

## **FOI – ROUTE 52**

**0002374415**

**IN**

Letter attached

**OUT**

Thank you for your feedback concerning the problems you experienced with a driver of a route 52 bus failing to stop for you due to buses at the stop.

As a fellow bus user I can fully understand how frustrating it must have been when this driver failed to stop and allow you to alight. I know how annoying it can be when a bus passes your stop due to there being other buses standing. Please accept my sincere apologies for the inconvenience caused.

We aim to provide a reliable service that our passengers can have confidence in. We expect the very highest standards of service from all our staff. This is especially true of our drivers as they are in many ways the face of our organisation. Drivers receive thorough training to enable them to operate their vehicles effectively. Customer service is central to this training. Clearly, we expect drivers to remain professional and carry out their duties to the best of their abilities at all times. This would include not being impatient and waiting for other buses at a stop to pull away.

Drivers are trained to stop at all stops when a passenger rings the bell. There is therefore no reason why this driver chose to ignore basic stopping procedure on this occasion.

In view of your feedback I have highlighted details of your experience to the operator of this service, Metroline.

The operator will investigate and will be able to identify the driver from the details you have provided. Following this the driver will be interviewed by a member of management and corrective disciplinary action will be taken in line with the operators internal disciplinary procedures.

Please be assured we take all complaints very seriously. Some of the action that is taken against drivers includes follow up monitoring by plain clothes inspectors, re-training or in some cases dismissal.

Metroline will also speak with all their drivers about this issue and make it clear to them that any drivers who persist in this behaviour will also face the full disciplinary action.

Thank you for taking the time to contact me. I hope my comments help and any future journeys by bus are more pleasant. Should you have any further queries, please let me know.

**0002386242**

**IN**

feedback I was waiting at the Sheffield Terrace Bus Stop on Kensington Church Street today for a southbound 52 bus. There was a 328 bus which for some reason was standing at the stop with it's doors open. Then two buses arrived behind it. The first was not a 52, but I strained to see what was behind it and saw it WAS a 52 going to Victoria. It drew in behind the second bus, but i barely had a moment to walk towards it before it pulled out and drove away. Nobody at the stop would have had a chance to get on. Fortunately, I was able to get a note of the registration number, which was Y168 NLK. I have to say this is not the first time I have witnessed bus drivers behaving like this, presumably hoping that they can get away with it by driving away quickly from the stop and I fear I will be told that the registration number is not enough to identify the driver. When are you going to crack down on this practice?  
location Sheffield Terrace bus stop  
date 6 Jan 2012  
time 1610

**OUT**

I am writing in reply to your email of 10 January 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on 6 January 2012, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for intending passengers at all times. Particular care should be taken in instances where other buses may already be serving the stop.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0002387682**

**IN**

Notes

10.01.2012

19:09:28

[REDACTED]

Customer said she was at the bus stop and she uses crutches.

Customer said the driver saw her but refused to stop.

Customer is not happy and wants the driver to be spoken to.

**OUT**

No response on case

**0002395385**

**IN**

Notes

13.01.2012

11:17:23

WEBLOGIN

PREFERRED MEANS OF CONTACT: PHONE

My name is [REDACTED] but my daughter, [REDACTED] is sending this complaint for me because I cannot use the Internet.

As you are no doubt aware, there are three authorised bus stops outside the above store, accepting all services which use the roadway.

On the aforementioned date, I was waiting at the appropriate stop to get a 52 bus to my home in [REDACTED]

There were at least 8 buses, both single and double deckers waiting to get to the stops and my 52 stopped in the middle of the road, at least 8 feet from the kerb. Passengers commenced boarding but I, who will be 90 next month, fell from the kerbside.

Luckily I received assistance from bystanders but the bus closed its doors and departed. I was left bleeding with a cut knee, strained back and a large rip in my trousers.

I have heard that there have been other complaints regarding this stretch of road which is used by all vehicles entering and leaving the store.

If my memory is correct, I thought that when Sainsbury's was first built, there were plans to have a bus 'assembly point' at the rear of their premises.

I will be pleased to receive your observations.

## OUT

Customer called. Feedback given over phone

**0002396018**

Notes

13.01.2012 13:32:33



Customer called to complain about the driver of the bus 52.

Customer said she got on the bus and offered the driver £10 note and the driver said he doesn't have change, she should get off the bus.

Customer said she has some Euro coins with her and she was showing it to the driver that and ask him to assist her because she was on her way to her dentist appointment.

Customer said the driver started shouting at her saying "we do not take Euro in this country, you are old enough to know that we don't take euro".

Customer said the bus driver was very rude to her and shouting at her.

Customer will like this to be investigated and action taken.

Regards  
Dotun.

## OUT

No response on case

**0002398469**

## IN

Notes

14.01.2012 15:41:48 WEBLOGIN

### PREFERRED MEANS OF CONTACT: EMAIL

I wrote to you a week ago with a very serious complaint regarding the behaviour of the driver of the bus I was on with my young child and I have not received any response from you which is very worrying given the seriousness of the incident. I provided my email address so that I could be assured that you would deal with this matter and protect your customers from this sort of behaviour in the future. A quick recap of the incident is that the bus driver suddenly became very aggressive and irrational towards a BMW driver on Kensington High Street. The bus driver was swearing and shouting at the BMW driver and swerved to force the

BMW driver into incoming traffic. It was terrifying.  
I do hope to hear from you soon.

## **OUT**

I am writing in reply to your email of 14 January 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on 6 January 2012, which has been passed to me for attention.

During a thorough training program, culminating in a stringent test, drivers are instructed and frequently reminded at periodic intervals afterwards of the need to drive with due care and attention, giving consideration to all other road users when in charge of a passenger carrying vehicle.

The behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002401531**

## **IN**

Notes

16.01.2012 12:15:38



(52) Dangerous Driving

Customer was driving on the outer lane and bus driver suddenly moved into the outer lane and customer was scared driver might hit the car. Another passenger in customer's car put a hand out to driver saying what was he doing. There was traffic and everyone moved slowly.

As customer was turning into kenington church street,from kensington high street through the yellow junction bus driver also pushed customer into an on coming bus in the opposite direction. Customer narrowly missed an accident.

Please investigate.

## OUT

Customer called. Feedback provided

**0002408873**

## IN

Notes

18.01.2012      13:13:17      WEBLOGIN

### PREFERRED MEANS OF CONTACT: PHONE

after getting on the bus the driver refused to let me travel on the bus  
my ostercard had been bleeped and he toled me dogs werer not alowed on busses  
i explained that i had been geting busses all my life with my dog with no issues he  
said that dogs outhertan guide dogs can not  
travel on any busses my dog and me were at no point rude or gave any reson for this  
behaviour  
i feel let down by a transport system that is subsudised inorder that it alowesw  
people to get to work on this day i arived 30 mins  
late and in a very bad mood due to unacceptabule behaviour  
(i did not raise my voice wile on the bus but was shouted at by the driver and made  
to feel i was holding up the bus by asking for  
his number and to see were this rule is displayed  
(i was verbaly asulted for asking to confirm this rule which has never come up in 28  
years of using londonbusses )  
my ostefr carde was charged i had to walk (am currently recovering from being  
attaced and the 30 min walk was not an enjoyably  
expereince  
why was i treated in this way  
what is tfl gooing to do about this

Direction : south

## OUT

I am writing in reply to your email of 18 January 2011 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Dogs are carried on our vehicles at the discretion of the driver, taking account of a number of factors at the time of boarding, including whether another may be on board, or how full the bus may be, the driver may also refuse entry if they think that the dog may be dangerous. Dogs should be under control and on the lead at all the times when travelling on the buses.

However, the behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter. In the circumstances that you describe, I am agreeable to a refund of £1.35 in respect of the fare paid, if you forward me your full postal address in the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0002409040**

**IN**

Notes

18.01.2012 14:27:36

Got on the bus with his dog, driver said to customer i cant allow you to get on the bus with that dog, only guide dogs are allowed

Then customer asked if the driver could show him proof that only guide dogs are allowed on buses, driver refused and started rude and abusive towards the customer

After the altercation, customer decided to get off the bus and walk

Fyi customer tapped in on his oyster card and had to walk to 30 minutes to work as a result of this customer was late to work....

**OUT**

Notes

06.02.2012 11:31:59

duplicated with ref no. 2408873

**0002411039**

**IN**

Letter attached

## **OUT**

I am writing in reply to your comments made on 11 January 2012 to London Bus about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for alighting passengers at all times. They should also ensure that passengers have sufficient time to alight before the doors are closed and the bus proceed on its journey.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002411259**

## **IN**

Letter attached

## **OUT**

Thank you for your request for information as to why the route 52 bus service does not stop on Bressenden Place.

As a fellow bus user I can fully understand how frustrating it can be when a bus service does not stop at a desired location. Please accept my sincere apologies for the inconvenience caused.

We aim to provide a reliable service that our passengers can have confidence in. Providing safe and convenient stops for our passengers is of key importance to us.

I have investigated this matter and have found that you are referring to a stop which is only served by route 148. Route 52 terminating at Victoria station would have to cross lanes of traffic to be able to turn right towards the station on a very busy road. The actual route for the 52 from Victoria northbound is via Wilton Road and Grosvenor Place. The route southbound towards Victoria is via Lower Grosvenor Place, right into Buckingham Palace road and left into Terminus Place.

There is a stop by the name of Bressenden Place, which is actually on Buckingham Palace road. I have attached a map just to make it clearer. Sometimes when there are several stops on a section of road the stops are named after their nearest junction, such as in this case with this stop on Buckingham Palace Road near the junction of Bressenden Place.



Please be assured that we take the matter of providing the best possible service whilst always doing so safely very seriously.

Thank you for taking the time to contact me with this matter. I hope my comments have been of use and that any future journeys by bus are pleasant. Should you have any further queries, please let me know.

**0002416503**

**IN**

Notes

20.01.2012

19:24:01



Customer said she was on the bus with disabled mother and she pressed the bell for the driver to stop at the net stop.

Customer said the driver just drove past the bus stop and refused to stop for her and her mother.

Customer said she was not happy because her mum was disabled and it was difficult to walk all the way back.

Customer wants the driver to be spoken to and she wants a response back in writing.

Regards.

**OUT**

Dear [REDACTED] writing in reply to your telephone call of 20 January 2012 to London Buses about difficulties that you experienced when travelling with your mother by Route 52 on 16 January 2012, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when a clear signal is given to do so.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002428655**

**IN**

type buses

feedback I attempted to board a bus at 9am on the morning of 21st January. I didn't have enough money on my oyster card to pay for the fare, so I wished to pay in cash. The driver didn't have any change so he said I couldn't pay, and had to leave the bus. No where on that bus, did it say the fare was oyster only, and cash was not accepted, and the incident left me late for work, and reprimanded. It is my right to pay for a fare to use the bus. If I was a tourist and wasn't aware of the Oyster system what would I have done when I came across one of your rude and unhelpful drivers? I think it's disgusting that a government subsidised service refuses passengers when they have attempted to fairly pay their fare, and ride the bus, because the bus driver doesn't carry change? I would like to think if this was late at night and I was alone the same thing wouldn't happen! What is going to be done about this? I would appreciate an explanation!

location Willesden Green Library (bus stop code) 48353. Bus number VPL197. Bus driver description: [REDACTED]

[REDACTED]  
date 21/01/2012

time 0900

**OUT**

Thank you for your feedback concerning the problems you experienced trying to pay for your bus fare with cash on the bus number VPL197.

I can understand how frustrating it must have been when the driver refused to allow to board because you didn't have the correct change. I am sorry for any delay this caused to your journey.

Bus drivers are not issued with change floats. This is for a variety of reasons. The administrative burden for bus garages would be greatly increased if they had to provide a float to each driver and deal with the additional cash reconciliation at the end of each duty. In addition, we would not want large amounts of change to remain on garage premises (many of which are portacabins) or on vehicles because of the greater risk of theft.

Crucially, we've found that even if drivers do have change, it only takes a few people boarding with notes to clear the float. There is no easy way to guarantee that the driver always had sufficient change. This is becoming more of an issue because so few passengers now pay with cash – more than 98% of bus passengers use Oyster pay as you go or prepaid tickets such as bus passes or Travelcards.

Nevertheless, drivers should explain this politely to passengers and I was concerned to learn that this was not the case on this occasion. Please accept my apologies for any distress caused. I have therefore brought this matter to the attention of Metroline

who operate the bus in question on our behalf. The driver in question will be interviewed and disciplined accordingly. Please be assured that both London Buses and our operating companies expect the highest standards of conduct from drivers; unhelpful behaviour such as you experienced is not tolerated.

Finally, to avoid any similar fares problems in future, you may wish to consider looking at the Oyster auto top-up feature. This means that you will never be left without credit on your card. You can find out more on our website at [www.tfl.gov.uk/tickets/](http://www.tfl.gov.uk/tickets/).

Visitors flying into one of the London airports are normally advised by their airline to purchase an Oyster card; this can usually be done on board the plane. We do try to advertise the Oyster system as widely as possible. Obviously not all tourists will be aware of the system and in these circumstances we would expect the driver to explain that either an Oyster card or ticket needs to be purchased.

Thank you for taking the time to contact me. I hope my comments are helpful. If you have any further queries, please don't hesitate to contact me.

**IN**

Thankyou for taking the time to reply to my query. I appreciate the effort made.

I have seen all too many times bus drivers being rude and dismissive of passengers. This indicates to me they are not disciplined and therefore don't have to worry about the repercussion of this.

However, for the most part, most drivers are pleasant which is a credit to them in what I'm sure is a stressful job.

Thanks again for taking the time to explain and clear up this matter for me.

**OUT**

No response required

**0002432368**

**IN**

Notes

26.01.2012

16:27:01



(52) Failure to pick up

At Kensal Rise the customer saw the 52 bus standing behind the 302 at the bus stop just as the customer got to the door the bus driver shut the door

The customer knocked on the bus door and the driver ignored the customer completely

The customer then opened the door via the emergency and asked the driver way he did not open the door. The driver said he did not see him

The driver then pleaded with the passenger not to report him

Please investigate this and take the relevant action

No response needed

**OUT**

No response needed

**0002434716**

**IN**

Notes

27.01.2012 12:31:11



(52) Accident - Vehicle damage

Mop complained about a bus running into her parked vehicle yesterday evening and the bus driver did not stop nor did he leave any details.

Mop's car - Fiat 500 White colour, The entire driver side of the car was brushed.

Notes

27.01.2012 12:32:34



Mop did not see the accident happen, she was only informed by witnesses that it was a bus 52. Mop is not sure what direction the bus was going.

**OUT**

No response on case

**0002439911**

**IN**

Dear Transport for London,

For past 3 weeks, between 8 and 9 am, there have only been 2 or 3 52 for this very busy route to Kensington and beyond. These have been roughly 20 to 30 minutes apart : published timetable indicates very roughly that there should be a bus every 5 minutes or so. No chance. Pavement queuing near Victoria at very high levels, by the time 52 gets to Grosvenor Gardens no space left.

Buses are also in a poor state - drivers in empty ones look very stressed and quite often just pass the Grosvenor Gardens stop presumably trying to make up time.

There's something very wrong with this. All other services buses come at tick-tock intervals. Please let me know what is happening and any chance of improvement.

## **OUT**

I am writing in reply to your email of 31 January 2012 to London Buses about difficulties that you experienced when travelling by Route 52 for past few weeks, which has been passed to me for attention.

We aim to operate the level of service as advertised to the public in our timetables posted at bus stops. Unfortunately, there are a number of occasions where the scheduled level of service cannot be operated due to the effects of traffic congestion, mechanical difficulties or short notice of staff absence. Although our controllers attempt to minimise delays and inconvenience to members of the public, this is not always possible owing to the unpredictable nature of operational delays.

An investigation of our operating records reveals that due to road works in Kensal Rise area there has been a three way temporary traffic lights in place since 16 January 2012 and hence the service has suffered delays specially during peak hours.

Additionally, throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when asked to do so. Drivers, must carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

I should like to apologise for the obvious inconvenience you have suffered when the service has not operated to the degree of reliability you and I would both like to see.

**0002444091**

## **IN**

Notes

31.01.2012 12:05:24 

The customer got on at Victoria with other passengers and as they boarded the oyster reader seemed to be malfunctioning as the customers had to touch the oyster card on the reader several times in order for it to read the card. The customer says

that sometimes the reader didn't read the card at all but still the driver allowed the passengers on.

The customer is complaining as the driver was selective about who he allowed to board and who he refused boarding to. The customer says that the driver allowed older people who were seemingly more trustworthy on and refused boarding to younger people and coloured people which the customer thought was quite discriminatory/racist.

## **OUT**

No response attached to case

**0002446333**

## **IN**

Notes

01.02.2012

08:45:05



Customer is making a complaint about a particular driver of the 52 bus.

Customer said the driver has performed the following act 7 times in the last month while he has been on the bus and he has complained about this driver before but nothing has been done.

on the 28th January the driver was stopping at every buses for 1 or 2 minutes longer than needed, When he got to Kensington Church street between 15:30-15:40 going towards Willesden, the driver put his bus in out of service and told the customers to get on the 452 bus behind.

Customer said that he waits for a 452 or a 52 to come up behind then takes the bus out of service.

Customer said that further down the route, the same bus then came up behind the 452 and was back in service.

Customer can't understand why the direr continues to do this and gets away with it. When he asks the driver why, the direr pretends to not understand what he is asking him.

