driver, who insisted that I move down anyway. After finally realising that I couldn't move down, he told me

that there was space at the back of the bus, so he asked me to exit from the front of the bus and board again at the back. Although

confused, because I was still behind the driver's cabin and entryway, I followed this instruction so that I wouldn't hold the bus

up more than it had been already.

However, when I got to the back of the bus, the bus conductor at the door refused me entry, saying that there was no room. When I

explained that I had paid for my journey and that the driver had asked me to move to the back of the bus, the conductor shrugged

her shoulders and made it clear that she had no interest in helping me. Without warning, the bus then drove away.

Fortunately for me, another 38 was immediately behind this one. I boarded and explained to the driver that I had paid to travel on

the previous 38 and didn't want to be charged twice for the same journey. He asked whether I'd been given a journey continuation

ticket, but I had neither been offered one nor had any opportunity to request one.

Shortly after this, a ticket inspector boarded the bus who I explained the situation to. He was very understanding, friendly and

helpful - a polar opposite to the driver and conductor that I'd encountered on the previous bus. His Revenue Protection Official

Number was 3572, and he provided me with a 'Ticket Issued Without Payment' slip, serial number LB357222070845.

Like most Londoners, TFL offers me the most convenient way of getting to work and I usually have no issues with the service.

However, on this occasion I was left incredibly surprised and disappointed that not one, but two of your members of staff don't

believe that they need to honour the payment a customer has made to them. The driver had no issue with me boarding and paying for

my journey initially, but after essentially kicking me off the service, neither he nor his conductor offered me a journey

continuation ticket, nor did they hesitate to drive away and leave me on the payment.

I had to spend the majority of my journey explaining the chain of events to a ticket inspector, rather than preparing myself for

the working day as I'd planned, all because two of your members of staff were not only rude, but failed to deliver a minimum level

of service expected by a paying a customer.

I'm writing to ask that the two members of staff concerned are spoken to about their poor conduct and their awful attitude towards

a customer, and advised on how to handle the situation differently in future. As a bare minimum, I should have been directed back

to the front of the bus to get a journey continuation ticket. Ideally, the bus driver wouldn't have allowed the bus to get

overcrowded in the first place.

Unfortunately, upon arriving at my destination and walking past the original bus I asked the bus conductor for her badge number but

she refused to give it to me. I'm sure, however, that you will be able to identify the staff members involved based upon the

registration number and the timing details that I've provided.

Please let me know if you need any more details from me regarding this complaint. Otherwise, I look forward to hearing from you to

confirm that action has been taken and this matter has been resolved.

Yours faithfully,


Direction : Towards Victoria

ST 5819815

Notes

04.08.2015 12:00:41 BARHOUJO

Called the customer and left a voicemail advising that the complaint will be forwarded to the operating company for investigation. I provided the customer with contact details and reference number.

Notes

03.08.2015 10:13:20 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I was cycling in front of the bus on the main route before reaching the bus main bus stop between 'Super dry' and Angel Tube

station. At the point just before the main 2 lane route then has an additional seperate lane for the bus lane/ and stops I

indicated clearly to signal to the bus behinde I was manoeuvring out of the main traffic route into the bus lane as there is a

cycle box up ahead with the bus route traffic.

With the bus driver right behind me he then attempted to dangeroulsy overtake me at the slip way to get himself into the bus lane

instead of as he should have stayed bebind me.

He gestured to tell me I had indicated to make a left turn. As there is a left turn at the point I indicated my lane change.

However this is not a justifiable excuse to dangerously overtake me. He should not be presuming what I am doing. I wish to add I

have a driving licence and have not once had any points or speeding fines in the 10 years it has been held. I cycle cautiously

and ensure I check my 'blind spots' and indicate to show my actions clearly to other road users. However if their impatience leads

them to not give me the space to cycle safely especially when the bus is behind and puts me in danger - I will always make a point

of complaining. Your driver's angry attitude just highlighted his lack of respect and awareness for the other road users and the

impact his decisions can have as he very nearly hit me this morning when all I wanted to do was get to work.

Direction : Victoria

NO EMAIL OUT

ST 5822761

Notes

18.08.2015 14:07:56 ALLEYNST

Further email response sent to customer

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

Notes

18.08.2015 13:41:15 BLAIZEJE

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: Re: Route 221- Driver Complaint

Please note that the email with the picture was sent on a separate email on the same day quoting the reference number as the subject name.

Regards

[REDACTED]

Notes

12.08.2015 09:09:43 BILLINJA

Good morning,

In regards to the incident on 3rd of August, I would like to confirm that the bus was completely stopped in the bus stop bay, regardless of whether he was indicating or not, the bus driver was unable to move out of the bus stop as he was at a red light and could have easily opened the doors whilst he was stopped within the bus stop. Please see the picture attached.

Further more, his attitude towards the public was absolutely disgusting. I have worked in customer service for many years, and this is not someone who should be interacting with the public on a daily basis. I would be heavily disappointed if further action is not taken against the bus driver.

Regards,



Sent from my iPhone

Notes

04.08.2015 10:51:35 ASHAMUKO01

Email sent to customer. Hand off to bus operator

Kofo Ashamu

Customer Services Adviser

Notes

03.08.2015 18:27:12 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I'm absolutely appalled by your staffs behaviour. The bus driver had stopped and was not moving as he was held up at the traffic

lights, the bus was still clearly within the bus stop bay, when I tried to knock for the driver to open the doors as he was still

stopped in the bus stop bay, the driver completely ignored me although he could hear the knocking. I even had time to take picture

evidence of his behaviour and walk to the next bus stop. Further more, the bus drivers attitude towards the situation was

disgusting, he didn't acknowledge what I was saying to him, he did not even apologise, he simply ignored everything I said as if I

did not exist. This sort of behaviour is absolutely appalling and should not be happening to the public.

Direction : North Finchley

Our ref: 5822761

18 August 2015

Dear [REDACTED]

Thanks for your further email of 17 August about the poor behaviour of a bus driver on route number 221. I'm sorry for any distress that a driver caused you at Wood Green.

I've looked into this for you and as mentioned in my colleague's previous email, your complaint was brought to the attention of Arriva London. They are the bus operating company that runs the route 221 for us. With the information that you provided, I can confirm that the driver was identified and appropriate action was taken.

I must however advise you that bus operators carry out disciplinary interviews in confidence, in line with their employment and HR policy. We're never informed of the full outcome and we or Arriva London won't be able to tell you the specific action taken. I can however assure you that all complaints are taken very seriously and they have taken the action they deem necessary against the driver.

Once again, I'm very sorry for what happened and understand this must have been deeply upsetting for you. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

ST 5824986

Notes

04.08.2015

13:14:18

BUCKLEAL

Please see attached correspondence.

NO EMAIL OUT

ST 5826885

Notes

06.08.2015 15:26:45 ALLEYNST

Email response sent to customer and a handoff sent to the bus operator

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

Notes

05.08.2015 00:53:38 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I got in the bus number plate LTZ I220 from Shaftesbury Avenue near by Trocadero Haymarket to go towards Green Park or further as

I could not walk due to a surgery I had 72hrs ago. I have kindly and politely asked the Chinese driver where he was driving to so I

could be sure that I was going in the right direction to get closer to my residence since I never took that bus route before. He

responded very aggressively and in the most unpolitely way, stating that my question was stupid(!) and that I should be clearer on

where I wanted to go. I quietly and politely responded that I did not get a specific destination in mind on where to get off but

instead was trying to understand where the bus number 38 (which I never took before) was going to. Again, aggressively and very

irrespectfully the driver started to shout at me and still not answering such a simple question regarding the bus route number 38.

It is with the greatest disappointment that I am reporting that driver behaviour and language as I have never experienced such a

conflictual situation during my previous travel within the TFL UK Network. I strongly believe that this driver is a real shame for

the body industry and should definitely no longer work in that job as a driver since he clearly demonstrated an instable temper,

zero customer manners, projection of anger, aggressive and disrespectful tone and final unacceptable behaviour with harassment

towards me shouting front of everybody sitting in that bus. I obviously asked him to provide me his driver ID so I could report my

complaint regarding the service and the extremely poor customer care I received on that instance.

I have never felt so unsafe when taking a bus and do hope that this complaint will be taken seriously.

Direction : towards Victoria

Our ref: 5826885

6 August 2015

Dear [REDACTED]

Thanks for your web form of 5 August about the offensive behaviour of a bus driver on route number 38. I'm sorry for the distress that a driver caused you at Shaftesbury Avenue.

I've brought your complaint to the attention of Arriva London, the bus operating company that runs the route 38 for us. With the information you've provided, the driver will be identified.

When a complaint like this is made, a manager will call the driver in for an interview. As you've also provided the vehicle registration of the bus, the CCTV footage will be

viewed to support your complaint. After this, based on the findings, appropriate action will be taken.

The route operators have a range of disciplinary measures which can be taken, depending on the incident and the individual's disciplinary record.

Our operators manage and improve drivers' behaviour in a number of ways. A driver can be paired with a mentor, take part in conflict avoidance classes and attend further customer service training.

Quality Incentive Contracts help deliver improvements to bus services. Bus operators are regularly assessed on customer care. Complaints about poor conduct are marked against targets. It's in the bus operating companies' interest to meet and exceed these targets, otherwise we won't extend their contracts.

Once again, I'm very sorry for what happened and understand this must have been deeply upsetting for you. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

ST 5830214

Notes

06.08.2015 11:46:36 RAHMANFA01

Reply sent via email

hand of sent

Notes

05.08.2015 19:07:30 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Hi there,

I would like to make a complaint about a number 38 bus to Victoria, going down Dalston Lane, which has almost just made me a permanent fixture to the road's zebra crossing. (Registration number ended in 1007).

As I walked towards the zebra crossing, I could see there was an opportunity to cross safely. No cars coming. I could see a red bus at a distance that was enough to stop for me to cross. Unfortunately this was not the case. As I stepped onto the zebra crossing, the bus didn't slow down. As I walked towards the middle, the bus still didn't slow down (I actually think it sped up). I have never had a bus come so close to me on a zebra crossing. I genuinely had to gallop (like a horse) across the second half of the crossing as I actually thought it was going to hit me. The driver then continued to cruise the empty bus down Dalston Lane (probably cackling as they went).

As a pedestrian, there's always a high chance that some boy racer is using you as a moving target on that zebra crossing. It's a risk you have to take when crossing it. A TfL bus, I'm shocked at. Never have I felt actually scared of being hit by a bus on a zebra crossing. As a driver of 8 years, I fully understand the green cross code, which I think the driver of your bus should be

re-trained in. If the passengers of tomorrow's tube strike decide to walk, instead of getting a bus, then I fear for their safety

too. I don't think it's acceptable for a bus driver to make a pedestrian feel scared of being run over on a zebra crossing.

I'm not usually one to complain, but as a health and safety representative, I can absolutely assess that this was not safe.

Kind regards,

[REDACTED]

Direction :

Ref: 5830214

6 August 2015

Dear [REDACTED]

Thank you for your feedback form yesterday, concerning the dangerous driving on route 38 bus earlier that evening.

I'm sorry that the driver didn't stop when you were about to cross at a zebra crossing and for any distress this may have caused. I'm very concerned to learn that the driver increased the speed and I appreciate how frightening this must have been for you.

The safety of our customers and road users is our highest priority. We go to great lengths to train our bus drivers to very high standards. They're trained to obtain the Category D entitlement on their driving licence. This is needed to operate passenger carrying vehicles. Drivers must then qualify for the Certificate of Professional Competence - whilst receiving vocational training - as well as ongoing development.

Poor driving or driving without due care is simply unacceptable. I've made Arriva London, the company that runs this route for us, aware of your concerns. The driver will be identified, and appropriate action will be taken to address the dangerous driving that you experienced.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email and I'll be happy to help you. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Fahmida Elahi

Customer Service Adviser

Transport for London Customer Services

ST 5833362

Notes

06.08.2015 21:42:53 JORDANPA

contacted customer by phone..h/o sent

Notes

06.08.2015 20:17:44 WEBLOGIN

PREFERRED MEANS OF CONTACT: PHONE

I would like to speak to a member of staff because i am very upset with the driver i am deeply disgused to such a rude attitude

Direction : Mare street

NO EMAIL OUT

ST 5836059

Notes

10.08.2015 10:03:51 BLACKBJA01

VERNON PLACE WC1: Route 1 8 19 25 38 55 59 68 91 168 171 188 242 243 521
N1 N8 N19 N35 N38 N41 N55 N68 N91 N171 N207 unable to serve stop 'F'

Bloomsbury Square (77374) towards Old Street or Angel Islington 0930 Monday 03 August until 1800 Sunday 04 October due to UKPN.

Notes

07.08.2015 16:19:18 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

This bus stop is apparently closed until October. There is no need or reason for this closure (for the third time this year).

The lane in the opposite direction is closed due to roadworks. However, this has no bearing on this bus stop. There are two lanes

of traffic in the direction of this bus stop, and there is a permanent barrier between these lanes and the opposite lane. Therefore

the roadworks have absolutely no impact on traffic in this direction. Buses are still passing the stop, but without stopping.

Please can someone assess the situation and reopen this stop.

Direction : Eastbound

Ref: 5836059

24 August 2015

Dear [REDACTED]

Thanks for your feedback form of 7 August about the closure of stop 'F' at Bloomsbury Square.

I'm concerned to hear that this stop is closed. I can appreciate that this is frustrating for you especially as this has happened before. I'm sorry for the inconvenience caused.

This stop has been temporarily closed due to problems with the electricity supply. UK Power Networks are carrying out maintenance due to be completed by 4 October.

Thanks for taking the time to get in touch. Please contact us again if you need any further assistance. If you'd prefer to call us about this matter please call us on 0343 222 1234.

Kind regards

James Blackburn
Customer Service Adviser
Transport for London Customer Services

ST 5836206

Notes

08.08.2015 12:08:43 ISLAMNU

Response sent.

Notes

07.08.2015 16:54:16 METZGEET

Time of Occurrence: 2015-08-07T15:38:39.329

Problem: Driver was trying to avoid stopping at the bus stop, got annoyed when I pushed the bell to get off. Started huffing and puffing, shaking his head, muttering something at me and giving me a dirty look until it was physically impossible to look any longer. I am registered disabled and used a freedom pass to board the bus because walking is difficult. I do not want to be made to feel like I'm inconveniencing the driver when all he is doing is what he is paid to do

Additional Comments:

Transport Details

Bus Route: 38

Bus Destination: Victoria

Bus Route: LTZ1236

Bus Stop: st johns street

Ref: 5836206

8 August 2015

Dear [REDACTED]

Thank you for your email of 7 August about a driver on the 38 bus route.

I'm sorry about the behaviour you've experienced and hope it has not caused you too much difficulty.

I've brought your complaint to the attention of Arriva, the bus company that runs this route for us. With the information you've provided, the driver will be identified. When a complaint like this is made, a manager will call the driver in for an interview. After this, based on the findings, appropriate action will be taken.

Bus operators are regularly assessed on customer care. Complaints about drivers failing to stop and poor conduct are marked against targets. It's in the bus operating companies' interest to meet and exceed these targets – otherwise it could have an impact on their contracts.

It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Once again, I'm really sorry about the behaviour of our drivers.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Nurul Islam

Customer Service Adviser

Transport for London Customer Services

ST 5836377

Notes

07.08.2015 17:44:03 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Dear TFL,

I would like to start, by saying thank you for your reliable and good bus services in London.

I have recently been discourage by a few of the new services.

Every morning I get on the 38 bus to museum Street. I try my hardest to get a seat downstairs sometimes this is not possible.

Sitting upstairs is compete torture. Some days I find it hard to breath, the temperature I checked was at 35c one morning! This

really isn't acceptable. I'm really not keen on rising a bike to work but have now decided to do so.

Taking the 38 is bad enough, but getting on the number 8 (which occasionally do) is just awful and I'm not entirely sure why you

have no bus conductor on this service? Getting on the bus every day makes me miserable, I used to like reading and travelling on

buses.

I hope you take all the compaints seriously.

But thank you for a great service otherwise.

[REDACTED]
Direction :

Our ref: 5836377

8 August 2015

Dear [REDACTED]

Thank you for your email of 7 August about heating on the 38 bus.

I'm sorry you've experienced uncomfortably warm temperatures on board this bus.

The heating systems on our buses are designed to react automatically to temperatures on board. When the temperature gets too low, the system compensates and turns the heating up. When the temperature gets too high, the system automatically switches off to allow the temperature to fall.

As these heating systems are automatic, drivers aren't able to manually adjust the temperature.

We've installed state-of-the-art air cooling systems on some of our buses, including all New Buses for London. This system works by cooling air and circulating it around the upper deck of the bus.

On particularly warm days, when the air outside is warmer than inside, our air cooling systems are more effective with the windows closed.

We have not fitted any of our buses with air conditioning systems. This is because 'air-con' units use extra fuel, which would make our buses less environmentally friendly.

If you think there's a fault with one of our heating or air cooling systems, it's best if you let us know so we can let the bus operator know. We'll need the date and time of your journey. I'll give this information to Arriva London and ask them to check the fault.

Kind regards

Rosa Cherrad

Customer Services Adviser

Transport for London Customer Services

ST 5836770

Notes

08.08.2015 00:34:25 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

As a wheelchair user I attempted to board the 38 service and the driver came out of his cab to tell me I couldn't board as there

were 2 buggies occupying the wheelchair area, and when I, and other members of the public, told him it was the law that a

wheelchair takes priority he abruptly informed us you only got priority if the buggy was not on the bus already and I could not get

on.

Direction : To Green Park

Ref: 5836770

20 August 2015

Dear [REDACTED]

Thank you for your web submission on 8 August about your complaint following a route 38 driver failing to let you board.

I'm sorry that on this occasion the driver did not ask for the wheelchair bay to be cleared. While drivers can't make a passenger move if they refused, we would always expect them to try to ask for the bay to be vacated. I am sorry that this was not your experience and I appreciate you making me aware of this.

In light of this I have contacted Arriva London, the bus operator, so that they can investigate this. I can confirm that, using the details you provided, they were able to identify the driver involved.

Following this the matter has been passed to the depot manager to take further. I can assure you that we will not tolerate any driver failing to follow our accessibility procedures, and I apologise for the frustration this caused you.

Thank you again for contacting me. Should you need any further assistance, please feel free to contact me again. If you would prefer to call, a member of our contact centre can be contacted on 0343 222 1234, who will be happy to help.

Kind regards

Oliver Thomas

Customer Service Adviser

Transport for London Customer Services

ST 5854333

Notes

18.08.2015

11:00:48

BOMBARDI

Response provided.

Notes

14.08.2015 10:43:18 METZGEET

From: ENQUIRIES@BUSUSERS.ORG

To: customerservices@pcrm.tfl.gov.uk

Subject: Fwd: Complaint

-----Original Message-----

From: [REDACTED]

Sent: 13/08/2015 at 10:33:34

To: "enquiries@bususers.org" <enquiries@bususers.org>

Subject: Complaint

>To whom it may concern,

>

>Today I got on the 38 bus at Royal Oak Road towards Clapton pond at 10:18am the bus I got on had the number plate LTZ 1216.

>

>Due to the nature of the 38 bus I got on the back door of the bus and tapped in and about 20 seconds later the bus terminated early at the next stop.

>I went up to the driver and asked him to provide me with some proof that I had paid TFL for the purpose of travelling on the outlined route so that I could carry on my journey on the next 38 bus from that very spot.

>

>Not only did he refuse to help me with this leaving me paying for a full journey to only go one stop but he was very rude to me and this really upset me.. He just looked forward and didn't apologise or anything he just said his ticket machine was off and completely ignored me.

>

>It's not really about the money for me but this sort of incident happens all too frequently and luckily I had enough money to pay again for the next bus but there have been times where bus drivers have been so rude to me and have similarly left me stranded with no more money to get home leaving me to walk long distances late at night.

>

>I really would like this complaint not to be ignored and I would like the bus driver who was so horrible to me to be informed of this complaint so he may reconsider his behaviour to people in the future. As a young female of 21 I see so much rudeness from bus drivers to young people and school kids and I think the only way to improve TFL and the attitude of some of your staff is that they be informed of the effect their rude attitude had on members of the public

>

>Kind regards

>



Our ref: 5854333

18 August 2015

Dear Evi

Thanks for your email of 14 August about the poor behaviour of a driver on bus route number 38. I'm sorry for any distress that a driver of a route 38 bus caused you by his rude attitude.

I've brought your complaint to the attention of Arriva London, the bus operating company that runs this route for us. With the information you've provided, the driver will be identified and appropriate action will be taken.

Our operators manage and improve drivers' behaviour in a number of ways. A driver can be paired with a mentor, take part in conflict avoidance classes and attend further customer service training.

I think it's worth explaining why we sometimes have to terminate buses early.

If buses are significantly delayed, the operator may terminate the service early to prevent delays building up across the route. The bus will then run to timetable in the opposite direction. This is a curtailment and is carried out as a last resort.

When this happens, we try to minimise disruption to our customers. When a bus is curtailed there should be a bus of the same route following close behind.

The destination is displayed on the front of the bus, but this can change at any time. If the destination is changed - after a customer has boarded and paid - a transfer voucher is available from the driver. This allows customers to complete their journey without having to pay another fare; they can also be used on another route covering the same stops.

I understand the problem you've experienced and would like to refund the £1.50 extra you paid on the bus.

As this can only be added to your Oyster card via a station ticket barrier or validator, please confirm your Oyster card number and the London Underground, Docklands Light Railway (DLR), London Overground, National Rail station or Tramlink stop you regularly use. I'll make this available to pick up as you touch in or out when travelling through here.

Because we're not able to refund Oyster cards using the validator on buses, if you don't use your card regularly on the Tube, DLR, Overground, Tramlink or National Rail services, I can send you a Bus Saver ticket instead and would be grateful for your address to post this to you. A Bus Saver ticket is valid for a complimentary journey on any London bus route at any time.

Please let me know which option you'd prefer, so I can refund you the £1.50 as quickly as possible.

Once again, I'm very sorry to hear what happened and understand this must have been upsetting for you. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Miriama Bombarova

Customer Service Adviser

Transport for London Customer Services

ST 5859691

Notes

18.08.2015 13:26:35 SHEEKHSH

Customer called and voicemail left, handed off to bus operator.

Notes

17.08.2015 07:59:18 CHAUHAAN01

From: [REDACTED]

To: complaints@tfl.gov.uk, customerservices@pcrm.tfl.gov.uk

Subject: Fwd: 38 bus stopped with smelly half naked tramp

The bus left Victoria about 9pm by the way

Regards

[REDACTED]

[REDACTED]

Sent from my iPhone

Begin forwarded message:

> From: [REDACTED]

> Date: 16 August 2015 21:57:40 BST

> To: TFL <complaints@tfl.gov.uk>

> Cc: TFL <ENQUIRE@tfl.gov.uk>

> Subject: 38 bus stopped with smelly half naked tramp

>

> Hi we just got thrown off a 38 bus at Dalston junction at 21.40 as someone was sick because there was a very smelly tramp on the bus for about 25 mins with his trousers hanging down below his knees. There were kids on that bus so it's a disgrace. I had to help pull his trousers up which isn't great. When I questioned the young black male driver he said he couldn't stop someone getting on the bus so even if they smell like they haven't washed in months and are exposed below the waist? If that is your rules there is something drastically wrong please advise

>

> Regards

[REDACTED]

[REDACTED]

>

> Sent from my iPhone

NO EMAIL OUT

ST 5861387

Notes

18.08.2015 08:23:21 ALLEYNST

Email response sent to customer and a handoff sent to the bus operator

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

Notes

17.08.2015 17:32:18 BUCKLEAL

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: Re: Bus complaint – Route 221

Thanks for the prompt response.

I obviously meant to put yesterday's date. 18.30 on Sunday August 16th.

I look forward to hearing back from you.

[REDACTED]

Sent from my iPhone

Notes

17.08.2015 15:07:11 DOBILIJA

Email sent to customer requesting to clarify information.

Janina Dobiliauskaite

Customer Services Adviser

Transport for London Customer Service

Notes

17.08.2015 13:29:36 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I used natwest contactless on this journey rather than oyster card

Was on 221 going towards edgware station - had rung the immediately after bus had left the stop before mine and also when

approaching the stop i was getting off at. The driver ignored these and carried on as usual. I understand this happens. When

questioning why he didn't stop he claimed in a very rude and arrogant manner that there wasn't enough time between the bell being

rung for him to stop. I claimed that i'd rung it '10 mins ago' obviously an exaggeration but to make my point that I had clearly

done it with enough time. To which the driver mocked me and repeated my claim of '10 minutes, oh really did you now'. All it would

have taken would be for him to apologise, claim he didn't hear it or forgot in an apologetic way and I wouldn't even be writing to

you.

The way he went about it i thought was extremely rude, patronising and petty!

I look forward to receiving your response and what you intend to do to rectify this.

Thanks

[REDACTED]

Direction : Towards Edgware Station

Our ref: 5861387

18 August 2015

Dear [REDACTED]

Thanks for your further email of 17 August about the poor behaviour of a bus driver on route number 221. I'm sorry for any distress that a driver caused you at Broadfields Avenue.

I've brought your complaint to the attention of Arriva London, the bus operating company that runs the route 221 for us. With the information you've provided, the driver will be identified.

When a complaint like this is made, a manager will call the driver in for an interview and the CCTV footage will be viewed to support your complaint. After this, based on the findings, appropriate action will be taken.

The route operators have a range of disciplinary measures which can be taken, depending on the incident and the individual's disciplinary record.

I must however advise you that bus operators carry out disciplinary interviews in confidence, in line with their employment and HR policy. We're never informed of the full outcome and we or Arriva London won't be able to tell you the specific action taken. I can however assure you that all complaints are taken very seriously and they will take the action they deem necessary against the driver.

Our operators manage and improve drivers' behaviour in a number of ways. A driver can be paired with a mentor, take part in conflict avoidance classes and attend further customer service training.

Quality Incentive Contracts help deliver improvements to bus services. Bus operators are regularly assessed on customer care. Complaints about drivers failing to stop and poor conduct are marked against targets. It's in the bus operating companies' interest to meet and exceed these targets, otherwise we won't extend their contracts.

Once again, I'm very sorry for what happened and understand this must have been upsetting for you. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Steve Alleyne

Customer Services Adviser
Transport for London Customer Services

ST 5862923

Notes

17.08.2015 19:21:07 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Hi there,

I emailed approximately a week ago about an incident that happened at a zebra crossing on Dalston Lane in Hackney, where a driver didn't slow down or stop.

Unfortunately the same has just happened (a number 38 to Victoria, registration plate ending in 1209). Once again, I walked towards

the zebra crossing, I could see there was an opportunity to cross safely. As I walked to the middle of the crossing, the bus driver

saw me (he looked at me in the eye) and just drove over the crossing, as I was standing in the middle of it. No opportunity was

given to cross safely. The driver didn't stop or even slow down. The driver drove across the zebra crossing as I was standing in

the middle of it.

For this to happen once is unfortunate. For this to happen twice in the space of one week is unacceptable. It's completely

unacceptable for bus drivers to pick and choose which green cross road rules they decide to follow. As a job role which has a close

relation to the general public's health and safety, surely they have to follow all the rules? I don't pick and choose which rules

to follow in my job role.

It seems that it's more than just the one driver who would benefit from being re-trained in the green cross code.

Kind regards,

[REDACTED]

Direction :

Ref: 5862923

18 August 2015

Dear [REDACTED]

Thank you for your feedback of 17 August 2015 about the poor standard of driving on bus route number 38.

I'm sorry the driver drove over the zebra crossing despite seeing you walk to the middle of the crossing. I can appreciate how distressing this must have been for you, particularly as you recently encountered the same incident with another driver. I apologise for the upset and inconvenience this caused you.

Poor driving or driving without due care is simply unacceptable. I've made Arriva

London, the company that runs this route, aware of your concerns. The driver will be identified and appropriate action will be taken.

The safety of our customers and road users is our highest priority. We go to great lengths to train our bus drivers to very high standards. They're trained to obtain the Category D entitlement on their driving licence. This is needed to operate passenger carrying vehicles. Drivers must then qualify for the Certificate of Professional Competence - whilst receiving vocational training - as well as ongoing development.

We continue to monitor driving performance, to ensure that high standards are maintained. Every month we carry out over 600 Driver Quality Monitoring surveys. This provides us with technical assessments of their driving skills. Drivers are assessed on acceleration and braking, as well as the use of mirrors and road positioning.

We work hard to maintain high levels of service across the network. We'll continue to work closely with all our operating companies to ensure our high standards are maintained.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Una Anyanwa

Customer Service Adviser

Transport for London Customer Services

ST 5872328

Notes

21.08.2015 11:59:14 HAYESAL

Customer has also contacted us by phone about this issue, 5866055 under which he has been sent a response.

Notes

20.08.2015 16:27:50 WAIGOMA

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: FW: Arriva London Web Site - General Enquiry - Steve James - 07930 735430 - Tue, Aug 18th 2015, 19:16 GMT

From: [REDACTED]

Sent: 18 August 2015 18:16

To: PR. London (ALN)

Subject: Arriva London Web Site - General Enquiry - [REDACTED]
Tue, Aug 18th 2015, 19:16 GMT

This e-mail has been sent by : [REDACTED]

Re 38 Route diversion at Holborn.

Drivers do not seem to agree on which of the alternate stops they should be stopping at. Some will stop at Sainsburys, and some will stop at New Oxford Street, Some at both stops. Passengers have no idea which one the driver will choose. Therefore people are jumping off the back whilst the bus is in traffic at Proctor St or High Holborn, often in front of other traffic. Please can your drivers agree where they stop or make an announcement before someone is killed

NO EMAIL OUT

ST 5883665

Notes

10.09.2015

13:29:40

WAIGOMA

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: Re: Bus stop relocation complaint

Dear Oliver,

Thank you for your reply I will approach Islington Council. However you said there is a commitment to keeping countdown boards however this site did indeed lose theirs during this move so this commitment was not kept.

And while text and web is ok this is a hotspot for phone snatching so a lot of people here wouldn't get their phones out to check, besides most people over 50 wouldn't go online for this. Therefore the inconvenience is quite high,

Regards

[REDACTED]

Sent from my iPhone

Notes

25.08.2015 11:14:21 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Dear TFL,

The stop EE on Essex Rd has recently been moved after years and the new stop is smaller, on a much narrower part of the pavement

causing much pedestrian congestion and also now does not have an electronic timetable. I am utterly amazed this has been done, why

aren't stops being upgraded not downgraded!? All stops should let us know when the buses are coming and should provide more not

less room. Yours Sincerely

[REDACTED]

Direction : Hackney

Ref: 5883665

28 September 2015

Dear [REDACTED]

Thank you for your email on 8 September about your comments on the replacement of Countdown arrival board at the Northchurch Road bus shelter.

Firstly I would like to thank you for clarifying that the previous shelter had contained an arrival matrix. Further to this I contacted our Countdown team, and can confirm that we do have plans to reinstall this board at this shelter. They are, however, awaiting confirmation from the UK Power Network that the electrical supply has been properly reconnected. As this must be completed before they can re-site the arrival board, I have also passed this onto our Infrastructure team to chase with UKPN.

I apologise for the inconvenience in the meantime, and I would like to assure you that we will have this finished as possible.

Thank you again for contacting me. Please feel free to contact me again if you need any further assistance.

Kind regards

Oliver Thomas

Customer Service Adviser

Transport for London Customer Services

ST 5885841

Notes

25.08.2015 19:31:34 AGYEMAPA01

Email sent and hand-off to bus operator

Pamela Agyemang

Customer Services Adviser

Transport for London Customer Services

Notes

25.08.2015 18:41:53 METZGEET

Time of Occurrence: 2015-08-25T18:14:32.624

Problem: Keeps saying one minute then two minutes still no bus????

Additional Comments: sort it out

Transport Details

Bus Route: 221

Bus Destination: Turnpike Lane Station

Bus Route: VLT173

Bus Stop: woodberry grove

Our ref: 5885841

25 August 2015

Dear [REDACTED]

Thank you for your email of 25 August about the service performance of a bus route 221 towards Turnpike Lane Station. I'm sorry for the continuous lateness of the bus.

We always try to provide reliable services that meet our customers' demand. However, buses are often affected by congestion, road works and accidents.

These events cause delays and sometimes prevent us from providing the best possible service to our customers. When this happens, our route controllers take steps to ensure our buses run as close to their timetables as possible.

As soon as we become aware of disruptions, we'll keep you updated with:

www.countdown.tfl.gov.uk/#/

Travel news bulletins on the radio

@TfLBusAlerts (Twitter)

I've now been in contact with Arriva London, the company that runs the bus on route 221 about your experience. They will take action to ensure that a reliable and dependable service is being run wherever possible.

Once again, I'm very sorry for any inconvenience caused by the service performance. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234 who will be happy to help you.

Kind regards

Pamela Agyemang

Customer Services Adviser

Transport for London Customer Services

ST 5886602

Notes

27.08.2015 11:00:57 EBEDEFR01

Email sent to customer requesting more info

Francis E

Customer Service Adviser

Notes

26.08.2015 08:21:14 JOANNEHA

From: FXHU@HOTMAIL.CO.UK

To: customerservices@pcrm.tfl.gov.uk,info@londonbusapp.com

Subject: Bus Incident Report

Incident Details

Time of Occurrence: 2015-08-25T17:35:09.764

Problem: Ch

Additional Comments:

Transport Details

Bus Route: 221

Bus Destination: Turnpike Lane Station

Bus Route: LJ03MXS

Bus Stop:

Contact Details

Name:

Email:

Phone:

Reported Location: 51.611389,-0.204712

View Map: <http://maps.google.com/?q=51.611389,-0.204712>

This report was submitted using London Live Bus Countdown on iOS -
<https://itunes.apple.com/gb/app/london-live-bus-countdown/id475360935?mt=8>

Report Received at: 25/08/15 4:35pm

Our Ref: 5886602

27 August 2015

Dear Customer

Thanks for your email of 25 August about driver behaviour on bus route 221.

I'm sorry to learn about the problems you experienced and understand this must have been frustrating for you.

Please can you provide me with as many of the following details as possible, so that I can investigate this matter fully:

-The bus stop name/location where this happened.

-A description of the driver; such as gender, age, build, ethnicity, etc.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Francis Ebede

Customer Service Adviser

Transport for London

ST 5894351

Notes

29.09.2015 17:51:05 BILLINJA

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: Re: Bus Driver Complaint (Route 38)

Hi Wendy and thanks for your email. I am glad to hear that your company will be investigating this incident fully.

To be honest though, that's just not going to be enough for me. I suffered a number of injuries after being assaulted by members of your staff who assisted the bus driver by holding me while allowing him to continue to

kick me and stamp on me while I was on the floor.

As a direct result of this I have been suffering with a severely injured left hand and wrist that my GP has sent me to have x-rayed twice because he believed it was broken due to the swelling and pain it was and still is causing me. My left hand was also quite badly cut and may require surgery to remove dirt or grit that maybe still in my hand as the pain is not getting any better, I am seeing my GP again today regarding this. Even now I can't fully use my hand and this is seriously affecting my quality of life. On top of this I received a large very painful bruise on my right arm from when your driver hit me on purpose with his 38 bus while I was crossing on a zebra crossing.

Because of all the injuries I received and the pain I am still enduring I am going to be seeking legal advice with a view to prosecute either your company or driver, whichever is applicable in this case because why should I continue to have my life and work interrupted while I wait to heal and get my life back to normal. You will be hearing from my solicitors either this week, or next week at the latest.

Regards, [REDACTED]

Notes

28.08.2015 12:02:58 ISLAMNU

From: Tim Hatari (ALN)

Sent: 27 August 2015 14:21

To: PR. London (ALN)

Cc: [REDACTED]

Subject: Public Complaint, [REDACTED] - Driver Altercation/Fight

Dear Customer Services,

Please can you log the following complaint and respond formally to the complainant. The complainant has been copied into this correspondence and an investigation has now commenced. The driver has already been identified.

27/08/15 @ approx. 1220hrs

Complainant [REDACTED] was crossing the zebra crossing between the chicken shop and pub at Hackney Central (Narrow Way), immediately in front of the entrance to the garage and alleges that a returning 38 bus failed to slow down and hit him on the shoulder mid-zebra crossing. [REDACTED] states he turned and queried "What the fuck are you doing?", to which the driver reportedly leaned from his cab window and replied "Fuck You". [REDACTED] followed the driver into the garage and challenged the driver shortly after he parked his bus via his cab window. [REDACTED] says he asked the driver why he hit him on the zebra crossing. The driver allegedly responded by saying "Fuck You - You Arsehole". [REDACTED] says he then pushed the driver in his face with 2 fingers, the driver responded by coming out of his cab and throwing punches. A scuffle broke out. [REDACTED] recalls being restrained by the drivers colleagues whilst on the floor, and alleges that whilst being held - the driver continued to attack him. [REDACTED] says that after he managed to stand-up, he noticed the staff attempting to hold back both parties. [REDACTED] reports having cuts and grazes, as well as a bruise to the forehead sustained in the fight. He also used the bathroom to wash a cut to his hand. He says the driver was stamping on him and kicking him in the face and head whilst he was on the floor. [REDACTED] says he had decorators in his house, and only popped out to the bank quickly. He says he did not intend to get assaulted. He says he will be taking the matter further and speaking to a solicitor if necessary, as he knows that drivers are not supposed to act in this way, hit people with the bus and or swear at them. [REDACTED] called the police and both parties were subsequently arrested.

Complaint: [REDACTED]

Email: [REDACTED]

Mobile: [REDACTED]

Regards,

Tim Hatari

Ref: 5894351

9 October 2015

Dear [REDACTED]

Thank you for your further email of 29 September about an incident you experienced involving a bus driver of Route 38. I appreciate you taking the time to get in touch.

I can only apologise again for the distress this altercation has caused you and I sincerely hope you are now recovering well.

As stated previously Arriva have conducted their own internal investigation which will remain confidential. Arriva have also confirmed they believe this to now be a Police matter and they will assist them in any investigations they need to make.

Thank you for taking the time to contact us. Please feel free to contact me again if you need any further assistance, or, if you would prefer to talk to us about this matter, please call us on 0343 222 1234.

Kind regards

Wendy Ferris

Customer Service Adviser

Transport for London Customer Services

ST 5894735

Notes

28.08.2015 19:48:16 KADIYEAD

Email response sent to customer and a handoff sent to the bus operator

Notes

28.08.2015 13:28:20 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

while 38 routemaster was stationary at the stop, as the driver was being inspected or something by another member of tfl, i walked

towards the bus and asked the passenger assistant person that stands at the back entrance of the routemaster if the bus is leaving.

i was not on the bus yet; he said something very quietly which i could not really understand or hear, so i asked again; he again

mumbled something, which again i did not understand so i told him i cannot hear or understand what he said; he then shouted at me

very loudly and very rudely that the bus will leave in 2 minutes, and if that was loud enough for me.

i said yes thank you, and moved to the front entrance of the bus to speak to the driver and get onboard.

both the driver and the inspector asked me what had happened and i explained. the inspector asked me if i want to make a complaint

for the abuse i suffered from the tfl staff and gave me the numbers and details to contact.

i called 02082717301 and i talked to a woman who told me that the inspector also called her and notified her of the incident.

she assisted me further in making a complaint.

Direction : east

Ref: 5894735

28 August 2015

Dear [REDACTED]

Thanks for your email of 28 August 2015 about the poor behaviour of a member of staff on route number 38. I'm sorry for any distress this caused you and apologise for the staff member's poor conduct.

I've brought your complaint to the attention of Arriva, the bus company that runs this route for us. With the information you've provided, the staff member will be identified and appropriate action will be taken.

The level of service we provide to our customers is one of our highest priorities. The staff member's behaviour is completely unacceptable and falls short of what we expect from our staff.

Our operators manage and improve staff behaviours in a number of ways. A member of staff can be paired with a mentor, take part in conflict avoidance classes and attend further customer service training.

Please be aware that the details of any interviews or action taken are a confidential matter between the operator and their employee. This being said, the outcome of any interview will not be disclosed. Please rest assured however, that all complaints are taken very seriously and they will take the action they deem necessary against the member of staff.

Once again, I'm sorry to hear what happened and understand this must have been frustrating for you. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Adam Kadiyeh

Customer Service Adviser

Transport for London Customer Services

ST 5901555

Notes

06.09.2015 12:57:20 BARHOUJO

Attachment received, customer already advised on the complaints process during last phone call.

ST closed.

Notes

03.09.2015 11:04:15 BARHOUJO

Called the customer and advised that we did not receive a picture attachment. The customer has advised that she is trying to send it in again.

Notes

02.09.2015 13:59:49 ISLAMNU

No picture attached

From: [REDACTED]
To: customerservices@pcrm.tfl.gov.uk
Subject: Driver of 38

>

> From: [REDACTED]

> Subject: Driver of 38

> Date: 1 September 2015 12:08:30 BST

>

> Driver of 38 bus on 25th of August 2015 at 12.34 ish who sped past the bus stop leaving over 25 passengers behind, just before Hyde Park Corner on route to Victoria. I'm sure he will make up some cock and bull story and as an employee you

will back him rather than us the passengers, but at least you have his photo in case of future incidents.



Notes

01.09.2015 17:32:45 BOYDLE

I have called the customer and explained that the information provided will be sent over to the bus operators who will take the appropriate actions against the bus driver.

Customer will be sending in a photo and another paragraph of what happened.

Notes

01.09.2015 11:56:20 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I was on the 38 to Victoria (clearly marked on the front and I also checked destination was Victoria, when just before Hyde Park

Corner it stopped and we all had to get off as driver said he had been contacted and had to turn back for some reason. Then another

38 bus came and we (at least 25 people) all stuck our hands out, even though this was unnecessary as it was NOT a request stop, but

the driver who clearly saw us decided not to stop and we were all left muttering about this disgraceful incident. Many were

business men and older passengers and I am 63 years old but decided to run after the bus that did not stop which I did. I went up

to the driver who was extremely rude and he said he didn't realise that we were all waiting for the bus???? I said that as it is

NOT a request stop it was his duty to stop. He continued to wriggle out of the conversation knowing he was in the wrong. I asked

him for his identification which he REFUSED so I took his picture.

which if you provide me with an email I will send as I can't figure out how to include it here.

Direction : Towards Victoria

NO EMAIL OUT

ST 5907794

Notes

03.09.2015 08:35:45 SANGOWYE

Email response sent to customer and complaint passed to operator.

Notes

03.09.2015 06:48:58 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Basically I approached to the bus and driver just closed the last door while I was trying to enter the bus, when I walked to the

front doors he closed the doors again while looking at me. When I knocked the doors he turn out his face and drive away. Very

disrespectful behaviour of the driver.

Direction : Clapton pond

Ref: 5907794

03 September 2015

Dear [REDACTED]

Thank you for your email of 3 September about a driver closing the bus doors on you.

I'm sorry the driver of the 38 bus closed both the back and front doors despite seeing you attempting to get on. I understand how frustrating this must've been for you as the driver had seen you and still closed the doors.

We instruct our drivers to pick up customers waiting at bus stops. However there are times when they should wait for customers who are approaching the bus stop.

If the driver had already indicated to pull out and then pulled back in to let you on, this would've been against the Highway Code. If the driver had not yet begun indicating, you should've been allowed onboard.

I've passed your comments to Arriva London. They will now investigate your complaint. The driver will be interviewed and could face disciplinary action.

I'm sorry again for any distress or delay caused by this incident and hope it will not happen again.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Yewande Sangowawa

Customer Service Adviser

Transport for London Customer Services

ST 5925523

Notes

09.09.2015 16:57:29 ALESHEAH

Responded by email.

Babatunde

Notes

09.09.2015 10:18:53 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

one of your 38 bus drivers thinks it's okay to drive past waiting passengers at bus stops. I'm not sure why this is, maybe to make

his day go that bit faster but due to him doing this, and after I ran to the next stop only for him to shut the doors on me and

drive off AGAIN, I actually lost my job for being late during my probationary period. This was a new job that took months of

endless applications to finally get sacked because your staff are bone idle and don't appreciate the job they've already got. I

boarded another 38 after the ruckus with the first and this driver was another person unappreciative of their employment status as

they found it okay to spend a good 2 mins at bus stops where no passengers were boarding and no traffic was preventing them from

driving on. I am kindly requesting that you deal with this situation promptly and the drivers dealt with as I have now lost my job

due to their lack of respect for other human beings and I think my friend who is a freelance journalist for a big London Newspaper

would appreciate running a story on how the average Londoner is being pushed back into unemployment due to TFL bus drivers being

lazy, arrogant soulless morons. I await your reply and resolution. S Murphy

Direction : Towards Victoria

Our Ref: 5925523

9 September 2015

Dear [REDACTED]

Thanks for your email of 9 September 2015 about a bus that didn't stop for you at the Greenford Road bus stop. I'm sorry that the drivers' actions have resulted in you losing your job for being late, please accept our deepest apology.

I'm sorry that two driver's of bus route 38 showed poor customer service, as the first driver failed to stop/delay your journey.

Just so you know, if you're waiting at a compulsory or request stop, drivers should pull over and pick you up. They should stop for you even if you haven't hailed the bus.

I've passed your complaint to a senior manager at Arriva London, the bus operating company that runs this route on our behalf. They'll now investigate your comments; the driver will be interviewed and could face disciplinary action. Thanks for providing a description of one of the bus drivers of this route.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Babatunde Aleshe

Customer Service Advisor

Transport for London Customer Services

ST 5932996

Notes

11.09.2015 11:28:10 WEBLOGIN

This driver should not drive as he is not able swerving also i caught him texting and driving also very rude mannered.

Direction : Ending

NO EMAIL OUT

ST 5936425

Notes

14.09.2015 10:14:50 AGYEMAPA01

Email sent and hand-off to bus operator

Pamela Agyemang

Customer Services Adviser

Transport for London Customer Services

Notes

12.09.2015 19:33:06 WAIGOMA

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: Upper deck 38 bus

In a recent Evening Standard article about problems with newer bus designs, the public was encouraged to contact this email address with their complaints.

I am sitting on the upper deck of a 38 currently on Rosebery Avenue heading into town. The outside temperature is about 21 degrees but on this bus it is likely to be 27 degrees. The air conditioning sounds as though it is working but perhaps simply recycling warm air, not cooling it. Perhaps you could let me know what plans you have for providing cooled air. It is not possible to open windows and the bus is therefore a sealed hot and humid environment.

Regards

[REDACTED]

Our ref: 5936425

14 September 2015

Dear [REDACTED]

Thank you for your email of 10 September about the heating on a bus on route 38. I'm sorry you've experienced uncomfortably warm temperatures on the bus.

The heating systems on our buses are designed to react automatically to temperatures on board. When the temperature gets too low, the system compensates and turns the heating up. When the temperature gets too high, the system automatically switches off to allow the temperature to fall.

As these heating systems are automatic, drivers aren't able to manually adjust the temperature.

We have installed state-of-the-art air cooling systems on some of our buses, including all New Buses for London. This system works by cooling air and circulating it around the upper deck of the bus.

On particularly warm days, when the air outside is warmer than inside, our air cooling systems are more effective with the windows closed.

We have not fitted any of our buses with air conditioning systems. This is because 'air-con' units use extra fuel, which would make our buses less environmentally friendly.

Thanks for bringing this to our attention. With the information you've provided we will forward your complaint to our bus operator Arriva London, and they will check if there is a fault.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234 who will be happy to help you.

Kind regards

Pamela Agyemang

Customer Services Adviser

Transport for London Customer Services

ST 5938119

Notes

14.09.2015 11:01:25 NDUKAME

Email sent to customer and hand off sent to bus operator

Mercy Nduka

Customer Services Adviser

Transport for London Customer Services

Notes

14.09.2015 09:44:54 JOANNEHA

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk,info@londonbusapp.com

Subject: Bus Incident Report

Incident Details

Time of Occurrence: 2015-09-11T11:16:44.528

Problem: This driver is an absolute fool his driving is very erratic and also using his phone texting i think. Furthermore he should be tottally ashamed of his attitude to the elderly most drivers are good but this guy i can say should not be driving

Additional Comments:

Transport Details

Bus Route: 38

Bus Destination: Hackney Central

Bus Route: LTZ1224

Bus Stop: Dalston junc

Contact Details

Name: [REDACTED]

Email: [REDACTED]

Phone:

Reported Location: 51.547521,-0.053331

View Map: <http://maps.google.com/?q=51.547521,-0.053331>

This report was submitted using London Live Bus Countdown on iOS -
<https://itunes.apple.com/gb/app/london-live-bus-countdown/id475360935?mt=8>

Report Received at: 11/09/15 10:20am

Our ref: 5938119

14 September 2015

Dear M [REDACTED]

Thanks for your email of 11 September about the poor standard of driving on bus route number 38. I'm sorry for the poor standard of driving that you experienced on route 38.

Poor driving or driving without due care is simply unacceptable. I've made Arriva London, the company that runs this route for us, aware of your concerns. The driver will be identified and then interviewed by a manager. Afterwards, appropriate steps could be taken to address the behaviour you experienced.

The safety of our customers and road users is our highest priority. We go to great lengths to train our bus drivers to very high standards.

We continue to monitor driving performance, to ensure that high standards are followed and maintained. Every month we carry out over 600 Driver Quality Monitoring surveys. This provides us with technical assessments of their driving skills.

I'm very sorry for any inconvenience this caused you.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234 who will be happy to help you.

Kind regards

Mercy Nduka

Customer Services Adviser

Transport for London Customer Services

ST 5940227

Notes

14.09.2015 16:09:55 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

The new route master buses are appalling. In the summer they are dangerously and unbearably hot. Every time I used this bus or 73 I

and my fellow passengers had to travel in horribly hot stuffy circumstances. The drivers were put under much pressure from enraged

angry passengers and had to placate a constant flow of furious passengers. Please do something about the horrible heat on these

buses or get rid of them. It is outrageous to expect people to travel in these unbearable conditions and makes me very angry.

Direction :

Ref: 5940227

29 September 2015

Dear [REDACTED]

Thank you for web submission on 14 September about your complaint on the internal temperature on board the New Routemaster (NRM) buses.

I am sorry for the discomfort you have experienced on these buses. The New Routemaster (NRM) bus was designed to use an air cooling system with closed windows.

Following customer feedback, we did carry out assurance checks during warmer days last summer and the system was found to be at least as effective at improving comfort in the upper deck as conventional double deck buses with similar systems and opening windows.

However, in light of customer feedback, we have made several changes, and are continuing to do so, to improve the travelling experience.

For example all new buses and buses going for repainting now have to have white-painted roof panels which reflect the heat. New buses must also have insulated roof and side panels which reflect heat along with tinted side glass.

Furthermore we have reconfiguring all existing air cooling systems these buses to come on at a lower thermostatic temperature of 21 Celsius.

As an additional measure, in view of the public feedback we receive, we have also agreed with the manufacturer a new design to allow opening windows on board.

We conduct regular checks across the bus fleet examining aspects of vehicle design and performance, including air cooling systems. Bus operating companies are also expected to check air cooling systems as part of their routine maintenance process. If you do feel that any particular vehicle does have a fault with its cooling system, please let us know, including the bus registration or fleet number.

Thank you again for contacting me. Should you need any further assistance, please feel free to contact me again. If you would prefer to call, a member of our contact centre can be contacted on 0343 222 1234, who will be happy to help.

Kind regards

Oliver Thomas

Customer Service Adviser

Transport for London Customer Services

ST 5940801

Notes

14.09.2015 19:09:10 JORDANPA

response and h/o sent

Notes

14.09.2015 18:47:33 ISLAMNU

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk,info@londonbusapp.com

Subject: Bus Incident Report

Incident Details

Time of Occurrence: 2015-09-12T16:02:07

Problem: Didnt open the door

Additional Comments:

Transport Details

Bus Route: 38

Bus Destination: Victoria

Bus Route: LTZ1227

Bus Stop: K trocadero

Ref: 5940801

14 September 2015

Dear [REDACTED]

Thanks for your email on 12 September about a bus that didn't allow you to board. I'm sorry that the driver of a route 38 bus wouldn't stop for you to board. I'm sorry if this has caused you to be late for any appointments.

If you're waiting at a compulsory or request stop, drivers should pull over and pick you up. They should stop for you even if you haven't hailed the bus.

If another bus is blocking the stop, the driver should wait until it has moved away to ensure nobody has been missed. Drivers are instructed to keep a sharp lookout for waiting customers at all times.

As you may be aware, our buses are operated by private operators. I've made Arriva, the company that runs this route, aware of your concerns. The driver will be identified and appropriate action will be taken.

It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services. Once again, I'm deeply sorry for any inconvenience this may've caused you.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Paul Jordan

Customer Services Adviser

Transport for London Customer Services

[REDACTED]

Notes

03.10.2015 10:32:09 BILLINJA

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

CC: [REDACTED]

Subject: RE: Bus Route 38

Dear David,

Thank you for your e-mail replying to the complaint I made on behalf of my mother. If this had merely been a case of a driver being discourteous or unhelpful, I would have been satisfied with your response and I would consider the matter closed. However, the incident I described is significantly more serious than a driver merely not following 'basic boarding procedures'. In this case the driver's actions were unlawful as he was clearly in breach of the Equality Act 2010 by refusing to make any reasonable adjustments to accommodate a wheelchair user. I have been in contact with the organisation Transport For All and, with them, am investigating filing a claim for compensation and contacting the media to draw attention to the treatment of disabled users of public transport and the continuing examples of discrimination that exist.

I look forward to you response,

Paul Wright

Notes

15.09.2015 10:24:01 BILLINJA

From: P [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

CC: [REDACTED]

Subject: Complaint about driver ignoring wheel chair user.

Dear Sir/Madam,

Today I was taking my mother who is confined to a wheelchair to meet with a friend in central London. I do not drive and so had taken her on the bus as I have done several times in the past, where, overall, I have been very happy with both the accessibility of buses and the help and co-operation we have received from London bus drivers.

However, on our return at approximately 3.25 pm we hailed a 38 bus (reg. LTZ 1225 I think) at the Gerrards Place stop on Shaftsbury Avenue. I indicated

clearly to the driver that I wanted to board with a wheelchair and waited while other passengers disembarked and boarded. While waiting, I checked there was room in the priority wheelchair space - there was a man standing there and an unoccupied pushchair - I assumed this would not be a problem as it would be easy to fold and, regardless, with a little manoeuvring in the past it has been possible to accommodate the wheelchair and a push chair. The doors closed - I assumed to allow the wheelchair ramp to come down - but to my astonishment the bus simply pulled away from the kerb. As the bus was in heavy traffic, I walked up to the front door and asked the driver why he had ignored my request to board. Initially he tried to ignore me. I knocked on the door to get his attention and asked why he had not allowed my mother to board. He refused to open the door and proceeded to shout, I could not hear clearly but the gist seemed to be that the bus was too busy, when, as I have stated earlier, this was clearly not the case. If the driver disputes this, I'm sure there will be CCTV evidence that will establish the facts.

As someone who does travel with a wheelchair user I have closely followed the case of Doug Paulley and the subsequent overturning of his case on appeal. From this ruling I understand that 'the bus company must take all reasonable steps short of compelling passengers to move from the wheelchair space' (<http://www.disabilityrightsuk.org/firstgroup-plc-v-paulley>). My point is that even this basic common sense/ common courtesy was not followed by the driver who made absolutely no attempt to engage with myself or my mother or, more significantly, give the person whose pushchair it was the opportunity to fold it and make way. Put simply, no 'reasonable steps' were

taken. I was staggered at this offhand attitude that seemed to suggest that a disabled person attempting to use public transport was simply too much of an inconvenience to accommodate, causing distress to both me and my mother and re-enforcing the difficulties that disabled people face every day.

You will have seen that I have ccd this email to both Disability Rights UK and the Disabled Persons Transport Advisory Committee and would welcome their views on this incident and whether I am in a position to take any further action, legal or otherwise, given that driver did not even attempt to meet the minimum requirements outlined in the Supreme Court ruling.