Customer feels that if the driver doesn't want to take passengers then he shouldn't do the job. customer also stated that he had witnesses who he is happy to provide details of if needs be.

## **OUT**

No response attached to case

**0002447503**

**IN**

Notes

01.02.2012

12:24:17



(52) Countdown Screen Removed

Bus Stop Detail

Stop Code 11618

SMS Code 53090

Access Node RD14

Point Letter KC

Stop Name OKEHAMPTON ROAD

Towards LADBROKE GROVE

Location CHAMBERLAYNE ROAD

Borough Brent

Position OKENHAMPTON ROAD, 20 M N OF. OPP 186. O/S "COLOUR WASH BUILDING".

Owner Transport for London

Status ACTIVE

Installation date 30 Jul 1966

Withdrawn date

Shelter Y

Mop called to complain that the countdown board at the above mentioned was taken a couple of weeks ago and is yet to be returned. Mop would like to know when it will be replace.

**OUT**

Thank you for your query concerning the bus stop at Okehampton Road.

I can understand how frustrating it must be having the countdown display at your stop removed. I am sorry for any problems this caused with planning your journey.

We are currently in the process of rolling out new Countdown signs. The new and improved Countdown system is the next step in London Buses' provision of real time bus service information to passengers. Passengers will be able to access predicted bus arrival information for every one of the 19,000 bus stops and for 700 routes in London via the internet and mobile phones. This service will be complemented by a new generation of Countdown signs which will provide real time information at around 2,500 key bus stops in London.

I can inform you that your stop is one of the 2,500 stops that have been selected for the new system. This is currently in the process of being rolled out and will be completed during the course of this year.

In the meantime you can check the live bus stop information by going to the following link either on a smart phone or using your home computer: <http://countdown.tfl.gov.uk/#/> . You can also text the bus stop code to 87287 and you will receive a text with a list of buses that are due at your chosen stop.

Thank you for taking the time to contact me. I hope my comments are helpful. If you have any further queries, please don't hesitate to contact me.

**0002451852**

**IN**

Notes

02.02.2012 15:49:47 [REDACTED]

The customer says that the buses turn up in bunches usually on a Saturday, on and after 7pm.

**OUT**

No response on case

**0002460150**

**IN**

Notes

06.02.2012 13:20:14 [REDACTED]

The customer was approaching Barlby Road bus stop where there was a bus serving the stop with its indicators on signalling towards the stop. As the customer approached with his vehicle the bus pulled off suddenly into the road with its indicators still signalling in the wrong direction. The customer had to break suddenly and pull his vehicle to the right to avoid a collision with the bus.

The customer followed the bus to the next stop (Kensal House) and as the bus stopped to serve the bus stop the customer parked his car in front of the bus and got out of his vehicle in order to speak to the bus driver.

As the customer was approaching the bus, the driver moved the bus forwards in the direction of the customer which had to move out of the way. The bus driver made gestures with his hand in a manner to suggest to the customer to get out of the way and then drove on.

The customer then got back into his vehicle and followed the bus to the next stop again (Ladbroke Grove Sainsbury's) where once again he parked his car in front of



the bus and attempted to speak to the driver but instead the customer decided to drive on as he did not want to delay passing vehicles.

The customer says that the bus driver was driving dangerously especially in these icy conditions.

Running number: 257 or 297

## **OUT**

No response on case

**0002469719**

## **IN**

I would like to draw to your attention the behaviour of the 52 bus driver, vehicle VPL 190 Reg Y198 NLK at 3.15pm yesterday 6th Feb.

I needed to alight at Hyde Park Corner to change to a bus towards Piccadilly. The driver made no attempt to draw into the bus stop at Hyde Park Corner and instead stopped in the middle of the traffic some way from the pavement. I immediately went up to the front of the bus to remonstrate and the driver said (quite rightly) he couldn't let me off in the middle of the road. I asked why he had not pulled into the bus stop as it wasn't a request stop and therefore compulsory. He said because there was no one at the bus stop, so I asked what about his own passengers? He said I should have pressed the bell, which I said was ridiculous as it was not a request stop and I added that I was not going to stand up before the bus came to a halt as I would probably be thrown off my feet by the quality of his driving. He said that was my problem.

Surely your drivers are trained always to pull in to a non request stop? Your driver made no attempt to apologise for what was plainly his own error and was quite indifferent to my protestations and indeed quite aggressive in his attitude.

There is little I can do other than to draw to your attention to the quality of service provided by your driver and hope that you will address it.

## **OUT**

I am writing in reply to your email of 7 February 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on the previous day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when a clear signal is given to do so.

The behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002471133**

**IN**

Notes

09.02.2012 16:53:45

The customer boarded the bus and thought that he had no money on his oyster so he paid with cash, then he touched his oyster card and it worked so he asked the driver for his money back but the driver said that he couldn't give him a refund. Then a dispute happened between the customer and the driver which resulted in the driver coming out of his cab and physically throwing the customer and his pregnant wife off of the whilst shouting profanity at them.

The customer has been in contact with the police in regards to this incident.

\*\*\* PLEASE VIEW CCTV FOOTAGE \*\*\*

**OUT**

No response on case

**0002480209**

**IN**

Notes

13.02.2012 17:30:26 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

My card showed communication failure as so often happens on the bus network. On each occasion this has happened the bus driver had

waved me on so I was not sure if it was my fault or the card this has never been made clear to me. I am an honest hard working person and you can see from my oyster record I pay my way. I paid the fine of £25 but I am not happy as I attempted to use my card and it failed. I will be charged the capped fare as I always am as I travel by bus train and underground each day. I feel the officer should have shown a little sympathy and let me attempt to use the card again  
Direction : Victoria

## **OUT**

Thank you for your recent feedback regarding a penalty fare that you received on a route 52 bus.

As you will appreciate, fare evasion is an issue we take very seriously. It is each passenger's responsibility to make sure that they have the correct ticket or validated Oyster card for their journey before entering the bus. While bus drivers do check tickets, they can't be expected to closely scrutinise every ticket and remember every passenger or transaction – there are far too many different tickets in use, and too many passengers boarding and alighting along the bus route. When you present your Oyster card to the reader, a green light and single high pitched beep indicate that the card has been successfully validated. A red light and two lower pitched beeps indicate that the card has not been accepted.

A Revenue Protection Inspectors (RPI) job is simply to check that all passengers have the correct ticket for their journey. When an RPI boards the bus, they test the Oyster reader on the bus with their own ticket to ensure it is working correctly before checking passenger's tickets. RPIs then closely check all tickets to make sure they are correct. When they encounter a ticket irregularity, an RPI generally has no way of knowing when a genuine mistake has been made. Consequently, they have no discretion in the matter; they work to a consistent procedure, treating all such incidents equally and at face value. Because you were unable to present a ticket or validated Oyster card when requested, the RPI had no choice but to issue you with a penalty fare.

Thanks again for taking the time to contact us. If I can be of assistance on any other matter, please let me know.

**0002483034**

## **IN**

Notes

14.02.2012      16:55:11      WEBLOGIN

## **PREFERRED MEANS OF CONTACT: EMAIL**

As I approached the bus stop pulling a small suitcase I heard the bus coming and started to run the 40 yards to the bus stop.

Rather than slowing towards the bus stop, the driver speeded up past me and then abruptly stopped to let on the one passenger at

the bus stop. Immediately that passenger was on the platform, the driver closed the doors and accelerated away. By this time I was no more than 6ft from the door and still running. The driver's actions made it abundantly clear he had no intention of letting me get on this bus. This is absolutely appalling and this driver should be disciplined. I was so incensed that I failed to get the reg.no, but this was the only 52 bus at called at that stop within a couple of minutes either side of 2045.

Direction : west end

## **OUT**

I am writing in reply to your telephone call of 14 February 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on 12 February 2012, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for intending passengers at all times before departing from bus stops and terminal points.

The behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0002491426**

## **IN**

Notes

17.02.2012

14:08:16

WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

I got on this bus at Tottenham Court Road with the intention of getting off at Bond Street.

I sat on the top deck and so as we were approaching Bond Street I proceeded to go to the lower deck. When I got there I realised that the bus did not stop at Bond Street so asked the driver why this was.

She then asked me if I was blind in (an aggressive tone). This obviously took me by surprise. I asked her what she meant by this

and she repeatedly asked me if I was blind.

After having to clarify that I wasn't, she then said 'couldn't you see there were roadworks? Where was I gonna stop? Are you blind?'. She then continued to mumble in patois.

I responded by telling her that it was not my job to be looking where the bus was going, that was the driver's role.

This exchanged continued for several minutes. It was clear this driver was literally an idiot. I decided to give up on the exchange

and proceed to the exit. At that point THE BUS DRIVER INSULTED MY MOTHER.

Yes, I've capitalised this for added effect but to also

underline what disgusting behaviour this is.

I've encountered many rude bus drivers but none have thrown personal insults.

I want the driver to be reprimanded for this behaviour. I also expect an apology from her.

I look forward to your response.

## **OUT**

I am writing in reply to your email of 17 February 2012 To London buses about difficulties that you experienced when travelling by Route 98 on 13 February 2012, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when asked to do so.

However, the behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; the given registration bus was not in the vicinity at the given time and was driven by a male driver. However, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002503963**

## **IN**

Notes

22.02.2012

17:57:10

WEBLOGIN

PREFERRED MEANS OF CONTACT: PHONE

Hi everybody, my name is [REDACTED], i work in portobello road and i do this journey 5 days a week since last april. I was waiting the bus in notting hill, i was the last in the cude and the driver just close the door leaving me out, the door get close in front of me, i thought he didn't see me so i knocked on the door but instead to open the driver start take the piece, he didn't start to move yet, i asked "please" twice, i said "come on man" three times but nothing, he start to move again and he left laughing, i couldn't believe it, his behavior was unacceptable. i had to get work at 8 o'clock, i'm been lucky and i get a taxi straight away, but instead to get work i get to ladbroke grove station bus stop to try get the same bus again. When the driver saw me his face look scared (why?), so i get in the bus, (i didn't touch the oyster straight away, i touched it at about 7.50/7.55) and i try ask explanation about the way he acted few minuts before, but he didn't want to listen me and turn off the bus saying he has no intention to move again until i get off, so other people involve in the situation speaking to the driver and trying explain him he was totaly wrong cause he should let me in in notting hill, so he called someone on the radio, may be some kind of security or supervisors, but i could not wait anymore, i was already bit late for the time i wasted because of him, so i get to chesterton road walking, in the while he passed me honking, making bie bie with the hand and laughing again. do you have any idea of what this caused to my health?? do you have any idea of how much stress this caused me? nervous? any idea of the way i did work in those day?? what if i'm i cardiopath??? This is the second time this driver close me the door like that, but the first time he departed without even look at me. I don't use to make complaints, if i had to make a complaint for each episode like that is not enough the time for life, but this driver is been too rude and ignorant, i know what i could ask by legal, but i would like him to apologize in person and I hope you can help to get satisfaction and my apologize (and a top up of 6 pounds, the price i paid for the taxi, will be even better) before something happen again or before meeting again this driver. My phone number is [REDACTED] i'll be waiting for your response.

## OUT

I am writing in reply to your email of 22 February 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on 17 February 2012, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards conductors are instructed and frequently reminded of the need to keep a sharp lookout for Intending passengers at all times. They should also ensure that passengers have sufficient time to board before the doors are closed and signal is given for the bus to then proceed on its journey.

The behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0002506588**

**IN**

Notes

23.02.2012 15:05:46 [REDACTED]

Customer said she had an accident on the bus. The bus broke sharply and she was injured and has to go to hospital.

Customer will be making a claim she said this happened between Kensal rise and Ladbroke grove.

Please investigate and take any action needed and keep the CCTV.

**OUT**

No response on case

**0002521605**

**IN**

Notes

29.02.2012 14:32:50 [REDACTED] 1

Customer said she was at the bus top with her husband and other passengers all carrying heavy shopping bags.

Customer said the driver stopped at the bus stop going towards Victoria and allowed a passenger off the bus while he was going towards Willesden and he was supposed to serve the bus stop where they were all standing.

Customer said to her surprise the driver drove past seeing that they were all hailing the him.

Customer said a fellow passenger ran to the driver when he was at the traffic light and shout at the driver to stop.

Customer said the driver didn't stop and when he got to the zebra crossing another passenger ran and said he will be reported.

Customer said when the driver heard this he then stopped the bus at the Zebra crossing and then opened the doors while they all ran with their heavy shopping.

Customer said the driver was very aggressive and rude to everyone and said that he had already open the doors before and he had no intension to open the door again.

Customer said everyone told him that he opened the doors at the wrong side and that was his decision.

Customer said the driver told them all that he was just doing them a "big favour" by opening the doors at the traffic lights.

Customer is not happy because this is the third time that the driver would do such to her and she wants this investigated.

Customer wants a response back in writing.

## **OUT**

I am writing in reply to your telephone call of 29 February 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when a clear signal is given to do so.

The behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.



**0002533711**

**IN**

Notes

05.03.2012 13:03:30 

Bus Stop Detail

Stop Code 11531

SMS Code 74175

Access Node 7605

Point Letter PT

Stop Name STANLEY GARDENS

Towards LADBROKE GROVE

Location KENSINGTON PARK ROAD

Borough Kensington & Chelsea

Position CHEPSTOW VILLAS, 32 M N OF. OPP 74A.

Owner Transport for London

Status ACTIVE

Installation date 30 Jul 1966

Withdrawn date

Shelter Y

[Link to Countdown Live Bus Arrival Times](#)

Customer is calling to complain about the relocation of bus stop. Customer says she wants to stop this sanctioned move as it is now in front of her door stop. Customer would like a reponse to why bus shelter has been moved and is attempting to challenge this decision.

**OUT**

I am writing following your recent conversation with my colleague concerning the relocation of stop 11531 on Kensington Park Road.

I'm sorry to learn that you are not pleased with our decision to re-site the bus shelter and I regret any upset caused as a result.

The relocation of the above shelter was deemed necessary due to several factors affecting the accessibility of some passengers wishing to board or alight a bus, and also for buses serving the stop.

Where the shelter was positioned, buses were unable to align their doors with the kerb. This made it difficult for drivers to deploy wheelchair ramps for passengers depending on wheelchairs and/or mobility scooters to travel on our buses. Additionally, buses have also experienced difficulty in accessing the shelter due to the layout of the residents parking bays.

Please note that the location of bus stops is decided following statutory consultation with the Metropolitan Police and local authority (in this case the London Borough of Kensington & Chelsea), which are responsible for road safety, traffic management

and the local environment. The decision to re-site the shelter was approved by Kensington and Chelsea borough and other relevant authorities. If you wish to follow this matter up, please contact the London Borough of Kensington & Chelsea directly as they are best placed to advise you further.

Once again, thank you for contacting us. I hope my comments help to clarify our position.

If I can be of any further assistance please feel free to contact me directly.

**0002535144**

**IN**

Notes

05.03.2012 18:05:10



URGENT please: Bus Infrastructure West.

The customer says that a bus shelter is being moved from 10 - 15 metres away to outside his property entrance and windows.

He says this can serve no purpose as the bus stop is currently outside a garden entrance so does not bother anyone.

(Routes 52 towards Willesden).

He says there was no notification of this.

Can it be stopped and what is the reason?

Bus Stop Detail

Stop Code 11531

SMS Code 74175

Access Node 7605

Point Letter PT

Stop Name STANLEY GARDENS

Towards LADBROKE GROVE

Location KENSINGTON PARK ROAD

Borough Kensington & Chelsea

Position CHEPSTOW VILLAS, 32 M N OF. OPP 74A.

Owner Transport for London

Status ACTIVE

Installation date 30 Jul 1966

Withdrawn date

Shelter Y

Link to Countdown [Live Bus Arrival Times](#)

Bus Shelter Details

Shelter code Owner Shelter installation date Shelter Status Countdown

0120/0098 Transport for London 22 Jan 1995 ACTIVE N

## **OUT**

Thank you for your recent feedback regarding the relocation of the Stanley Gardens bus stop on Kensington Park Road.

I'm sorry to learn that you are unhappy with our decision to re-site the bus shelter. The relocation of the above shelter was deemed necessary due to several factors affecting the accessibility of some passengers wishing to board or alight a bus, and also for buses serving the stop.

Where the shelter was positioned, buses were unable to align their doors with the kerb. This made it difficult for drivers to deploy wheelchair ramps for passengers depending on wheelchairs and/or mobility scooters to travel on our buses. Additionally, buses have also experienced difficulty in accessing the shelter due to the layout of the residents parking bays.

Please note that the location of bus stops is decided following statutory consultation with the Metropolitan Police and local authority (in this case the London Borough of Kensington & Chelsea), which are responsible for road safety, traffic management and the local environment. The decision to re-site the shelter was approved by Kensington and Chelsea borough, since they did not wish to make changes to the current resident parking bays. Consequently, if you wish to follow this matter up, please contact the London Borough of Kensington & Chelsea directly as they are best placed to advise you further.

Thanks again for taking the time to bring this matter to my attention. If I can be of assistance on any other matter, please do not hesitate to contact me.

**0002540986**

## **IN**

Notes

07.03.2012      14:50:38      WEBLOGIN

### **PREFERRED MEANS OF CONTACT: EMAIL**

I was sitting in the queue at the traffic lights at the junction of Palace Gate, I had just started to pull off when a huge bang occurred, the no 52 bus, registration Y187 NLK had hit the wing mirror of the car. I had to stop at the lights and the bus continued. The plastic casing to the wing mirror is cracked.