I look forward to hearing from you.

Your sincerely,

A solid black rectangular box used to redact the signature of the sender.

Ref: 1016902506

16 October 2015

Dear [REDACTED]

Thank you for your further email of 1 October. On the account you give of the incident on bus route 38 that afternoon, we appreciate that this would have been distressing for your mother and you.

The relevant service provider is the employer of the driver in question, and the provider of the bus service in question, namely Arriva London (and not Transport for London). I shall pass your email on to Arriva London. For your reference, their contact details are:

Arriva London

16 Watsons Road

Wood Green

London

N22 7TZ

Telephone: 020 8271 0101

Email: pr.london@arriva.co.uk

Thank you again for contacting us. If there's another issue we can help you with, please contact us again. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234, who'll be happy to help.

Kind regards

David Rayner

Customer Service Adviser

Transport for London Customer Services

ST 5942869

Notes

15.09.2015 15:46:06 JORDANPA

response and h/o sent

Notes

15.09.2015 12:23:59 CHAUHAAN01

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: 221 Bus incident 13/09/2015 16:50 hours

Dear Team

I was riding down Bittacy Hill yesterday and came to the roundabout at the junction with Frith Lane. A 221 bus was on my left, intending to turn left towards Kelly's Corner roundabout. As I had the right of way, I continued across the roundabout but had to brake sharply because the Bus Driver omitted to give way to the right and was not even looking vaguely in my direction. He just pulled out, forcing me and the car behind me to give way to him. I tried to attract his attention but he had the window up.

I would be grateful if you could remind the "highly trained" driver to give way to traffic coming from the right and look for other vehicles before he causes an accident.

Many Thanks

[REDACTED]

Ref: 5942869

15 September 2015

Dear [REDACTED]

Thanks for your email on 14 September about the dangerous driving by a bus driver on bus route 221. I'm sorry that you had to witness the bus being driven in such a reckless manner by the driver. I'm glad that you weren't knocked off your bike but I'm sorry you weren't able to get the drivers' attention to make him aware of what happened.

Poor driving or driving without due care is simply unacceptable. I've made Arriva the company that runs route 221 for us, aware of your concerns. The driver will be identified and appropriate action will be taken.

The safety of our customers and road users is our highest priority. We go to great lengths to train our bus drivers to very high standards.

We continue to monitor driving performance, to ensure that high standards are maintained. Every month we carry out over 600 Driver Quality Monitoring surveys. This provides us with technical assessments of their driving skills. Drivers are

assessed on acceleration and braking, as well as the use of mirrors and road positioning.

Once again, I'm sorry to hear what happened and understand this may've been upsetting and frightening for you. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Paul Jordan

Customer Services Adviser

Transport for London Customer Services

ST 5945633

Notes

21.09.2015 17:18:37 ALLEYNST

Have refunded £1.50 to the customer's Oyster card at Angel station. OPUS Reference number is 0003146397

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

Notes

21.09.2015 17:16:54 ALLEYNST

Further email response sent to customer and a further handoff sent to the bus operator. Please also see handoff numbers 1016924967 and 1016924948, which I've removed both from stats as no time was given and there was a subsequent duplicate.

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

Notes

21.09.2015 11:22:46 BILLINJA

From:

To: customerservices@pcrm.tfl.gov.uk

Subject: Re: Bus complaint – Route 38

Hi Janina,

Thanks so much for your very nice email, it was greatly appreciated.

Thank you for offering to reimburse the £1.50 I paid on the journey that I couldn't complete. Would it be possible to add it to my Oyster card via a ticket barrier at Angel Tube Station? My Oyster card number is 052292512713. Is there a time limit within which I need to pick it up from the barrier?

Thanks again for your understanding in the matter, you've been very helpful.

Best wishes,

Leigh

Notes

17.09.2015 18:38:53 DOBILJA

To the bus operator: wasn't supposed to do a hand-off, please ignore.

Janina Dobiliauskaite

Customer Services Adviser

Transport for London Customer Service

Notes

17.09.2015 18:37:40 DOBILIJA

Email sent to customer.

Janina Dobiliauskaite

Customer Services Adviser

Transport for London Customer Service

Notes

16.09.2015 08:57:00 JOANNEHA

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: Bus Disruptions Sunday 13 September

Hi,

On Sunday 13 September I boarded the number 38 bus from Mount Pleasant and intended to get off at Trocadero/Haymarket. When we reached Red Lion Street the bus driver informed us that the next stop was going to be Hyde Park Corner. I was unfortunately unaware of the diversions in place as there were no notices at the

To: customerservices@pcrm.tfl.gov.uk, customerservices@pcrm.tfl.gov.uk

CC: steve.kearns@tfl.gov.uk

Subject: bus route 38 erroneous onboard message

The westbound service is currently diverted due to Vernon Place closure, so one would have thought that any half competent organisation would have changed the onboard message because there is no Bloomsbury Way stop (for Holborn Station).

Regards - [REDACTED]

Ref: 1016910188

16 September 2015

Dear [REDACTED]

Thank you for your email of 15 September about iBus announcements on the 38 bus route.

I'm sorry for any confusion caused by the current iBus announcements.

All of our drivers are trained to the highest standards and are expected to use the relevant iBus announcements when required. When diversions are short-term, drivers should inform passengers of the changes. It was disappointing to learn this didn't happen.

I've brought your complaint to the attention Arriva, the bus company that runs this route for us. With the information you've provided, they will identify the driver. When a complaint like this is made, a manager will interview the driver. Based on their findings, appropriate steps will be taken.

Our operators manage and improve drivers' performance in a number of ways. A driver can be paired with a mentor, take part in conflict avoidance classes or have further driver training. I can assure you that the necessary measures will be taken to avoid such instances in future.

It's really important for us to meet and exceed our customers' expectations and I'd like to thank you for bringing this to our attention.

Thanks for taking the time to contact us. Please contact me again if you need any further assistance, or if you would prefer to talk to us about this matter, please call us on 0343 222 1234.

Kind regards

Shanice Franklin

Customer Service Adviser

Transport for London Customer Services

ST 5950427

Notes

17.09.2015 13:39:00 AROYEHOL

I called customer, advised i will pas it onto garage manager who will take necessary action.

Notes

17.09.2015 11:28:42 BILLINJA

Incident Details

Time of Occurrence: 2015-09-17T08:34:36

Problem: Dear Madam/Sir,\r\n\r\nIn regards the driver did not stop at the bus station (Lewes Road towards North Finchley bus station) however there was space in the bus and I even was waving. I late the 08:40 bus 82 in that case I going to late of my job again!! I paying weekly Â£26.60 and I expect better journey quality! After this multiply time bad experience I will make a report every single time when this company makes me upset. I paying for a service but I do not get what I paying for.\r\n\r\nI looking for hearing from you!\r\n\r\nKind Regards\r\n\r\n[REDACTED]

Additional Comments:

Transport Details

Bus Route: 221

Bus Destination: Edgware

Bus Route: LK64DVV

Bus Stop: Lewes road

Contact Details

Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Reported Location: 51.612537,-0.177075

View Map: <http://maps.google.com/?q=51.612537,-0.177075>

This report was submitted using London Live Bus Countdown on iOS -
<https://itunes.apple.com/gb/app/london-live-bus-countdown/id475360935?mt=8>

Report Received at: 17/09/15 8:01am

NO EMAIL OUT

ST 5950755

Notes

17.09.2015 12:27:20 RAHMANFA01

Accident claim investigated by Arriva.

Closed case as NFA required from TfL.

Sent hand off respond to customer, to ensure that the customer is contacted by Arriva about their claim

Notes

17.09.2015 12:22:55 BUCKLEAL

From: [REDACTED] [mailto:[REDACTED]]

Sent: 17 September 2015 09:26

To: PR. London (ALN)

Subject: Arriva London Website - General Enquiry

Good morning,

This morning i was on a 221 bus i got on at edgware and it was involved in an accident on a little round about my neck is really hurting me and i would like to know what i should do? i have photos of everything my number is 07740040128 my oyster card number is 0555591726 99 so you can track which bus i got on i also have pictures of the driver of the bus and the car involved.

NO EMAIL OUT

ST 5959327

Notes

21.09.2015 08:49:02 JOANNEHA

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk,info@londonbusapp.com

Subject: Bus Incident Report

Incident Details

Time of Occurrence: 2015-09-20T16:40:27.554

Problem: Driver drove straight past us, smiling. I stood AT his door. Somehow he found it funny to keep going. \r\nWhite male, fat guy.

Additional Comments: ibso have picture of bus. FYI.

Transport Details

Bus Route: 38

Bus Destination: victoria

Bus Route: Ltz1183

Bus Stop: W

Contact Details

Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

This report was submitted using London Live Bus Countdown on iOS -
<https://itunes.apple.com/gb/app/london-live-bus-countdown/id475360935?mt=8>

Report Received at: 20/09/15 3:42pm

Our ref: 5959327

21 September 2015

Dear [REDACTED]

Thank you for your feedback form of 21 September about a bus that didn't stop for you at stop W.

I'm sorry that the 38 didn't stop when you waited to board of 20 September.

If you're waiting at a compulsory or request stop, drivers should pull over and pick you up. They should stop for you even if you haven't hailed the bus.

The behaviour you've described falls well short of the standards we expect from our drivers.

I've passed your comments to Arriva London. They'll now investigate your complaint. The driver will be interviewed and could face disciplinary action.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234, who'll be happy to help you.

Kind regards

Bella Blaize

Customer Service Adviser

Transport for London Customer Services

ST 5963490

Notes

22.09.2015 16:08:53 ALLEYNST

Email response sent to customer and a handoff sent to the bus operator

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

Notes

22.09.2015 09:36:21 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

This bus just overtook 1 cyclist right before Hardwick St stop (UA), then honked at another cyclist before stopping. Registration

number: LTZ 1203

I was walking along and saw this.

<https://twitter.com/k9/status/645669746306863105>

Direction : Northbound

Our ref: 5963490

22 September 2015

Dear [REDACTED]

Thanks for your web form of 22 September about a bus driver on route 38. I'm sorry for any distress that a driver caused you at Hardwick Street.

The safety of our customers and road users is our highest priority. Poor driving or driving without due care is simply unacceptable.

I've brought your complaint to the attention of Arriva London, the bus operating company that runs the route 38 for us. With the information you've provided, the driver will be identified.

When a complaint like this is made, a manager will call the driver in for an interview. As you've also provided the vehicle registration of the bus, the CCTV footage will be viewed to support your complaint. After this, based on the findings, appropriate action will be taken.

The route operators have a range of disciplinary measures which can be taken, depending on the incident and the individual's disciplinary record.

We continue to monitor driving performance, to ensure that high standards are maintained. Every month we carry out over 600 Driver Quality Monitoring surveys. This provides us with technical assessments of their driving skills. Drivers are assessed on acceleration and braking, as well as the use of mirrors, doors and road positioning.

We also work closely with London police forces, local authorities and other relevant organisations, to make our city's roads safer for everyone. Bus drivers are highly

trained by the operator which employs them, to run their vehicle safely and competently at all times.

Once again, I'm very sorry for what happened and understand this must have been upsetting for you. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

ST 5964556

Notes

24.09.2015 14:45:58 HAYESAL

Response sent.

Notes

24.09.2015 12:48:28 BUCKLEAL

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: Re: A refund of £3

Hi Alison,

Richmond station would be fine.

Thanks,

Jordi

Notes

24.09.2015 10:23:50 HAYESAL

Requested name of station.

Notes

23.09.2015 10:17:36 PAYNEAL01

Hi Miriama,

My Oyster card number is 0 [REDACTED]. Just a question, how many time do I have to validate it? (as I normally use my contactless credit card).

Kind regards,

[REDACTED]

Notes

22.09.2015 14:30:57 BOMBARMI

Response provided.

Notes

22.09.2015 12:46:14 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I took the 38 at Cambridge Circus to go to Hyde Park Corner when, suddenly and without previous notice the bus stopped and the

staff told us to get off and wait till the next bus without any kind of explanation. I waited for the next 38 and, when it arrived,

the driver said the bus wasn't in service anymore, so I paid my fare for 2 bus stops only and finally had to walk for 30 minutes

under the rain and I still don't know why.

Direction : Hyde Park Corner

Ref: 5964556

24 September 2015

Dear [REDACTED]

Thanks for your further email today nominating Richmond Station as the pick up point for your refund.

I've now arranged for £3 to be added to your Oyster card when you touch in there to make a journey between 25 September to 2 October inclusive. I must stress that you need to make a journey and not just touch in as otherwise you'll be charged the maximum fare.

Thanks again for contacting us. If there's anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234 who'll be happy to help.

Kind regards

Alison Hayes

Customer Service Adviser

Transport for London Customer Services

ST 5966613

Notes

23.09.2015

09:41:22

BOATENKO

Response provided

Regards

Kofi

Notes

23.09.2015 08:10:03 JOANNEHA

From:

To: customerservices@pcrm.tfl.gov.uk,info@londonbusapp.com

Subject: Bus Incident Report

Incident Details

Time of Occurrence: 2015-09-22T17:56:38.088

Problem: This bus has not arrived to Wood Green station stop for the past hour that I have waited

Additional Comments: Non of the staff have been helpful

Transport Details

Bus Route: 221

Bus Destination: Edgware

Bus Route: LJ61CBO

Bus Stop: Wood Green station

Contact Details

Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Reported Location: 51.596718,-0.109572

View Map: <http://maps.google.com/?q=51.596718,-0.109572>

This report was submitted using London Live Bus Countdown on iOS -
<https://itunes.apple.com/gb/app/london-live-bus-countdown/id475360935?mt=8>

Report Received at: 22/09/15 4:57pm

Ref: 5966613

23 September 2015

Dear Sir/Madam

Thanks for your email of 22 September about the reliability of service on bus route 221. I'm sorry to hear about the problem you experienced on this route and understand this must have been frustrating for you.

We make every reasonable effort to provide a punctual, reliable and consistent service across the bus network in Greater London. It's always disappointing to learn that we fell short of your expectations.

Our drivers receive strict instructions about the importance of sticking to their timetables. I've informed the relevant operating company, Arriva, to the problem you've experienced, so this matter can be further investigated and action taken.

We continually monitor all our buses on the network, to ensure they are meeting their performance targets. When problems arise, we always work closely with the operating company to overcome them. Please rest assured, that all complaints are taken very seriously and they will take the action they deem necessary to better the service.

Once again, I'm sorry to hear you waited at the Wood Green bus stop for over an hour and in that no route 221 arrived. I understand this must have been a major inconvenience for you. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Kofi Boateng
Customer Service Adviser
Transport for London Customer Services

ST 5968791

Notes

23.09.2015 17:48:27 BARHOUJO

Called the customer who was satisfied with the response. I informed the customer that I would be passing his complaint to the operating company for investigation.

Copy and pasted from attachment in business context.

**** [REDACTED] has only contacted us today, as a claims company were meant to be dealing with this on his behalf. He states he was travelling in cycle lane, when the bus stopped in traffic and let a female passenger off. She collided into him, injuring her arm. He has no details of passenger, but spoke and got details of driver. He has injured his right hand and his feet were jarred in pedals, currently awaiting a hospital appointment. He states his bicycle was also damaged. He is pursuing a claim from Arriva.***

The customer has not had any medical attention as of yet and is currently waiting for an appointment. The customer says that he has been off work for 2 weeks with lower back pain, pain in the right hand and his feet are constantly sore.

The customer wanted to make a claim. I advised the customer that any claim for compensation would need to be made with the operating company directly. I provided the customer with the operating company's contact details.

The customer requested the operating companies contact details sent by email.

Email with details sent.

Notes

23.09.2015 14:14:55 BOURNEPE01

MOP should be written to or called to find out what the issue is

NO EMAIL OUT

ST 5971764

Notes

24.09.2015 12:15:45 ALLEYNST

Email response sent to customer and a handoff sent to the bus operator

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

Notes

24.09.2015 11:36:22 BILLINJA

My dog was hit by a speeding 38 bus on balls pond road N1 the time was 10:35 23/09/2015 my dog died and the driver did not stop. I need to track that bus and that driver.

NO EMAIL OUT

ST 5974477

Notes

25.09.2015 12:09:55 BARHOUJO

Called the customer and left a voicemail advising that the complaint will be forwarded to the operating company for investigation. I provided the customer with contact details and reference number.

I also informed the customer that we received no attachment picture with the email.

Notes

25.09.2015 08:29:08 CHAUHAAN01

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: Complain 38 bus driver

Good evening,

Hope you are well.

It is not the first time that I witness the bad behaviour and service provided by your staff on the line 38.

This evening, I was trying to come home from work and the bus driver didn't stop to allow me and my boyfriend to board the bus.

I hailed at the driver when I was at the bus stop and he decided not to stop.

Once again I had to ran after the bus to ask him to open the door and he refused, I then stood in front of the bus to take a picture and that's when he decided to give me the middle finger.

I'm not sure how this complain is going to help you guys improve the service on this line, but I wanted to let you know of the incident that happened tonight.

We are paying a lot of money for TFL to improve in our city, but you also need to make sure you have the best people to take care of us.

Find attached to this email the picture of the and his rude driver.

38 - Tottenham Court Road - 23:15pm / 24/09/2015

NO EMAIL OUT

ST 5978111

Notes

26.09.2015 15:11:00 OLOMOJA

Customer has been sent a response by email and hand off sent to the bus operator.

Jaiyeola Olomo {DJ}

Notes

26.09.2015 11:00:41 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

This driver stopped about 4 buses back from the stop. 3 elderly women with mobility issues saw the bus but knew they could not walk

there in time. Driver pulled around to go past so i took one step off the curb and waved and pointed to the women. He saw me and

pointed back to draw attention to the fact that he had stopped back there, but continued past. 1. Drivers need to be conscious of

users with mobility issues, 2. bus stop is incredibly long (and i understand why) but drivers need to check for the mobility

impaired near the front of the stop.

Direction : Clapton Pond

Our ref: 5978111

26 September 2015

Dear [REDACTED]

[REDACTED] for your email received today about a driver on route 38 failing to pick up passengers at Angel Station bus stop. I'm grateful you've taken the time to bring this to my attention.

It is essential that London's bus drivers promote a positive image of London Buses, as well as showing a duty of care towards passengers when delivering the service. I'm sorry that the driver has failed to act accordingly. Our drivers are aware that the distinction between compulsory and request stops has been removed and therefore must always serve bus stops when there are waiting passengers.

We don't expect customers to have to run to make it onto the bus. If another bus was already parked blocking the stop, the driver is expected to wait until the first bus moved away then move closer to the bus stop, doing this will ensure nobody has been missed. Drivers are instructed to keep a sharp lookout for waiting passengers at all times.

A driver intentionally missing out bus stop or deliberately leaving passengers waiting at stops is unacceptable by our standards and taken seriously.

In the instance you describe, it would appear those procedures were not followed. In the meantime, I have contacted Arriva London, the operating company running the route 38 for us. The bus details you provided will help us identify the driver and then take appropriate action to ensure this does not happen again.

I hope this incident does not dissuade you from using our bus services in future. We work hard to maintain high standards and are confident the vast majority of London bus drivers do an excellent job. Passenger feedback is extremely valuable and I am grateful to you for bringing this to our attention.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Jaiyeola Olomo [DJ]

Customer Services Adviser

Transport for London Customer Services

ST 5978693

Notes

26.09.2015	14:43:25	AGYEMAPA01
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Unable to contact customer Hand off to Bus operator

Notes

26.09.2015	14:36:23	WEBLOGIN
------------	----------	----------

The number plate of the bus was LJ03 MKM. It was a 221 bus heading towards Turnpike Lane direction.

I am making a complaint about the driver of this bus.

I saw this bus at the bus stop (the name of the bus stop is "North Finchley Bus Station"). It was stationary and its doors were open, letting passengers on.

As I saw the bus with its doors open, I started jogging towards it (in the rain), so that I could get onto it. I was jogging

directly in front of the stationary bus in the direction towards it (so that I was in direct visibility of the bus driver - he could

see me right in front of the bus jogging towards it). But rather than wait for me to arrive at the bus HE STARTED DRIVING THE BUS

TOWARDS ME WHILE I WAS JOGGING TOWARDS IT AND COULD HAVE RUN ME OVER. I was disgusted at this very dangerous behaviour.

This driver needs to be given a very severe warning about his very dangerous behaviour. And also remind him that he should be

paying a lot more consideration to his passengers - i.e. the paying customer.

Direction : Towards Turnpike Lane

NO EMAIL OUT

ST 5978720

Notes

26.09.2015 15:19:06 ALLEYNST

Duplicate complaint. Please see ST: 5978737. Have marked this file as "Completed"

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

Notes

26.09.2015 14:52:08 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

The number plate of the bus was LJ03 MKM. It was a 221 bus heading towards Turnpike Lane direction.

I am making a complaint about the driver of this bus.

I saw this bus at the bus stop (the name of the bus stop is "North Finchley Bus Station"). It was stationary and its doors were open, letting passengers on.

As I saw the bus with its doors open, I started jogging towards it (in the rain), so that I could get onto it. I was jogging

directly in front of the stationary bus in the direction towards it (so that I was in direct visibility of the bus driver - he could

see me right in front of the bus jogging towards it). But rather than wait for me to arrive at the bus HE STARTED DRIVING THE BUS

TOWARDS ME WHILE I WAS JOGGING TOWARDS IT AND COULD HAVE RUN ME OVER. I was disgusted at this very dangerous behaviour.

This driver needs to be given a very severe warning about his very dangerous behaviour. And also remind him that he should be

paying a lot more consideration to his passengers - i.e. the paying customer.

Direction : Towards Turnpike Lane

NO EMAIL OUT

ST 5978737

Notes

26.09.2015 15:31:05 ALLEYNST

Email response sent to customer and a handoff sent to the bus operator

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

Notes

26.09.2015 14:59:39 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

The number plate of the bus was LJ03 MKM. It was a 221 bus heading towards Turnpike Lane direction.

I am making a complaint about the driver of this bus.

I saw this bus at the bus stop (the name of the bus stop is "North Finchley Bus Station"). It was stationary and its doors were open, letting passengers on.

As I saw the bus with its doors open, I started jogging towards it (in the rain), so that I could get onto it. I was jogging

directly in front of the stationary bus in the direction towards it (so that I was in direct visibility of the bus driver - he could

see me right in front of the bus jogging towards it). But rather than wait for me to arrive at the bus HE STARTED DRIVING THE BUS

TOWARDS ME WHILE I WAS JOGGING TOWARDS IT AND COULD HAVE RUN ME OVER. I was disgusted at this very dangerous behaviour.

This driver needs to be given a very severe warning about his very dangerous behaviour. And also remind him that he should be

paying a lot more consideration to his passengers - i.e. the paying customer.

Direction : Towards Turnpike Lane

NO EMAIL OUT

ST 5989909

Notes

30.09.2015 11:00:48 BARHOULO

Called the customer who was satisfied with the response. I informed the customer that I would be passing her complaint to the operating company for investigation.

The customer wanted to know the outcome of the incident and what action is taken against the driver. I informed the customer that we are unable to disclose the outcome of the interview, or what action is taken against the driver due to the operating company's internal policies.

*** PLEASE CHECK THE CCTV FOOTAGE AS PART OF THE INVESTIGATION ***

Notes

30.09.2015 10:39:28 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I was cycling down Upper Street towards Holborn. The no. 38 bus was ahead of me and moving right into the traffic from the

curtailed bus lane just before Angel Station. When he saw me cycling on his left he started shouting at me and then turned his bus

in towards me, left, even though the bus lane was finishing and he was turning right. This was a deliberate attempt to hit me. He

continued to shout at me. I told him I was going to report him as he was driving recklessly and dangerously.

Direction : Victoria Bus Station

NO EMAIL OUT

ST 5992637

Notes

30.09.2015 19:23:18 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

It's been happening for a year now almost twice a week for me- on my way back home in the evening- I always make sure to take a 38

that goes to Clapton pond - it always change destination to Hackney central - can't you make that decision when the bus leaves

Victoria? It really annoying because sometimes I have to wait for two bus with the correct destination and even when im on the

right one - it changes destination halfway

This should stop as it just doesn't make sense!

Direction : Clapton

Ref: 5992637

16 October 2015

Dear [REDACTED]

Thank you for your web submission on 30 September about your complaint following the curtailment of a route 38 bus.

I'm sorry for the impact this curtailment had on your journey. I appreciate that whenever a bus is curtailed short of its normal destination it can be incredibly frustrating, and I apologise for this.

I can confirm that between 08:20 and 21:00 the route 38 will have alternate journeys terminate at Hackney Central. As these buses are scheduled to run short, this is not considered a curtailment.

On this occasion, however, I understand that all services were being disrupted due to a taxi cab demonstration that was creating severe congestion.

Due to the accumulated delays, several services were being instructed to curtail, to allow the drivers to either take alternate routes to pass the disruption, or to then turn around to enter service on the reverse route.

As all buses use the public highway, they are vulnerable to disruptions like this. As this is the case we can't guarantee that services won't be disrupted or curtailed, although we do try to minimise this.

Thank you again for contacting me. Should you need any further assistance, please feel free to contact me again. If you would prefer to call, our contact centre can be contacted on 0343 222 1234.

Kind regards

Oliver Thomas

Customer Service Adviser

Transport for London Customer Services

ST 5995386

Notes

08.10.2015 13:59:29 MILLENJE

From: Ray Shampa (ST)

Sent: 07 October 2015 13:25

To: Jennie Millena

Subject: RE: 5995386 - Bus stop closure

Hello [REDACTED]

I have spoken to Enfield Council with regards to the very slow 'progress' of works at the building redevelopment site. I have been informed that whatever works they had been doing was within the hoarding. Original plan was the extension of this hoarding further out hence the bus stop suspension. However Enfield Council had been chasing up the contractors for the last 3 months with regards to their next course of action and have now decided to put this on hold until they hold a meeting to discuss the programme of works with dates and would need to apply for a fresh Temporary Traffic Order before they progress.

In the meantime I have arranged for bus stop 9954 ('K') to be opened this afternoon at the start of the late shift duty.

As for the temporary stop, there was no suitable location nearby (given the parking, access to Travis Perkins and retail units along the stretch of the road until the next/previous stop, pedestrian crossings and zig zags) to site one.

Kind regards,

Shampa Ray Green

Notes

07.10.2015 09:24:36 MILLENJE

Dial a ride can be suggested is an option.

From: [REDACTED]

Sent: 07 October 2015 09:23

To: Ray Shampa (ST)

Subject: 5995386 - Bus stop closure

Hi Shampa,

I have received a re-open from the customer:

Notes

06.10.2015 14:56:53 BILLINJA

From:

To: customerservices@pcrm.tfl.gov.uk

Subject: RE: Bus stop closure

Hi,

Really this bus stop is going to be closed for 18months, this is unbelievable!! Who is building this building, they should not be if they are unsafe. I am in a building now right next to a bus stop that was never closed when this is being built. Plus right now NOTHING IS GOING ON!!

I am disabled and the building I live in is full of disabled people and it is not easy for us to get about, the next bus stop is very fair for disabled and elderly people and it is unacceptable for it to be closed that long.

You can and should easily put a stop just round the corner of the New Southgate station.

something needs to be done. YOU CAN NOT leave it closed with no other stop near by for 18months.

on your website it is giving false information it says:

Bus Stop Closed Temporary stop sited prioryet there is no temporary stop as you have already said

I hope to hear back from you soon

Thanks

As this customer has raised a few concerns about those with mobility and accessibility issues, can I confirm that accessibility has been accounted for?

Thank you

Jennie

Notes

06.10.2015 14:56:53 BILLINJA

From:

To: customerservices@pcrm.tfl.gov.uk

Subject: RE: Bus stop closure

Hi,

Really this bus stop is going to be closed for 18months, this is unbelievable!! Who is building this building, they should not be if they are unsafe. I am in a building now right next to a bus stop that was never closed when this is being built. Plus right now NOTHING IS GOING ON!!

I am disabled and the building I live in is full of disabled people and it is not easy for us to get about, the next bus stop is very fair for disabled and elderly people and it is unacceptable for it to be closed that long.

You can and should easily put a stop just round the corner of the New Southgate station.

something needs to be done. YOU CAN NOT leave it closed with no other stop near by for 18months.

on your website it is giving false information it says:

Bus Stop Closed Temporary stop sited prioryet there is no temporary stop as you have already said

I hope to hear back from you soon

Thanks

Notes

05.10.2015 08:58:01 MILLENJE

From: Ray Shampa (ST)

Sent: 02 October 2015 17:23

To: Jennie Millena

Cc: Shoukris Sara (ST)

Subject: RE: 5993586 - Bus stop closure

Hello Jennie,

Here's what I could find.

Please find attached notice of event along with publicity that should've been placed upon closure of bus stop 9954 point letter K. A temporary stop initially proposed could not be sited.

This stop has been suspended for a long period of time due safety issues on account of the building development works making the bus stop inaccessible by the hoardings.

Could you please confirm whether:

- a. The hoarding has been dismantled
- b. Publicity of bus stop K is missing.

Kind regards,

Shampa.

Notes

02.10.2015 13:33:03 MILLENJE

From: Jennie Millena

Sent: 02 October 2015 13:31

To: Ray Shampa (ST)

Subject: 5993586 - Bus stop closure

Hi Shampa,

Can you look into this matter?

Bus Stop Detail

Stop Code 9954

SMS Code 53888

Access Node UD12

Point Letter K

Stop Name NEW SOUTHGATE STATION #

Towards NORTH FINCHLEY OR PALMERS GREEN

Location STATION ROAD

Borough Enfield

Position FRIERN BARNET RD, 75 M S OF; OPP 106

Owner Transport for London

Status ACTIVE

Notes

01.10.2015 14:57:07 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I am making a complaint about a bus stop being closed FOR NO REASON.

This has been closed for months now and there is no work going on, it is obviously forgotten to be taken down which is

unacceptable.

Sometimes buses stop but today 4 went passed without stopping which is unacceptable when there is nothing in there way to stop

them.

4 buses making us very late. 4 buses should not be together as it is.

Writing this as I am waiting for another bus very long wait.

1 bus at least could of waited for us at the next bus stop. Why do you need 4 together.

When you have finished with a bus stop you should take down the sign.

Direction : North Finchley

Ref: 1017010003

08 October 2015

Dear [REDACTED]

Thank you for your email of 6 October 2015 about a bus stop closure at New Southgate Station.

I'm sorry for the continuous problem mentioned. I appreciate how frustrating this must be for you.

I can assure you that I have raised this matter with our Bus Operations Team and have been informed that this matter is now in process with Enfield Council, and the contractors of this development site.

Further to this matter, I have also been informed that as this is still in process, we have arranged for bus stop 9954 (K) to be reopened. (Dated 7 October 2015, this stop will remain open temporarily until further notice).

Once again, I apologise for any inconvenience this has caused you.

I am sorry this isn't the response that you looking for, however I hope you can appreciate our position on this matter.

Thank you for contacting us and highlighting this matter with us. If there is anything else I can help you with, please contact me directly. Alternatively, you can contact one of our Customer Service Advisers, who will be able to assist you further.

Kind regards

Jennie Millena

Customer Service Adviser
Transport for London Customer Services

ST 5997275

Notes

05.10.2015 18:23:14 KADIYEAD

Email response sent to customer and a handoff sent to the bus operator

Notes

02.10.2015 08:31:18 BILLINJA

From:

To: customerservices@pcrm.tfl.gov.uk,info@londonbusapp.com

Subject: Bus Incident Report

Incident Details

Time of Occurrence: 2015-09-30T03:54

Problem: I was standing in greenwood Road station and the driver, although my signals, did not stop the bus, and also was annoyed by me trying to sign him to stop. He slowed down the bus, while I was approaching it, however he did not open the door!

Additional Comments: LTZ1192â€”registration plate

Transport Details

Bus Route: 38

Bus Destination: Hackney central

Bus Route: LTZ1192

Bus Stop: Greenwood Road

Contact Details

Name: Omer

Email: [REDACTED]

Phone: [REDACTED]

This report was submitted using London Live Bus Countdown on iOS -
<https://itunes.apple.com/gb/app/london-live-bus-countdown/id475360935?mt=8>

Report Received at: 30/09/15 2:59pm

Ref: 5997275

05 October 2015

Dear [REDACTED]

Thanks for your feedback form of 30 September 2015 about a bus that didn't stop for you at Greenwood Road. I'm sorry that the driver of a route 38 bus didn't stop when you waited to board the bus and apologise for the driver's poor conduct.

If you're waiting at a compulsory or request stop, drivers should pull over and pick you up. They should stop for you even if you haven't hailed the bus.

Drivers are also fully aware that they must ensure that all customers have been given an opportunity to board before moving off. They may have to open their doors on more than one occasion and should always allow sufficient time for all customers to safely board.

The level of service we provide to our customers is one of our highest priorities. The driver's behaviour is completely unacceptable and falls short of what we expect from our drivers.

In the instance that you describe, it appears that the correct stopping procedures weren't followed.

We go to great lengths to train our bus drivers to very high standards. I've made Arriva, the company that runs route 38 for us, aware of your concerns. The driver will be identified and appropriate action will be taken.

Once again, I'm sorry to hear what happened and understand this must have been frustrating for you. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Adam Kadiyeh

Customer Service Adviser

Transport for London Customer Services

ST 6000219

Notes

04.10.2015 17:27:50 PARKJE01

emailed cust. operator notified

Jesse Park

Notes

02.10.2015 17:36:05 WAIGOMA

-----Original Message-----

From:

[REDACTED]

Sent: 25 September 2015 21:13

To: Customer Services South East

Subject: New form submission

New form Submission

firstname: [REDACTED]

lastname: [REDACTED]

email: [REDACTED]

contact: [REDACTED]

address1: [REDACTED]

address2:

Town: London

county:

postcode: [REDACTED]

region: South East

comments: I was waiting for the bus in clear view of the driver who simply sped past the stop without stopping. The bus was nothing like full, the stop was well lit, I was standing in clear view with my hands out yet the driver failed to stop.

journeyfrom: Copthall Sports Centre

journeyto: Edgware

servicenumber: 221

dayoftravel: 25/09/2015

time: 20:32

driverdescription: I was unable to see as he/she drove past too fast.

Receive_offersYes, please: false

Our ref: 6000219

4 October 2015

Dear Mr [REDACTED]

Thanks for your email of 1 October about our driver's failure to pick you up. I'm sorry you weren't able to board the 221 bus, and I understand how frustrating a delayed journey can be.

If you're waiting at a bus stop, drivers should pull over and pick you up. They should stop for you even if you haven't hailed the bus.

Our drivers are told to keep a lookout for waiting customers at all times.

I've passed your comments on to Arriva London, who operate this bus route on our behalf. They will now investigate your complaint. The driver will be interviewed and could face disciplinary action.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234, who will be happy to help you.

Kind regards

Jesse Park

Customer Service Adviser

Transport for London Customer Services

ST 6001155

Notes

06.10.2015 16:30:37 BOMBARMI

Duplicate complaint, please see ST: 5991639. Have marked this file as completed.

Miriama

Notes

03.10.2015 09:40:25 BILLINJA

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: Re: Bus complaint – Route 38

Dear Janina

Thank you for your reply.

This incident happened just before 10:52am on Saturday 26 September 2015. The photo I took of the number plate (located on the inside of the bus) is timed at 10:52 and I took this right after the incident. The location was the last bus stop on Essex road, the bus stop is located opposite Okendon Road (the bus was going towards Clapton Pond). Please let me know if you need anything else.

Please can you confirm that my personal details will not be disclosed to this driver.

Thank you

Tor

NO EMAIL OUT

ST 6001162

Notes

07.10.2015 13:46:36 ALLEYNST

Further email response sent to customer and a further handoff sent to the bus operator. Bus stop name and direction of travel has been identified. Please see handoff number 1017021748

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

Notes

07.10.2015 11:30:53 BILLINJA

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: Re: Driver on route 38

DearJesse,

Thank you very much for your prompt reply and thorough explanation to your procedures. Please could I ask you to keep me updated as to the out come of the interview with the driver.

Kind regards,

Elaine

Notes

03.10.2015 13:34:57 PARKJE01

emailed cust. operator notified

Jesse Park

Notes

03.10.2015 09:36:09 CHAUHAAN01

From:

To: customerservices@pcrm.tfl.gov.uk

Subject: Aggressive driver

Hello,

I would like to report an incident of very aggressive dangerous driving by a bus driver on the 38 Route on the morning of Wednesday 9th September. It happened at 8:25am on the east travelling direction of Theobald's Road at the bus stop between New North Street and Harpur street.

I was cycling along the bus lane just before the bus stop and the driver pulled diagonally across my path causing me to have to slam my breaks on and pull over to the curb to avoid being hit by the bus. This was a very aggressive and dangerous act that could have potentially threatened my life. All the driver needed to do was wait

behind me and then drive into the bus stop after me and it would have taken only a few seconds longer.

I tried to talk to the driver to ask why he didn't just wait behind me but he just shouted at me but I couldn't understand what he was saying. I have attached his photo as I didn't get his name and tried to photograph the registration number but my hand was shaking too much.

I know that bus drivers have a difficult job particularly in peak rush traffic but there is no need for this bullying dangerous behaviour. Cyclist are a vulnerable road user but are a big part of the solution for easing traffic. Each cyclist is potentially one less car on the road.

I also understand that there are some poor cyclists who give the rest of us law abiding careful cyclist a bad name. However with high traffic levels cycling is an important part of the solution to getting our city flowing so we all need to share the streets safely. Cyclist are very vulnerable and should be given space and not treating in such an aggressive manor.

I have decided not to report this incident to the police but I do have the contact details of a witness who was waiting at the bus stop for a different route, if you wish to confirm the event.

I look forward to hearing your comment about this event.

Regards,

[REDACTED]

Our ref: 6001162

7 October 2015

Dear [REDACTED]

Thanks for your further email of today about a bus driver on route number 38. I'm sorry for any distress that a driver caused you at the Red Lion Street bus stop on Theobalds Road.

I've looked into this for you and as mentioned in my colleague's previous email, your complaint was brought to the attention of Arriva London. They are the bus operating company that runs the route 38 for us. With the information that you provided, I can confirm that the driver was identified and appropriate action was taken.

The route operators have a range of disciplinary measures which can be taken, depending on the incident and the individual's disciplinary record.

I must however advise you that bus operators carry out disciplinary interviews in confidence, in line with their employment and HR policy. We're never informed of the full outcome and we or Arriva London won't be able to tell you the specific action taken. I can however assure you that all complaints are taken very seriously and they have taken the action they deem necessary against the driver.

Once again, I'm very sorry for what happened and understand this must have been upsetting for you. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

ST 6003005

Notes

06.10.2015 14:54:20 NDUKAME

Email sent to customer and hand off sent to bus operator

Mercy Nduka

Customer Services Adviser

Transport for London Customer Services

Notes

03.10.2015 20:14:00 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

This complaint is regarding a bus journey on October 1st, Thursday, starting on Northbound Bus 38 from Essex Road stop "EB"

shortly after 23.30 to Kingsland High Street stop "E" at approximately 23.45.

Running number 154.

The driver correctly lowered the ramp to allow me to enter the bus (but, after I boarded, he failed to ask me at which stop I would

be alighting). Several times I noticed that his driving appeared erratic and, even during the short journey, he dropped off

passengers at places other than scheduled bus stops including at Canonbury Street and well before the Kingsland High Street bus

stop on Balls Pond Road, Dalston.

I rang the wheelchair/accessible button as the bus travelled eastward - at the

point it passed Kingsbury Road; well in advance of arrival at the required

stop, but near enough for the driver not to forget I'd rung. The bus driver opened the bus doors a long distance before the

scheduled stop (close to the junction of Bentley Road and Balls Pond Road) and let some of the passengers alight but he made no

attempt to stop at the scheduled stop and did not respond to my earlier request for the ramp. He then drove away from the kerb,

intending to travel to the next stop (Dalston Lane). I and several passengers called for him to stop for me and he pulled in to the

kerb but at such an angle and distance that, when he extended the ramp, the distance between the end of the ramp and the kerb was -

quite obviously - insufficiently large enough to accommodate the length of the wheelchair, thus making it extremely dangerous for

me to attempt get down

the steep ramp and impossible for me to leave the bus and get onto the

footway.

The driver started shouting at me, whilst remaining in his cab and I could not hear what he was saying. He failed to leave his cab

so I had to go forward to hear him (and to negotiate a satisfactory exit from the bus).

His immediate reaction was to blame me for the situation; he repeatedly accused me of not ringing the "disabled" bell, which was

patently untrue.

His manner was hostile and he was rude, shouting loudly and irrationally. He

failed to make any attempt to understand my need to have a ramp leading down to the footway, so that I could leave the bus

independently. At one point he said he would "help" me off the bus (I said I did not want man-handling, I wanted to get off the bus independently).

I was marooned on the bus, unable to leave, yet he threatened to call the

police, falsely accusing me of stopping him from driving the bus. I said I would be happy for him to call the police, because he

was being so uncooperative, but he failed to call them. However, he demanded that I provide him with my details and

he repeatedly tried to involve other passengers in the issue, attempting to

publicly humiliate me. I pointed out that the entire journey was being recorded on CCTV.

For what appeared like 10 minutes or more he appeared to want to argue with

me, rather than focus on enabling me to leave the bus safely. Eventually I

persuaded him to drop me off at the junction, although the ramp was very

steep. Even whilst doing so, he was barking commands to me, that I should

leave the bus forward rather than backward (backwards is much safer because I can lower myself down whilst holding onto the

handrails either side of the exit).

He appeared to have no respect for me, or my knowledge of my strengths and

limitations (in the situation, in which he had put me).

If he had asked me what my destination was when I first boarded the bus; if he

had dropped off passengers at scheduled stops; and if he had responded to my

ringing of the accessible space/wheelchair bell, all of this unpleasantness could have been avoided.

I believe he is currently unfit to drive a bus and he needs a substantial

amount of retraining, including disability equality training.

I travel a lot by bus and I find the vast majority of London bus drivers are

pleasant, respectful, efficient and highly competent. But each time I - or

any other disabled person - has a negative experience such as I had, we become fearful of travelling independently by public

transport.

I realise that rules about confidentiality mean you can not inform me of the results of any investigation but I hope you will take

the opportunity to fully investigate my complaint, to ensure that TfL and Arriva London staff continue

to deliver a high standard of performance. Please do not hesitate to contact me if you require further information.

Yours faithfully,



Direction : Northbound

NO EMAIL OUT

ST 60003522

Notes

05.10.2015 09:09:22 EBEDEFR01

Email sent to customer.

Handoff to bus operator.

Francis E

Customer Service Adviser

Notes

04.10.2015 10:55:50 BARHOUJO

Subject: Bus Incident Report

Incident Details

Time of Occurrence: 2015-10-02T18:35:23

Problem: The driver doesn't stop in station

Additional Comments:

Transport Details

Bus Route: 221

Bus Destination: Turnpike Lane Station

Bus Route: LJ61CBO

Bus Stop:

Our Ref: 6003522

5 October 2015

Dear Customer

Thanks for your email of 2 October about a bus that didn't stop for you in Turnpike Lane station.

I'm sorry that the 221 didn't stop when you waited to board. If you're waiting at a compulsory or request stop, drivers should pull over and pick you up. They should stop for you even if you haven't hailed the bus.

I've passed your comments to Arriva London, the bus operating company that runs this route for us, so they can investigate your complaint. The driver will be interviewed and could face disciplinary action.

Once again, I'm sorry to learn what happened and understand this must've been frustrating for you.

Thanks again for contacting us. If there's anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Francis Ebede

Customer Service Adviser

Transport for London

ST 6008455

Notes

07.10.2015 15:09:54 ALLEYNST

Further eEmail response sent to customer

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

Notes

06.10.2015 21:40:23 YOUNGWA01

Format: 1x email received.

Query: -

Subject: Re: Bus route ?

Hello,

Thank you for getting back to me.

I did not see the driver as i did not look into bus. The bus route was the 38 going to Victoria station. I did not notice anything else as i did not think to look. As he drove off i looked at a lady at the bus stop and she shook her head. The bus was gone too far up the road when i looked back at it.

I know that nothing will be done about this. You will not know which driver did this and you can't stop them doing it again. It has happened so many times before, this one was just more upsetting as he actually slowed down to make me think he was stopping. That's just completely out of order

Again thank you for getting back to me



Allocation: Passed to BRR

Notes

05.10.2015 17:02:33 JORDANPA

response sent

Notes

05.10.2015 16:37:50 WAIGOMA

-----Original Message-----

From: [REDACTED]

Sent: 05 October 2015 08:05

To: Customer Services South East

Subject: New form submission

New form Submission

firstname: [REDACTED]

lastname: [REDACTED]

email: [REDACTED]

contact:

address1:

address2:

Town:

county:

postcode:

region: South East

comments: I put my hand out for a bus to stop. He slowed down as he came to the stop but continued to drive on, picking up his speed again as he passed. The bus stop was stop Z on Graham Road E8 and the time was 7:52. I did not get the bus number. I would like to know what will be done about this. This type of thing happens all too often. If they don't want to stop and pick up passengers then maybe a new job would be an idea

journeyfrom: Graham Road

journeyto: Cambridge circus

servicenumber:

dayoftravel: 05/10/2015

time: 07:52

driverdescription: Did not see them

Our ref: 6008455

7 October 2015

Dear [REDACTED]

Thanks for your email of 6 October about a bus that didn't stop for you at Graham Road/Hackney Central. I'm sorry that the driver of a route 38 bus didn't stop when you waited to board the bus. I'm also sorry that this has happened to you on previous occasions.

If a bus has room for customers to board, it should always stop and serve the bus stop. Drivers are instructed to keep a sharp lookout for waiting customers at all times.

I've brought your complaint to the attention of Arriva London, the bus operating company that runs the route 38 for us. With the information you've provided, the driver will be identified.

When a complaint like this is made, a manager will call the driver in for an interview and the CCTV footage (where possible) will be viewed to support your complaint. After this, based on the findings, appropriate action will be taken.

The route operators have a range of disciplinary measures which can be taken, depending on the incident and the individual's disciplinary record.

Quality Incentive Contracts help deliver improvements to bus services. Bus operators are regularly assessed on customer care. Complaints about drivers failing to stop and poor conduct are marked against targets. It's in the bus operating companies' interest to meet and exceed these targets, otherwise we won't extend their contracts.

Once again, I'm very sorry for what happened and understand this must be frustrating for you. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

ST 6018468

Notes

08.10.2015

15:06:42

OLOMOJA

Customer has been sent a response by email and hand off sent to the bus operator.

Jaiyeola Olomo {DJ}

Notes

08.10.2015

07:50:14

CHAUHAAN01

From:



To: customerservices@pcrm.tfl.gov.uk,info@londonbusapp.com

Subject: Bus Incident Report

Incident Details

Time of Occurrence: 2015-10-07T22:28:49.629

Problem: Put my hand out clearly for driver to stop. Driver saw me and did not stop. Impertinently waved at me to let me know he had no intention of stopping.

Additional Comments:

Transport Details

Bus Route: 38

Bus Destination: Clapton Pond

Bus Route: LTZ1229

Bus Stop: Opposite Narrow Way

NO EMAIL OUT

ST 6020245

Notes

15.10.2015 10:35:09 RAHMANFA01

Left a voicemail explaining that Arriva will take internal action to prevent this from re-occurring.

Please explain the process if the customer calls back.

Closed case and sent hand off.

Notes

08.10.2015 13:08:48 ISLAMNU

Letter received.

Please see attachment.

NO EMAIL OUT

ST 6022272

Notes

09.10.2015 15:36:05 NDUKAME

Email sent to customer and hand off sent to bus operator

Mercy Nduka

Customer Services Adviser

Transport for London Customer Services

Notes

08.10.2015 19:43:33 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Route: 38

Date: 8th October 2015

Time: 17:31

Bus Stop: Green Park Station

Direction: Towards Victoria

Bus Reg. no. LTZ 1220

I have a very serious complaint about the driver of this no. 38 bus.

I was waiting for the bus at Green Park Station. The driver pulled up well before, and outside, the yellow bus stop box marked in the road. He did not stop in the area designated for the bus stop.

Having parked this considerable distance from the bus stop the driver let passengers alight. He then closed the doors and drove

off. I signalled, with a clear arm gesture, that I wished him to stop at the bus stop (I was near the bus stop flag). He saw me,

made eye contact with me, and ignored my request for him to stop. He drove off without stopping at the bus stop.

Please tell this driver that it is NOT ACCEPTABLE to -

- Stop well short of the correct and designated bus stop area marked clearly with a yellow box on the road surface

- Ignore passengers who are still waiting at the bus stop and pull off without picking them up

He should know very well that the Big Red Book lays down the correct procedure for stopping at bus stops, and he should follow that procedure on every occasion.

I found the whole incident extremely stressful and upsetting.

I expect a much higher standard of professionalism amongst London's bus drivers: this driver has fallen well short of it. He should

be severely reprimanded and then retrained.

Direction : Towards Victoria

Our ref: 6022272

9 October 2015

Dear [REDACTED]

Thanks for your email of 8 October about a bus that didn't stop for you at Green Park Station. I'm sorry that the route 38 bus didn't stop when you waited to board.

If you're waiting at a compulsory or request stop, drivers should pull over and pick you up. They should stop for you even if you haven't hailed the bus.

I've passed your comments to Arriva London, the bus operating company that runs this route for us. They will now investigate your complaint. The driver will be interviewed and could face disciplinary action.

Once again, I'm very sorry for any inconvenience this caused you.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Mercy Nduka

Customer Services Adviser

Transport for London Customer Services

ST 6029964

Notes

14.10.2015 09:38:37 ASHAMUKO01

Email sent to customer. Hand off to bus operator

Kofo Ashamu

Customer Services Adviser

Notes

12.10.2015 09:51:24 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I am 8 months pregnant and had to get off the bus and wait 20 minutes for another one that would let me on causing me to be late

for an important meeting and having to stand for the remainder of my journey as I couldn't even access the priority seats because

the bus was so crowded. The reason the bus terminated was not because the bus was over-crowded and a perfectly civilised passenger

got on and refused to leave when the bus conductor inaccurately maintained the bus was over-crowded and wouldn't leave until this

man got off. The reason it terminated was simply this conductor's ego and the fact that he had hoped that the rest of the

passengers would back him up in putting pressure on this man to get off and they didn't and the conductor's pride meant they

terminated the service rather than admit that he was being unreasonable. The fact that a bus full of busy commuters sided with the

passenger who the conductor claimed was delaying everyone's journeys should give you an indication of how unreasonable this was. I

am bringing this to your attention not because I want a refund, but simply to help you improve your staff training as this sort of

behaviour is exactly what causes unnecessary problems and aggressive behaviour from otherwise reasonable people. I hope you will

investigate this carefully and address this with the conductor concerned. Kind regards [REDACTED]

Ps I cannot provide ticket details as I paid on a contactless card

Direction : Victoria

NO EMAIL OUT

ST 6031633

Notes

14.10.2015 13:38:02 NDUKAME

Email sent to customer and hand off sent to bus operator

Mercy Nduka

Customer Services Adviser

Transport for London Customer Services

Notes

12.10.2015 14:52:58 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Several people including myself were unable to get off the bus as none of the bells worked. I have noticed this is an increasingly

repetitive issue on the Routemaster busses. Anything going to be done about it?

Direction : towards Victoria

Our ref: 6031633

13 October 2015

Dear [REDACTED]

Thanks for your email of 12 October about the stop button on route 38. We appreciate the time you've taken to email us about your experience on route 38.

I've passed your comments to Arriva London, the bus operating company that runs this route for us.

I'm very sorry for any inconvenience this caused you.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Mercy Nduka

Customer Services Adviser

Transport for London Customer Services

ST 6031689

Notes

13.10.2015 13:56:30 OLOMOJA

Customer has been sent a response by email and hand off sent to the bus operator.

Jaiyeola Olomo {DJ}

Notes

12.10.2015 15:05:29 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I pressed the stop button well in time and waited by the door, but the driver did not stop the bus.

Direction : Clapton Pond

Our ref: 6031689

13 October 2015

Dear [REDACTED]

Thanks for your email of 12 October about a bus that didn't stop at Wilton Street bus stop when you tried to get off.

I'm sorry that the bus 38 didn't stop when you pressed the bell.

The driver should pull over at the next stop if you ring the bell. This is the best way to let drivers know you wish to get off. If you can't ring a bell or prefer not to, drivers should also let you off if you verbally ask them to. The behaviours you describe clearly falls short of our expectations.

I've passed your comments to Arriva London, the bus operating company. They'll now investigate your complaint. The driver will be interviewed and could face disciplinary action. I'm sorry you and had to travel longer than necessary on a bus route 38.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Jaiyeola Olomo

Customer Services Adviser

Transport for London Customer Services

ST 6031738

Notes

14.10.2015 13:59:42 AGYEMAPA01

Letter sent and hand off to Bus op

Notes

12.10.2015 15:14:02 JOANNEHA

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: rte 221 driver attitude

NO EMAIL OUT

ST 6035044

Notes

13.10.2015 13:19:21 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I got on the 221 bus at woodside station just after 06.50. I asked the driver if it stopped at Mill hill broadway station as this

is where I would get my connecting train for Luton airport. He told me I was on the wrong bus and to go and speak to another

driver. The second driver told me the 221 was the correct bus and didn't understand why driver number 1 had told me I was on the

wrong bus. The result of this was that me and my seven year old daughter had to wait for the next bus which meant I missed the

train connection at 7.23 to Luton airport. Following this I missed my flight to Inverness. The cost of having to get the brighton

train to gatwick airport and booking new flights for us both came to 190 pounds because the driver miss guided me, I should also

add I think I paid for the bus he told me to get off and then paid again on the next one using my oyster card. Is there any

possibility I could be compensated for being given the wrong information which has cost me close to 200 pounds? I look forward to

your response.

Kind regards,


Direction :

NO EMAIL OUT

ST 6035715

Notes

17.10.2015 10:41:52 BARHOUJO

Requested information has not been provided - unable to investigate the incident.

Customer action required - ST closed.

Notes

16.10.2015 08:56:17 CHAUHAAN01

From: 

To: customerservices@pcrm.tfl.gov.uk

Subject: Re: Bus 38 - Information Request

Hi! I sent the message from an app in my phone. There was bus number - i was sure it would go to you and did not saved it.

I would like to tell that it is general attitude of the route 38 bus drivers because it seems that they care more about the route and how to go through it but quite often neglecting people waiting on the bus stops. This comes comparatively more often and may be this is another reason for the neglect from drivers.

The other weird thing about bus 38, you would wait for it for quite a while and then several of them would appear at the same time and then again there will be quite a gap before the next patch of 38 buses appear.

Thank you for your attention!Regards, leila

Kind Regards, [REDACTED]

Notes

13.10.2015 23:19:17 OLOMOJA

The hand off was a mistake and it has been voided. If and when customer sends the required information, then do the hand off to the bus operator.

Thanks.

DJ

Notes

13.10.2015 23:16:17 OLOMOJA

Customer has been sent a response by email and hand off sent to the bus operator.

Jaiyeola Olomo {DJ}

Notes

13.10.2015 15:38:59 BLAIZEJE

Incident Details

Time of Occurrence: 2015-10-13T15:09:07.766

Problem: Did not stop

Additional Comments:

Transport Details

Bus Route: 38

Bus Destination: Hackney Central

Bus Route: LTZ1196

Bus Stop:

NO EMAIL OUT

ST 6037334

Notes

29.10.2015	10:18:06	CHANDA
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Responded to customer via email.

Hand-Off sent to Network Development

Notes

19.10.2015	11:17:41	RAYNERDA
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Frequency of buses from 07:00 to 15:00 is 8-12 minutes on weekdays.