## **OUT**

I am writing in reply to your email of 7 March 2012 to London Buses concerning an incident involving Route 52 bus whilst driving your vehicle on the previous day, which has been passed to me for attention.

The incident you report has been investigated and a report forwarded to our Head Office. Should you wish to make a formal claim, then you should write to them directly. For your information they are: -

Ensign Motor Policies Metroline Claims;

3<sup>rd</sup> Floor

Comfort DelGro House

329 Edgware Road

Cricklewood

London

NW2 6JP

I should like to thank you for bringing this matter to my attention.

**0002539164**

**IN**

Notes

07.03.2012 09:00:24



Customer said he was waiting for bus 52 at Kensington Palace stop going in direction of Willesden bus Garage.

Customer said he saw bus 52 pull up behind a bus at the stop and as he got nearer to the bus, the driver looked at him, closed the doors and drove off.

Customer said he ran after bus and knocked on the front doors but driver ignored him.

He said this sort of behaviour is becoming a norm with the drivers on the 52 bus route and would like decisive actions to stop the appalling practice by drivers.

**OUT**

No response on case

**0002541859**

**IN**

Notes

07.03.2012 19:14:49



Customer said he can understand that buses run late, and why they need to be curtailed but that when this happened – like today, there is their bus which is full of people and another bus behind or in front that has none.

Customer says the bus then curtails but the other bus going the full route does not take the passengers.

Customer is very unhappy at this service from the route and wants to be assured that in future the buses when possible will wait and allow the passenger to change buses when necessary.

Customer said this is no way to run a route and he feels as though the controllers are not mindful of the fact that there are people on the bus they are stopping.

Please respond to customer.

## **OUT**

I am writing in reply to your email of 7 March 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

When a bus is curtailed for whatever reasons, the next bus should pick up passengers providing the bus has enough space on the bus, for them to complete their journey. Unfortunately, from the information supplied, I have been unable to trace the member of staff of the second bus concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002544198**

## **IN**

Notes

08.03.2012

14:22:27

WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

I boarded this bus after work to find a very drunk and aggressive african caribbean man in his late 30s/early 40s already on board.

There were also cans of extra strong lager on the floor which, I assume, had been consumed by this man on the bus.

The man tried to make conversation with me and another female passenger - he started off being polite but then became very

aggressive, threatening and intimidating - making puching motions with his fists and saying that he hated us and wanted to fight us and put us in hospital.

I moved to the front of the bus and told the driver and said the man should not have been allowed to board in the first instance but - since he had - he must now be ordered off. The driver barely acknowledged me and refused to help. So I left the bus and caught a cab.

I'm furious that the driver did not act properly, that he compromised the safety of his passengers out of his own cowardice and that I had to pay £28 for a cab home as a result  
Direction : towards Victoria

## **OUT**

I am writing in reply to your email of 8 March 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on the previous day, which has been passed to me for attention.

This is a difficult area, but I am afraid that, ultimately, we cannot be held responsible for the conduct of those who travel on our routes. Our role is to provide public service for all passengers. Any issues regarding anti-social behaviour should be dealt with by the police, as we do not have any control over actions taken by members of the general public.

However, the behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite at all times. Police should have been called in the type of situation you describe.

Unfortunately, from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002542679**

## **IN**

Notes

08.03.2012

09:37:16



Customer wants to complain about drivers attitude on route 52 going towards Willesden.

Kensington Palace bus stop in front of Garden Hotel.

Customer said at the front of the bus it said Ladbroke Grove, Notting Hill and Willesden.

Customer asked driver where is he going to as she wanted ensure the bus would stop at the correct destination. The driver replied "what does it say at the front" the customer replied back to the driver with what she saw at the front of the bus. The driver then repeated the question to the customer, in which the passenger stated "can you please tell me" Driver then told passenger to outside the bus and see, passenger followed these instructions, but it lead to the driver closing the door and driving off quickly.

Customer is highly upset about this and she feels the drivers behaviour was rude and he tried to treat her like she was stupid. Customer also says she felt as if she was going to have a heart attack as she was really stressed by this.

can this be looked into.

no hand off response

**OUT**

No response required

**0002556395**

**IN**

Notes

13.03.2012      21:43:18      WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

I was waiting in the bus stop and waving to the bus to stop. But the driver was speeding so much that she ignores me and pass the bus stop. I just could take note of the bus plate. It would be fair to let that driver know that there are no more important bus stops than other ones, so to be aware that speed must be kept to a minimum when it comes to seeing passengers waiting in it.

Direction : Willesden Bus Garage

**OUT**

I am writing in reply to your email of 13 March 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when a clear signal is given to do so.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0002554749**

**IN**

Letter attached

**OUT**

Thank you for your recent letter to the Mayor, Boris Johnson dated 1<sup>st</sup> March 2012. I have been asked to respond on his behalf.

I am pleased to hear that you had a positive experience in your journey to the Albert Hall on the day in question. Making our buses as accessible as possible is one of our key aims. We firmly believe that all members of the community have a right to travel as and when they want to.

I am however, very sorry to hear of the difficulty you experienced in getting your daughter a ticket to board a bus on your return journey. You can buy us tickets at ticket offices across London including some news agents. In Central London there are on street ticket machines to enable passengers to pre-buy their tickets. It is disappointing to hear that there was not one near the stop in question. An alternative is to purchase an Oyster card for a £5 deposit. This deposit is refundable upon return of the card and means the bus fare is £1.35 instead of £2.30. Alternatively passengers can pay on board the bus, however, they should have the correct change as not all drivers have cash floats on their buses.

In view of your feedback, I have passed on your comments to the relevant department who will consider adding further on street machines for buses so that passengers such as your daughter do not have difficulty in purchasing a ticket.

Thank you for taking the time to contact me. I hope my comments are helpful. If you have any further queries, please don't hesitate to contact me.



**0002554669**

**IN**

Notes

13.03.2012

11:44:22



Customer called to complain about the continued poor service of the route 52.

The customer uses this route regular as it his only accessible route to victoria. The customer notes various poor service issues: delays, curtailment and bunching of service. The customer is dissatisfied with the overall reliability of this route.

Could this matter be thoroughly investigated and the results of that investigation dealt with in the most appropriate manner.

Regards,  
Natasha

**OUT**

No response on case

**0002555016**

**IN**

Notes

13.03.2012

13:20:07



Customer called to complain about the driver of the route 52.

Customer said a passenger got on the bus with her dog and the driver said she has to go to the upper deck,.

Customer said they were just about 6 passengers on the lower deck and the lady passenger said to the driver that her dog doesn't like being on the upper deck because they live in a ground floor flat.

Customer said the bus driver insisted that the passenger should go to the upper deck and shut off the bus engine. Customer said the bus driver had a great a great argument with the lady passenger and his attitude was rude until she gave in and went upstairs with her dog.

Customer said he thinks, there was no reason for the bus driver's action and attitude.

Customer said he and his wife was visiting London and has always encountered polite and professional bus drivers but the driver on the route 52 yesterday was rude.

## **OUT**

No response on case

**0002564374**

## **IN**

Notes

18.03.2012      13:12:04      WEBLOGIN

### **PREFERRED MEANS OF CONTACT: EMAIL**

I was standing at this stop waiting for the 52 bus to Victoria. The bus slowed down as if to stop but then drove off. The driver (a black male aged 30-40) even looked at me as he did so! The registration number was either Y114NLK or Y114NLX.

## **OUT**

I am writing in reply to your email of 18 March 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on 16 March 2012, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, when asked to do so.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0002567587**

## **IN**

Notes

19.03.2012      17:22:10      WEBLOGIN

the wrong local map is on display at stop RE at Palace Gate.  
Direction : west

## **OUT**

Anonymous case

**0002577266**

**IN**

Notes

22.03.2012

18:24:25



The customer says the driver of the bus 52 towards Victoria failed to stop at the bus stop which serves Hyde Park Corner.

No response needed

**OUT**

No response needed

**0002579726**

**IN**

Notes

23.03.2012

15:45:08

WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

This complaint is about a specific journey. It is about the replacement bus shelter at bus stop number 11634, which arrived about 3 to 4 weeks ago.

The new bus shelter has no countdown screen with bus arrival minutes. The previous shelter had a perfectly good countdown screen.

The new shelter merely tells passengers to pay to text for this information. The most vulnerable passengers (elderly and people with young children) will have difficulty texting, when the information was previously readily and constantly available for free.

In addition the new bus shelter has only one light (which has never worked), this raises serious safety concerns, with single women having to wait in darkness. The previous shelter had two lights which always worked.

Please would you arrange for the old bus shelter to be reinstated, so that the most vulnerable passengers are not put into danger and so that all passengers do not have to pay for travel information that was previously free. The old bus shelter also had a very useful map and timetable of night buses, the new shelter only has a large garish poster with the money-grabbing text number on it.

Direction : southbound

**OUT**

Thank you for your feedback concerning the problems you have experienced with the replacement bus shelter at the Willesden Green Library stop.

As a fellow bus user I can fully understand how frustrating it can be when alterations are made to services we rely on. Please accept my sincere apologies for the inconvenience caused.

We aim to provide a reliable service that our passengers can have confidence in.

This shelter was originally replaced as part of our upgrade plan of our older bus stops. There is a works order in place to have the lighting connected at this shelter. UK Power Networks are working in the area, so we hope that the electricity will be connected shortly. We must wait for the electrical companies to provide power to our stops.

This stop is also scheduled to receive one of the new second generation Countdown signs that are currently being rolled out. All existing Countdown signs are in the process of being replaced and this stop will receive its new sign once the electricity has been reconnected at this stop.

I have contacted the appropriate department who are responsible for publicity. An order has now been placed to have timetables and travel information placed in this stop.

Please be assured that we take the matter of providing a safe and informative place for passengers to wait extremely seriously.

Thank you for taking the time to contact me with this matter. I hope my comments have been of use and that any future journeys by bus are pleasant. Please let me know if I can be of any further assistance.

## **IN**

Thank you for your response to my feedback.

Unfortunately, power still has not been reconnected to the bus shelter. Passengers I have spoken to at the bus stop have given up hope of a new countdown sign ever being installed, as we have now been waiting for so long. Please would you let me know when the lighting and electricity will be restored.

On a brighter note, I'm pleased to report that timetables and travel information have now been placed in this stop.

## **OUT**

Thank you for your further feedback concerning the problems you have experienced with the replacement bus shelter at the Willesden Green Library stop.

I would like to apologise again for the delay in having electricity and a Countdown sign returned to this stop.

I have investigated further and have found that electricity was reinstalled in this stop on 16 May 2012. However, the stop needs to be final wired before the new Countdown sign can be installed. I have not been given a date for this, but I have been informed that it has been marked as a priority and will take place shortly.

Please let me assure you that a new Countdown sign will be installed in this stop as soon as possible.

Thank you for contacting me again. Should you have any further queries, please let me know.

**0002580570**

**IN**

Notes

23.03.2012

23:26:37

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Hi, I was waiting at Knightsbridge for a 52 bus. A nice empty bus, which was in service approached, I indicated that I wanted to get on and the driver just kept going, as obviously nobody had requested to get off. I had to wait for the best part of 10 minutes for the next one to turn up which was jam packed. - I was totally unimpressed and would be interested in your comment on the driver's behaviour. -

**OUT**

I am writing in response to your email of 23 March 2012 to London Buses.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when a clear signal is given to do so.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them. In future if such incidents do reoccur, I would like to advise you take down the bus registration number for us to trace the correct driver of that particular bus at the time and follow the incident up with the driver.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0002584548**

**IN**

Notes

26.03.2012

13:07:12

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Was waiting at the Royal Albert Hall for close to 20 minutes w/o any #52 coming by (supposed 8-10min frequency for Saturday). To

add insult to injury, at 16:28 the inbound #52, with at least 12 people waiting and flagging the driver, we were completely disregarded with the driver continuing w/o even making an attempt to stop. I need resolution - either reprimand of driver (with proof of such), or financial compensation for your lack of contractual performance and my inconvenience and aggravation.

Direction : Victoria

## **OUT**

I am writing in reply to your email of 26 March 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on the previous day, which has been passed to me for attention.

We aim to operate the level of service as advertised to the public in our timetables posted at bus stops. Unfortunately, there are a number of occasions where the scheduled level of service cannot be operated due to the effects of traffic congestion, mechanical difficulties or short notice of staff absence. Although our controllers attempt to minimise delays and inconvenience to members of the public, this is not always possible owing to the unpredictable nature of operational delays.

An investigation of our operating record for the day in question reveals that the temporary traffic lights at Harrow Road/ Ladbroke Grove were causing severe delays of about 25 minutes to the Route on both sides.

However, throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for intending passengers at all times.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them. however, there is no formal reimbursement scheme operated by Metroline that applies to the circumstances you describe.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0002593365**

## **IN**

I am writing to complain and to seek compensation towards the cost of the repairs of my motobike which was knocked by one of your London buses.

On my return from work I found my motobike lying on the side of the road. The neighbour witnessed that the bike was knocked over by 52 bus which was diverted to our street, Ladbroke Gardens, which is not the bus normal

route. The bike was parked outside [REDACTED] in the residents bay. According to the witness the bus just knocked the bike and did not stopped to check the damage or leave its contact details and just drove away. This happened in the early afternoon before 3 pm.

The witness was able to remember part of the registration number and recorded it as V11875N??

I can provide witness declaration and pictures of the knocked-down bike and inflicted damages.

Please let me know how I can claim the expenses to repair my bike.

I am looking forward for your reply.

## **OUT**

I am writing in reply to your email of 28 March 2012 to London Buses concerning an incident involving a Route 52 bus whilst your vehicle was parked in the bay.

Unfortunately, from the information supplied, I have been unable to trace the member of staff concerned; the given registration number does not belong to Metroline. However, from our records I have noted that there were two routes where were on diversion on the day in question, which were Route 52 and Route452. Route 52 is operated by Metroline and Route 452 is operated by another company. I would be glad if you could provide me with following information to progress with the matter further.

- 1) Correct Registration number
- 2) Bus Fleet Number
- 3) Exact time of the incident
- 4) Direction of the bus
- 5)

I should like to thank you for bringing this matter to my attention and look forward to hear from you.

**0002601556**

## **IN**

Notes

02.04.2012      11:03:23      WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

the bus I was on abruptly terminated before the sainsbury's. No reason was given. It was due for Willesden Bus Garage.I was told to

wait for the next one. When this came after about 20mins, I had to pay full cash fare again. Therefore I paid twice, in full, I had to break my journey and arrived after 9am over 30mins later than due had the first bus completed its journey. I'd appreciate a refund for the fares paid. Thankyou  
Direction : north to Willesden

## **OUT**

I am writing in reply to your email of 2 April 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on 20 March 2012, which has been passed to me for attention.

When a bus is particularly delayed, route controllers can stop it short of its usual destination. This allows the delayed bus to turn around, and return to its usual timetable in opposite direction. We do this for the benefit of our passengers, as it allows us to maintain an even service across the route and prevents delays from building up. We realise that this causes inconvenience for some passengers, and so only take this action as a last resort. However, it is taken to benefit the majority of passengers using the service.

Nevertheless, I totally understand how frustrating it can be if you are on the bus that is curtailed. We expect controllers only to terminate buses as last resort and it should only happen when there is a bus going the full length of the route close behind. The driver of the curtailed bus should issue passengers with transfer tickets to allow them to complete their journey without any further charge.

In order to process your refund I would request you send me a copy of both tickets purchased and your full postal address.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002607077**

## **IN**

Notes

03.04.2012 19:42:41 [REDACTED]

Notes

03.04.2012 19:42:17 [REDACTED]

Customer called to report the attitude of the bus driver route 52.

Customer said a group of teenage girls got on the bus and aggravated the bus driver and when they got off the bus, the driver did a [REDACTED] gesture to the girls.



Customer said this attitude is not right as the girls were very young and the driver should be in his 40's to 50's.

**OUT**

No response on case

**0002612422**

**IN**

Notes

05.04.2012

17:38:20

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I just would like to ask from when, drivers don't have to stop to the bus stop? I was waiting in the bus stop and the driver of the bus 52 just passed along. I don't want to be late because of irresponsible drivers. Please do something with this. Thank you.

Direction :

**OUT**

I am writing in reply to your email of 5 April 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when a clear signal is given to do so.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0002621920**

**IN**

Letter attached

## **OUT**

I am writing in reply to your letter of 4 April 2012 to London Buses regarding an incident involving a Route 52 Bus whilst your client was alighting on 20 January 2012.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; I would be glad if you could provide me with the following details for me to progress with the matter any further.

- 1) Bus Registration Number
- 2) Bus Running Number
- 3) Bus Fleet Number
- 4) Time of the incident
- 5) What time and Where was the bus boarded

I should like to thank you for bringing this matter to my attention.

**0002631766**

## **IN**

Notes

15.04.2012      19:42:29      WEBLOGIN

### **PREFERRED MEANS OF CONTACT: EMAIL**

I was taking the N52 from Ladbroke Grove to Victoria (VPL 186 / #744) early in the morning to catch the Gatwick Express for a flight. At Hyde Park Corner the driver switched off the lights and made the few passengers aboard alight. I asked if I would have to swipe again when the next bus came and he said I would not if I explained that the bus I was on had come to the end of its shift. The next bus driver (Reg. Y171 NLK / VPL 171 / #251) would not let me board until I swiped my oyster again despite my protestations and attempt to explain the situation. He was simply not interested and was unwilling to even attempt to check that I was telling the truth. I would therefore like to have a credit for the second swipe of my oyster for the one interrupted journey.