Notes

14.10.2015 08:12:06 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

This is my 4th complain about the same topic. Bus 221 direction north Finchley before Mill Hill East tube station is always FULL

between 7:30am and 8:15am. Therefore the bus is NOT stopping any longer in any stop before Mill Hill East. Today we ONLY had a bus

between 7:40 to 8:15. I pay £177 per month to use this service and the only answer that I have is that "buses can be delayed". They

are delayed because they cannot cope with the numbers of commuters and students using the service. Buses are so full that they

cannot even reach walking speed limit while going up the hill. Again, I ask : put more services at pick times!

Regards

[REDACTED]

Direction : North Finchley

Ref: 6037334

29 October 2015

Dear [REDACTED]

Thank you for your feedback form of 14 October about your recent experiences with the route 221 bus service. Please accept my apologies for the delay in replying to you and for the inconvenience caused.

I'm sorry that you're not able to board the bus at times because of crowding and I appreciate that you've taken the time to write to us about this matter.

We make every effort to ensure our bus services meet the demands of our customers. Usage is regularly reviewed to ensure that our bus routes provide sufficient capacity. We also closely monitor the reliability of our routes to ensure that customers receive a regular, dependable service.

I can assure you that I've been in contact with Arriva, the bus operator responsible for running route 221 on our behalf, about your particular experience and complaint. There were no significant delays to route 221 recorded on the morning of 14 October. However there's very heavy usage of this route into the Tube stations during the morning peak period. Additionally, heavy school traffic at various points along the route coupled with the opening of a new school on Frith Lane, off Bittacy Hill, further adds to the usage of route 221.

The frequency and type of bus used are primarily set according to demand. A higher demand service will ultimately operate at a higher frequency. I've been in contact with the relevant team who'll be taking into consideration your particular feedback for any upcoming assessments of route 221.

It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's another issue I can help you with, please contact us again. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234, who'll be happy to help.

Kind regards

Darren Chan

Customer Service Adviser

Transport for London Customer Services

ST 6038781

Notes

05.12.2015	12:46:03	AKRAMAD
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Holding sent - To escalate

Notes

18.11.2015	16:57:59	CHICOUON
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Thank you for your reply. However I would like to escalate this to the next stage as I feel very abused and which to be compensated for my experience.

Many thanks



Notes

26.10.2015 14:54:57 CHANDA

Phoned Bus Enforcement team on 84050 and 80626 numerous times today and no answer.

Notes

19.10.2015 10:13:23 CHANDA

Complaint forwarded to Bus Enforcement and EOS for identification and comments respectively. Will respond to customer once I've heard back.

Notes

14.10.2015 12:08:24 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I was on the bus the instpector came to me asking for my pass. I showed him and it declined. I got on the back door and beeped. I

did not know that I had to beep on the front for a emergency fair.

I tried to explain to the inspector what happen. His response was roll off the bus before I call the police you fucking nigger. I

said to him to show me his identity so I can complain he replied fuck off and walked to the driver to stop the bus. I then said I

am not going untill I get your details. He frettened to call the police again. I told him call them and I will explain the abuse

you gave me and that I am waiting for your details to make a formal complaint. He swore again and wrote me out a card.

Direction : Victoria

Ref: 6038781

11 January 2016

Dear [REDACTED]

Thank you for your further email on 18 November about the behaviour of a Revenue Protection Inspector (RPI) on a route 38 bus. I would again like to apologise for the delay in responding to you.

I appreciate you still have concerns regarding the conduct of this RPI.

Should you wish to peruse this matter further please London TravelWatch, the independent, statutory watchdog for transport users in and around London. I have provided their contact details below for your convenience.

London TravelWatch

020 3176 2999

www.londontravelwatch.org.uk/complaints/online

enquiries@londontravelwatch.org.uk

London TravelWatch

Dexter House

2 Royal Mint Court

London

EC3N 4QN

Thanks again for contacting us.

Kind regards

Adeel Akram

Customer Service Adviser

Transport for London Customer Services

ST 6046838

Notes

16.10.2015 17:03:41 EBEDEFR01

Email sent to customer.

Handoff to bus operator.

Francis E

Customer Service Adviser

Notes

16.10.2015 12:00:33 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Before my wife got on the bus with our baby from middle door (with push chair) he closed the door and started moving the bus. I

shouted at him. He stopped and told me that she had to come and tell me first. Where is the common sense on it? He could kill my

baby. He saw that they were about to board and still he did not Care. I would like you take my comment on into consideration and

let me know about the results please.

Direction : Wood Green

Our Ref: 6046838

16 October 2015

Dear [REDACTED]

Thanks for your email of 16 October about the poor conduct of a bus driver on route 221.

I'm very sorry the driver of the route 221 closed the doors on your wife and the pushchair she was boarding with. I've brought your complaint to the attention of Arriva London, the bus operating company that runs this route for us. With the information you've provided, the driver will be identified and be interviewed by a manager.

Our operators manage and improve drivers' behaviour in a number of ways. A driver can be paired with a mentor, take part in conflict avoidance classes or customer service training.

Quality Incentive Contracts help deliver improvements to bus services. Bus operators are regularly assessed on customer care. Complaints about drivers failing to stop and poor conduct are marked against targets.

It's in the bus operating companies' interest to meet and exceed these targets – otherwise it could have an impact on their contracts.

It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Once again, I'm really sorry to learn what happened and understand this must've been distressing for you and your wife to experience.

Thanks again for contacting us. If there's anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind Regards

Francis Ebede

Customer Service Adviser

Transport for London

ST 6047346

Notes

16.10.2015 16:07:29 BOYDLE

Response sent by email.

Notes

16.10.2015 13:46:41 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I was waiting for a bus at the Red Lion Square stop last night when two buses in succession drove past without stopping or opening

their doors for passengers. Both appeared to be in service and had seats available, and there were a number of people waiting on

the pavement and attempting to signal to the buses. As a result I had to wait around 15 minutes for a bus which usually runs a

service every five minutes or so and was late to an open skating session which I was running in Dalston. I take this bus regularly

and have not previously had issues, so was disappointed to face the same problem twice within five minutes.

Direction : Hackney Central

Our ref: 6047346

16 October 2015

Dear [REDACTED]

Thanks for your email earlier today about two route 38 bus drivers who refused to stop and serve your stop.

I'm sorry to learn that the drivers behaved in this way whilst you waited at the Red Lion Square bus stop. Also for any inconveniences caused to you and the other customers.

If a customer is waiting at a compulsory or request stop, drivers should pull over and pick them up. They should stop for them even if they haven't hailed the bus.

The driver's actions are totally unacceptable. I've passed your comments to Arriva London, the bus operating company that runs this route on our behalf. They'll now investigate your complaint. Our operators manage and improve drivers' behaviour in a number of ways. A driver can be paired with a mentor as well as undertake further customer service training.

Once again, I'm very sorry to learn of your experience and hope your skating session went well even after the delay.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Leonie Boyd

Customer Services Adviser

Transport for London Customer Services

ST 6047950

Notes

17.10.2015 14:40:31 EBEDEFR01

Email sent to customer.

Handoff to bus operator.

Francis E

Customer Service Adviser

Notes

16.10.2015 15:50:12 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Bus failed to stop to pick up despite signalling by passengers

LTZ1202 reg no

Direction : Claptonond

Our Ref: 6047950

17 October 2015

Dear [REDACTED]

Thanks for your email of 16 October about a bus that didn't stop for you on Grosvenor Gardens.

I'm sorry the 38 didn't stop when you waited to board. If you're waiting at a compulsory or request stop, drivers should pull over and pick you up. They should stop for you even if you haven't hailed the bus.

I've passed your comments to Arriva London, the bus operating company that runs this route for us, so they can investigate your complaint. The driver will be interviewed and could face disciplinary action.

Once again, I'm sorry to learn what happened and understand this must've been frustrating for you to experience.

Thanks again for contacting us. If there's anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Francis Ebede

Customer Service Adviser

Transport for London

ST 6048214

Notes

18.10.2015 11:33:57 PARKJE01

Emailed cust. operator notifeid

jesse park

Notes

16.10.2015 16:48:01 BLAIZEJE

Subject: Bus Incident Report

Incident Details

Time of Occurrence: 2015-10-16T16:37:25.940

Problem: Took to long

Additional Comments:

Transport Details

Bus Route: 221

Bus Destination: Edgware

Bus Route: LJ03MMF

Bus Stop: Nether street

Our ref: 6048214

18 October 2015

Dear Sir or Madam

Thanks for your email of 16 October about the delay of a bus on route number 221. I'm sorry that your bus journey took too long, and I understand how frustrating a delayed journey can be.

We always try to provide reliable services that meet our customers' demand. However, buses are often affected by congestion, road works and accidents.

These events cause delays and sometimes prevent us from providing the best possible service to our customers. When this happens, our route controllers take steps to ensure buses run as close to their timetables as possible.

I have informed Arriva London, the company that runs this bus route, about your experience.

It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Jesse Park

Customer Service Adviser

Transport for London Customer Services

ST 6049970

Notes

17.10.2015 13:31:07 WEBLOGIN

Just rode on new Routemaster first time ever. What species are the seats designed for? It can't be human beings. The most

uncomfortable seat I have ever sat in. Outside the bus looks great but the interior is a disaster

Direction :

NO EMAIL OUT

ST 6050129

Notes

18.10.2015 15:02:28 OJENIYAB

Email sent to customer.

Hand-off to operator.

Abiola Ojeniyi

Customer Service Adviser

Notes

17.10.2015 14:38:55 ISLAMNU

From: [REDACTED]

Sent: 16/10/2015 at 06:38:48

To: <enquiries@bususers.org>

Subject: Missed my bus for work

>I'm [REDACTED] The 221 bus did not showing up. It is ment to leave park avenue bus stop at 05.38 twords Edgware and I was there at 05.32 and it never showed up. This ment I missed my conecting bus then my lift to work. So now I have to explane to my boss why I will not be in work to day and loose a days wages and my bonus.#

>

>

>Sent from my Samsung Galaxy smartphone.

>

Our ref: 6050129

18 October 2015

Dear [REDACTED]

Thanks for your email of 17 October about a route 221 bus that didn't arrive. I'm sorry for the distress caused by the bus going towards Edgware not turning up. I'm also sorry for this causing you to miss your other connections and that you couldn't go work. I understand how frustrating this must've been for you.

I've informed Arriva London, the bus operating company that runs the route 221 for us, of the bus's failure to arrive.

We always try to provide reliable services that meet our customers' demand. However, buses are often affected by congestion, road works and accidents. Sometimes, this causes some buses to arrive at a stop close together or at the same time.

These events cause delays and sometimes prevent us from providing the best possible service to our customers.

Planned diversions are advertised, and as soon as we become aware, we'll keep you updated with:

www.countdown.tfl.gov.uk/#/

Travel news bulletins on the radio

@TfLBusAlerts (Twitter)

We continually monitor all our buses on the network, to ensure they are meeting their performance targets. When problems arise, we always work closely with the bus operator to overcome them.

I'm sorry again for the distress the service caused to your journey. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Abiola Ojeniyi

Customer Services Adviser

Transport for London Customer Services

ST 6050243

Notes

19.10.2015 11:04:35 DZIKUNTE

Called customer to let him know his complaint is being handled by the bus operator
Hand off sent to bus operator.

Kind regards

Terry Dzikunu

Customer Service Adviser

Transport for London Customer Services

Notes

17.10.2015 15:24:33 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Dear TFL

i am writing to complain about an escaped accident caused from one of your bus driver.

This morning 17 october 2015 at 9:46am on the Piccadilly Road bus number 38 to Clapton(license plate number LTZ 1006),indian

looking man with glasses,came on my lane were I was cicying cutting my way and pushing me against the pavemet.

I asked him what was he doing and i got replied with bad attitude:his your business,you are the cyclist...

Next traffic light I managed to take picture of the license plate and he started to shout and swear on my family very badly that

they should die, ecc...

I got afraid and i stopped my way thinking he can harm me.

This is not acceptable attitude for a bus driver,today I have been lucky but tomorrow someone can be hurt or killed by this driver.

This person shouldn't be driving as he have bad temper and he doesn't know how to work under pressure.

I would like to have his details in order to report him to police as i don't feel safe enough cycling knowing he is on my way and

he can hit someone else...

Many regards



Direction : clapton pond

NO EMAIL OUT

ST 6058054

Notes

23.10.2015 13:27:52 WESTOT

emailed cus

apologised for ordeal. asked to email back with details so that I could check if CCTV was available.

Notes

20.10.2015 10:54:29 BLAIZEJE

Subject: feedback about asbo people on buses.

I have experienced more than once uncomfortable situations on 38 bus and 43 bus. Passengers on this line can often be anti social in various ways, smell alcohol, drugs. Recently woman with a child invaded my space a lot i was being kicked by the kid, my trolley was being kicked too and eventually the kids hand flew near my face. At that point i had to ask the woman to please stop. This turned into the woman then attacking me verbally using loud voice to imply Im the one with the problem or that somehow im against kids or that its my fault for not moving she refused to do anything about it justifying that its a kid nothing she can do!.

I read the story recently about the racist attack, but abuse on buses i feel is getting worse. For me this was the reverse, im a white british disabled woman who was experiencing what i describe as Asbo from a muslim woman. Her justification was its a kid its allowed, I was being insulted, blamed. I was told i should move, even though i was being barricaded in by her , her pram and her kid, there were no other seats. I was being bullied to move from the start i felt. Its not the first time, but this was one of the worst. I know there isnt much a driver can do but there is something seriously wrong about people looking for victims to start this kind of situation up with, and trying to get others on her side by implying things loudly that were not true to redeem herself. I dread bus trips now, too cramped, the stench, all the dangerous scooters, oversized prams, mass of suitcases people fighting over space or the clutter, as well as poor behaviour, its such a change from what it used to be, and why certain routes have more issues is concerning too.

Kind regards

M .

Ref: 1017131548/OW

23 October 2015

Dear [REDACTED]

Thank you for contacting us on 20 October about antisocial behaviour on buses.

I'm very sorry to learn of the issue you faced on your recent journey. I can imagine that your journey was made to be uncomfortable and unpleasant – this goes completely against how we'd want our customers to feel.

Given the millions of passengers that we carry daily on our buses, there is the possibility of unsavoury incidents happening at times. Some things may be noticed at the time and action can be taken. Others may require retrospective action following some kind of investigation.

Please provide the date and time of the incident. I will also need to know where you were sitting on the bus, the time and bus stop that you boarded and the direction that your bus was travelling (end station). I'll also need confirmation of the bus route number. We hold CCTV footage for five to 10 days so please get back to us quickly so we can look into this.

Thanks again for contacting us. I look forward to hearing from you soon.

Kind regards

Otis West

Customer Service Adviser

Transport for London Customer Services

ST 6060992

Notes

21.10.2015 01:07:32 WEBLOGIN

Hi,

I was waiting at bus stop W at Dean Street/Chinatown trying to get back to Victoria on Sunday night at around 22:10.

When the bus 38 arrived, the driver was busy chatting to someone standing by his cubicle and instead of stopping for me, he just

signalled he was not stopping and not sure if he wanted to pick up people at the next stop instead as we were waving his hand

forward.

The next 38 was 10 mins later so I just decided to walk to Embankment and got the tube to Victoria instead.

Just thought I'd mention it in case the driver did this to tourists/females or anyone who would be more distressed waiting around

at a late time in London.

Cheers

Direction : Towards Victoria

NO EMAIL OUT

ST 6068192

Notes

22.10.2015 19:11:30 OLOMOJA

Customer has been sent a response by email and hand off sent to the bus operator.

Jaiyeola Olomo {DJ}

Notes

22.10.2015 18:56:49 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I was riding on my bike on his left and I think he did not see me and beeped a couple of times where I raised my hand to say "I am

sorry". After this he drove the bus towards me and sprayed me with the windowcleaner of the front window. I asked him why he did

that but he pointed that I should cycle on and made rude gestures. This happened on the road towards Tottenham Court Road Station

and Oxford Street where the busses and cyclists share a lane.

Direction : Victoria

Our Ref: 6068192

22 October 2015

Dear [REDACTED]

Thanks for your feedback form received today about the poor standard of driving on bus route number 38.

I'm sorry to learn of the poor experience you had with the driver when you were cycling. I'm also sorry that you were put in a dangerous situation and for the offensive behaviour that was displayed by the driver. Your feedback is very concerning and I appreciate how you must have felt after this happened.

Poor driving or driving without due care is simply unacceptable. I've made Arriva London, the bus operating company that runs this route, aware of your concerns. The driver will be identified and appropriate action will be taken.

The safety of our customers and road users is our highest priority. We go to great lengths to train our bus drivers to very high standards. They're trained to obtain the Category D entitlement on their driving licence. Drivers must then qualify for the Certificate of Professional Competence - whilst receiving vocational training - as well as ongoing development.

We continue to monitor driving performance, to ensure that high standards are maintained. Every month we carry out over 600 Driver Quality Monitoring surveys. This provides us with technical assessments of their driving skills. Drivers are assessed on acceleration and braking, as well as the use of mirrors and road positioning.

Once again I'm sorry for any distress this may have caused you. I'm also sorry he sprayed you with a window cleaner which is totally unacceptable. Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Jaiyeola Olomo

Customer Services Adviser

Transport for London Customer Services

ST 6069488

Notes

05.11.2015 08:03:47 ALLEYNST

Further email response sent to customer and a handoff sent to the bus operator

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

Notes

04.11.2015 13:45:24 BILLINJA

From:

[REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: Re: Driver complaint - Bus route 38

Hi,

I remember the driver being a male when looking in the mirror of the front of the bus, but not sure of the reg just got on the bus at that time I emailed.

Notes

04.11.2015 11:07:37 ALLEYNST

Email response sent to customer requesting the following information

*Direction of travel

*Vehicle details

*Driver description

No further handoff to the bus operator until this information has been given

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

Notes

04.11.2015 10:45:33 WAIGOMA

Hi there,

I would like to know why drivers of 38 are sometimes not caring in the back door of the vehicle. This morning, getting on the bus at Greenwood Road about 9:56 I got my fingers nearly trapped as I was speedily getting to the door what was open. These drivers have no care and have trapped my mother in the back doors before. This isn't called for as we are those who spend money on our travel fares and expect but to be treated as such due to drivers being in a rush or just not caring.

Something needs to be addressed.

Thank you.

Notes

23.10.2015 11:40:24 BARHOUJO

Response provided via email.

Notes

23.10.2015 11:13:16 TAYLORMA02

Subject: Bus Incident Report

Incident Details

Time of Occurrence: 2015-10-22T18:45:08.432

Problem: I gently knocked on the front door as the bus driver was at bus stop, he didn't open doors at the stand still and seemed to have been getting at customers. I'm not one to cause a fuss, but that was rude as he could have nicely opened the doors for me but that's what some bus drivers are doing nowadays Which isn't right as I pay my fares!

Additional Comments:

Transport Details

Bus Route: 38

Bus Destination: Hackney Central

Bus Route: LTZ1194

Bus Stop: kingsland high street

Our ref: 6069488

5 November 2015

Dear [REDACTED]

Thanks for your further email of 4 November about a bus driver on route 38. I'm sorry for any distress that a driver caused you at Greenwood Road, by trapping your fingers in the doors. I hope you're alright after this upsetting incident. I'm also sorry that a similar incident happened recently with your mother.

The safety of our customers and road users is our highest priority. Poor driving or driving without due care is simply unacceptable.

I've brought your complaint to the attention of Arriva London, the bus operating company that runs the route 38 for us. With the information you've provided, the driver will be identified.

When a complaint like this is made, a manager will call the driver in for an interview and the CCTV footage will be viewed to support your complaint. After this, based on the findings, appropriate action will be taken.

The route operators have a range of disciplinary measures which can be taken, depending on the incident and the individual's disciplinary record.

We continue to monitor driving performance, to ensure that high standards are maintained. Every month we carry out over 600 Driver Quality Monitoring surveys. This provides us with technical assessments of their driving skills. Drivers are assessed on acceleration and braking, as well as the use of mirrors, doors and road positioning.

We also work closely with London police forces, local authorities and other relevant organisations, to make our city's roads safer for everyone. Bus drivers are highly trained by the operator which employs them, to run their vehicle safely and competently at all times.

Once again, I'm very sorry for what happened and understand this must have been deeply upsetting for you. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

ST 6071175

Notes

23.10.2015 16:41:04 EBEDEFR01

Email sent to customer.

Handoff to bus operator.

Francis E

Customer Service Adviser

Notes

23.10.2015 16:33:25 ISLAMNU

From: SV262410@GMAIL.COM

To: customerservices@pcrm.tfl.gov.uk,info@londonbusapp.com

Subject: Bus Incident Report

Incident Details

Time of Occurrence: 2015-10-23T08:42:06

Problem: Bus driver didn't stop just waved as drove past

Additional Comments:

Transport Details

Bus Route: 38

Bus Destination: Clapton pond

Bus Route: Ltz1215

Bus Stop: K dalston lane

Our Ref: 6071175

23 October 2015

Dear [REDACTED]

Thanks for your email of 23 October about a bus driver that didn't stop for you in Dalston Lane.

I'm really sorry the 38 didn't stop when you waited to board. If you're waiting at a compulsory or request stop, drivers should pull over and pick you up. They should stop for you even if you haven't hailed the bus.

I've passed your comments to Arriva London, the bus operating company that runs this route for us, so they can investigate your complaint. The driver will be interviewed and could face disciplinary action.

Once again, I'm sorry to learn what happened and understand this must've been frustrating for you experience.

Thanks again for contacting us. If there's anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Francis Ebede

Customer Service Adviser

Transport for London

ST 6071223

Notes

23.10.2015

16:45:35

EBEDEFR01

Unable to contact customer.

Handoff sent to bus operator.

Francis E

Customer Service Adviser

Notes

23.10.2015 16:42:29 WEBLOGIN

The driver swore (using the F word) multiple times at a passenger who had pressed the bell several times because the door he was in

front of wouldn't open.

He also swore multiple times at other drivers in his road rage. There were children on the bus and he was very loud when swearing.

I was only on the bus for two stops and felt very comfortable during my journey.

Direction : Towards Clapton

NO EMAIL OUT

ST 6093251

Notes

31.10.2015 09:20:18 EBEDEFR01

Email sent to customer.

Handoff to bus operator.

Francis E

Customer Service Adviser

Notes

31.10.2015 09:06:23 WAIGOMA

Incident Details

Time of Occurrence: 2015-10-31T 00:27:10.223

Problem: I\ve been waiting on BH stop in harringay civic centre for 32 min but there hasn\`t come any bus

Additional Comments:

Transport Details

Bus Route: 221

Bus Destination: Edgware

Bus Route: LJ03MYN

Bus Stop: BH - Harringay Civic Centre

Our Ref: 6093251

31 October 2015

Dear [REDACTED]

Thanks for your email of 31 October about the gaps in service on route 221.

I've checked our systems and there were no reported issues on the route yesterday. I'm very sorry for the distress caused by the buses not adhering to the timetable. I've informed Arriva London, the bus operating company that runs this route for us, of the excessive waiting times, they'll take a look into this and take necessary action.

We always try to provide reliable services that meet our customers' demand. However, buses are often affected by congestion, road works and accidents.

These events cause delays and sometimes prevent us from providing the best possible service to our customers. When this happens, our route controllers take steps to ensure our buses run as close to their timetables as possible.

As soon as we become aware of disruptions, we'll keep you updated with:

www.countdown.tfl.gov.uk/#/

Travel news bulletins on the radio

@TfLBusAlerts (Twitter)

Countdown uses the position of a bus to provide the approximate travel time from that buses location to your bus stop. This means if a bus is delayed, the predicted arrival time will remain the same.

When we can, we will show significant delays on Countdown as a scrolling message.

Our information on planned disruptions can be found on notices on suspended bus stops, travel news sections in free newspapers, as well as email updates.

We continually monitor all our buses on the network, to ensure they are meeting their performance targets. When problems arise, we always work closely with the bus operator to overcome them.

Thanks again for contacting us. If there's anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234 who'll be happy to help you.

Kind regards

Francis Ebede

Customer Service Adviser

Transport for London

ST 6099847

Notes

02.11.2015 20:32:50 OLOMOJA

Customer has been sent a response by email and hand off sent to the bus operator.

Jaiyeola Olomo {DJ}

Notes

02.11.2015 18:58:16 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I arrived at the bus stop with the vehicle still on its stand. Doors however were closed. I tapped on the window to make my

presence aware. What happened next is that he glanced at me with what I can only say was with some disdain and proceeded to move

off into heavy traffic. It would have done him no harm to let me on - as I have seen other drivers do. It would have taken 7-8

seconds max. I spend a lot of money on public transport. It's a public service. Something that some of your drivers need to

remember. These things leave a lasting impression. PS I believe I have the reg number right but I cannot be certain

Direction : Turnpike Lane

Our ref: 6099847

02 November 2015

Dear [REDACTED]

Thank you for your feedback form received today about a driver on route 221 failing to pick you at Mill Hill Broadway bus stop. I'm grateful you've taken the time to bring this to my attention.

It is essential that London's bus drivers promote a positive image of London Buses, as well as showing a duty of care towards passengers when delivering the service. I'm sorry that the driver has failed to act accordingly. Our drivers are aware that the distinction between compulsory and request stops has been removed and therefore must always serve bus stops when there are waiting passengers.

We don't expect customers to have to run to make it onto the bus. If another bus was already parked blocking the stop, the driver is expected to wait until the first bus moved away then move closer to the bus stop, doing this will ensure nobody has been missed. Drivers are instructed to keep a sharp lookout for waiting passengers at all times.

However, if the driver is already indicating to pull out of the stop, pulling back into the stop would be against the Highway Code. This would also give mixed messages to other road users. A driver intentionally missing out bus stops or deliberately leaving passengers waiting at stops is unacceptable by our standards and taken seriously.

In the instance you describe, it would appear those procedures were not followed. In the meantime, I have contacted Arriva London, the operating company running the route 221 for us. The bus details you provided will help us identify the driver and then take appropriate action to ensure this does not happen again.

I hope this incident does not dissuade you from using our bus services in future. We work hard to maintain high standards and are confident the vast majority of London bus drivers do an excellent job. Passenger feedback is extremely valuable and I am grateful to you for bringing this to our attention.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Jaiyeola Olomo [DJ]

Customer Services Adviser

Transport for London Customer Services

ST 6104342

Notes

04.11.2015	14:34:28	ALESHEAH
------------	----------	----------

Responded by email.

Babatunde

Notes

04.11.2015	08:30:44	WEBLOGIN
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PREFERRED MEANS OF CONTACT: EMAIL

Waiting for a 38 at Stannard Road stop. Two buses approach. The first has standing room only, whilst the second is empty. We

clearly requested for the 2nd bus to stop and he acknowledged that he had seen us and then hand signalled us to get on the first

bus and overtook without stopping. We therefore waited nearly 10 minutes more as the next bus was full and didn't stop!! So, why

would an empty bus refuse to stop!! NOT GOOD ENOUGH!

Direction : To Victoria

Our Ref: 6104342

4 November 2015

Dear [REDACTED]

Thanks for your web login of 4 November 2015 about a bus that didn't stop for you at the Stannard Road bus stop. Apologies for any delays this brought to your travels as two buses approached, one full, one empty.

I'm sorry that the driver of a route 38 bus didn't stop, especially as you signalled the empty bus as it approached.

If you're waiting at a compulsory or request stop, drivers should pull over and pick you up. They should stop for you even if you haven't hailed the bus.

I've passed your complaint to Arriva London, the bus operating company that runs this route on our behalf. They'll now investigate your comments; the driver will be interviewed and could face disciplinary action.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Babatunde Aleshe

Customer Service Advisor

Transport for London Customer Services

ST 6108054

Notes

05.11.2015 10:06:27 RAHMANFA01

hand off sent

Notes

04.11.2015 20:19:45 WEBLOGIN

The bus driver was failing to stop for lady who wanted to get onto the bus. He then took exception to the manner in which the lady

eventually got onto the bus after she tapped the window of the bus. The driver then told her to get off the bus or he would

terminate the service. The lady was sober, in control, had paid her ticket, and had done nothing wrong, so she refused. So the

driver terminated the service, forced everybody else off the bus, and held up traffic for 2-3 minutes. His behaviour was petty,

vindictive, and disgraceful.

Direction : North

NO EMAIL OUT

ST 6112086

Notes

06.11.2015 11:45:27 FERRISWE01

Inappropriate language used by customer, no response given.

Notes

05.11.2015 20:50:01 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I am absolutely sick and tired of getting on the bus at Piccadilly that says destination is Clapton pond only for the destination

to be change while on route. This bullshit is not once or twice or three times, this fucking shit is happening everyday now. I do

not wait at a bus stop for my bus for the destination to constantly change. You take the fucking piss out of us passengers but I

can take the piss back. Ur control room in mildmay park will get a visit if this fucking shit keeps happening. Fucking joke 38

service even in the mornings you take the piss making us wat for conductors to get on an sign their papers. Have the fucking staff

on the bus when the bus sets off for its route and stop inconveniencing us passengers.

Direction : Clapton pond

NO EMAIL OUT

ST 6119398

Notes

09.11.2015 11:18:09 EBEDEFR01

Email sent to customer requesting more info

Francis E

Customer Service Adviser

Notes

09.11.2015 10:06:49 TURKTA

I get the 221 every week day morning from woodhouse college. The timetable advises a bus is due every 3-6 minutes and unfortunately this is far from accurate. For every 3 to 4 134's that go past there is 1 221! Once the bus has arrived there service is fantastic. It seems that this service may be under staffed or there may be an issue but I just though I would bring this to somebody's attention.

If there is something that could be done it would make mornings so much more relaxed as there wouldn't be a panic if one bus is missed or doesn't show up.

Thanks for your time

Kind regards

Jen

Our Ref: 6119398

9 November 2015

Dear [REDACTED]

Thanks for your email of 9 November about service delays on bus route 221.

I'm sorry to learn about the problems you experienced and understand this must've been frustrating for you.

Please can you provide me with as many of the following details as possible, so that I can investigate this matter fully:

- The bus stop or location where you wait
- The date & time the delays occurred
- The direction the bus heads toward

If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Francis Ebede

Customer Service Adviser

Transport for London

ST 6122568

Notes

11.11.2015 15:43:04 ASHAMUKO01

Email sent to customer. Hand off to bus operator

Kofo Ashamu

Customer Services Adviser

Notes

09.11.2015 18:37:14 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I was surprised to see this member of staff smoking his very smelly pipe while assisting the public in a clearly marked no smoking

zone by the 38 stand. When I questioned him about it he seemed unperturbed. I don't really think you staff should be smoking on the

job particularly in a no smoking zone as it encourages others, how could he then go and tell a customer not to smoke. I assume you

will mention it to himhim. Thank you for you time.

Direction : Green Park

Our ref: 6122568

11 November 2015

Dear [REDACTED]

Thanks for your email of 9 November about the poor behaviour of a bus driver on route number 38. I'm very sorry that a member of staff was smoking smelly pipe in a no smoking zone while assisting the public at Victoria Station.

The behaviour you've described is unacceptable and won't be tolerated as drivers are expected to set good examples.

I've passed your complaint to Arriva London, the bus operating company that runs the bus route 38 for us. With the information you've provided, the driver will be identified, interviewed by a manager and the appropriate steps will be taken.

Our operators manage and improve drivers' behaviour in a number of ways. A driver can be paired with a mentor, take part in conflict avoidance classes or customer service training.

Quality Incentive Contracts help deliver improvements to bus services. Bus operators are regularly assessed on customer care. Complaints about drivers poor conduct are marked against targets.

It's in the bus operating companies' interest to meet and exceed these targets – otherwise it could have an impact on their contracts

Once again, I'm sorry for the behaviour you witnessed. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Kofo Ashamu

Customer Services Adviser

ST 6123054

Notes

10.11.2015 09:06:05 AROYEHOL

Response sent by email. Handoff sent to garage

Notes

09.11.2015 22:56:49 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

This bus driver drove straight past me at the bus stop. He looked at me waiting and sped up. I chased the bus and continually

knocked the door. I was running in work uniform with a suitcase. He screamed aggressively at me through the door but would not open

it. I continued to run after the bus and knocked the door at the stops. He was rude and aggressive and swore at me yet would not

open the door. Eventually passengers on the bus had to pretend they were getting off so he would open the door and let me on even

though I had been at the bus stop and had been chasing him for 7 minutes. This is completely unacceptable

Direction : Clapton pond

NO EMAIL OUT

ST 6130879

Notes

15.11.2015 09:57:11 BOMBARDI

Email response provided.

Notes

12.11.2015 00:22:13 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Way before arriving in my destination i press "stop" nearly arriving I stand up i went front of the door waiting to go out and the

driver didn't stop sometimes happens I totally understand, I went in the front kindly let him know that he didn't stop and I

pressed the bottom way before my destination, he looked at me rudely and he ignore me, he didn't apologise,say any word,

nothing,that's make me upset because his rude unprofessional,I'm a customer that pay every week to get in there I deserve a good

service and specially respect.

Direction : Clapton pond

Our ref: 6130879

15 November 2015

Dear [REDACTED]

Thanks for your email of 12 November about the problems you've had on a route 38 bus. I'm sorry for any inconvenience that has been caused as a result of any delay to your journey.

I'm sorry that a driver of a route 38 bus failed to open the door for you when you wanted to get off at Hackney. I can appreciate how frustrating it must have been for you given the fact that the driver ignored you when you approached him.

I've passed your comments to Arriva London, the bus operating company that runs this route for us. They'll now investigate your complaint. When a complaint like this is made, a manager will call the driver in for an interview. After this, based on the findings, appropriate action will be taken.

Once again, I'm very sorry to hear what happened. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Miriama Bombarova

Customer Service Adviser

Transport for London Customer Services

ST 6132210

Notes

16.11.2015 18:24:24 PARKJE01

Emailed cust. operator notified. design team notified.

Jesse Park

Notes

12.11.2015 11:56:19 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Dear Sir/Madam,

I took route 38 at Shaftesbury Avenue towards Clapton Pond.

The bus clearly announced at the front that the final stop would be Clapton Pond.

A few stops before Shadwell theatre, the driver announced that the final stop would be at Rosbery Avenue (two stops before Shadwell

theatre). The bus was packed so obviously taken the next bus would be a nightmare as pretty sure would be full. The next bus

arrived but finished at Mildway road so waited for the next bus. Lucky me, the next one arrived soon and announcing at the front

that would finish at Clapton Pond. I got on the bus and noticed the screen announcing last stop would be Hackney Central. So I had

to get off and take another bus. It is not the first it happened.

Also when I sit at the back of the buses and the back door is open in winter time you can feel the cold air coming in. It does not

make sense having the back door open in winter.

Also the 4 seats facing each other are ridiculous narrow. Whoever designed the buses did not realise that we are taller than 10, 20, 30

..., years ago!

Regards,

Direction : Clapton Pond

NO EMAIL OUT

ST 6134036

Notes

17.11.2015 12:00:34 TAYLORMA02

Thanks you for such a quick response and bearing with my grumpiness. I appreciate the information.

Kind regards

M

Notes

17.11.2015 10:42:31 FINLOWDA

Relates to CE15-3326A (attached)

Asked LID to add back to website

Notes

16.11.2015 18:32:37 SHAHIDNA

From:

[REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: Re: Website information

Thank you for this response but it is a blatant lie. I am currently on the 38 bus going through the Haymarket on a diversion, and I checked the status updates for this route on your website thoroughly before I left my office. The only information showing for this route is delays on Theobalds road. Yet again I will be late for my train because I relied on your pointless website and inaccurate response to my complaint. What is the point of you giving information that isn't correct?

As passengers we rely on the information we receive from you. We pay through the nose for the service and the least you could do is give us accurate information.

[REDACTED]

Sent by Outlook for Android

Notes

12.11.2015 18:04:40 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

As Piccadilly circus has been dug up for 4 days now, it would be helpful if you would add this to the status update page. I have

now missed a train 3 times due to your inefficiency. Passengers can't be expected to make allowances for roadworks if they aren't

kept informed

Direction : Towards Victoria

Hi LID

Please can you add this diversion back to Status Updates as soon as you can since it's been extended.

Thanks, Customer Services

ST 6140777

Notes

25.11.2015 10:51:26 BOMBARMI

Further email response provided.

Notes

25.11.2015 10:17:23 SANGOWYE

Assigned to Buses RR

I would like a follow up reply to my complaint about the 38 bus earlier this month - perhaps Arriva can update me

Notes

16.11.2015 14:53:28 PARKJE01

Emailed cust. operator notified

Jesse Park

Notes

15.11.2015 17:44:33 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

A number of people were waiting for a 38 bus to Victoria but instead of stopping behind a bus that was at the stop the driver

ignored the stop I am disabled and there was a lady in a wheelchair also waiting with several other people. we followed the bus

which then had to stop for traffic lights and knocked on the door to let us on but the driver just stared ahead and refused to stop

for no reason Surely there must be some thing done about these drivers who are rude and nasty especially to the elderly and

disabled. I took the number of the bus when I got to Victoria Station but did not approach the driver as I was anxious as to what

he would do. He was just sitting in the bus in the dark. Is this the kind of service we have to expect from these public servants?

I dread to think what our foreign visitors in the queue must have thought they just didn't understand what was happening. I took the

registration as LTZ 1231 and on the side it was 213 I travel as a senior with a freedom pass so do not have an Oyster card number

Direction : To Victoria

Our ref: 6140777

25 November 2015

Dear [REDACTED]

Thanks for your further email of 24 November about the poor behaviour of a bus driver on a route 38 bus. Once again, I'm sorry that this incident happened.

I've looked into this for you and as mentioned in my colleague's previous email; I can confirm that your complaint was brought to the attention of Arriva London, the bus operating company that runs this route for us. With the information you've provided, I can confirm that the driver was identified and appropriate action was taken.

I must however advise you that bus operators carry out disciplinary interviews in confidence, in line with their employment and HR policy. We're never informed of the full outcome and we or Arriva London won't be able to tell you the specific action taken. I can however assure you that all complaints are taken very seriously and they have taken the action they deem necessary against the driver.

However Quality Incentive Contracts help deliver improvements to bus services. Bus operators are regularly assessed on customer care. Complaints about drivers failing to stop and poor conduct are marked against targets. It's in the bus operating companies' interest to meet and exceed these targets, otherwise we won't extend their contracts.

Although our routes are operated by private companies under contract, we monitor all complaints and commendations.

Once again, I'm very sorry for what happened and understand this must have been upsetting for you. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Miriama Bombarova

Customer Service Adviser

Transport for London Customer Services

ST 6141500

Notes

16.11.2015 10:04:39 AROYEHOL

Response sent by email. Handoff sent to garage

Notes

16.11.2015 09:25:55 BILLINJA

Subject: Bus Incident Report

Incident Details

Time of Occurrence: 2015-11-16T09:04:02

Problem: Didn't pull into bus stop as two buses were already there. Went around before I could walk two bus lengths and ignored me. Running number was 229

Additional Comments: This happens a lot. Either they won't let you on because they are not at the stop or the won't let you on because they won't wait till bus stop is clear and pull up.

Transport Details

Bus Route: 38

Bus Destination: Clapton Pond

Bus Route: LTZ1173

Bus Stop: UA

Contact Details

Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Reported Location: 51.527839,-0.107625

View Map: <http://maps.google.com/?q=51.527839,-0.107625>

Ref: 6141500

16 November 2015

Dear [REDACTED]

Thanks for your email of 16 November about a bus that didn't stop for you at Hardwick Street. I'm sorry that the driver of a route 38 bus didn't stop when you waited to board the bus.

If you're waiting at a compulsory or request stop, drivers should pull over and pick you up. They should stop for you even if you haven't hailed the bus.

If another bus is blocking the stop the driver should wait until it has moved away to ensure nobody has been missed. Drivers are instructed to keep a sharp lookout for waiting customers at all times.

As you may be aware, our buses are operated by private operators. I've made Arriva London, the company that runs this route, aware of your concerns. The driver will be identified and appropriate action will be taken.

It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Yemi Aroyehun

Customer Service Adviser

Transport for London Customer Services

ST 6148033

Notes

17.11.2015 16:44:37 DOBILIJA

Email sent to customer and hand-off sent to the bus operator.

Janina Dobiliauskaite

Customer Services Adviser

Transport for London Customer Services

Notes

17.11.2015 15:54:45 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

The bus stopped and let approximately 15 people off the bus. I was waiting with approx 5 people who wanted to get on the bus. The

driver refused to open the door for the passengers. Some were children and all were behaving well. It was cold and raining and the

next bus was 10 mins away. This is very bad service.

Direction : Edgware

Our ref: 6148033

17 November 2015

Dear [REDACTED]

Thanks for your email of 17 November 2015 about a bus driver on route 221. I'm sorry to learn that the driver refused to open the door and let customers board the bus at Page Street bus stop. I understand this must have been frustrating for you and other customers who waited with you.

I've passed your comments to Arriva London, the bus operating company that runs route 221 for us. They will now investigate your complaint. With the information you've provided, the driver will be identified, interviewed by a manager and could face disciplinary action.

Our operators manage and improve drivers' behaviour in a number of ways. A driver can be paired with a mentor, take part in conflict avoidance classes or customer service training.

Quality Incentive Contracts help deliver improvements to bus services. Bus operators are regularly assessed on customer care. Complaints about drivers failing to stop and poor conduct are marked against targets.

It's in the bus operating companies' interest to meet and exceed these targets – otherwise it could have an impact on their contracts.

It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If you need any further assistance, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Janina Dobiliauskaite

Customer Services Adviser

Transport for London Customer Services

ST 6149219

Notes

18.11.2015 13:35:52 BOMBARM

Email response provided.

Notes

18.11.2015 08:22:03 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Bus registration number LTZ 1201

This was a near accident as the driver of bus registration LTZ 1201 drove through a red light as I was crossing the road. I had to

pull back to avoid being hit. He did look at me, knowing he had done wrong but an accident will occur soon if drivers habitually

drive through red lights. The only description I can give was that he had a dark beard. Please could you let me know what action

will be taken?

Thanks

Direction : Towards Shaftesbury Avenue

Our ref: 6149219

18 November 2015

Dear [REDACTED]

Thanks for your email earlier today about the dangerous driving of a driver on a bus route number 38. I'm sorry for any distress that a driver of a route 38 bus caused you.

Our operators manage and improve drivers' behaviour in a number of ways. A driver can be paired with a mentor, take part in conflict avoidance classes and attend further customer service training.

The safety of our customers and road users is our highest priority. We go to great lengths to train our bus drivers to very high standards.

Poor driving or driving without due care is simply unacceptable. I've made Arriva London, the company that runs this route, aware of your concerns. The driver will be identified. When a complaint like this is made, a manager will call the driver in for an interview. After this, based on the findings, appropriate action will be taken.

I must however advise you that bus operators carry out disciplinary interviews in confidence, in line with their employment and HR policy. We're never informed of the full outcome and we or Arriva London won't be able to tell you the specific action taken. I can however assure you that all complaints are taken very seriously and they have taken the action they deem necessary against the driver.

Once again, I'm very sorry to hear what happened and understand this must have been upsetting for you. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234

Kind regards

Miriama Bombarova

Customer Service Adviser

Transport for London Customer Services

ST 6152336

Notes

20.11.2015 13:39:32 BOMBARMI

Further email response provided.

Customer will come back with reg. number.

ST closed.

Notes

20.11.2015 13:16:12 WAIGOMA

>>New email received

>> Allocated to Buses Rapid

Let me know if you need the registration number of the bus. I'm not sure how you will find the driver without it...

Notes

19.11.2015 09:55:13 BOMBARMI

Email response provided.

Notes

18.11.2015

22:43:23

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Driver closed the back doors of the bus as I was boarding. One passenger was getting off, I was the only passenger getting on.

Didn't pay any attention and closed the door as I was boarding causing me to become trapped.

Direction : Clapton

Our ref: 6152336

20 November 2015

Dear [REDACTED]

Thanks for your further email of 19 November about the poor behaviour of a bus driver on a route 38 bus. Once again, I'm sorry that this incident happened.

I've looked into this for you and as mentioned in my previous email; I can confirm that your complaint was brought to the attention of Arriva London, the bus operating company that runs this route for us. With the information you've already provided, I can confirm that the driver will be identified and appropriate action will be taken.

Please feel free to provide me with the registration number of the bus in question to support the investigation of your complaint.

I must however advise you that bus operators carry out disciplinary interviews in confidence, in line with their employment and HR policy. We're never informed of the full outcome and we or Arriva London won't be able to tell you the specific action taken. I can however assure you that all complaints are taken very seriously and they have taken the action they deem necessary against the driver.

However Quality Incentive Contracts help deliver improvements to bus services. Bus operators are regularly assessed on customer care. Complaints about drivers failing to stop and poor conduct are marked against targets. It's in the bus operating companies' interest to meet and exceed these targets, otherwise we won't extend their contracts.

Once again, I'm very sorry for what happened and understand this must have been upsetting for you. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Miriama Bombarova

Customer Service Adviser
Transport for London Customer Services

ST 6152342

Notes

25.11.2015 09:50:24 AKRAMAD

Duplicate case - please see ST 6161782 which was passed to FOI to answer.

Case completed

Notes

20.11.2015 00:00:36 ODUNAIBU

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: Re: Service performance - Bus route 38

You have the dates and times from all my complaints. The last one was 18/11/15 @ approx 1830 from green park to Clapton pond. Also he one in the morning 806am from Clapton pond to Victoria terminated early, I'm fed up with having to complain so I still want what I requested. Freedom of information regarding the contract between Arrivas 38 route and tfl specifically the objectives of the route and where the route starts and ends. At the minute I'm led to believe it's Clapton pond to Victoria and vice verse but it's not. It's Victoria to Hackney central or mildmay park

Notes

19.11.2015 11:42:22 BOYDLE

Response sent by email.

Further information needed:

- Time and date
- Any identification numbers that were on the bus; such as the vehicle registration, running number, etc.

Notes

18.11.2015 23:05:13 ELESOSMO

Allocated to Buses Rapid Response OR60003401

Notes

18.11.2015 23:04:32 ELESOSMO

From: CRVIP@TFL.GOV.UK

To: customerservices@pcrm.tfl.gov.uk

Subject: FW: LTW Cust Servs INITIAL Pikatsa

From: [REDACTED]

Sent: 18 November 2015 10:25

To: Customer Experience High Pri Correspondence

Cc: Long Gareth

Subject: LTW Cust Servs INITIAL [REDACTED]

Hi all

This case is an Initial. The passenger has contacted TfL but I cannot see evidence that he has written.

I will advise the passenger of my action and request that you respond to the passenger directly.

Many thanks

Susan

[cid:image004.jpg@01D121EB.5679A960]

What went wrong: For the last month I have been waiting for the bus that says the destination is Clapton pond. The first few times as we approached Angel Islington the bus changed destination and terminates at hqckney central. This happened so many times I decided to make a complaint to tfl who said they called the control room as Arrivas reports say they are completing the journeys, the control told them it was due to traffic. Well after my 6th complaint. Yes the 6th time this happened it still happens. I go on several bus routes that encounter traffic but why is it only the 38 route that decides to terminate a route early. This is becoming very very frustrating as is the waiting for conductors to board a bus and sign on with the driver, why don't these conductors get on the bus at the start of its journey why make the Passengers wait on them after a journey has started. This route 38 has some serious issues and this is not fare for us the commuters

Service provider response: Because of traffic they have to terminate at earlier stops so they can re start the journey

Reason for non-satisfaction with response: No it's not. They should put more buses out. The route is Victoria to Clapton pond as the contract says. Not Victoria to Clapton pond when it's convenient for us.

Started from: Green park

Operator: Arriva

Date of incident:



Casework Manager

NO EMAIL OUT

ST 6153160

Notes

19.11.2015 10:58:27 RAHMANFA01

reply sent via email

hand off sent

Notes

19.11.2015 10:20:15 BLAIZEJE

Subject: Bus Incident Report

Incident Details

Time of Occurrence: 2015-11-18T19:38:37.700

Problem: Skipping the stop

Additional Comments:

Transport Details

Bus Route: 38

Bus Destination: Clapton Pond

Ref: 6153160

19 November 2015

Dear [REDACTED]

Thank you for your email yesterday, about a route 38 bus that missed a bus stop on Denmark Street earlier that evening.

I'm sorry that you witnessed the driver skipping a bus stop and for any concerns this may have caused. I appreciate how you must have felt to observe such behaviour.

If you're waiting at a compulsory or request stop, drivers should pull over and pick you up. They should stop for you even if you haven't hailed the bus.

I've passed your comments to the bus operator Arriva London, who will now investigate your complaint. As you've included the bus registration number, the driver will be interviewed and could face disciplinary action.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email and I'll be happy to help you. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Fahmida Elahi

Customer Service Adviser

Transport for London Customer Services

ST 6155513

Notes

19.11.2015 18:45:21 ALESHEAH

Responded by email.

Babatunde

Notes

19.11.2015

17:58:38

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

No 38 bus for 30 mins and none listed as approaching. Twitter account told me to report it here. So much less buses on the route

towards Hackney and Clapton this week at around this time. Why?

Direction : Hackney/Clapton

Our Ref: 6155513

19 November 2015

Dear [REDACTED]

Thanks for your web login of 19 November 2015 about the late arrival of bus route 38 from Piccadilly Circus bus stop. Apologies for any delays this brought to your travels as the bus arrived 30 later than scheduled.

I've informed Arriva London, the bus operating company that runs that bus for us. I've also passed the details of your complaint to our performance team so this matter can be further investigated.

We always try to provide reliable services that meet our customers' demand. However, buses run along public highways, and are affected by congestion, road works and accidents.

These events cause delays and sometimes prevent us from providing the best possible service to our customers. When this happens our route controllers take steps to ensure our buses run as close to their timetables as possible.

As soon as we become aware of disruptions, we'll keep you updated with:

<http://countdown.tfl.gov.uk/#/>

Our Customer Service contact centre

Travel news bulletins on the radio

@TfLBusAlerts (Twitter)

Once again I'm very sorry for any inconvenience this has caused you on your travels, but I thank you for bringing this to our attention. Transport for London relies on customer feedback to ensure we can deliver the best standard of service on a daily basis.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Babatunde Aleshe

Customer Service Advisor
Transport for London Customer Services

ST 6157399

Notes

20.11.2015 12:10:49 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Bus route: 38

Date: 19/11/2015

Bus Reg. No. LTZ1214

I am a wheelchair user. The blue button for alerting the driver to the fact that a person about to leave the bus will need the ramp is not working. Today I was unable to alert the driver to the fact that I needed to leave the bus. This caused stress for me, and inconvenience and delay for everyone on the bus.

Please get this blue button fixed.

Direction : Towards Hackney

Our ref: 6157399
23 November 2015

Dear [REDACTED]

Thank you for contacting us on 20 November, about a defect with the ramp request button on the 38 bus you took from Green Park station the previous evening.

I'm very sorry for the inconvenience and distress this caused you, since you weren't then able to alert the driver when you wanted to leave. I can assure you Transport for London (TfL) sets very high standards of performance and maintenance for all vehicles used on our services. While we can't rule out the problem occurring during the journey, every driver must fully check their bus before leaving the depot and get any safety-critical faults fixed, or substitute it for a different vehicle. I've asked Arriva, which runs route 38, to inspect and repair any faults found with the ramp request button on LTZ1214. As you may be aware, we also have Customer Assistants on this route during peak times if you need any assistance. I wish you a more pleasant journey with us next time.

Thank you once again for contacting us. Please contact us again if you need assistance with our services in the future, as we're happy to help. If you'd prefer to talk to our Customer Services Advisers instead, please call us on 0343 222 1234.

Kind regards

Dave Finlow

Customer Service Adviser

Transport for London Customer Services

ST 6160734

Notes

23.11.2015 08:42:12 PARKJE01

emailed customer. operator notified

Jesse Park

Notes

21.11.2015 16:51:14 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

He drove his bus up behind me and hooted - twice - then he drove up to my wheel and held the hooter for a number of seconds. This

was a few metres before the next bus stop and I was turning right. When he hooted again, I stopped to tell him that I had as much

right to be on the road as he did. He told me that he hopes I "freeze up". After I had overtaken him later whilst he was a bus

stop, he drove up to my back wheel again and started hooting again.

Direction : Towards Mill Hill Station

Our ref: 6160734

23 November 2015

Dear [REDACTED]

Thanks for your feedback form of 21 November about the poor standard of driving on bus route number 221. I'm very sorry the driver was repeatedly honking at you on Bunns Lane, and I understand how upsetting this must have been.

Poor driving and driving without respect for other road users is simply unacceptable. I've made Arriva, the company that runs this route for us, aware of this incident. The driver will be identified and then interviewed by a manager. Afterwards, appropriate steps will be taken to address the behaviour you experienced.

We regularly assess our bus operators on their service; complaints about poor driver performance are marked against targets.

It's in the bus operating companies' interest to meet and exceed these targets – otherwise it could have an impact on their contracts.

It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234 and we'll be happy to help.

Kind regards

Jesse Park

Customer Service Adviser

Transport for London Customer Services

ST 6160921

Notes

24.11.2015 13:41:28 ASHAMUKO01

Unable to contact customer as phone number saved is incorrect.

Kofo Ashamu

Customer Services Adviser

Notes

24.11.2015 13:34:05 DAVIDTO

Email address not recognised

Subject: Returned mail: see transcript for details

Status received for this document: Slow running bus - Route 38 Sent on: 23.11.2015

08:43:10 Sent by: CUSTOMERSERVICES@TFL.GOV.UK Status for Recipient

[REDACTED]: No delivery to hamzah@yahoo.co.uk

returned to Buses RR

Notes

23.11.2015 08:44:11 OJENIYAB

Email requesting bus stop name sent to customer.

Abiola Ojeniyi

Customer Services Adviser

Notes

21.11.2015 18:46:03 TAYLORMA02

Sent to Buses RR

Notes

21.11.2015 18:45:31 TAYLORMA02

Subject: Bus Incident Report

Incident Details

Time of Occurrence: 2015-11-20T20:55:09.847

Problem: Too slow

Additional Comments:

Transport Details

Bus Route: 38

Bus Destination: Victoria

Bus Route: LTZ1226

Bus Stop:

Our ref: 6160921

23 November 2015

Dear [REDACTED]

Thanks for your email of 21 November about the slow running of a route 38 bus. I'm sorry for inconvenience caused by the slow running of the bus going towards Victoria Bus Station.

Please can you provide me with the name of the bus stop you were waiting at, so that I can investigate this matter fully?

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Abiola Ojeniyi

Customer Services Adviser

Transport for London Customer Services

ST 6161782

Notes

01.12.2015 15:27:25 RAYNERDA

From: Rayner David

Sent: 01 December 2015 15:27

To: Hill Lee

Subject: RE: ST 6161782 / Bus Route 38

Hi Lee

As requested, the customer made the initial FOI request on 23 November 2015.

Hope this helps.

Kind regards

David

Notes

01.12.2015 15:25:37 RAYNERDA

From: Hill Lee

Sent: 01 December 2015 13:42

To: Rayner David

Subject: RE: ST 6161782 / Bus Route 38

Thanks David,

To confirm we'll deal with this under FOI. Could you please let me know the date we first received the FOI request?

Thanks

Lee

Notes

01.12.2015 15:01:21 SANGOWYE

ASSIGNED TO BUSES INVESTIGATIONS

I requested information under the freedom of information act over a week ago and you are just ignoring my request. If you do not supply the information or give a reason to then I will escalate this to the relevant department for you to be investigated.

Notes

25.11.2015 09:14:04 RAYNERDA

Customer has made an FOI request.