Thank you.

Direction : To Victoria

## **OUT**

I am writing in reply to your email of 1 April 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

On occasions, due to late running of a bus caused by traffic congestion or an incident along the route, it becomes necessary to curtail the vehicle short of its original destination. This procedure should normally only be used where another bus on any route is in close proximity and allows passengers to travel to their required destination. Drivers would then issue a transfer ticket for the passengers to complete their journey without any further charge. Driver may issue with only one ticket for all the passengers take the next available bus on the same route.

However, I would like to advise you that the transfer tickets are only issued to the passengers who boarded the bus before the destination of the bus is changed. Any passengers who boarded the bus after the destination has been changed must pay the full fare to travel any further. The destination of the bus was showing as Hyde Park from the starting point which is Willesden Garage. Hence, the driver would not issue any passengers with transfer ticket and they would have to pay to complete their journey. Hence, I will have to turn down your request for the refund.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion. I am sorry that I cannot be more helpful in my reply but trust that I have explained the position to you.

**0002645399**

**IN**

Notes

20.04.2012

11:07:34



Customer said he boarded the bus with his wife who had an oyster card.

Customer said his wife paid for her fare and went into the bus.

Customer said he presented a £5 note to the driver and the driver shouted at him saying "I don't have change, do I look like a shop keeper?".

Customer said he was shocked at the way the driver spoke to him, so he told the driver that he wanted to collect change from his wife so he can pay for the exact fare, customer said the driver shouted at him again "No you cant, You have to get of my bus".

Customer said his wife came and paid for the fare.

Customer is not happy about the driver's attitude and he wants an apology letter from the driver and a response in writing stating that the driver as been investigated.

Regards.

## **OUT**

I am writing in reply to your telephone call of 20 April 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

As I am sure you can appreciate, it is helpful when boarding if passengers can tender the correct fare to the driver or conductor, if known. If, however, this is not possible, then staff should by every means possible, attempt to change the larger denominations of money if presented.

The behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002651490**

## **IN**

I would like to formally report an event of disability discrimination by one of your drivers this evening at Hyde Park at 21:45 registration Y184 NLK.

I use a walking stick and have a freedom pass. The driver parked in the road and when I asked him to lower the step or please move closer to the curb he said that he does not have to do that and that I should make an effort first. Absolutely appalling. A lady stepped on the bus ahead of me and told him that I was disabled, he could see my stick and I pointed to it.

I said that this is disability discrimination. His response again was 'so, I not have to move closer'. I said I shall take down the registration number of the bus and report what he has done and he said that he does not care, closed the door and drove away.

The number 10 that arrived after him also parked in the road but lowered the step when I asked. Drivers in the past have always moved closer to the curb if the step does not lower or lowered the step. My disability is visible as I use a walking stick.

I await a response from as to who will be addressing this matter and what the next stage of your investigation will be.

You will see from the CCTV the distance from the curb, that I am asking him to move closer and his failure to do so.

## **OUT**

I am writing in reply to your email of 18 April 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for intending passengers at all times. Drivers must position their buses in such a way that they can deploy the ramp when requested.

However, the behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0002653041**

## **IN**

Message:

why are you removing countdown from 52 bus and possibly more routes?

## **OUT**

Thank you for your feedback concerning the removal of Countdown from the route 52 bus service.

As a fellow bus user I can fully appreciate how much importance we place on the arrival predictions provided by Countdown signs. I can therefore fully understand how frustrating it can be when signs are removed. Please accept my sincere apologies for the inconvenience caused.

Unfortunately, it is unclear from your feedback what you are referring to. Do you mean that the Countdown signs along the 52 route have been removed? If so, could you provide me with specific stop names and locations?

It may just be a case that currently all existing Countdown signs are currently being replaced with new second generation signs. The new signs have been designed to provide more accurate arrival predictions. The roll out of the new signs is due to be complete by Summer 2012.

In the mean time, if your sign has been removed you can still get Countdown predictions for all 19,000 bus stops online at: [www.tfl.gov.uk/countdown](http://www.tfl.gov.uk/countdown)

You can also receive text notifications of bus arrivals (see above website for further information), or if you own a smart phone there are currently several apps that have been developed by third parties that provide the predictions direct to your phone.

Thank you for taking the time to contact me. Please let me know if I can be of any further assistance.

**0002653068**

**IN**

Hello

I would like to make this an official complaint regarding the experience that I had to go through when returning home from work on Tuesday 17th April at approximately between 9.00 - 9.40 pm. I got on the 52 at High street Kensington around 9.10pm, I pressed the bell for the driver to stop at the bus stop oakhampton road , the driver did not stop and the emergency red button was pressed the doors opened but the bus did not stop like it should have as the driver had his foot down so the bus would not stop automatically. This was very dangerous as other passengers could have been injured and therefore he did not think about the passengers safety. If however he had made an announcement informing the passengers that the next stop is closed than the passengers would have been aware and decided to get off one stop earlier. But this was not the case and so passengers were unaware that the bus stop was not open. The think that annoyed me the most was that when one of the passengers tried to explain to the driver that what he did was wrong he totally ignored and expected her to apologize to him for pressing the emergency red button so she can get off.

This has happened to me many times, as the fairs are going up EVERY year we are all paying a lot of money for the service we expect more from the service. Its all lovely doing a survey once in a blue moon like the department does, but what are these surveys REALLY doing to help! I know this will not be taken seriously as I have complained before and nothing has been done about it.

Hopefully this letter will only help in a good way, or just be ignored.

Thank you for your time.

## OUT

I am writing in reply to your email of 24 April 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on 17 April 2012, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when a clear signal is given to do so.

The behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002660011**

## IN

Notes

26.04.2012 10:25:19

Mop said lately the buses take longer enroute Victoria, that the route is supposed to take 40minutes, now the bus takes 1hour and half. Mop adds she changed her routes, woke up early to get the earlier buses still she is late to work.

Today she said she has got on bus at 8:30 called at 10:10 as she was still on the bus that she might be displaced from work as a result of delays caused by roadworks going towards

Victoria adding that the roadworks should not be going on during busy times already she had to change buses as the bus are also diverted.

Mop adds she would like a reimbursement of her fare as she missed her payment at work since she was absent/late.

Response needed,

**OUT**

I am writing in reply to your telephone call of 26 April 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

We aim to operate the level of service as advertised to the public in our timetables posted at bus stops. Unfortunately, there are a number of occasions where the scheduled level of service cannot be operated due to the effects of traffic congestion, mechanical difficulties or short notice of staff absence. Although our controllers attempt to minimise delays and inconvenience to members of the public, this is not always possible owing to the unpredictable nature of operational delays.

However, the situation you describe is not in direct control of Metroline and hence I am unable offer you any kind of refund in the kind of situation.

I should like to apologise for the obvious inconvenience you have suffered when the service has not operated to the degree of reliability you and I would both like to see.

**0002661258**

**IN**

Notes

26.04.2012

14:54:40

██████████ was standing at bus stop and the bus driver drove straight pass him, ██████████ stated that where he was, was not a request stop.

Could this matter be thoroughly investigated and the results of that investigation dealt with in the most appropriate manner.

Regards,

**OUT**

I am writing in reply to your telephone call of 26 April 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when a clear signal is given to do so.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.



I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0002672077**

**IN**

Notes

01.05.2012

12:28:11



Customer said she was stationary beside a bus stop.

Customer said the driver suddenly pulled out in front of her, scratched the side of her car and damaged the front of her car.

Customer said she is not concerned about the car but she is more concerned about the attitude of the driver.

Customer said the driver came out of the bus and started shouting at her, was very aggressive towards her, intimidating her for something he knew was not her fault and pointing fingers.

Customer said she was very embarrassed and concerned about the driver's behaviour.

Customer wants the driver investigated and she wants a response back in writing.

Regards.

**OUT**

I am writing in reply to your telephone call of 1 May 2012 to London Buses concerning an incident involving a Route 52 bus whilst driving your vehicle on the previous day, which has been passed to me for attention.

The incident you report has been investigated and a report forwarded to our Head Office. Should you wish to make a formal claim, then you should write to them direct quoting reference AC11/0479 For your information they are: -

Ensign Motor Policies Metroline Claims;

3<sup>rd</sup> Floor

Comfort DelGro House

329 Edgware Road

Cricklewood

London

NW2 6JP

However, the behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002677493**

**IN**

Notes

02.05.2012      21:17:04      WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

Twice the bus came far too close and at high speed to me on my bicycle. The second time was as I was passing a road island. On catching up with the bus driver at the next bus stop, I told him that he should not get so close to a cyclist especially when overtaking at a fast speed. He laughed and said it is my responsibility to stay as close to the kerb as possible. I told him that this was not true and to refer to the highway code. He then said he does not have to talk to me and drove off. My complaint is that the driver seems to have a poor sense of safety on the road, especially with his incorrect interpretation of what cyclists should do. Your drivers should know the highway code: give room for cyclists, passing them safely, and not to assume that cyclist will cycle flush to the kerb as they have to avoid potholes etc. Also they should be trained to deal with complaints on the spot and not to laugh at a cyclist when he is telling them that they made a misjudgement. I believe in the case the driver thought he was completely right and will continue to drive in this fashion.

**OUT**

I am writing in reply to your email of 2 May 2012 to London Buses involving a Route 52 bus whilst riding your bicycle on that day, which has been passed to me for attention.

During a thorough training program, culminating in a stringent test, drivers are instructed and frequently reminded at periodic intervals afterwards of the need to drive with due care and attention, giving consideration to all other road users when in charge of a passenger carrying vehicle.

However, the behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered on this occasion.

**0002678340**

**IN**

Notes

03.05.2012      10:03:37      WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

Please could you explain why there was a gap in service on the no 52 of almost half an hour in rush hour? There was no discernable traffic problem in the surrounding area. Such a gap in service is totally unacceptable at this busy time of the morning.

Direction : Towards Willesden

**OUT**

I am writing in reply to your email of 1 May 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on 1 May 2012, which has been passed to me for attention.

We aim to operate the level of service as advertised to the public in our timetables posted at bus stops. Unfortunately, there are a number of occasions where the scheduled level of service cannot be operated due to the effects of traffic congestion, mechanical difficulties or short notice of staff absence. Although our controllers attempt to minimise delays and inconvenience to members of the public, this is not always possible owing to the unpredictable nature of operational delays.

An investigation of our operating records for the day in question reveals that the service suffered delays of up to 25 minutes due to road works in Ladbroke Grove area.

I should like to apologise for the obvious inconvenience you have suffered when the service has not operated to the degree of reliability you and I would both like to see.

**0002679493**

**IN**

Notes

03.05.2012 15:02:22

A customer called to complain about a driver not stopping to pick her up on route 52 at Victoria Station (towards Willesden Green).

She was waiting at the stop and also waived as the bus approached after having pulled over behind another three buses. She was with her three children and couldn't move easily to get to the bus away from the stop.

She said that as the stop being used by passengers arriving from airport with luggage, bus drivers should be aware of the difficulty in moving to board buses that haven't stopped in front of the bus stop pole.

(The registration# of the bus the customer boarded after the one that didn't stop is reg# Y193NLK if that's helpful t all).

Black, rastafarian driver.

Please investigate.

Many thanks

**OUT**

No response on case

**0002683596**

**IN**

Letter attached

**OUT**

I am writing in reply to your letter of 25 April 2012 about difficulties that you experienced when travelling with your daughter by Route 52 on 19 April 2012, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards staff are instructed and frequently reminded of the need to take great care with all fare transactions. Drivers are aware that children under 11 years travel free and do not need to show any ticket

or pass to travel unless they look older then they should use a 5 – 10 Oyster photocard.

The behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you and your daughter suffered when travelling on this occasion.

**0002696426**

**IN**

Dear Sir/Madam

On 29 April 2012 at 14:14 number 52 bus registration number Y183 NLK bust driver ID [REDACTED] failed to adjust the bus so that I could board it.

As he was parked in the road and the step was not low enough for me to step on to the bus at road level, I asked him if he could pull up to the curb. He banged his hand a couple of times mouthing something before moving the bus. He failed to pull up to the curb as there was still quite a gap the required a stride and step upward movement that I am unable to do with my mobility and muscular disabilities.

I asked to please position the bus close to the curb as I cannot step that far due to pain. Any attempt to do so would have resulted in me losing my balance and falling.

He got out of his carriage yelling, waving his hands in an aggressive and intimidating fashion saying that he is not going to move it closer. I decided to sit down at the shelter and wait for another bus. I was able to make a note of his ID because he had left his seat and come towards me which I thought at first was to give me a hand but it was just to curse and intimidate me. He was angry when I began to read his ID badge and note this in my phone. He was asking for passengers on the bus to come and see the gap for evidence and none of them got up because his behaviour towards me was appalling.

He did not apologise just made me feel worse. He could have offered to extend the ramp at the rear, however, this may not have worked as the door was some distance from the curb.

I was able to board a no.9 that followed a few minutes later.

Later that evening I was able to board a 52 without a problem because the driver pulled up to the curb.

This is the second time in one month that a no. 52 bus at Hyde Park Corner has not pulled up to the curb allowing me access. I do use a walking stick, therefore, my disability is visible.

I do hope that you are able to rectify this situation as soon as possible and I will require an apology for the driver.

Such acts of disability discrimination, humiliating and degrading treatment should not be experienced when using public transport and it is absolutely unacceptable that I have undergone this once again.

## **OUT**

I am writing in reply to your email of 11 May 2012 and 16 May 2012 regarding the incidents involving a Route 52 bus on both occasions.

Throughout training drivers are instructed and are frequently reminded at periodic intervals afterwards of the need to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with both the drivers concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and once again apologise for the annoyance and inconvenience you suffered on both occasions.

**0002696542**

## **IN**

Notes

11.05.2012 13:19:19



Customer would like to make complaint against bus driver on bus route 52, she is disabled and has a freedom pass.

When boarding the bus she touched in her disabled pass but it wasn't working on the machine customer then said she had to pay, customer refused to pay showed driver her disabled badge which expires on March 21st 2015 but driver still wouldn't let her on.

Another passenger a young adult his oyster card wasn't working and driver let him go through with no issues so lady then asked driver "What is your problem? Do you have a problem with irish or white people?" as driver was a mixed race lady

Driver then said i'm not moving the bus until you pay, customer has already spoken to a staff at the garage regarding this who advised her to call tfl to submit complaint.

## **OUT**

No response on case

**0002707074**

## **IN**

Today at approximately 16:30 hours: I had a very near miss with a route 52 on the bus movement area at the above location. Running number of the bus was 252. Such was my concern that I spoke to the bus operator through his drivers signalling window after the bus was safely parked and I raised my concerns with him regarding his aggressive and unsafe driving. The Operator was an IC1 MALE: [REDACTED]

[REDACTED] wearing a white shirt - no tie / open-necked shirt: he also spoke with a Mediterranean type accent I request that you seek to secure front looking and drivers signalling window CCTV data from the Metroline CCTV suite at Wembley without delay. This aggressive driving is unwarranted in an area where pedestrians are legitimately crossing. I have logged this complaint with the Bus Station Controller at Victoria at the time it occurred. I am an employee of LU and a former RPI and CCTV Investigator for TfL Surface Transport. My employee number is [REDACTED] I request that this complaint is acted upon soonest.

## **OUT**

I am writing in reply to your email of 4 May 2012 to London concerning an incident involving a Route 52 bus on that day, which has been passed to me for attention.

During a thorough training program, culminating in a stringent test, drivers are instructed and frequently reminded at periodic intervals afterwards of the need to drive with due care and attention, giving consideration to all other road users when in charge of a passenger carrying vehicle.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered on this occasion.

**0002708573**

**IN**

Notes

16.05.2012

17:06:51



It is very unfortunate that I have to write to you again today in relation to direct disability discrimination and additional abuse by your bus drivers.

I caught the 52 from my local stop at Kensington Palace to Victoria station. When I arrived at the bus stop the step was already lowered and close to the curb, however, when I went to alight at Victoria at 18:43 the driver refused to lower the step, move closer to the curb or let the ramp out for me.

When I requested this assistance he laughed and said no he is not going to oblige. He saw I had a walking stick and still refused. He said to 'get off at the back then' - when he stated this I stood at the door waiting for the ramp which he did not let out. Another bus driver from the bus behind came and asked him to move forward and said he could not help me down the step for health and safety reasons. His response to the other driver was 'get her off my fucking bus'. When I explained to him that my hip is in pain and I will lose my balance and cannot risk it he said 'oh just get off my fucking bus'.

There was an announcement which transpired was asking for the driver to move forward due to a queue and he still would not lower the step or ramp.

He stated that he is permitted to have the bus 12" away from the curb and does not have to lower the step and ramp if he does not want to.

I asked him for his identification number and he laughed and said no I am not going to give it to you and laughed. He laughed and stated that he did not care that I was going to report him. He continued to shout and be obnoxious and rude.

A lady approached the bus to ask for some directions and kindly helped me down the step. I have upper and lower muscular, neurological and skeletal problems, therefore, if I have to be very careful. The walking stick is the only medical aid that he could see but I also wear wrist splints and have an electrical device to help control my pain. I also use a freedom pass which is only allocated to those who have a need.