I've sent this to the FOI team to respond to the customer:

From: Rayner David

Sent: 25 November 2015 09:13

To: FOI

Subject: ST 6161782 / Bus Route 38

Notes

24.11.2015 12:42:20 BOATENKO

Assigned to buses investigation

Subject: Re: Curtailment - Route 38

Hello

I am really not interested in the constant excuse given to me so I wish to take this another level so as I've requested from u 2 times already can you send me details of the contract between Arriva and tfl regarding the 38 route, I am asking for this under the freedom of information act. Please no more excuses just send me the requested information please

Notes

23.11.2015 14:35:45 NDUKAME

Email sent to customer and hand off sent to bus operator

Mercy Nduka

Customer Services Adviser

Transport for London Customer Services

Notes

22.11.2015 13:48:47 SANGOWYE

Assigned to Buses RR

I have had to make complaints about the poor service Arriva supply on the bus 38 route. This month I have had to complain 6 times about waiting at the bus stop in green park and not getting the bus that says Hackney central but waiting for the Clapton pond 38 bus. Each time when we get to Angel the bus says it has changed destination and is terminating at Hackney central. This is a regular occurrence with this route. There is traffic on all bus routes but they don't take Libertys like the 38 bus. Surely if you haven't got enough buses and can't supply a route then why do you bid for it. This needs to stop and stop now or I will take this as far as I can go. This is not just one day this is several days spanning into weeks

Service: 38

From: Green park

To: Clapton pond

17/11/2015

18:15

lc3

NO EMAIL OUT

ST 6166241

Notes

23.11.2015 20:46:47 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Hi I got on the 38 to Victoria at stop 37229 the bus was diverted and we all had to get off at Haymarket and the driver said the

next 38 would stop. the next 38 just drove past and ignored us. granted the Haymarket stop is not on the usual 38 route but the

driver ordered us off. I missed my train which is by the way but the fact that driver just dumped us is unacceptable.

Direction : Victoria

Ref: 6166241

9 December 2015

Dear [REDACTED]

Thank you for your feedback form about an experience you had on bus route No 38 on the evening of 17 November. I appreciate you taking the time to get in touch.

I'm very sorry for the problems you experienced when using this service and that you missed your connecting train.

I have looked into this for you. The Service Quality Manager has advised that route No 38 was on diversion as the result of a gas leak in Shaftesbury Avenue. The diversion was causing severe delays because of the amount of traffic affected. The bus you were on was curtailed due to a change in the scale of the delays causing an unforeseeable issue with driving hour's restrictions.

The driver should have ensured that passengers were able to transfer safely, however, and the behaviour described by you gives us cause for concern. This incident has now been passed to the Garage Manager, responsible for the driver in

question and an interview will take place and appropriate measures will be followed in line with internal company procedures.

Delays are often caused by traffic congestion along line of route, Our Service Controllers do their best to restore normal running patterns and in order to do so sometimes find it necessary to stop buses short of their final destination, this allows the bus to return to the scheduled operating time in the opposite direction, we know curtailments can cause problems to our customers, but we take curtailment actions to benefit the service as a whole. The overall result is that people travelling on the main section of the route avoid long delays. Route operation on a daily basis requires a lot of juggling and monitoring in order to try and achieve a suitable balance of the service on the whole. We are also strictly governed by the driver's legal driving hour limits, failure to comply with these regulations would lead to prosecution and therefore must be observed at all times. Problems such as road works, illegal parking, and vehicles breaking down and staff illness can also cause late running and gaps in service. This is a general overview of the current difficulties facing us on a daily basis. Our knowledge of the likelihood and whereabouts of delays is incorporated into our schedules. We do build in additional running and recovery time during the morning and evening peaks. However, the unpredictable nature of changes in traffic flow cannot be completely catered for.

I hope you've found this information useful. I can only apologise again for the inconvenience caused. Thanks for contacting us. Please contact me again if you need any further assistance, or, if you would prefer to talk to us about this matter, please call us on 0343 222 1234.

Kind regards

Wendy Ferris

Customer Service Adviser

Transport for London Customer Services

ST 6166818

Notes

25.11.2015 19:22:35 DZIKUNTE

Spoke to customer and apologised for the driver's behaviour. I told her I have made the bus company aware of her concern and the bus driver will be identified and interviewed by a manager. Afterwards, appropriate steps would be taken to address the behaviour she experienced.

I reassured her that every complaint is taken seriously and the necessary action will be taken

customer feedback : customer was happy with my response and thanked me for calling .

Hand off sent to bus operator.

Kind regards

Terry Dzikunu

Customer Service Adviser

Transport for London Customer Services

Notes

24.11.2015 09:21:14 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

My bus pulled over at Wilton Street and stopped. I waited for several minutes for an announcement to be made and then saw another

number 38 bus pull up behind. I approached the driver and asked 'is this bus continuing to Victoria Station as I have a train to

catch' to which he looked confused. After repeating myself 3 times (by which time the bus behind had over taken us) he eventually

said yes. At no point did he explain why we had pulled over or that I should get on the bus behind. We then eventually departed and

I pressed the bell for Victoria Station. In my error (and due to the never ending, continuously changing roadworks that surround

Victoria Station) I pressed the bell too soon and the bus stopped at Bressenden Place. I approached the driver and asked 'is this

where I have to get off for Victoria Station?' to which he said 'no - you pushed the button'. Having already told him that I was

catching a train from Victoria, I found his manner rude and obnoxious. I travel by bus on a regular basis and have found in this

situation, the driver would normally call out and ask if I was sure I wanted that stop, having given the previous exchange of

information. The driver then proceeded to keep the bus at the stop as I asked him to go to Victoria Station. He then told me to 'go

and sit down' to which I said I was under no obligation to sit down on a bus. He then told me to 'stand behind the sign' to which I

replied that I was already behind the sign. He then continued to keep the bus at the stand even longer, before eventually driving

off to Victoria Station. As a result I missed my train and consequently my connection further down the track. I am quite frankly

appalled and disgusted at the behaviour of this driver, whose only aim seemed to be to try and make me miss my train. As a female

passenger travelling alone and the only person downstairs on the bus I felt he was attempting to intimidate me.

Direction : Victoria Bus Station

NO EMAIL OUT

ST 6169239

Notes

25.11.2015 08:40:22 ALESHEAH

Responded by email.

Babatunde

Notes

24.11.2015

16:25:18

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

There appears to be a problem with the 221 route. The buses either do not turn up when posted on the listing board or terminate

early. They always used to be quite regular but now it can be 20 minutes before one arrives and then half way through the journey,

terminates before you get to the destination. Any explanation?

Direction : North Finchley

Our Ref: 6169239

25 November 2015

Dear [REDACTED]

Thanks for your web login of 21 November 2015 about the late arrival of bus route 221 from Wood Green Station bus stop. Apologies for any delays this brought to your travels as this has been a recent ongoing issue for you with this bus service.

I've informed Arriva London, the bus operating company that runs that bus for us. I've also passed the details of your complaint to our performance team so this matter can be further investigated.

We always try to provide reliable services that meet our customers' demand. However, buses run along public highways, and are affected by congestion, road works and accidents.

These events cause delays and sometimes prevent us from providing the best possible service to our customers. When this happens our route controllers take steps to ensure our buses run as close to their timetables as possible.

As soon as we become aware of disruptions, we'll keep you updated with:

<http://countdown.tfl.gov.uk/#/>

Our Customer Service contact centre

Travel news bulletins on the radio

@TfLBusAlerts (Twitter)

Once again I'm very sorry for any inconvenience this has caused you on your travels, but I thank you for bringing this to our attention. Transport for London relies on customer feedback to ensure we can deliver the best standard of service on a daily basis.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards
Babatunde Aleshe
Customer Service Advisor
Transport for London Customer Services

ST 6169730

Notes

25.11.2015 17:55:10 NDUKAME

Email sent to customer and hand off sent to bus operator

Mercy Nduka
Customer Services Adviser
Transport for London Customer Services

Notes

24.11.2015 18:23:57 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I use the 38 to and from work daily and I am appalled by the current wait times between buses. I have been waiting over 30 minutes

for a bus in central London in Peak Hour. I have noticed in the past week that this has become quite a normal wait time. This

service should run every 5 - 10 mins, yet I haven't seen a single one pass me. You cannot say that the traffic has been bad as I

have seen atleast 5 of the 55 and 8 buses go by us. This is absurd considering it is now winter and after a long day at work

passengers are expected to wait in the cold until one decides to pop up. When one finally decides to arrive they are either too

full or not in service. I have seen with my own eyes, a 38 bus not be in service in Holborn (where there are at Least 40 people at

a stop) and when it gets to Mt Pleasant change to being available again. This is a serious issue that needs addressing immediately!

A very dissatisfied customer!

[REDACTED]

[REDACTED]

Direction : Hackney

Our ref: 6169730

25 November 2015

[REDACTED]

Thanks for your feedback form of 24 November about the reliability of service on bus route 38. I'm sorry to learn that you waited for the route 38 for over 30 minutes at Bloomsbury. I understand how frustrating it must have been for you especially when buses are too full or not in service.

We always try to provide reliable services that meet our customers' demand. However, buses run along public highways, and are affected by congestion, road works and accidents.

These events cause delays and sometimes prevent us from providing the best possible service to our customers. When this happens, our route controllers take steps to ensure our buses run as close to their timetables as possible.

As soon as we become aware of disruptions, we'll keep you updated with:

<http://countdown.tfl.gov.uk/#/>

Our Customer Service contact centre

Travel news bulletins on the radio

@TfLBusAlerts (Twitter)

Our information on planned disruptions can be found on notices on suspended bus stops, travel news sections in free newspapers, as well as email updates.

As you mentioned that unreliable service on route 38 is an ongoing issue, I've passed the details of your complaint to the relevant operating company, Arriva London, to the problems you've experienced. They will now investigate your complaint and appropriate action will be taken to address the gaps in service.

We make every reasonable effort to provide a punctual, reliable and consistent service across the bus network in Greater London. It's always disappointing to learn that we fell short of your expectations.

I'm sorry once again for any inconvenience this caused you.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Mercy Nduka

Customer Services Adviser

Transport for London Customer Services

ST 6172182

Notes

26.11.2015 11:30:41 SHAHIDNA

Customer contacted by phone.

Nabeel Shahid

Notes

25.11.2015 13:53:31 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I was cycling east bound. This bus sped past me, almost certainly exceeding the speed limit, and squeezed in hard to the left

forcing me to brake. Regards number Itz1235.

Direction : east bound

NO EMAIL OUT

ST 6173051

Notes

26.11.2015 08:44:38 ALLEYNST

Email received from Arriva. Have handed the service ticket back to them, so they can respond to the customer directly. No response to the customer required from TfL.

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

Notes

25.11.2015 17:11:11 WAIGOMA

Please see attachments

>> Allocated to Buses Rapid

NO EMAIL OUT

ST 6176575

Notes

29.11.2015 14:50:19 PARKJE01

Emailed cust. Network development.

Jesse Park

Notes

26.11.2015 18:47:55 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I would like to make a complaint about the recent service on the 38 route.

I use this route everyday to travel between angel and Victoria. It is generally ok in the morning but the service in the evenings

has become beyond ridiculous. I got on this bus at 17.15 and now it is 18.40 and we aren't even at museum street.

Generally this issue of congestion occurs before Tottenham court road and it takes half an hour to go the 500-1000m to museum

street. This area of the route needs recalculating or the area of 4 traffic lights on this route needs to become a bus only route

and there are several other car route options.

I would also like to state that my wait for a bus at victoria has increased from 5 minutes to over 30 on some days.

I value this bus route and its drivers greeting them all as I board but something must be done to improve the issue of timeliness

on this route.

I am claustrophobic and do not like taking the tube.

I feel that actions have already been taken on this route before but in the morning in the month of September when the bus numbers

were reduced and the buses were therefore overcrowded.

I look forward to hearing from you soon with an adequate response.

Direction : North East

Our ref: 6176575

29 November 2015

Dear [REDACTED]

Thanks for your feedback form of 26 November about bus route 38. I'm very sorry your journeys have taken too long, and I apologise for any inconvenience this disruption caused.

We always try to provide reliable services that meet our customers' demand. However, buses are often affected by congestion, road works and accidents.

I've passed your suggestion for a route alteration on to our Network Development team. They'll take your comments into consideration for any future developments.

I've also alerted them about the overcrowding you mentioned, and suggested they add more buses to the route.

It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234, who will be happy to help you.

Kind regards

Jesse Park

Customer Service Adviser

Transport for London Customer Services

ST 6179403

Notes

30.11.2015 15:37:00 SHEEKHSH

Email sent to customer and handed off to bus operator.

Also follow up created with buses performance team due to continuous nature of issue.

Notes

27.11.2015 17:07:25 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I would like to complain about the level of service from the 38 bus route toward Victoria from 17:00 onwards, these past 2-3 weeks

have been a nightmare, they are turning up extremely late and sometimes turning up in 3's and terminating at Hyde Park Corner,

there isn't any reason given, I have checked the TfL website for any information - nothing, and also there isn't any Yellow notices

at the bus stops themselves. I really can't emphasize just how appalling the service is, the driver's don't give you any

information, and if there is a conductor, your told "there is a lot of traffic", absolute rubbish as the other bus routes 14, 22,

9, C2 + 19 aren't having the same trouble and they all more or less come from the same direction. There are elderly people at

these stops just standing and waiting, and also pregnant ladies and disabled people to consider in this. I would like some

feedback on this, albeit excuses.

Direction : Victoria

Our ref: 6179403

30 November 2015

Dear [REDACTED]

Thanks for your email of 27 November about the reliability of service on bus route 38. I'm sorry to learn about the problems you're experiencing on route 38 and understand this must be very frustrating for you.

We always try to provide reliable services that meet our customers' demand. However, buses run along public highways, and are affected by congestion, road works and accidents.

These events cause delays and sometimes prevent us from providing the best possible service to our customers. When this happens, our route controllers take steps to ensure our buses run as close to their timetables as possible.

As soon as we become aware of disruptions, we'll keep you updated with:

<http://countdown.tfl.gov.uk/#/>

Our Customer Service contact centre

Travel news bulletins on the radio

@TfLBusAlerts (Twitter)

Our information on planned disruptions can be found on notices on suspended bus stops, travel news sections in free newspapers, as well as email updates.

Due to the continuous nature of the delays, I've passed the details of your complaint to our Bus Performance team. They will then investigate the matter further to look for solutions to resolve issues on the route. I've also informed the relevant operating company, Arriva London, to the problems you're facing.

We continually monitor all our buses on the network, to ensure they are meeting their performance targets. When problems arise, we always work closely with the operating company to overcome them.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Sharmaarke Sheekh Abdi
Customer Services Adviser
Transport for London Customer Services

ST 6190735

Notes

04.12.2015 08:37:39 ASHAMUKO01

Email sent to customer. Hand off to bus operator

Kofo Ashamu

Customer Services Adviser

Notes

02.12.2015 08:50:09 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Hello, I'm really annoyed waiting 12 min for a bus, which timetable says 4-8min! on a working day after three in a row had passed

before that. It's not my first complaint for this route and service . PLEASE DO SOMETHING!! People have jobs to reach to and

can't spend 12 min at each bus stop because of crappy services. I have screenshot of the timetable (although this form does not

allow attachments).

Our ref: 6190735
4 December 2015

Dear [REDACTED]

Thanks for your feedback form of 2 December about the delays on the bus route 221. I'm very sorry that you had to wait 12 minutes for a bus from New Southgate.

I've informed Arriva London, the bus operating company that runs the bus route 221 for us, about the delay.

We always try to provide reliable services that meet our customers' demand. However, buses are often affected by congestion, road works and accidents.

These events cause delays and sometimes prevent us from providing the best possible service to our customers. When this happens, our route controllers take steps to ensure our buses run as close to their timetables as possible.

As soon as we become aware of disruptions, we'll keep you updated with:

www.countdown.tfl.gov.uk/#/

Travel news bulletins on the radio

@TfLBusAlerts (Twitter)

Our information on planned disruptions can be found on notices on suspended bus stops, travel news sections in free newspapers, as well as email updates.

We continually monitor all our buses on the network, to ensure they are meeting their performance targets. When problems arise, we always work closely with the bus operator to overcome them.

I'm sorry again for the inconvenience this has caused and I assure you that it'll be looked into. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234 who'll be happy to help.

Kind regards

Kofo Ashamu

Customer Services Adviser

Transport for London Customer Services

ST 6197667

Notes

04.12.2015 18:42:06 PARKJE01

Emailed cust.

Jesse Park

Notes

03.12.2015

22:59:01

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Hi,

I used my card on 2nd November on the no 38 bus.

My card had not been working and didn't seem to read on the reader however just after I swiped I saw an email from TLF that said my

card could be used. When the inspector checked my card he said it hadn't gone though and advised me to appeal my Penalty Fare. I

gave him my address which is no 20 Burke House, he said I should wait for the penalty and then appeal it. I have never recieved

anything from TFL regarding this until my next door neighbour gave me a letter delivered to his address (my old flat) which was a

reminder from IRCAS suggesting I had failed to appeal. Can you please explain what has happened here?

I am very stressed and unhappy about this.

Thank you

Our ref: 6197667

4 December 2015

Dear [REDACTED]

Thanks for your email of 3 December about a penalty fare. I'm sorry to hear that you didn't receive your penalty at the correct address.

If you would like to resolve this issue, please contact IRCAS. You can contact them by following the link below:

<https://www.ircas.co.uk/contactus.aspx>

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Jesse Park

Customer Service Adviser

Transport for London Customer Services

ST 6199409

Notes

22.12.2015 15:20:22 WAIGOMA

Dear Mr Rayner

Twenty days after my email I actually get a reply which accuses me of lying to TFL

I can assure you they were all in a convoy and this just proves sitting at a desk using the 29 minutes calculation illustrated below based on what should "have occurred" doesn't relate to what is going on in the real world

Obviously what I witnessed ie a total waste of tax payers money, unnecessary pollution, empty buses, added road congestion with a convoy of "8" mainly empty busses is something of no concern to the powers to be

I wish you season's greetings and who knows in 2016 maybe the 38's could try travelling in a convoy of 6 busses now they have been rumbled by a member of the public

Best wishes

Notes

08.12.2015 09:49:54 FRANKLSH

From: [REDACTED]

Sent: 02 December 2015 08:46

To: JOHNSON, Boris

Subject: Fwd: Essex Road Islington

Dear Mr Johnson

I have emailed the following twice and have been completely ignored to date

Please could you endeavour to find out why and hopefully also get a satisfactory answer to my original query too

Very many thanks in advance

Yours sincerely

[REDACTED]

Sent by iPad Air 2

Begin forwarded message:

From: "[REDACTED]"

Date: 28 November 2015 at 08:25:18 GMT

To: <MikeBrown@tfl.gov.uk>

Subject: Essex Road Islington

Dear Mr Brown

Whilst sitting in my car today in Essex Road Islington around 12.15pm approaching me on the other side of the road heading for Hackney came along not 1, not 2, not 3 No.38 busses, which is the usual sight most days, but today TFL surpassed itself with no less than 8! double decker's

8 buses literally bumper to bumper with the odd van or car in between some of them and if I recall correctly it was 3 busses a couple of vans 2 busses a car or two and further 3 busses

I counted no more than approximately 20 passengers in total spread out on a few of the busses whilst the majority of the others were completely empty

If pollution is really such a critical situation for London in the 21st century, not to mention traffic congestion, then surely it's not beyond the wit of man with all today's technology to at least get the public transport system running efficiently. I believe 20 plus passengers can comfortably fit on one double decker bus with room for a further 60

How much per hour do these busses cost to run without many and in the majority of today's convoy without any passengers and why would any route need to have 8 busses in a convoy at midday

No wonder our fares are out of control if this is how TFL is being allowed to be run and I look forward to an explanation regarding this complete and utter waste of our resources

Yours sincerely



Notes

07.12.2015	11:25:57	PARKJE01
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Moving to investigations -

addressed to Boris, customer wants exact reason why buses were bunched

Jesse Park

Notes

04.12.2015	13:47:57	TAYLORMA02
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Allocated to Buses RR

CSA:

- Please respond directly on GLA's behalf, following the agreed sign off process
- Providing a copy (Bcc) into the response with the MGLA reference number provided, to

[REDACTED]

Please see attached email regarding 38 bus service

Ref: 1017413783 / MGLA021215-0510/AL

22 December 2015

Dear [REDACTED]

Thank you for your email of 2 December, sent to the Mayor of London, about buses on route 38. As the Mayor of London has strategic but not operational control of London Buses, we will respond on his behalf on this occasion. I'm sorry for the delay in my response and for the inconvenience caused.

Our records show that there is no evidence to support your suggestion of eight buses from route 38 arriving simultaneously at Essex Road on 28 November.

Route 38 has a scheduled frequency of every two to three minutes. As such, it only requires a short delay, for example caused by a passenger enquiry, a poorly parked van or lorry, the need to use the wheelchair ramp, a set of traffic lights just a little out of phase, or myriad other situations, before erratic loadings cause journeys to start bunching up. On this occasion, our records show that this route served Essex Road at 12:16, 12:18, 12:19, 12:19 and 12:25.

While this does not suggest a perfect service, please note that these buses had worked their way into London via congestion points such as the Angel, Holborn, Piccadilly Circus and Hyde Park Corner then returned again. Despite this, the maximum interval was approximately six minutes.

In order to witness eight buses, this would require an observation from 12:06 until 12:35. Three buses arrived close together, due to issues such as described above, but not simultaneously. As such, there's no evidence of eight buses virtually in convoy.

A route's capacity is a combination of the number and size of buses on a route. Capacity must be matched to the point of highest demand on the route. We have to ensure that our bus network best copes with the demand at differing times of the day and at numerous places. This means that in some areas buses appear to be underused, whilst other areas suffer from lack of capacity.

In addition, bus route 73 also passes this location. This route also uses New Routemaster buses. It is possible that the eight buses to which you refer were, in fact, on route 73 as well as route 38.

I trust that this clarifies matters. Thank you again for contacting us. If there's anything else we can help you with, please contact us again. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234, who'll be happy to help.

Kind regards

David Rayner

Customer Service Adviser

Transport for London Customer Services

ST 6202516

Notes

07.12.2015 09:06:25 BOMBARMI

Email received from Arriva. Have handed the service ticket back to them, so they can respond to the customer directly. No response to the customer required from TfL.

Notes

07.12.2015 08:12:48 JOANNEHA

allocated to buses rapid

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

CC: [REDACTED]

Subject: PI rte 221

NO EMAIL OUT

ST 6203970

Notes

07.12.2015 18:04:04 DZIKUNTE

Spoke to customer and apologised for the driver's behaviour. I told her I have made the bus company aware of her concern and the bus driver will be identified and interviewed by a manager. Afterwards, appropriate steps would be taken to address the behaviour she experienced.

I reassured her that every complaint is taken seriously and the necessary action will be taken.

customer was happy with my response and thanked me for calling .

Hand off sent to bus operator.

Kind regards

Terry Dzikunu

Customer Service Adviser

Transport for London Customer Services

Notes

07.12.2015 13:09:34 SANGOWYE

ASSIGNED TO BUSES RR

Time of Occurrence: 2015-12-05T17:10:31

Problem: Bus arrived together with 2nd 38 route master at stop at Piccadilly Circus opposite Piccadilly Institute nightclub. While in the bay, the driver refused to open doors until another commuter ran over flagging the bus insisting on boarding. When I boarded, the driver flew into a tirade of abuse for my knocking on his door. I told him he can't speak to commuters like that. He persisted. I told he was out of order & I'd report him. It was thoroughly disgraceful behaviour by employee of TFL.

Additional Comments: He was very aggressive, threatening in his behaviour that it clearly upset other commuters.

Transport Details

Bus Route: 38

Bus Destination: Clapton Pond

Bus Route: LTZ1184

Bus Stop: Piccadilly Institute

NO EMAIL OUT

ST 6205213

Notes

09.12.2015 09:18:18 EBEDEFR01

Letter sent to customer.

Handoff to bus operator.

Francis E

Customer Service Adviser

Notes

07.12.2015 16:36:01 BOATENKO

Assigned to buses rapid

Please see email attached regarding complaint about excessive and anti social noise from the old buses on route 221

NO EMAIL OUT

ST 6212673

Notes

14.12.2015 14:56:37 ASHAMUKO01

No response required.

Kofo Ashamu

Customer Services Adviser

Notes

14.12.2015 13:26:06 TAYLORKY

FORMAT: email received

ALLOCATION: BRR

QUERY:

I am pleased that this is getting looked into because it was on the bend going into the bus garage and that's what makes it worse on the fact he was going more than 5 mph where it clearly says that's what you gotta do going into you garage instead I had your driver going between 10-15 mph and when I raised my hands cause it was a close call he decides to put his middle finger at me and my mum. Which Was unexpected. Thanks

Notes

11.12.2015 09:29:34 JORDANPA

more info needed

Notes

09.12.2015 16:04:23 AHMEDSU

I received a complaint from [REDACTED]; email:
[REDACTED]

He alleges he was walking down the narrowway with his mother approaching the garage entrance a 38 bus pulled into the garage and he had to pull his mother out of the path of the bus to avoid an accident. He says the driver swore at him. The driver says [REDACTED] threaten to kill him.

I calmed the situation down and promised we would investigate, [REDACTED] left.

Police attended.

Date 09.12.15

Driver [REDACTED] 1452083; DES 20.05.2011.

NO EMAIL OUT

ST 6213066

Notes

10.12.2015 13:41:32 RAHMANFA01

Reply set via email

Hand off sent

Notes

09.12.2015 17:44:24 TURKTA

Time of Occurrence: 2015-12-09T16:44:22.081

Problem: Always late

Additional Comments:

Transport Details

Bus Route:

Bus Destination: 221

Bus Route:

Bus Stop: Haringey civic centre

Ref: 6213066

10 December 2015

Dear [REDACTED]

Thank you for your email yesterday, concerning reliability on route 188 bus from Haringey Civic Centre earlier that afternoon.

I'm sorry that the bus is always late and for the delay caused to your journey. I appreciate how frustrating this must have been for you.

We aim to provide efficient and reliable services, and we continually monitor the network to ensure they meet performance targets.

Road conditions can of course change suddenly and cause unexpected delays. When repeated problems become apparent, however, our Performance team works with the bus operating company concerned to remedy them.

As the problem you describe appears to be a regular occurrence, I've passed your comments to the team so that it can be investigated. I've also sent a copy of your complaint to the bus operating company Arriva London, so they can monitor the route very closely. I'm sure you'll see an improvement to the bus service soon.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email and I'll be happy to help you. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Fahmida Elahi

Customer Service Adviser

Transport for London Customer Services

ST 6213811

Notes

10.12.2015	15:10:31	HAYESAL
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Response sent.

Notes

10.12.2015	08:15:40	BOATENKO
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****Assigned to buses rapid****

Subject: BUS 38 CHARING CROSS ROAD 9TH DECEMBER

Today I was waiting at the bus stop in Charing Cross Road Centre Point to go to Islington there was a lot of buses at that bus stop 24 and 29 and a 38 was at the back of the queue but instead of coming to the bus stop stop this 38 went around the outside of the 24 and 29 and did not stop at the bus stop, I know there was a lot of traffic but I was waiting at the bus stop. Why did this bus but come to the bus stop?

The time was about 2.50 the bus was 229 LTZ 1179

Ref: 6213811

10 December 2015

Dear Sir

Thanks for your email on 9 December about a 38 bus driver who didn't stop at the exact location of the bus stop where you were waiting. I'm sorry for any distress caused when he overtook the 24 and 29 buses and left you behind.

Our drivers are instructed to keep a sharp look out for waiting customers and must stop to pick them up. I've now contacted Arriva, the operating company who run the 38 route for us, and they'll investigate and take appropriate action.

I want you to know that bus operators are regularly assessed on customer care and complaints about drivers failing to stop are marked against targets. It's in the bus operating companies' interests to meet and exceed these targets otherwise it could have an impact on their contracts.

It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234 who'll be happy to help.

Kind regards

Alison Hayes
Customer Service Adviser
Transport for London Customer Services

ST 6217196

Notes

14.12.2015 09:23:17 AGYEMAPA01

Customer wants response as to why this happened.

I called ibus controller and got no information so please respond to customer.

Notes

11.12.2015 08:52:24 WAIGOMA

C/M complaining about the 221 bus curtailing / failure to arrive

Please see attachment for more details

NO EMAIL OUT

ST 6226733

Notes

15.12.2015 10:43:16 SHAHIDNA

Response emailed to customer.

Nabeel Shahid

Notes

14.12.2015 18:48:46 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

The driver closed the door as I was about to get on the rear entrance of the 38(bus. I walked to front of bus but he refused to

open the door despite the bus being static. It was very embarrassing that I was not allowed to get on the bus, and felt that the

motives were intentional as the bus driver would clearly see I was trying to get on the bus!

Direction : Clapton Pond

Ref: 6226733

15 December 2015

Dear [REDACTED]

Thank you for your feedback form of 14 December 2015 about the 38 driver shutting the bus doors when you were about to board, then refusing to open the doors to let you on the bus.

I'm sorry you received such poor treatment from the driver and for the embarrassment you felt at not being allowed on the bus.

I've brought your complaint to the attention of Arriva London, the bus operating company that runs this route for us. With the information you've provided, the driver will be identified and be interviewed by a manager. After this, based on the findings, appropriate action will be taken.

We manage and improve staff members' behaviour in a number of ways, including customer service refresher training.

It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thank you for taking the time to contact us. Please contact me again if you need any further assistance, or if you would prefer to talk to us about this matter, please call us on 0343 222 1234.

Kind regards

Nabeel Shahid

Customer Service Adviser

Transport for London Customer Services

ST 6227230

Notes

16.12.2015 15:55:21 ALESHEAH

Responded by email.

Babatunde

Notes

15.12.2015 08:21:20 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

The bus had basically just 1 or two people on it, but he didn't even make an attempt to stop at the bus stop, there were some other

buses waiting and about to leave, but he just moved in the outside lane and whizzed past everything.

Direction : Clapton Pond

Our Ref: 6227230

16 December 2015

Dear [REDACTED]

Thanks for your web login of 15 December 2015 about a bus driver that didn't stop for at the Denmark Street bus stop. Apologies for any delays this brought to your travels.

I'm sorry that the driver of a route 38 bus didn't stop, especially as the driver drove around a bus that was stationary at the bus stop.

If you're waiting at a compulsory or request stop, drivers should pull over and pick you up. They should stop for you even if you haven't hailed the bus.

I've passed your complaint to Arriva London, the bus operating company that runs this route on our behalf. They'll now investigate your comments; the driver will be interviewed and could face disciplinary action. Thanks for providing the bus registration number; this'll help us to identify the driver.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Babatunde Aleshe

Customer Service Advisor

Transport for London Customer Services

ST 6229906

Notes

17.12.2015 09:37:24 ASHAMUKO01

Email sent to customer. Hand off to bus operator

Kofo Ashamu

Customer Services Adviser

Notes

15.12.2015 16:55:22 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Today I travelled with 3 colleagues from Victoria to Piccadilly Circus. We were waiting on the Grosvenor Gardens bus stop for bus 38.

When it arrived, it was one of the new buses with doors at the front and back; it stopped very briefly and when we realised it was

there we ran and jumped off on the back. One of our colleagues though tried to get off on the front but the driver wouldn't let

them on; so I jumped off to wait with her. About 10 meters later, there was a red light so we managed to get on the back again,

however when doing so the bus started moving again - as if the driver didn't want us to get on. We thought it was rude and

dangerous but didn't give it much thought, we were en route.

When approaching Picadilly Circus - we hear the megaphone saying 'Picadilly Circus' as we were close to the back and the bus wasn't

moving we just jumped off. When jumping off we realised though that wasn't the stop - it was about 20 meters away though so not a

big deal. We looked back though and a girl had also assumed we were at the stop and had tried to jump off. She wasn't as lucky as

us though; as she was getting off the bus the driver decided it was fine to start moving which made her fall onto the edge off the

road. It was surely a scary moment for her and was limping for a good while after that and very flustered. It was a terribly

unprofessional and dangerous experience. I cannot believe how unhelpful and terrible London bus drivers are! It was appalling.

The situation was worsened by the fact the other bus staff member standing at the back was just on his phone the whole journey and

didn't bother to warn people that we weren't at a stop and shouldn't get off.

I hope the girl is OK!

Direction :

Our ref: 6229906

17 December 2015

Dear [REDACTED]

Thanks for your email of 15 December about running to get on a bus. I'm sorry the driver of the bus route 38 pulled out despite seeing you running to get on.

We instruct our drivers to pick up customers waiting at bus stops. However there are times when they should wait for customers who are running to the bus stop.

If the driver had already indicated to pull out and then pulled back in to let you on, this would've been against the Highway Code. If the driver had not yet begun indicating, you should've been allowed on board.

If the driver deliberately endangered you by moving when you tried to board at the traffic light then that's such poor behaviour. I've now passed your comments to Arriva, the bus operating company that runs the bus route 38 for us. They'll investigate your complaint. The driver will be interviewed and could face disciplinary action.

I'm sorry again for the distress this has caused to you and your colleague. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234 who'll be happy to help.

Kind regards

Kofo Ashamu

Customer Service Adviser

Transport for London Customer Services

ST 6233214

Notes

29.12.2015	12:24:07	CHICOUON
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Response sent

Notes

16.12.2015	15:41:22	WEBLOGIN
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PREFERRED MEANS OF CONTACT: EMAIL

I boarded the bus in Piccadilly and the bus filled and did not stop at any further stop to allow anyone off?Cause he didn't stop as

his bus was full to either let anyone on OR OFF!! I tried to get off the bus at Bloomsbury Square WC1 and the buttons on the bus

failed to work, I was too far away to alert the driver as the bus was full I was next to the platform attendant who said the bells

don't work and there is nothing he could do... I asked him to alert his driver as the bus was full of standing passengers who were

also unable to alight from the bus - I ended up 4 stops away from where I wished to get off, it was raining and I and many

passengers were left to walk a long way in the pouring rain because of the lack of communication between the conductor and the

driver - The situation is appalling and I am embarrassed to be a London Transport passenger!! The service I had from your staff was

zero!! How do you employ staff who are absolutely not passenger friendly and do not have an ounce of care to their passengers!!

Direction : Clapton

Notes

29.12.2015 12:24:07 CHICOUON

Response sent

Notes

16.12.2015 15:41:22 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I boarded the bus in Piccadilly and the bus filled and did not stop at any further stop to allow anyone off?Cause he didn't stop as

his bus was full to either let anyone on OR OFF!! I tried to get off the bus at Bloomsbury Square WC1 and the buttons on the bus

failed to work, I was too far away to alert the driver as the bus was full I was next to the platform attendant who said the bells

don't work and there is nothing he could do... I asked him to alert his driver as the bus was full of standing passengers who were

also unable to alight from the bus - I ended up 4 stops away from where I wished to get off, it was raining and I and many

passengers were left to walk a long way in the pouring rain because of the lack of communication between the conductor and the

driver - The situation is appalling and I am embarrassed to be a London Transport passenger!! The service I had from your staff was

zero!! How do you employ staff who are absolutely not passenger friendly and do not have an ounce of care to their passengers!!

Direction : Clapton

ST 6236783

Notes

18.12.2015 16:15:38 SHEEKHSH

Email sent to customer and handed off to bus operator.

Notes

17.12.2015 16:19:50 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Hello,

I catch the 38 bus to Victoria most evenings and I find it very annoying when the destination of the bus is changed, especially

when it is done at the very last minute without any previous warning.

In this last instance, a full busload of people was chucked out in the pouring rain and there were no other buses to Victoria for

quite a while.

In addition, I would like to know why when the bus shows Piccadilly Circus as a destination it terminates at the previous stop

(Trocadero) and when it shows Hyde Park Corner it terminates in fact at Green Park/Constitution Hill. The latter case is

particularly annoying as the bus will actually drive past the Hyde Park Corner empty: if it were terminated at Hyde Park Corner as

advertised passengers would have a chance of catching one of the many other buses going to Victoria from that stop.

Thank you.

Best Regards,



Direction : Victoria

Our ref: 6236783

18 December 2015

Dear [REDACTED]

Thanks for your feedback form of 17 December about the early termination of bus route number 38. I'm extremely sorry for the inconvenience and grief caused to your journey due to this experience.

If buses are significantly delayed, we might have to terminate the service early to prevent further delays building up along the route. The bus will then run to the timetable in the opposite direction. This is a curtailment, and is carried out as a last resort. This is also the case if a bus driver feels that they're personal safety is at risk.

When this happens, we try to minimise disruption to our customers. When a bus is curtailed, there should be a bus of the same route following close behind.

The destination is displayed on the front of the bus, but this can change. If the destination is changed - after a customer has boarded and paid - a transfer voucher is available from the driver. This allows customers to complete their journey without having to pay another fare; they can also be used on another route covering the same stops.

I've now been in contact with Arriva London, the company that runs route, about your experience. They'll use the information you've provided to investigate the matter and take the appropriate actions to ensure it doesn't happen again. I've also informed them about the stop suggestions and they will also look into the viability of this.

We continually monitor the bus network to ensure bus routes are meeting their performance targets. When problems arise, we always work closely with the operating company to make improvements.

Thanks again for contacting us. If there's anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234 who will be happy to help you.

Kind regards

Sharmaarke Sheekh Abdi

Customer Services Adviser

Transport for London Customer Services

ST 6240312

Notes

18.12.2015 18:40:02 DZIKUNTE

unable to contact customer

Hand off sent to bus operator.

Kind regards

Terry Dzikunu

Customer Service Adviser

Transport for London Customer Services

Notes

18.12.2015 18:27:10 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Bus registration LJ03MXR hurtling up Flower Lane towards me and on the wrong side of the road. Cars parked on his side and I have

right of way as no vehicles parked on my side. The driver clearly using the size of the vehicle to bully me out the way. I am

disgusted by the constantly poor driving of the buses along this road and the way that they cut across the other side of the road

(including crossing a double white line at the end that joins Bunns Lane) is disgusting. The road is always busy and the buses

should take more care and set an example, especially when full of passengers. I imagine the drivers have a duty of care for their

passengers lives and would expect them to take the safer approach and follow the highway code correctly. I am appalled not only at

the incident but the drivers refusal to help, refusal to move and refusal even apologise for driving on the wrong side of the road

and towards the front of my vehicle. This driving style is frightening! I would appreciate it if you could advise drivers on this

route to behave a little better when moving through Flower Lane.

Direction : South

NO EMAIL OUT

ST 6240587

Notes

21.12.2015 09:25:56 ALLEYNST

Email response sent to customer and handoff sent to the bus operator

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

Notes

19.12.2015 00:44:18 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

The driver refused to let me on the bus, even though he slowed down and turned into the bustop.

Direction : calpton

Our ref: 6240587

21 December 2015

Dear [REDACTED]

Thanks for your web form of 19 December about a bus that didn't stop for you at Cross Street. I'm sorry that the driver of a route 38 bus didn't stop when you waited to board the bus.

If a bus has room for customers to board, it should always stop and serve the bus stop. Drivers are instructed to keep a sharp lookout for waiting customers at all times.

I've brought your complaint to the attention of Arriva London, the bus operating company that runs the route 38 for us. With the information you've provided, the driver will be identified.

When a complaint like this is made, a manager will call the driver in for an interview and the CCTV footage will be viewed to support your complaint. After this, based on the findings, appropriate action will be taken.

The route operators have a range of disciplinary measures which can be taken, depending on the incident and the individual's disciplinary record.

Quality Incentive Contracts help deliver improvements to bus services. Bus operators are regularly assessed on customer care. Complaints about drivers failing to stop are marked against targets. It's in the bus operating companies' interest to meet and exceed these targets, otherwise we won't extend their contracts.

Once again, I'm very sorry for what happened and understand this must have been frustrating for you. It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thanks again for contacting us. If there's anything else we can assist you with, please reply to this email and we'll be happy to help. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Steve Alleyne

Customer Services Adviser

Transport for London Customer Services

ST 6242195

Notes

21.12.2015 12:11:02 DZIKUNTE

Called customer and apologised for the service reliability of the bus route 38 .i told him, his complaint is being handled by the bus operator and reassured him that every complaint is taken seriously and the necessary action will be taken.

Hand off sent to bus operator.

Kind regards

Terry Dzikunu

Customer Service Adviser

Transport for London Customer Services

Notes

19.12.2015 21:13:50 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

This route and route 55 have been an ongoing problem for me however tonight travelling to my home in Clapton, the first bus I got

on changed destination to Mildmay Park, then after getting a transfer ticket, me and my partner got the next bus to Clapton pond

only for that bus to subsequently change destination to Hackney central. Now I know I'll get a response about me being unlucky

however, this is an ongoing problem. I get the bus home daily from work about 8:30 every evening and this week, every single bus

has changed destination to either Mildmay park or Hackney central. That's 5 evenings in a row. On two occasions I actually asked the

driver why the bus said Clapton pond as we both know it will not go Tha far. On both occasions I got a giggle as a reply, then was

later met with those words that the bus was changing destination.

To get to work, I get the 55 at around 9:30 am, I now realise That Thurs to Saturday, the bus will never make it to Oxford circus

which is the advertised destination, they always stop at Holborn. On the first few occasions this happened, I decided to wait fir

the next bus that goes on to the proper destination however none ever do and I was late for work on a few occasions. I often walk

to oxford circus and the road through I totally clear so the bus drivers argument that the road ahead is busy, is a complete

fabrication.

I moved to hackney to cut down on travel time and cost however it has proven to be quite the opposite as I am now paying the same

money as before and actually taking longer. I am struggling to work on minimum wage and the stress Tha your terrible service is

causing is making me ill. I really want a solution to all this but I am certain that my complaint will just be fobbed off. If that

is the case then I promise I will escalate these matters and take it as far as I can.

[REDACTED].

Direction : towards clapton pond

NO EMAIL OUT

ST 6242225

Notes

20.12.2015 00:01:52 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Bus route changed bit no information from driver about why. Ended up having to get out and walk and take another bus! It would have

been great of the driver is told us over the tannoy what was going on.

Direction : Victoria

Ref: 6242225

7 January 2016

Dear [REDACTED]

Thank you for your web submission on 20 December about your complaint over drivers deviating from normal line of route on the 38 service.

I'm sorry for the disruption you experienced when using this service. I understand just how frustrating this can be, especially when the reason for this isn't clear.

I can confirm that this bus was curtailed due to the delays accumulated following severe traffic in the Cambridge Circus and Piccadilly areas. This saw buses being as much as 30 minutes behind schedule.

When buses are particularly delayed, the operator's Route Controllers may instruct the driver to curtail their bus. Doing so allows the vehicle to re-join the route at its scheduled position, and prevents delays from accumulating between each journey.

I appreciate that, for the passengers on the bus especially, this can be very frustrating, however if we did not do this, this would see entire journeys lost as delays were added to each trip. I can assure you though that we do monitor the performance of all buses to ensure they fulfil their contractual targets. Any route failing to do so will be dealt with by our Performance team.

Thank you again for contacting me. Should you need any further assistance, please feel free to contact me again. If you would prefer to call, a member of our contact centre can be contacted on 0343 222 1234, who will be happy to help.

Kind regards

Oliver Thomas

Customer Service Adviser

Transport for London Customer Services

ST 6243502

Notes

21.12.2015

04:11:23

MCGREGKE01

From: [REDACTED]

To: customerservices@pcrm.tfl.gov.uk

Subject: complaint

hello tfl

i wish to make a complaint

around 8.30-pm tonight i cane of the tube in victoria and waited at a bus stop to get a bus into central london

i was standing at a bus stop that was sheltered

the bus stop sign and info relating to the buses were about twenty feet away to the left of the stop itself.

i saw a 38 pull up at the bus stop and threw away a cigarette i had had been smoking

i waited for the bus to open so i could ask if the bus was going to oxford st.

the driver didnt open the door(only the side door)

i quickly got on the side and went up the bus quicklyto the driver to ask if the bus went to oxford st.

as i approached the driver the driver shouted at me not to blow smoke at him abd was very angry

i said im not smoking and he shouted again that it was illegal to smoke at the bus stop

i told him i was far away from the stop when smoking

i asked him if the bus was going to oxford st and he ignored me and he opened the main door to let other people on the bus and which i got off extremley abused and vulerable

the beginning of the registration began with ltz

i am quite shocked that something like this could happen without any provocation from a passenger

yours sincerely

[REDACTED]

Ref: 6243502

21 December 2015

Dear [REDACTED]

Thank you for your email of 20 December 2015 about the poor behaviour of a route 38 driver.

I'm sorry you received such ill treatment from the driver and for the distress this may have caused you.

I've brought your complaint to the attention of Arriva London, the bus operating company that runs this route for us. With the information you've provided, the driver will be identified and be interviewed by a manager. After this, based on the findings, appropriate action will be taken.

We manage and improve staff members' behaviour in a number of ways, including customer service refresher training.

It's really important for us to meet and exceed our customers' expectations. This means your feedback will help us improve our services.

Thank you for taking the time to contact us. Please contact me again if you need any further assistance, or if you would prefer to talk to us about this matter, please call us on 0343 222 1234.

Kind regards

Nabeel Shahid

Customer Service Adviser

Transport for London Customer Services

ST 6244463

Notes

21.12.2015 11:06:17 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Hi,

I am a manager of a sheltered housing scheme located behind Leroy house in islington which is an arriva office. Daily along Dove

road we have 3+ buses parked along the road, the buses have designated parking spaces for them but yet they still continue to park

on the road where they should not be. the engines on the buses are also left on which are causing lots of fumes and causing lots of

my elderly tenants issues. I have pictures and also my main cctv can show you where the buses are parked outside the scheme where

they do not have bays. Can you please help with this ongoing issue?

Thank you.

Direction :

Ref: 6244463

22 December 2015

Dear [REDACTED]

Thanks for your feedback form on 21 December about the disruption caused by buses parking along Dove Road instead of their permitted bus stand areas.

I appreciate you taking the time to bring this matter to our attention. I am sorry to hear that this behaviour is causing inconvenience to local residents.

So that I am able to forward you comments to the respective bus operator/operators, could you please provide details of the buses involved. The route numbers and registration numbers will help identify to which operator these buses belong to. Additionally, if you could provide the dates and times of any occurrences as well as the photographic evidence you mentioned in your correspondence.

On receipt of this information I will take the appropriate measures and respond to you accordingly.

Thanks again for raising your concerns with us. I look forward to hearing from you soon.

Please feel free to contact us again should you have any further queries.

Kind regards

Adeel Akram

Customer Service Adviser

Transport for London Customer Services

ST 6247767

Notes

22.12.2015 13:24:26 WAIGOMA

Dear Kofu Ashamu

Thank you for your prompt and professional response.

I appreciate it very much.

Normally, I enjoy using your buses.

This conductor's behaviour was very unusual.

Regards. [REDACTED]

Sent from my iPhone

Notes

22.12.2015 10:52:57 ASHAMUKO01

Email sent to customer. Hand off to bus operator

Kofo Ashamu

Customer Services Adviser

Notes

22.12.2015 10:19:10 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

When trying to board the 38 with a small Christmas Tree, this member of staff was on the rear platform and made unpleasant sounds

of "Come on, come on, get on. Get on" The bus could not move as it was stationary in traffic. He was rude, unpleasant and unhelpful.

Somebody needs to talk to this person about their professionalism and dresscode.

He represents TFL very, very badly.

I refused to get on the bus.

Direction : towards Balls Pond Rd

NO EMAIL OUT

ST 6250248

Notes

22.12.2015 19:57:00 NDUKAME

Email sent to customer and hand off sent to bus operator

Mercy N

Customer Services Adviser

Transport for London Customer Services

Notes

22.12.2015 19:46:45 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Date: 22nd December 2015

Time: 14:15

Location: Tottenham Court Road Station

Direction: Towards Clapton

Route: 38

Bus reg. no. LTZ 1225

I am a wheelchair user. I wished to alight this 38 bus service at Tottenham Court Road Station (the first stop in New Oxford St

going eastbound). I pressed the blue button in good time, which gives the driver the special 'siren' alert to indicate that a

wheelchair user needs the ramp in order to leave the bus. The siren sounded loud and clear.

The driver ignored the blue-bell siren, he let the other passengers off, closed the doors and drove off. There was uproar. I had to

call to the driver "Stop the bus!! I requested the ramp!!" to get him to stop the bus and deploy the ramp. He had the insolence to

tell me I should have pressed the blue button. I HAD pressed it in good time, and told him so. I had heard for myself that the special siren alert was perfectly audible.

He deployed the ramp but did not apologise.

This was very stressful and upsetting for me, and it caused delay for everyone else on the bus.

Please reprimand this driver and tell him that he MUST pay attention to his passengers, and that he MUST listen out for the blue bell alert and deploy the ramp when it is needed.

Direction : Towards Clapton

Our ref: 6250248

22 December 2015

Dear [REDACTED]

Thanks for your feedback form of 22 December about the poor behaviour of a bus driver on route 38. I'm sorry to learn that the driver didn't stop when you wanted to get off. I understand this must've been very upsetting for you when you pressed the blue bell in good time to alert the driver that you wanted to get off.

This kind of behaviour is not tolerated as we expect a high standard service from our drivers.

The driver should pull over at the next stop if you ring the bell. This is the best way to let drivers know you wish to get off. If you can't ring a bell or prefer not to, drivers should also let you off if you verbally ask them to.

In light of your complaint, I've contacted Arriva London, the operating company who run the route 38 for us. I'm pleased to say that, with the registration number and other details you've provided, the driver will be identified. A manager will call the driver in for an interview after which, appropriate action will be taken to address the behaviour you experienced.

Our operators manage and improve drivers' behaviour in a number of ways. A driver can be paired with a mentor, take part in conflict avoidance classes or customer service training.

Quality Incentive Contracts help deliver improvements to bus services. Bus operators are regularly assessed on customer care. Complaints about drivers failing to stop and poor conduct are marked against targets.

It's in the bus operating companies' interest to meet and exceed these targets – otherwise it could have an impact on their contracts.

I'm sorry once again for the distress and inconvenience this caused you.

Thank you again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234, who will be happy to help you.

Kind regards

Mercy Nduka

Customer Services Adviser

Transport for London Customer Services

ST 6250377

Notes

23.12.2015 08:45:33 NDUKAME

Email sent to customer and hand off sent to bus operator

Mercy N

Customer Services Adviser

Transport for London Customer Services

Notes

23.12.2015 00:02:52 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

My intended stop was mildmay park/Southgate road stop and although I had pressed the button and started to walk down the stairs in

a timely fashion the bus driver closed the doors when me & my husband got to the bottom of the

stairs. I thought he had made a mistake so rang the bell again and shouted 'excuse me' (as I was at the back of the bus). The bus

driver deliberately did not open the doors despite the fact that he clearly saw both of us, spoke to us and was sat at the bus stop

(as he was held up by traffic lights) for a good period of time. After, we tried talking to him but he was rude and did not want to

stop at the next stop either (but he did). I don't know why he was so obtuse about not reopening the doors when we only took as

long as expected to get off the top floor of a double decker, but it was very frustrating. Another passenger even came along to say

it was odd that he wasn't opening the doors but this didn't make a difference. I would expect better from tfl

Direction : North

Our ref: 6250377

23 December 2015

Dear [REDACTED]

Thank you for your feedback form on 23 December about a bus that didn't stop for you. I'm sorry the route 38 didn't stop when you wanted to get off at Southgate Road.

The driver should pull over at the next stop if you ring the bell. This is the best way to let drivers know you wish to get off. If you can't ring a bell or prefer not to, drivers should also let you off if you verbally ask them to.

In light of your complaint, I've contacted Arriva London, the operating company who run the route 38 for us. I'm pleased to say that, with the details you've provided, the driver will be identified. A manager will call him in for an interview after which, appropriate action will be taken to address this incident.

I'm sorry once again for any distress and inconvenience this caused you and your husband.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Mercy Nduka

Customer Services Adviser

Transport for London Customer Services

ST 6251128

Notes

23.12.2015 10:30:26 RAHMANFA01

hand off sent

Notes

23.12.2015 10:27:45 WEBLOGIN

The bus registration LJ03 MXR again (after a complaint on Friday 18 December) was again charging down Flower Lane. This time I was

fortunate to be behind the driver and witness him completely cross the double white lines at the bottom of Flower Lane (presumably

travelling too fast to tie the corners slowly and carefully) and then after turning left onto Bunns Lane, ran straight over the

zebra crossing and didn't stop for the gentleman carrying a young child that was waiting to cross! This is again disgusting

driving and not what I would expect from a public service! Again I urge you discipline your drivers and instruct them on how to

obey the law.

Direction : Southbound

NO EMAIL OUT

ST 6255676

Notes

26.12.2015 13:40:01 DZIKUNTE

unable to contact

Hand off sent to bus operator.

Kind regards

Terry Dzikunu

Customer Service Adviser

Transport for London Customer Services

Notes

26.12.2015 12:44:10 WEBLOGIN

bus number plate LTZ1216 - driver was driving dangerously and recklessly and trying to force a cyclist off the road with speed and

repeated use of the horn. Until stopped by red lights at bottom of Liverpool road. Cyclist eventually dismounted and was very

distressed. A deeply disturbing incident which I feel the need to report

Direction : Islington

NO EMAIL OUT

ST 6263065

Notes

30.12.2015 14:04:17 ALESHEAH

Responded by email.

Babatunde

Notes

30.12.2015 13:50:32 AHMEDSU

Time of Occurrence: 2015-12-30T12:22:58.684

Problem: Did not stop at Hyde park corner

Additional Comments: Driver overtook other buses and did not stop in line at bus stop

Transport Details

Bus Route: 38

Bus Destination: Clapton Pond

Bus Route: LTZ1231

Bus Stop: K. Hyde Park Corner

Our Ref: 6263065

30 December 2015

Dear [REDACTED]

Thanks for your web login of 30 December 2015 about a bus driver that didn't stop at the Hyde Park Corner bus stop. Apologies for any delays this brought to your travels.

I'm sorry that the driver of a route 38 bus didn't stop, especially as the driver overtook the bus that was stationary at the bus stop.

If you're waiting at a compulsory or request stop, drivers should pull over and pick you up. They should stop for you even if you haven't hailed the bus.

I've passed your complaint to Arriva London, the bus operating company that runs this route on our behalf. They'll now investigate your comments; the driver will be interviewed and could face disciplinary action. Thanks for providing the bus registration number; this'll help us to identify the bus driver.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Babatunde Aleshe

Customer Service Advisor

Transport for London Customer Services

ST 6264158

Notes

31.12.2015	12:50:50	RAHMANFA01
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further reply sent via email

Notes

31.12.2015	10:53:51	ANAGORDE
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Format: email received

Query : Thank you for your e-mail. I am not expecting anything from this claim. Just making sure this is reported so things change.

Other cases are buses stoping behind 2 or 3 other buses at a bus stop, some passengers waiting at the bus stop run to take that bus, but some others just can't cause they are too old or they expect the bus to stop right at the stop. They end up missing it cause the bus just jump the queue and leaves...

I came across the same situation several times so will report every single of them now. It is particularly annoying when the weather is not good.

Regards,

allocation : buses rr

Notes

31.12.2015	09:46:03	JORDANPA
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response and h/o sent

Notes

30.12.2015	18:27:03	WEBLOGIN
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PREFERRED MEANS OF CONTACT: EMAIL

Today, December 30, 2015, bus number 38 with license LTZ I238 coming from Victoria and heading to Piccadilly failed to stop and

board passengers at Hyde Park Corner bus stop at around 6.05pm.

There was 2 buses in front of him at the stop, but he just decided not to stop to board passengers. Unacceptable behavior

especially when it's raining and windy! Does not improve your image...

Direction : Clapton Pond

Ref: 6264158

31 December 2015

Dear [REDACTED]

Thank you for your further email this morning about the route 38 bus driver that failed to serve the stop correctly yesterday evening.

I'm sorry that you weren't able to board the bus because the driver pulled in behind other buses and drove off. I appreciate how frustrating this may have been for you.

When this happens we don't expect customers to have to run to make it onto the bus. We instruct our drivers to wait until the buses that are in the way have moved before pulling in at the correct bus stop.

As your complaint has been passed onto the bus operator, I'm sure appropriate action will be taken to prevent this from happening again in the future.

I wish you a more pleasant experience when travelling on our buses in the future and a Happy New Year.

Once again thanks for contacting us. If there is anything else we can help you with, please reply to this email and I'll be happy to help you. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234.

Kind regards

Fahmida Elahi

Customer Service Adviser

Transport for London Customer Services