I went to the information desk to report him and the gentleman at the desk stated that unfortunately out of the 1000s of drivers there are some that are not pleasant and that what he did is not acceptable and handed a card with your details.

You should be able to see all this information by viewing your CCTV camera.



I also have an image on my camera of the driver and written above the window in the carriage in black pen and print was VIP174.

I have been advised to obtain from you a telephone number that I can call that goes directly through to an inspector should the matter arise again.

I hope to receive a swift response from you in relation to this matter and details on what action you will be taking, as this is the third incident in the space of one month.

## **OUT**

I am writing in reply to your email of 11 May 2012 and 16 May 2012 regarding the incidents involving a Route 52 bus on both occasions.

Throughout training drivers are instructed and are frequently reminded at periodic intervals afterwards of the need to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with both the drivers concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and once again apologise for the annoyance and inconvenience you suffered on both occasions.

**0002708570**

## **IN**

Notes

16.05.2012      17:06:31      WEBLOGIN

### **PREFERRED MEANS OF CONTACT: EMAIL**

I was waiting for the 52. there was one to kensal rise and 1 for willesden bus garage. there were a number of buses letting people off and the 52 to willesden decided to let people off at the roundabout at sainsbury ladbrooke grove.. i waited until the bus came up towards the bus stop where he should have been to let people on or off. the bus driver then indicated to drive past me i put my hand out and he looked at me and drove straight past me...My issue with this is that like him i work to, i started work at 7am he had no relevant reason to drive past me as i was in the correct place. i have now had to spend extra money to get home because of his ignorance. It is not acceptable and i do expect actions to be taken.. he let people off the bus in a unsafe place and then expected me to run to the bus when he was in the wrong place. this behaviour will not be tolerated..im not gonna get myself knocked over

because he simply can not be bothered to do his job properly. i would like you to contact me via email. [REDACTED] thank

you

Direction : willesden bus garage

## **OUT**

I am writing in reply to your email of 16 May 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when a clear signal is given to do so. Drivers should stop at and position the bus in the area marked with bus stop, for the passengers to board and alighted safely.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0002715285**

## **IN**

Notes

19.05.2012

21:47:55

WEBLOGIN

### **PREFERRED MEANS OF CONTACT: EMAIL**

Whilst stationary in traffic the driver of the bus behind us constantly flashed his lights and sounded his horn,(I believe while sounding your horn whilst stationary is an illegal act)we couldn't move because of the heavy traffic the driver appeared agitated.

When eventually he could pass us he looked at us still continually sounded his horn.When we reached Hyde Park Corner to turn right to Victoria, the bus approached us from behind came along our left hand side with his right indicator on,trying to block our passage going right on the roundabout. This type of behaviour is totally unacceptable and putting passengers at risk.I would like to think this driver will be dealt with in the appropriate manor.Let's hope your staff behave in a more polite way especially during the Jubilee and Olympic period!!!!

Direction :

## **OUT**

I am writing in reply to your email of 19 May 201 to London Buses concerning an incident involving a Route 52 bus whilst driving your vehicle on that day, which has been passed to me for attention.

During a thorough training program, culminating in a stringent test, drivers are instructed and frequently reminded at periodic intervals afterwards of the need to drive with due care and attention, giving consideration to all other road users when in charge of a passenger carrying vehicle.

The behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience when wishing to travel on this occasion.

**0002726535**

## **IN**

type buses

feedback Bus Reg. Y176NLK. The top deck stinks like mould and Mildew, the Floor and seat legs need a Proppa clean, it will only get worse when it gets hot. May 12, Bus 52. I could not go up there phew!

location 52

date 12.05.12

time 14:10

## **OUT**

I am writing in reply to your email of 13 May 2012 to London Buses concerning the appearance of the Route 52 bus that you recently noticed.

All buses are given an exterior wash and cleaned inside at the conclusion of their days work. The given bus registration number will be passed on to our cleaning contractors to check and clean the bus accordingly.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002724403**

**IN**

Notes

23.05.2012

09:25:17

██████████ —

The driver told the customer to "shut up and go sit down" when she told him to next time park the bus closer to the curb as she had difficulty boarding the bus with her buggy.

He also cursed her using the f word when she told him he had no right to talk to her the way he did. The customer is pregnant and was travelling with her baby and buggy. She would like a response.

Please investigate.

**OUT**

I am writing in reply to your telephone call of 23 May 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for intending passengers at all times. They should also try and park the bus as close as possible to the kerb for the passengers to board and exit the bus safely.

However, the behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002734019**

**IN**

Good morning

I am emailing regarding the Bus Service on the No. 52 which I use every week day from London Victoria to the Royal Albert hall and return. The service is not frequent

enough for the amount of people that it carries. Yesterday I waited at Victoria Station for nearly 20 minutes and this has happened on many occasions. In the early morning and late afternoon early evening times when people are trying to get to work or the museums etc, there are always large queues of people waiting and I would like you to consider increasing the number of 52 buses that are run at peak hours.

It is most frustrating to try and get to work early only to find that there is a long wait for the bus and the same in the evenings when often waiting for a long time and then two will come along together and then another long wait for the next bus.

Kind regards



## **OUT**

I am writing in reply to your email of 26 May 2012 to London Buses about difficulties that you experienced when travelling by Route 52 recently, which has been passed to me for attention. We aim to operate the level of service as advertised to the public in our timetables posted at bus stops. Unfortunately, there are a number of occasions where the scheduled level of service cannot be operated due to the effects of traffic congestion, mechanical difficulties or short notice of staff absence. Although our controllers attempt to minimise delays and inconvenience to members of the public, this is not always possible owing to the unpredictable nature of operational delays.

Additionally, Route 52 by its very nature passes through a number of heavily congested areas including Willesden, Kensal Rise, Ladbroke Grove, Notting Hill Gate, Kensington, Knightsbridge and Victoria. Inevitably delays at one or more of these locations, particularly during the peak periods, cause disruption and result in gaps in the service. In addition, indiscriminate parking causes further difficulties at a number of locations on the route.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002740638**

## **IN**

Notes

29.05.2012

09:45:36

WEBLOGIN

This is a complaint about dreadful driving. I want a safe driver but his driving was ridiculous & made the usual under 40 min journey take an hour. The whole bus was very frustrated & he needs to be told to drive smarter & at an appropriate speed.  
Direction : Willesden Green

## OUT

No response on case

**0002742265**

## IN

Notes

29.05.2012      15:07:48      WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Good Afternoon,

At 09:45am on 29th May, I was cycling home west along Barlby Road (postcode) and was approaching the roundabout that connects with Ladbroke Grove. I needed to make a left turn on to Ladbroke Grove towards Kensal House. This roundabout is on a steep hill and left turn is very sharp. Although there is a cycle lane on this turning, it is safer to assume a protective position in the middle of the road as vehicles often come around this roundabout quite fast and there isn't enough space for the cycle lane to be in use when a vehicle is driving through that section [1]. I would shortly be at another roundabout (with little room to share the road) and would be making a right turn soon after.

As I approached the first roundabout and made my turn, I looked right and saw a bus approaching the roundabout but far enough away that I could safely make the turn, I did this and was still in the center of the road ready for the next roundabout after a short section of road, so I decided to stay in this safe primary position.

Unfortunately, this position was not quite so safe as the bus driver seemed agitated by my placement and he beeped his horn at me. I looked back and saw him pointing towards the cycle lane suggesting that I should be in it. He accelerated and began to pass me only to immediately pull to the left to make his next passenger stop while I was still alongside. This resulted in me being forced very close to the curb and almost getting hit by the bus. As a result, I had to get off of the bike. I decided to talk to the driver and wanted to remind him that:

A horn is to alert someone of your presence, not to mark your disapproval [3], I am legally entitled to cycle on any part of that road; just because there is a cycle lane there does not mean that is where I belong. [4]

The driver did not listen, incorrectly arguing that the law says I have to use the cycle lane (which is inaccurate [4]) and I was

unable to explain that a part of the reason for my position was that I needed to make a right hand turn a short while later.

As there was no point in getting into a prolonged argument, I decided I was going to write about this. I took a photo of the driver who refused to give me his name. This made him more angry and he started shouting "you can't take my photo, are you going to come back and kill me?" repeatedly. I tried to inform him it was for evidence to send in this letter, but he didn't listen. He said that I was "in trouble" and he would "contact the police" (at this point he pushed a button on a console to his right). I left and took photos of the bus's licence plate and route number.

I am unsure if the driver seriously thought that I had any threatening intent by taking the photos and am mortified to think that someone would think I could cause them any harm. Please let me assure you that I was only recording evidence for this letter and pass on my apologies to the driver if he did genuinely feel threatened.

As a cyclist, I have as much right to be on the roads as a bus [5]. I know that your drivers undergo training so am shocked at such a lack of knowledge of the highway code and TFL's own information [2] as highlighted by my experience. If I were hit I could have lost my life or been seriously injured [6].

With an increasing number of cyclists on the road, summer now here and more people due in London for the Olympics I think that this is a critical issue.

I would like to know if this incident will be reported to the driver and what procedures exist to improve driver behaviour towards cyclists and their knowledge of the highway code. In particular I would like that they are better informed of the highway code, specifically sections 112 ("Never sound your horn aggressively") and 163 ("give ... cyclists ... at least as much room as you would when overtaking a car (see Rules 211-215)").

The bus that was involved today was on route 52 via Kensington, its license plate is Y173 NLK. This happened at approximately 09:45am and the photos can be found here:



## OUT

Thank you for your recent feedback and e-mail regarding the behaviour of a route 52 bus driver.

I was concerned to learn about the incident you were involved in. Please accept my apologies for the distress that you suffered as a result of this driver's behaviour. As someone who cycles in London regularly myself, I fully appreciate how intimidating a

bus can be to a cyclist. You won't be surprised to learn that safety, of other road users as well as that of our passengers, is an issue we take extremely seriously. We are committed to making London's roads safer for cyclists. While most London bus drivers have some experience of cycling in London, we realise that all bus drivers need to be aware that the proximity of a bus can be extremely daunting to a cyclist.

As the public face of our organisation, it's essential that our bus drivers promote a positive image of London Buses, as well as operating their bus to the highest standard. Training is vital in achieving this. As you would expect safety is a vital part of this training. All drivers receive thorough training from their operating company. To augment this, we've developed an enhanced programme for all drivers aimed at raising standards of driving, as well as improving customer service skills. This training leads to a nationally recognised BTEC qualification.

We're working with the bus operating companies to develop additional training programmes for drivers. For example, you may be interested to know that we've also produced a 'cycle awareness' DVD for all bus drivers. This highlights to drivers good practice with regard to having regard for cyclists and other key road users.

And to ensure that our drivers continue to meet the standards we expect, we regularly carry out a number of different monitoring exercises. For example, over 6500 Driver Quality Monitoring (DQM) surveys are carried out on our behalf each year by independent examiners from the Driving Standards Agency (DSA). These covert assessments are designed to highlight problem areas. The two main assessment criteria are Passenger Consideration and Driving Ability. In addition, we carry out around 2000 Mystery Traveller & 800 Customer Satisfaction Surveys across the bus network every month. These also assess various aspects of a driver's abilities.

Therefore it's very disappointing to learn that the driver in question behaved in a deliberately intimidating manner despite the fact that you were legally riding on the road. Such conduct is unacceptable. I have passed your complaint onto Metroline, who operate route 52 for us. They have confirmed that the driver has been identified and will be interviewed in relation to his conduct. For confidentiality reasons Metroline cannot release details of a staff interview and any subsequent action taken. But please rest assured that both London Buses and our operating companies treat complaints about poor staff behaviour with the utmost seriousness. The behaviour you experienced is not tolerated and the driver will be in no doubt of the consequences of any such conduct in the future.

Thanks again for taking the time to bring this matter to my attention. I hope that this incident will not deter you from cycling in London and if I can be of assistance on any other matter, please do not hesitate to contact me.

**0002747611**

**IN**

Previous correspondence unrelated to route 52



Thank you for your e mail

I had a similar experience today - when about 20 [REDACTED] School girls got on the 52 bus at Kensal House Ladbroke Grove and then got off 2 stops later (!) - stopping people who were obviously trying to get to work and probably to Victoria - getting on the bus. This simply cannot be right. And in the current economic climate it surely cannot be cost effective to offer free fares to ALL young people. Thank you for your time

## **OUT**

Thank you for your further email concerning the free travel concession that is provided for school children.

I'm sorry to learn of the inconveniences you describe as I can appreciate how frustrating it must be when a bus is crowded. I sincerely apologise for any frustration caused as a result.

The Mayor of London decides how to generate fares revenue and Transport for London (TfL) proposes a fares package in response, aimed at meeting the Mayor's overall requirement, with increases and decreases each year across the spectrum to generate an overall package/revenue sum. Transport for London does not make enough revenue from London Buses to cover the operating costs of the bus network and we therefore receive a grant from the Government. This grant reflects the huge number of passengers that use bus services in London and the expense incurred in meeting the demand: every weekday over 6,800 scheduled buses carry around six million passengers on over 700 different routes.

The Mayor decides what policies he envisages in terms of each mayoral term and each year: he may not always agree with the package TfL proposes in response to his requirements and sometimes TfL has to revisit the proposals. However, knowing that the continuation of the free and concessionary travel schemes for children is a key element of the current Mayor's platform, we would not propose reducing the discount and/or concession or removing it.

TfL therefore finds the money to support the free/concessionary travel schemes from the various revenue streams that we have; therefore it is partly funded from both fares paid by other passengers and from the central government grant.

We do not have figures that quantify whether the free and concessionary schemes for children provide "value for money" as such we believe that the majority of Londoners are happy for the capital's children to benefit from this scheme and from the equality of opportunity it affords to all children growing up in our city.

Once again, thank you for contacting us and I hope this information is helpful.

If I can be of any further assistance please let me know.

**0002749112**

**IN**

Notes

31.05.2012

16:27:31

WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

bus at stop outside sainsbury ladbroke grove. doors had closed, he would not open doors for my elderly mother and i.

bus was in bus stop, traffic at a standstill, and was there for at least another 5 minutes. Very rude man. Hopefully treat our overseas visitors that are here for the olympics with a bit more courtesy!!!  
Direction : willesden

**OUT**

Thank you for your feedback about the driver of a route 52 bus who would not open the doors for you and your mother at the stop outside Sainsbury's Ladbroke Grove on 31 May.

I was concerned to learn of the events you describe. Drivers are expected to promote a positive image of London Buses and to act professionally at all times. I am sorry the driver would not let you board and I apologise for the inconvenience this caused.

You will not be surprised to learn that we expect the very highest standards of service from everyone representing London Buses. This is especially true of bus drivers as they are in many ways the face of the organisation.

Drivers receive comprehensive training to enable them to perform their duties effectively. Customer service is central to this training. If a bus is stationary at a bus stop and the driver has not started to manoeuvre away from the stop we would expect them to reopen the doors of the bus should someone wish to board. The behaviour you describe was unacceptable.

Details of your experience have been passed to Metroline, who operate route 52, for further investigation. The operator will endeavour to identify the driver from the details you have provided and follow this up with appropriate remedial action.

We are committed to improving driver behaviour and need to know when things have gone wrong. Should you experience any further problems, please let me know and I will take them up with the operator concerned. Any information that can be provided – time, date, location, route number, bus registration number – will be gratefully received as this helps us to take action with individual drivers who provide poor service.

Thank you again for bringing this matter to our attention and please pass on my apology to your mother. Should you have any further queries, please let me know.

**0002751303**

**IN**

Notes

01.06.2012 13:05:50 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I got on the 52 bus as usual at the top of Ladbroke Grove, going to Hyde Park Corner. When I got on the bus it clearly stated that

the destination was Victoria. When we got to Kensington Park Road the driver held the bus at the bus stop for more than 5 minutes

without making a single announcement as to why we were being held. He then drove on and only when we reached the end of Kensington

Church Street did the automated guide announce that the destination was now Royal Albert Hall. But this was not announced by the

driver, nor was the automated announcement preceded by the announcement that the destination of the bus had actually changed.

This is completely unacceptable. The driver treated his passengers with complete contempt by not informing us of what was going on

and just expecting us to get on with it. He was completely unresponsive when I complained to him. I am disgusted with the lack of

service that I received this morning. I expect at the very least that the driver should make an announcement when the destination

of the bus has changed. I accept that these things happen but I do not accept your driver's complete lack of customer care. I

suggest you retrain your drivers immediately in the art of customer service. I would also like a response and some form of

compensation for the inconvenience caused to me this morning.

**OUT**

I am writing in reply to your email of 1 June 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

On occasions, due to late running of a bus caused by traffic congestion or an incident along the route, it becomes necessary to curtail the vehicle short of its original destination. This procedure should normally only be used where another bus on any route is in close proximity and allows passengers to travel to their required destination.

An investigation of our operating record reveals that due to traffic along Harrow Road area the bus had to be terminated short of its journey. All services are monitored by our service controllers and they would terminate the buses short of their journey as required. Drivers have to follow the instructions given by the service controllers. However, the drivers in charge of the bus must inform the passengers on board of the situation.

The behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002751476**

**IN**

Notes

01.06.2012 14:00:20

The customer complained that a lot of youngsters board route 52, students coming back from school they are loud and disruptive. He believes that the drivers must deal with the problem more effectively, either by stopping the bus or quieting the youngsters down.

He said there doesn't seem to be a policy from the drivers about the issue and he says a lot of passengers take it upon themselves to quiet them down. He suggests that the drivers can evacuate the bus in some circumstances. He uses the route four times a day with his family and he doesn't want to be paying for unpleasant service.

He wants a response.

**OUT**

No response on case

**0002751557**

**IN**

Notes

01.06.2012

14:15:26

[REDACTED]

Customer would like to make a complaint about bus driver, she wanted to get on with her push chair as there was no push chair on the bus.

She went to try get on from the back doors with her push chair but driver closed door on her face but then opened door for another lady that wanted to get on with the bus.

She asked him to let her on then but he just ignored her and drove off, customer very angry regarding this.

Feels his attitude was very bad and racially motivated

**OUT**

No response on case

**0002758899**

**IN**

Notes

06.06.2012

13:22:44

[REDACTED]

Customer called to complain that the driver terminated the bus and just basically told everyone to get off without any explanation. Due to the lack of time that they were given to leave the bus, in the hurry the customer left a very expensive phone case on the bus. If this does not get handed into lost property she will be making a claim for personal loss. please investigate accordingly.

**OUT**

No response on case

**0002763861**

**IN**

Notes

07.06.2012

17:14:44

[REDACTED]

Customer says that the buses serving the Hyde Park Corner Station bus stop do not adhere to the schedule and that the information displayed on the countdown timer is useless as the buses don't show up or show up when the time is not listed.

**OUT**

No response on this case

**0002774597**

**IN/OUT**

Duplicate of 0002742265

**0002779424**

**IN**

Notes

13.06.2012      12:56:44      WEBLOGIN

**PREFERRED MEANS OF CONTACT: PHONE**

I was waiting for a No 52 bus - 4 buses came along in a line the first stopping at the bus stop - all 4 buses were stationary with their entrance doors open but it was not possible to see the numbers of the last 2 buses - eventually the buses at the front moved on and the bus at the rear moved into the outside lane - it was only then that I and 3 other persons waiting realised it was a No 52! We then had to watch our bus go sailing by the stop in the outside lane. The bus had an identifying no DLV 173 and was driven by a small man of Asian appearance. What is your policy at this congested spot? Have you considered passengers with impaired mobility like myself, who find it difficult to walk 3 bus lengths at speed to ascertain the number of a bus? Regards, [REDACTED]

**OUT**

Thank you for your feedback, on 13 June, concerning the behaviour of a bus driver on route 52. Please accept my apologies for the late response to your complaint.

I am concerned to hear about the events you describe. We expect drivers to promote a positive image of London Buses and to act professionally at all times. I am sorry the driver failed to wait for the other buses to move off before moving up to the bus stop to pick up passengers, and apologise for the inconvenience this caused.

You will not be surprised to learn that we expect the very highest standards of service from everyone representing London Buses. This is especially true of bus drivers as they are in many ways the face of the organisation.

Drivers receive comprehensive training to enable them to perform their duties effectively. Customer service is central to this training. Clearly, bus stops should be served properly with drivers keeping a keen eye out for waiting passengers. It is disappointing to hear that this basic procedure was not followed.

Thanks to the information you have provided, Metroline, who operate route 52 for us will be able to identify the driver involved. He will be interviewed and reminded of the appropriate course of action to take at a congested bus stop.

Thank you again for bringing this matter to our attention. Should you have any further queries, please let me know.

**0002783389**

**IN**

[REDACTED]

01 June 12Dear Sir/Madam

I'm writing to make a complaint regarding the behavior of a bus driver today. There are two bus stops at Sainsbury's one going towards Ladbroke Grove and the other going towards Willesden. I was at the bus stop with my child and several bags of heavy shopping waiting for the 52. There were a few buses around because the road was congested. I continued to wait for 52 when I seen my bus marked Willesden pulling out from the bus lane - before it reached the bus stop.

The bus was then stationary on the lane of traffic directly opposite the proper bus stop. I knocked on the door and asked the driver if he was going to Willesden and he just muttered something, then ignored me, refusing to open the door. Another woman was waiting for the same bus and was politely explaining to the driver that this was the bus stop for the Willesden bus. The bus continued to remain stationary for approximately a minute due

to the congestion at the roundabout ahead. Myself and the other person who had been waiting stood at the door of the bus telling the driver that we were waiting for this bus. The driver refused to open the door.

Unfortunately I didn't get the registration number of the bus, but the number on the side of the bus was VPL189. The other passenger told me that the number at the front was the 'running' number and that it was 263 or something similar.

I can tell you the incident happened at approximately 11.44 today at Sainsbury's Ladbroke Grove. The bus was a 52 going to Willesden. The driver was white and in his early 30's.

I hope this is enough to identify the driver.

Please get in touch to inform me whether or not something will be done about this.

**OUT**

I am writing in reply to your email of 1 June 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for intending passengers at all times. Particular care should be taken in instances where other buses may already be serving the stop.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0002784793**

**IN**

Notes

15.06.2012      09:22:11      WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

When a bus is not running it would be good to have someone tell you. Waited 20 mins and in end had to take other route. Last few days 52 seems to be running reduced service and now seems to have stopped altogether.... Get a human out to the stops at Victoria where mny wait and the count down timers are often hopeless. We pay more each year for tickets...not seen much improvement recently...  
Direction :

**OUT**

Thank you for your email regarding a journey you experienced whilst waiting for the 52 bus at Victoria on 15 June. I am grateful for the time you have taken to get in touch.

I am sorry to hear that there was no information provided at the bus stop to inform customers that buses were not serving the bus stop, and that you were provided with incorrect information from the countdown service. Please accept my apologies for the inconvenience this has caused you.

We realise how important it is to make our customers aware of any such issues which could affect their journey. When we become aware that a disruption will have a significant effect on our services, we post information at bus stops and on our website to make our customers aware of the problem.

However, because of the nature of the problems that can affect our service, we often do not have any prior notice of them and it can be difficult to anticipate how long any disruption will last. Consequently, while we do strive to notify passengers, the sudden, short-term nature of the disruption often precludes this. In many cases, the problem is resolved before we would have a chance to post information about it at bus stops or on the website.

I have contacted Metroline, who operate route 52, and asked them to look into the problem you have experience. They have informed me that services were withdrawn from Victoria and were instructed to terminate at Hyde Park due to over crowding



and safety issues on that day. Again please accept my apologies that this information was not provided at the bus stop.

Thank you once again for taking the time to bring this matter to my attention. ,If you have any further queries please feel free to contact me.

**0002791590**

**IN**

Hello,

I'd like someone to call me back please about a complaint I have about the rudeness & dreadful driving of the driver on the 52 bus from Victoria to Willesden Green this morning at approx. 8.30am on 07/06/2012.

The bus registration is Y198 NLK (I think).

The driver is 40-50 years old, [REDACTED] I went to ask his name/number but he was so rude to the woman in front of me asking a very simple question about the next stop, I was too intimidated to speak to him.

I have travelled with this man once before (last week) on the same journey & I was compelled to complain about him then for the same reasons. I've never complained about a bus driver in my life.

He is incredibly rude to passengers & creates chaos & crowds of frustrated passengers at bus-stops along the route thanks to his terrible driving. Even though the roads were extremely quiet this morning he was going so slowly on open roads that the top deck were left wondering if there was a fault with the bus. He makes the journey take far longer than it should & his rudeness & terrible driving give a very bad impression for Transport For London.

I would like to make an official complaint & would like to know how the matter will be dealt with.

**OUT**

I am writing in reply to your email of 7 June 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

Throughout training drivers are instructed and are frequently reminded at periodic intervals afterwards of the need to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002802820**

**IN**

Notes

21.06.2012      16:28:29      WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

Driving with my husband from Kensingo towards Knightsbridge in the direction of Victoria. The bus driver came on our inside forcing my husband to drive on the other side of the road toward on coming traffic. The bus driver then manouvered the bus int a position where it took up two lanes and forced my husband into oncoming traffic at the same time knocking off the passenger side mirror. I was able to see the driver very clearly as I was in the passenger seat. I informed the driver that I was going to report him for driving dangerously.  
Direction : towards Victoria

**OUT**

I am writing in reply to your email of 21 June 2012 to London Buses concerning an incident involving a Route 52 bus whilst driving your vehicle on that day.

During a thorough training program, culminating in a stringent test, drivers are instructed and frequently reminded at periodic intervals afterwards of the need to drive with due care and attention, giving consideration to all other road users when in charge of a passenger carrying vehicle.

The incident you report has been investigated and a report forwarded to our Head Office. Should you wish to make a formal claim, then you should write to them direct quoting reference AC110597. For your information they are: -

Ensign Motor Policies Metroline Claims;

3<sup>rd</sup> Floor

Comfort DelGro House

329 Edgware Road

Cricklewood

London

NW2 6JP

I should like to thank you for bringing this matter to my attention.

**0002800400**

**IN**

Notes

21.06.2012

08:39:18



MOP says that the driver was driving very fast, opening and closing doors very quickly. MOP also says that the driver was playing music in his cabin that she says "you would expect to hear in a mosque", which could be heard throughout the bus. MOP also says that every 52 that passed buy he would stop and shout out of the window "Are you off on Sunday?".

MOP says that she felt very scared on the bus. No response required, but customer wanted this complaint lodged.

**OUT**

No response on case

**0002812311**

**IN**

Notes

25.06.2012

18:38:47



The MOP got on the bus with her 9 year old daughter, and was about to climb the stairs to the upper deck, when the driver shouted "oi", and then pointed to the MOP and her daughter. The driver said "where's her oyster card", to which the MOP responded "she's only 9 years old, she doesn't need an oyster card.

The driver is then alleged to have said "where's your proof, where's her card?". The MOP responded "she's not 11, she doesn't need a card".

The driver is then alleged to have said "I don't like you, I can refuse you entry, but I'll let you go on this time". The MOP says she felt embarrassed by this.

MOP says she would like a response (by email prefered) regarding this incident, and would like an apology from the driver.

**OUT**

I am writing in reply to your email of 23 June 2012 to London Buses about difficulties that you experienced when travelling by Route 52 with your daughter on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards staff are instructed and frequently reminded of the need to take great care with all fare transactions. However, the behaviour you report is not of the standard that Metrolink expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002816219**

**IN**

Notes  
26.06.2012 22:23:45 WEBLOGIN

As a visitor I was rudely dealt with by drivers on two occasions, I am not after a result on my own behalf but rather with the  
olimpes comming up more curtousy could and should be applied. Thanks  
Direction :

**OUT**

No response on case

**0002825348**

**IN**

Notes  
29.06.2012 16:14:58 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I was with my dog the driver did not open the door to the bus refused to let me on just waved no and drove off, I have not  
experienced this before  
Direction : nottinghill gate

**OUT**

I am writing in reply to your email of 29 June 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when a clear signal is given to do so.

The behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0002831478**

**IN**

Notes

02.07.2012      18:17:05      WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

The driver braked very sharply and my partner has suffered bruising, pain and shock to her wrist, forearm and knee. The driver refused to give his official number and drove away as I was trying to write down the bus registration number. Your very urgent response is required please. We were travelling on Freedom Passes  
Direction : Victoria

**OUT**

**Accident on 02/07/2012**

I'm sorry to hear about the incident on the above date. As you may be aware, our bus routes are operated by private operating companies. Although they operate under contract to Transport for London (TfL), they are in charge of the day to day running of the service, this includes processing claims.

I have contacted Metroline and asked them to conduct a full investigation. We do not play a direct part in the compensation process. This is a matter that has to be dealt with by the company concerned who will directly correspond with you regarding your claim. You should expect an acknowledgement shortly. If you do not, you must contact them directly, their contact details are below:

Head Office

Hygeia House  
66 College Road  
Harrow  
Middlesex  
HA1 1BE

Tel: 020 8218 8888  
Fax: 020 8218 8899

I think it is essential for your partner to visit her General Practitioner. If her injuries persist and her GP recommends treatment of any kind, it is important for you to inform the bus operator immediately.

Please bear in mind that the operator will require some basic information about the incident. For example, you will need to provide information about: (a) the route number, (b) where and when your partner boarded, (c) where and when she exited, (d) exact location and time of where the incident happened, (e) where she stood/sat on the bus, (f) what your client was wearing, (g) her age and any distinguishing features, (h) driver description (age, ethnicity, distinguishing features, badge number and/or name), (i) witness details of others on bus, (j) specific injury details (including photos if she has them), (k) copy of the ticket, if she has one. I appreciate that you have already given me some of the above details; however, the operator may still request this from you.

Thank you for bringing this matter to our attention.

**0002828551**

**IN**

Notes

02.07.2012 08:40:49

— [REDACTED]

Customer called to make a complaint about bus driver.

Advised has noticed this one particular driver attitude is very bad, she talks to passengers in a very rude way.

And she is always stopping short of where bus stop is lets people on the doesn't stop at the actual stop, customer advised on friday she saw her let some people on before she got to the actual bus stop.

Customer feels general attitude of this driver is very bad, would like someone to speak to her regarding this.

**OUT**

No response on case

**0002828551**

**IN**

Notes

02.07.2012 08:40:49 [REDACTED]

Customer called to make a complaint about bus driver.

Advised has noticed this one particular driver attitude is very bad, she talks to passengers in a very rude way.

And she is always stopping short of where bus stop is lets people on the doesn't stop at the actual stop, customer advised on friday she saw her let some people on before she got to the actual bus stop.

Customer feels general attitude of this driver is very bad, would like someone to speak to her regarding this.

**OUT**

No response on case

**0002835388**

**IN**

Notes

04.07.2012 09:19:25 [REDACTED]

52 - Metroline

Driver Number: [REDACTED]

08:30 @ Ladbroke Grove Station

Customer reports that as she and son crossed road, driver went through a red light narrowly avoiding her son. Customer states that while the driver was happy to give badge number, she claims that the driver didnt appear to be paying attention to surroundings or was even too tired to be driving.

Customer would like the matter investigated as the "near miss" was extremely close. Customer did not require a reply.

**OUT**

No response on case

**0002838559**

**IN**

Notes

05.07.2012 01:33:44 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I DEMAND YOUR IMMEDIATE REPLY TO MY E-MAIL COMPLAINT MADE ON 2 JULY AT 18.20 REF NO 1010873495 I WILL BE CONTACTING MY MP BARRY GARDINER ON THIS MATTER ABOUT YOUR FAILURE TO RESPOND TO MY COMPLAINT ABOUT TO AN INJURY SUFFERED BY A PASSENGER AS A RESULT OF THE MANNER OF DRIVING BY THE BUS DRIVER. REPLY NOW PLEASE AND DO NOT DELAY ANY FURTHER!!!

Direction : victoria

**OUT**

No response on case

**0002858989**

**IN**

Notes

12.07.2012 16:31:24 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

As usual, I said Hi to the driver while I touch the reader with my card and he gave me a look from head to toes and didn't say a

word. I'm always very polite to the drivers and I think its as rude not to acknowledge them as it is for them not to acknowledge

the passengers. Many times I get a Hi back or even a smile but plenty of times, the head to toe look or not even that. You should

teach manners to your drivers. Plain and simple.

Direction : Victoria

**OUT**

I am writing in reply to your email of 12 July 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.



Throughout training drivers are instructed and are frequently reminded at periodic intervals afterwards of the need to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002864556**

**IN**

Notes

16.07.2012 08:42:19 

Customer said that on Sunday people can park on yellow line which caused a queue of traffic so the bus driver could not pull into the bus stop which customer did not mind; as they were going to board the bus 2 cyclist were going across them so customer had to wait on the [pavement for them to go pass before making their way to the bus. The bus driver who did not see the cyclist then pulled away.

moved about 6 feet along and the customer banged on the bus for it to stop, the driver stopped and shouted get of my F\*\*king bus. Customer explained to the bus driver we were not being rude there was a cyclist so we had to wait for it to go past first but the driver continued to shout. If you carry on I will call the please and the bus driver replied well going on call the F\*\*king police.

Customer then ignored the bus driver and scanned his Oyster twice and it did not work, the next passengers oyster card worked but after which every passengers did not work on the machine till they got to Victoria.

At Victoria station, customer got of the bus and took a picture of the bus and the bus driver in it. Customer said whiles he was taking the second photo the driver gestured the 'V' sign at him whilst laughing (the picture is there to prove it).

Customer is requesting for the CCTV to be kept as a proof of his behaviour (not for the customer but for the management to have a look at it.)

please investigate but no response required.

**OUT**

No response required

**0002890804**

**IN**

Letter attached

**OUT**

I am writing in reply to your comments of 13 July 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when a clear signal is given to do so.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002899799**

**IN**

Notes

30.07.2012

12:10:24

WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

Travelling on the 52 bus drivers electronic device told us of a change of destination. I, being prompt for my meeting, decided to change buses at the next stop and get on the 52 coming up behind. I did so and explained to the new driver that the bus in front had changed destination. Having pre-paid my oyster with the minimum needed to make his one bus journey (to Victoria) he insisted that I top up my oyster again thus charging me twice for the same journey. I am totally in awe of the stupidity of this process. I am making the same journey but due to your diversions or whatever the reason the initial bus stopped at Nottingham Hill Gate I have now been charged twice for your misleading signage. I expect you to not only refund his amount as when the time came to change for the other passengers in front they were all let on without a secondary charge but an apology. I am astounded by this total lack of common sense and decency and if this is not rectified within 7 days I will endeavour to submit this to the press to add to our ever increasing public complaints.

## OUT

I am writing in reply to your email of 30 July 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

When a bus is particularly delayed, route controllers can stop it short of its usual destination. This allows the delayed bus to turn around, and return to its usual timetable in opposite direction. We do this for the benefit of our passengers, as it allows us to maintain an even service across the route and prevents delays from building up. We realise that this causes inconvenience for some passengers, and so only take this action as a last resort. However, it is taken to benefit the majority of passengers using the service.

Nevertheless, I totally understand how frustrating it can be if you are on the bus that is curtailed. We expect controllers only to terminate buses as last resort and it should only happen when there is a bus going the full length of the route close behind. The driver of the curtailed bus should issue passengers with transfer tickets to allow them to complete their journey.

However, if the passenger chooses to change to another bus before the bus curtailment point than that passenger would not be entitled to a transfer ticket and would have to pay full fare to complete the journey. This is purely because the ticket machine would not allow the driver to produce a transfer ticket till the bus reaches the curtailment point. Unfortunately, I am unable to process with your request for the refund on this occasion.

I am sorry that I cannot be more helpful in my reply but trust that I have explained the position to you.

**0002901285**

## IN

Notes

30.07.2012

20:46:46

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

The bus stop was closed and I THINK it is going to be closed and no buses down to Victoria for the next few weeks. BUT I CAN FIND

NO MENTION OF THIS ON YOUR WEBSITE. THE JOURNEY PLANNER SUGGESTS YOU CAN STILL MAKE THIS JOURNEY. As i would like to bring my husband into London from Oxford to go to a Prom concert on 16/08, and my husband has great difficulty walking, this bus is normally a lifeline and I cannot find out if the bus will be running in either direction. Can you please help me? [REDACTED]

Direction : Victoria

## OUT

Thank you for your message below.

We do not have any planned changes for route 52 during August after the Olympics except for the ongoing diversion at Terminus Place by Victoria Station. You do not say which bus stop was closed, but the Royal Albert Hall and Victoria Station should both still be served by the route.

There were some temporary changes to route 52 for the Olympic cycle road race and there will also be changes for the Triathlon, but these will be over by the time of your visit.

If you can let me have further details of the actual journey you plan to make I will be happy to advise you about any disruptions and help you with alternative journey options if necessary.

Thank you for contacting TfL and I will look forward to hearing from you shortly.

## IN

Thank you for your kind reply and concern. I did travel into London for Prom concert yesterday, in fact, and found that the 52 bus service was, as you say, running normally and the stop opposite the Albert Hall had been re-instated. I think there must have been some last minute preparations for the Olympics which made its closure necessary on 25th July.

Thank you again.

**0002900014**

## IN

Notes

30.07.2012

13:15:39



verbal complaint

one stop before the garage  
customer requested to get off the bus at the signals, was the only one on the bus,  
this was not a designated stop  
as a result the customer received verbal abuse from the driver  
she stated all Jamaicans are the same,  
and this included racial slurs, and brought the customer's mother and daughter into  
the equation  
go and F\*\*\* your mother and go and F\*\*\* your daughter..  
what has the customer done to this driver to provoke such a reaction  
the customer felt very threatened and completely shocked  
this is a public servant, and somebody who should know better

customer spoke with [REDACTED] at the garage the supervisor, customer would like feedback a written apology from her would be appropriate please make sure this doesnt happen to anybody else

**OUT**

No response on case

**0002900485**

**IN**

Notes

30.07.2012 15:08:25 [REDACTED]

Customer was sitting on the upper deck when he rang the bell 3 times to indicate to the driver that he wanted to alight at Bressenden Place. However the driver failed to keep the doors open long enough to allow the passenger who has a leg injury to alight off the bus.

**OUT**

No response on case

**0002903044**

**IN**

Notes

31.07.2012 13:41:50 [REDACTED]

Dear TFL, I was disappointed this morning by the handling of the 52 bus (number plates YI95 NLK) towards Victoria, when it terminated at Notting Hill Gate. The driver failed to notify passengers properly that the bus had terminated and instead drove us several stops out of the way to Queensway stop C before asking us to leave the bus. When asked why she had done this she responded loudly, aggressively and rudely. I understand that it may be frustrating for drivers when passengers fail to leave a terminated bus (I didn't hear any announcements though), but on previous bus journeys drivers have always ensured that passengers alight at the terminating stop rather than out of their way and off the bus route. Can you please clarify what the TFL policy is for these situations? I look forward to your reply. Regards, [REDACTED]

**OUT**

I am writing in reply to your email of 31 July 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

When a bus is unable to reach its stated destination for whatever reason, then those persons travelling on the bus should be transferred by the driver or an authorised official to the first available vehicle which allows them to continue their journey. This is of course done without further charge to the passenger. I regret that the driver failed to follow the correct procedure.

However, the behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002903101**

**IN**

Notes

15.08.2012 16:31:45



Customer called to chase up complaint, advised can take up to 15 working days before he hears anything back regarding complaint.

**OUT**

No response on case

**0002903695**

**IN**

Notes

31.07.2012 17:22:59



customer is confused and bewildered by the driver today.  
on getting on the bus the student oyster photocard didnt activate the reader on the bus. so the passenger showed the photocard to the driver and he blankly stared at the customer  
the customer was ignored and this sort of meant the customer was allowed on board so the customer proceeded  
however the driver shouted to come back saying you arrogant silly little girl  
(the customer isnt small and doesnt look like a student)

Customer pointed out that she gets free travel, and the driver suggested she should have minimum cash on the card

implying that she was lying

customer felt awkward and embarrassed he was shouting and made the customer hand over £2.30 in cash

why is this?

the customer was told she needed a minimum amount to travel on the bus for free

why didn't the driver explain this in a normal way that didn't embarrass the customer as

the customer's choice to take the bus was removed as she may have got off before

having to pay the driver

please identify the driver

## **OUT**

I am writing in reply to your telephone call of 31 July 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards staff are instructed and frequently reminded of the need to take great care with all fare transactions. A student oyster allows them to travel free on London Buses but if the student has used the oyster card on the tube and not paid for the full tube journey, then the student oyster will not allow the passenger to travel for free on the bus. The passenger will then have to pay full fare for the journey.

However, the behaviour you report is not of the standard that Metrolink expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The behaviour you report is not of the standard that Metrolink expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002912643**

## **IN**

Notes

05.08.2012

18:56:45

WEBLOGIN

**PREFERRED MEANS OF CONTACT: PHONE**

i boarded the bus and went to pay with my oyster card, i did not realise my card had run out of credit. the bus driver was rude,

he could see i was on my own with a broken wrist in plaster. even though i was ill and incapacitated, he forced me to leave the bus and left me alone at night in the middle of the road, miles away from home and not be able to get another bus or to a shop. as it is i am typing with one hand due to broken wrist. i am disgusted and appalled and would like an explanation as to how you can allow your staff to push a single female with a disability off the bus at night time in the middle of the street!

## **OUT**

I am writing in reply to your email of 5 August 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards staff are instructed and frequently reminded of the need to take great care with all fare transactions. It is passengers responsibility to have enough money on the oyster card or a ticket must be purchased from the machines at the bus stop prior to boarding the bus. Drivers are unable to issue a ticket from the machines on the bus, hence the driver must ask the passenger to purchase tickets from the machines which are at the bus stops or have money on the oyster card. If the machine at the particular stop is not working then the passenger must walk to the next available machine to buy the ticket. However, the driver can take the passenger to the next stop to purchase the ticket but may not wait till that passengers buy the ticket and then board the same bus as this would delay the service.

However, the behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion

**0002917596**

## **IN**

Notes

07.08.2012      18:53:04      WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

Not really a complaint about an individual - more about confusion as this happens at least once a week. The 52 bus announces



Bressenden Place as a stop, and the bus top states all buses travelling to Victoria Station should stop there. Very often drivers don't, and like tonight become beligerent. I want to disembark at Bressenden Place. O should be able to. Please can someone inform 52 bus drivers that it is a stop on the route. Many thanks, [REDACTED]  
Direction : towards Victoria

## **OUT**

I am writing in reply to your email of 07 August 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when a clear signal is given to do so. The behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner All drivers will be reminded of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002919228**

## **IN**

Notes

08.08.2012 14:14:09 [REDACTED]

The customer said that she boarded the bus at LADBROKE GROVE and scanned her oyster card.

The complainant said that she realised that she didn't have sufficient credit, so the driver noticed and told her to get off the bus.

The customer said that the bus driver just stopped in the middle of the road and asked her to get off. MoP said that she is really angry and she is not happy at all.

The customer said that she had to take a taxi home and she would like to claim her taxi fare. Mop said that she cannot believe that the driver left a female woman in the middle of nowhere.

The customer seems very frustrated with the experience she encountered.

Cost of taxi fare: £6

Please investigate,

## **OUT**

I am writing in reply to your email of 5 August 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards staff are instructed and frequently reminded of the need to take great care with all fare transactions. It is passengers responsibility to have enough money on the oyster card or a ticket must be purchased from the machines at the bus stop prior to boarding the bus. Drivers are unable to issue a ticket from the machines on the bus, hence the driver must ask the passenger to purchase tickets from the machines which are at the bus stops or have money on the oyster card. If the machine at the particular stop is not working then the passenger must walk to the next available machine to buy the ticket. However, the driver can take the passenger to the next stop to purchase the ticket but may not wait till that passengers buy the ticket and then board the same bus as this would delay the service.

However, the behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0002923751**

## **IN**

Notes

10.08.2012

13:15:21



MOP said she was at KENSINGTON PALACE bus stop with other passengers waiting to board bus 52 and the driver drove past failing to stop.

MOP would like the driver identified and spoken to.

## **OUT**

No response on case

**0002931636**

**IN**

Notes

15.08.2012

10:09:24

WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

This driver stopped in the middle of the road to drop off a passenger and as there was a bus in front at his stop he then pulled out and continued when I signalled for a second time he started using inappropriate hand gestures suggesting it was my fault I didn't get on when he stopped in the road. This in itself was difficult as a lady with a walker had got off the bus in front and blocked my path.

I don't know who this driver thinks he is and maybe he feels now the Olympics are over he can stop being polite, or maybe he just has no manners or respect for others but these people representing your country are doing you no favors. I can now thank this man for not only confirming some stereotypes for me but also starting my day on a bad note.

**OUT**

I am writing in reply to your email of 15 August 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for intending passengers at all times. They should also ensure that they stop in the area marked "Bus Stop" for the intending and alighting passengers to do so safely, as long as the bus stop is not blocked by a closely parked vehicle or any other obstructions. Particular care should be taken in instances where other buses may already be serving the stop.

The behaviour you report is not of the standard that Metrolink expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0002934277**

**IN**

Notes

15.08.2012

10:09:24

WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

This driver stopped in the middle of the road to drop off a passenger and as there was a bus in front at his stop he then pulled out and continued when I signalled for a second time he started using inappropriate hand gestures suggesting it was my fault I didn't get on when he stopped in the road. This in itself was difficult as a lady with a walker had got off the bus in front and blocked my path.

I don't know who this driver thinks he is and maybe he feels now the Olympics are over he can stop being polite, or maybe he just has no manners or respect for others but these people representing your country are doing you no favours. I can now thank this man for not only confirming some stereotypes for me but also starting my day on a bad note.

**OUT**

I am writing in reply to your email of 15 August 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for intending passengers at all times. They should also ensure that they stop in the area marked "Bus Stop" for the intending and alighting passengers to do so safely, as long as the bus stop is not blocked by a closely parked vehicle or any other obstructions. Particular care should be taken in instances where other buses may already be serving the stop.

The behaviour you report is not of the standard that Metrolink expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0002949260**

**IN**

Notes

23.08.2012

23:16:15

WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

The 52 bus failed to stop at RC despite being only 10% full and there being no comparable services already at the stop serving the route towards Willesden Bus Garage. Busses Nos 9 and 10 were at the Stop but no other services. The time was precisely 10:00 pm.

**OUT**

Wednesday, 05 September 2012

I am writing in reply to your email of 23 August 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for intending passengers at all times. They should also ensure that passengers have sufficient time to board before the doors are closed and the bus proceed on its journey.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0002949962**

**IN**

Notes

24.08.2012

10:46:05



Customer just called in reporting an injury that she got when a bus stopped unexpectedly.

Customer says she was standing on the aisle of the bus route no. (52) from Willesden Library towards Victoria.

Customer says the bus stopped abruptly without expectation caused injury to her back as her body moved without balance.

Customer says she didn't realise how bad it was until when she got out of the bus and started walking.

Customer says when she got at work she couldn't work and asked to go home for rest.

Customer says she had to call her sister to pick her up from work because she couldn't travel on her own.

Customer says when her sister arrived she couldn't take her they had to call ambulance which took her to St Mary's Hospital where she was told that she damaged her muscle.

Customer claims she has been out of work for two days lying on the bed and would like to proceed for claim.

Customer says this is nothing to do with the bus driver.

Customer says she already contacted Metroline via email and was given Metroline reference number.

## **OUT**

Response not on case

**0002953290**

## **IN**

Notes

27.08.2012      10:09:21      WEBLOGIN

### **PREFERRED MEANS OF CONTACT: EMAIL**

As always, Route 52 was affected by the Notting Hill Carnival. You appeared to be running the usual shuttle bus service to the carnival (Victoria to Notting Hill Gate according to the electronic sign at the stop) but when the first 52 bus appeared at the stop by Victoria Station at around 6.20 last night destined for Willesden Junction (not shown on the electronic display, the driver said that he was not going to the Royal Albert Hall (the destination of many waiting passengers) and that the only way of getting to the Hall was by underground to South Kensington. For elderly/disabled passengers that was not an option and I along with other passengers made our way to the taxi rank in front of the Station and shared taxis to the Hall.

It seems to me quite absurd that the only bus route to the Hall from Victoria Station should have been removed leaving passengers totally in the lurch and effectively requiring them to take taxis or else face the long walk from South Kensington tube. I of course faced the walk back to South Kensington after the concert last night.

As the Hall is some way from the Carnival, what was there to prevent buses going at least as far as the Hall.

I and others felt badly let down last night and I feel an explanation is necessary.

## **OUT**

I am writing in reply to your email of 26 August 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

We aim to operate the level of service as advertised to the public in our timetables posted at bus stops. Unfortunately, there are a number of occasions where the scheduled level of service cannot be operated due to the effects of traffic congestion, mechanical difficulties or short notice of staff absence. Although our controllers attempt to minimise delays and inconvenience to members of the public, this is not always possible owing to the unpredictable nature of operational delays.

An investigation of our operating record for the day in question reveals that due to carnival in the area the service suffered delays and had to be curtailed short of its journey.

I should like to apologise for the obvious inconvenience you have suffered when the service has not operated to the degree of reliability you and I would both like to see.

**0002963883**

## **IN**

Notes

31.08.2012      18:38:22      WEBLOGIN

**PREFERRED MEANS OF CONTACT: PHONE**

I believe my purse was **STOLEN** from inside my bag by a pick pocket / thief. Please contact me as soon as possible to discuss the incident. I would like to know whether it is possible to see the camera footage from the bus.

## **OUT**

Notes

07.09.2012      12:04:41      

Customer called. Message left on machine and advised to contact the police.

**0002992129**

**IN**

Notes

14.09.2012

19:41:40

WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

I was struck on the head by the wing mirror of a No. 52 Bus close to the Junction of Kensington Church Street and Kensington High Street. The bus driver must have been aware of the incident as he slowed down but did not get out to check to see how I had been affected by the incident, he continued on his journey and turned left onto the High Street. I am from Dublin, Ireland and have had x-rays and MRI Scan and have been very distressed. I would ask that you retrieve the traffic video covering that Street as I believe it will clearly show the incident. I also request that you please advise me on procedures for dealing with such matters.  
Thank you.

**OUT**

I am writing in reply to your email of 14 September 2012 to London Buses concerning an incident involving a Route 52 bus whilst on the street/pavement on that day.

During a thorough training program, culminating in a stringent test, drivers are instructed and frequently reminded at periodic intervals afterwards of the need to drive with due care and attention, giving consideration to all other road users when in charge of a passenger carrying vehicle.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned. I would be grateful if you could provide me with the following information for me to progress with the matter further.

- 1) Bus registration number
- 2) Fleet number
- 3) Running number
- 4) Description of the driver if known

Additionally, the CCTV camera covering the street view is not in control of Metroline. You would have to contact the local council for them to retrieve the footage.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered on this occasion.



**0003012341**

**IN**

Notes

24.09.2012 14:50:35



Customer went to get off bus however driver closed door too quickly and customer go caught. Customer reports that she was on crutches and feels that the driver didnt follow duty of care to ensure the bus was clear before closing door.

Customer also disappointed that the driver didnt take the time to ask if the customer was ok.

**OUT**

No response on case

**0003027349**

**IN**

Notes

01.10.2012 13:09:18 WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

This is to complain about a driver of bus No. 52 who didn't stop at stop J, Willesden Green Library, even though two people were running towards the stop, indicated and did reach the stop when the bus approached. The bus was coloured white so I believe it is easy to identify

Direction : Victoria

**OUT**

I am writing in reply to your email of 1 October 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when a clear signal is given to do so.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0003029128**

**IN**

Notes

01.10.2012 20:13:19

[REDACTED]

The customer said that wss on the bus and he walks with a walking stick.

The complainant said that he was the second person to board the bus, the customer said that the driver pulled off before he could sit down. The complaint said that all of a sudden the driver slammed his brake and he lost his balance and fell on his back.

The customer said that he is a freedom pass holder and his age is very evident and he needs the aid of a walking stick.

The customer said that the bus driver didn't say sorry, he said "i saw you holding on to the pole". After a few minutes the driver said sorry, which the customer said he doesn't appreciate the sorry after he said his comment already.

The customer said that at the moment he is concerned about his back as he is experiencing pain.

The customer said that he is not making a claim but he would like a response with an apology and a good gesture.

Please investigate,

Notes

24.10.2012 19:47:16

[REDACTED]

Customer just called in chasing his case as he has not received a response as he was expecting a response which is due today from the date the issue was raised.

Metoline, please investigate this issue as it is now overdue due to handoff was not sent out on the day of the first contact as per customer's request in the notes below.

This case has now been allocated to correspondence team for necessary action and it has been passed to the duty manager, Nicola for further investigation.

Thanks for your cooperation.

Regards.

[REDACTED]

## OUT

Notes

25.10.2012

15:56:03

EXT\_PATELRA

This is the first time I have seen this complaint today. I don't understand why I did not received it earlier. However, a copy response to the customer is attached. Driver has been traced and passed on to our operating support manager to deal with

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I am writing in reply to your telephone call of 1 October 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on 27 September 2012, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for Intending passengers at all times. They should also ensure that passengers have sufficient time to board before they close the doors and proceed on its journey.

The behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003038602**

## IN

Notes

04.10.2012

18:12:14

WEBLOGIN

### PREFERRED MEANS OF CONTACT: PHONE

I was not able to get on this bus and instead got on the next 52 bus available. My boyfriend ran for the bus in question and asked the driver to hold on since I was injured and therefore could not run - I have a lower back prolapsed disc. The driver closed the doors as I arrived and ignored any more requests from my boyfriend. He said that he doesn't want to open the doors again. I have now been separated from my boyfriend who was with me to help me walk.  
Direction : Notting hill

## OUT

I am writing in reply to your email of 4 October 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when asked to do so.

The behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003041523**

## IN

Notes

05.10.2012

19:19:22



The customer complains that the 52 curtailed at Hyde Park Corner instead of Victoria.

As a regular user of the route she says that this happens from time to time.

She complains that it is pouring with rain tonight and there are only three stops to go to Victoria and the 52 is the only bus that goes there from Hyde Park Corner.

She observes that tonight between High Street Ken. where she got on and Hyde Park Corner there was no delay not even the usual hold up at Knightsbridge yet at Knightsbridge the bus suddenly changed destination and at Hyde Park Corner the driver announced that his controller had instructed him to terminate the bus.

She says that there are lots of people waiting at Hyde Park Corner.

## OUT

No response on the case

**0003045753**

IN

Notes

08.10.2012

14:48:47

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Statement by [REDACTED]

Date of Incident: 07/10/12

Time of Incident: 18:44

Location: Kilburn Lane

For the purpose of this statement I will refer to the 3 buses involved as Bus No 1, Bus No 2 and Bus No 3.

- Bus No 1 and Bus No 2 were stopped at bus stop just past the junction of Harrow road and Kilburn Lane.
- I attempted to go round them, another car in front of me got by with no problem.
- I successfully made it past bus No 2, but as I got around half way past Bus No 1, he began pulling out. I beeped him to make him aware of me.
- Knowing I was there he not only pulled out to move on, but purposely forced me wider so as to increase the chances of a collision with another on-coming bus (Bus No 3).
- I continued to beep and pulled wider and wider to avoid Bus No 1 crashing into the side of me.
- The oncoming bus (Bus No 3) continued driving despite there being a potentially dangerous incident evolving in front.
- As I was forced wider and wider into a potentially dangerous position by Bus No 1, Bus No 3 made contact with my car. The wing mirror and rear driver's side panel have been badly damaged and need repair.
- Bus No 3 failed to stop to exchange details so I urgently tried to perform a U-turn to catch Bus No 3 and get the driver's details for insurance purposes.
- Bus No 1 accelerated towards me to block me from turning around. For this reason I do not have the details of Bus No 3.
- As a result I told Bus No 1 to wait whilst I called the police.

- I was bombarded with insults about my 'Shit' car, before the driver Bus No 2 decided to run over towards in an aggressive manner.
- The driver's of Bus No 1 and Bus No 2 then proceeded to move away. I heard driver of Bus No 2 saying it doesn't matter because I'll say it wasn't your fault to Driver of Bus No 1. Driver of Bus No2 encouraged driver of Bus No 1 to drive away.
- I told them I had called the police and that he was not to drive away because he was the reason the collision had occurred. Bus driver No 2 continued to insist driver No 1 just leaves.
- I insisted he stayed until the police arrived.
- Whilst waiting Driver of Bus No 1 and Driver of Bus No 2 continued to co-ordinate events to ensure to blame will fall on them. The reckless attitude of your bus drivers not caused significant damage to my car. But this is not my main concern. The bullying nature of and aggressive actions behind the wheel of a double decker bus could have resulted in a far more serious outcome. I was put into a potentially dangerous and harmful situation that could have resulted in injuries to myself.

Also, the fact that Bus No 3 failed to stop despite hitting my car calls into question the integrity of the driver's you employ. Whilst the actions of Bus No 1 to prevent me from turning around to obtain details of Bus No 3 has left me aggrieved and frustrated.

My experience with 3 of you employees has been traumatic and I am taking the necessary steps to escalate this matter to the relevant authorities that are best placed to deal with such worrying series of events.

Details of Bus No 1:

- Abellio Bus
- Route: 452
- Registration: LJ56 VTA
- Fleet Number: 9402
- Driver Number: [REDACTED]

Details of Bus No 2:

- Metroline Bus
- Route: 52

- Registration: Y199 NLK
- Running Number: 253
- Fleet Number: VPL 199
- Driver Number: [REDACTED]

Details of Bus No 1:

Unable to obtain details as driver failed to stop after impact.

Police CAD Number: [REDACTED] / 07 Oct 12

I will also be forwarding a copy of this letter to the local government ombudsman, the local MP and the appropriate managers within your organisation. Legal advice will also be sought so as to ensure that the bus drivers involved are held accountable for their actions and a settlement is reached for the cost incurred due to the considerable damage caused to my car.

I look forward to receiving your response within the specified time stated in your complaints procedure.

Notes

16.10.2012 12:33:22 [REDACTED]

MOP is chasing a response to this incident as she hasn't heard anything since. She hopes that the CCTV footage has been held as the police are currently investigating the incident

Notes

25.10.2012 12:15:52 [REDACTED]

Customer called advised she still yet to receive a response from Abellio, who she has spoken to and advised her that they sent response to tfl on 16/10/12 to then forward on to customer which she has not received.

Advised customer no details of response on 16/10/12 and to contact police regarding getting hold of CCTV footage from the bus companies.

Also would like response abellio said they sent to be chased up

Please investigate

**OUT**

I am writing in reply to your email of 8 October 2012 concerning and incident involving a Route 52 bus on the previous day.

During a thorough training program, culminating in a stringent test, drivers are instructed and frequently reminded at periodic intervals afterwards of the need to drive with due care and attention, giving consideration to all other road users when in charge of a passenger carrying vehicle.

However, the behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered on this occasion.

Note

25.10.2012      16:16:53      EXT\_CAMEROJA

ONG 1011326743

IN CALL FROM CUSTOMERS PARTNER.

ADVISED THAT CCTV HAS BEEN SECURED BUT UNABLE TO VIEW DUE TO DATA PROTECTION. WILL CONTACT THE POLICE TO ASSIST.

THE DRIVER HAS BEEN IDENTIFIED AND APPROPRIATE ACTION HAS BEEN TAKEN IN LINE WITH THE COMPANY POLICIES AND PROCEDURES.

SORRY FOR THE INCONVENIENCE CAUSED

**0003051107**

**IN**

Route 52 from Victoria  
9 October 2012 at 23.15  
Y146NLK  
Boarded Hyde Park Cnr 23

I don't like complaining, but . . .

How much longer will you keep this rattling vehicle in service? The filth, cracked paint, badly worn handrails and broken base of doors I have photographed. I await your comments.



**OUT**

Response not on case

**0003055005**

**IN**

Notes

11.10.2012

22:23:26

WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

The bus stop has been closed but a poster states the stop is after the traffic works, the buses stop when they feel like it half

don't bother to stop when marked down. There is no temporary bus stop either.

Please sort this out as its a busy stop. The traffic

works should never of been allowed at that spot it looks a mess and they should work out of hours? Causes no end of congestion !

Direction : notting hill

**OUT**

Thank you for your feedback concerning the closure of the bus stop on Kensington Church Street.

As a fellow bus user I can fully understand how frustrating it can be when a stop we rely on is affected by road works. Please accept my sincere apologies for the inconvenience caused.

We aim to provide a reliable service that our passengers can have confidence in. Whenever stops must be closed we will always provide a temporary stop whenever possible.

I have investigated this matter and have found that the stop in this location was never scheduled to be closed due to these works and buses should've still been serving it. An emergency closure may have been required if developments with the works had required it. As such, there was no temporary bus stop installed as the normal stop should still be in service.

I have highlighted your feedback with Metroline, the operator of this service. They will speak with their drivers and make certain they are stopping at all stops unless informed not to do so. Drivers should already be aware that they should only not serve a stop if it has the yellow 'Out of Service' markings on it. They will be reminded of this.

Please be assured that when road works impact on our services we do everything possible to lessen the disruption our passengers might experience.

Thank you for taking the time to contact me. I hope any future journeys by bus are pleasant. Please let me know if I can be of any further assistance.

**0003059859**

**IN**

Notes

14.10.2012

22:04:35

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Dear Madam or Sir

My wife and I boarded bus number 260 of route 52 with a pram on 14 October. As the bus stopped very close to the bus shelter I was unable to access the front door with the pram so accessed through the back door. As soon as I boarded the bus the driver shouted at me that I cannot access through the back door (to which I said it the front door was inaccessible with a pram) and I had to fold the pram or get off immediately (there was one other pram on the bus and less than ten people standing on the lower deck). When I went to the driver to pay she continued shouting at me - I felt her behaviour was inappropriate and very rude and at some point I asked for her identification (name, official number etc) as I wanted to complain. Although I asked repeatedly your driver refused to provide me with any identification (telling me she was right and therefore I could not complain). She then said all the information I needed was on the transfer ticket I asked for (which I had to give to the next bus driver) - I decided to get off the bus and wrote down the registration number (see above) as well as the bus number (number 260 of route 52) so trust this helps.

I am not complaining about the fact I was asked to fold the pram or get off the bus - while I think there was sufficient space I appreciate this is at the discretion of the driver. However, I feel the language your driver used was inappropriate and very rude. Most notably, I cannot comprehend I was not provided with any identification although I asked repeatedly.

I am extremely disappointed about the service level provided. Fortunately other bus drivers I met today were courteous, helpful and appreciated the situation of a parent with a baby in a pram. Very unfortunate that one driver with a bad attitude let down her colleagues and does not treat other people/customers with respect.

I would be happy to answer further questions if required and thank you for investigating this matter.

Kind regards,

**OUT**

I am writing in reply to your email of 14 October 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

Throughout training drivers are instructed and are frequently reminded at periodic intervals afterwards of the need to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003061862**

**IN**

Notes

15.10.2012 14:50:19



Customer called advised last saturday there was heavy traffic in kilburn lane.

He was stationary in traffic and bus was driving towards him trying to squeeze through a narrow gap and ended up scraping the side of his car.

Advised customer to contact bus compant directly to take further

**OUT**

No response on case

**0003062021**

**IN**

No information on case

**OUT**

No response required

**0003062064**

**IN**

Notes

15.10.2012

15:34:08

[REDACTED]

(52) Poor Driving

Mop reported she alighted from the bus at Hyde Park Corner because the driver was having a telephone conversation whilst driving at the same time. Mop said the driver had no hands free headset. Driver held the phone up to his ears with one hand and handled the steering wheels with the other hand.

Mop said this is the second time she will observe the same driver engage in a phone conversation while driving. Mop said this unsafe.

Mop said the next bus she boarded after she described driver in question to the second driver and the driver told mop the driver in question name is [REDACTED] please kindly investigate

**OUT**

No response on case

**0003081124**

**IN**

Notes

23.10.2012

11:13:49

[REDACTED]

Customer said she got on the bus with her little dog in her hands.

Customer said she paid for her fare then the driver started shouting at her and swearing at her asking her to get off. Customer said no one has ever complained about her small dog and she refused to get off.

Customer said the driver drove on after cursing at her.

Customer is not happy about the driver's attitude and she wants the driver spoken to about his behaviour.

**OUT**

No response on case

**0003085150**

**IN**

Letter attached

## **OUT**

I am writing in reply to your letter of 19 October 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for intending passengers at all times. Particular care should be taken in instances where other buses may already be serving the stop. They should also ensure that passengers have sufficient time to board before the doors are closed and the bus proceed on its journey.

The behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003088414**

## **IN**

Notes

25.10.2012

19:40:57

WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

The driver refuse to stop her bus while everyone is standing next to the stop and waving at her.

Direction : towards Victoria

## **OUT**

I am writing in reply to your email of 25 October 2012to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when a clear signal is given to do so.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0003100249**

**IN**

Notes

31.10.2012 12:17:54 WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

I was a passenger on the bus 52 which collided with another vehicle in victoria. I left the accident with a slight neck pain which I thought would pass so said nothing to the driver. Since the incident occurred I had to go to A&E (St Thomas Hospital) on the same day as the pain became unbearable. I am currently at home on strong painkillers as the pain has been so bad that I haven't been able to go to work. I would like to know who is responsible for the accident. I wish to put a claim in for the accident due to the pain caused.

**OUT**

I am writing in reply to your email of 30 October 2012 to London Buses and was sorry to learn of the circumstances of your journey by Route 52 on 29 October 2012.

Unfortunately, I am unable to trace the bus concerned as no bus was reported to be involved in a collision at Victoria on the day in question. I would therefore be grateful if you could supply the following information to enable me to progress the matter.

- 1) Bus registration number
- 2) Fleet number
- 3) Description of the driver

I should like to thank you for bringing this matter to my attention.

**0003101689**

**IN**

Notes

31.10.2012 19:49:17 WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

Dear sir, madam,

When I traveled back home on bus 52 in the direction of Willesden Bus Garage this evening, the service beyond Kensal Rise was suspended. We had to change to another bus where I had to touch in with my oyster card again. So I was charged twice for one journey.

I would like to be refunded for the additional costs that were made.

I hope you can solve this issue promptly.

**OUT**

I am writing in reply to your email of 31 October 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

When a bus is particularly delayed, route controllers can stop it short of its usual destination. This allows the delayed bus to turn around, and return to its usual timetable in opposite direction. We do this for the benefit of our passengers, as it allows us to maintain an even service across the route and prevents delays from building up. We realise that this causes inconvenience for some passengers, and so only take this action as a last resort. However, it is taken to benefit the majority of passengers using the service.

Nevertheless, I totally understand how frustrating it can be if you are on the bus that is curtailed. We expect controllers only to terminate buses as last resort and it should only happen when there is a bus going the full length of the route close behind. The driver of the curtailed bus should issue passengers with transfer tickets to allow them to complete their journey.

Unfortunately from the information supplied, I have been unable to trace the member of staff of the curtailed bus concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003101914**

**IN**

Notes

01.11.2012      00:00:42      WEBLOGIN

**PREFERRED MEANS OF CONTACT: PHONE**

as I was just about to board the bus i saw a 20 pound note on the pavement outside the bus. I picked it up as i was getting in the bus. The bus stop was empty apart from one other passanger and the note was clearly not hers as it was not anywhere near her. As I got inside the bus the driver very forcefully and rudely asked me to hand him the note which I did as I felt intimidated. I asked him why and he said the note was property of London underground and he would give it to lost property. I then told him that the note was not inside the bus so it was not. I was made to feel very upset by his comments as he said that the note was inside the bus which is untrue. I was made to feel extremely upset and very intimidated and I am extremely dissapointed, I use TFL every day and have never experienced anything of the sort. Its not so much the money itself just the whole experience, it was all very upsetting. He said that the moeny would be going to lost property at first, and then after he changed his story to the money would be going to charity.... Please could you get back to me regarding this, I am very upset by it all.  
Direction : willesden

## **OUT**

I am writing in reply to your email of 31 October 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

Throughout training drivers are instructed and are frequently reminded at periodic intervals afterwards of the need to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003104661**

## **IN**

Notes

01.11.2012      21:14:26      WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

I was at the front of the top deck of the bus (52 or 452)and as soon as it stopped I came down the stairs as I don't like moving



whilst the bus is in motion, and indeed I believe TFL don't want you to be coming down the stairs when the bus is in motion. The doors were just closing and the bus was still stationary as I reached the doors so I pressed the bell several times to indicate that I needed to get off the bus. The bus driver didn't re-open the doors and his attitude was extremely rude and unhelpful. I don't think it would have been too difficult for him to re-open the doors as we were still at the bus stop and the bus had not moved.

Direction : Towards Victoria

## **OUT**

Notes

02.11.2012 10:22:38 BOURNEPE01

Confirmed as a Travel London Bus

**0003128764**

## **IN**

Notes

12.11.2012 21:07:08 WEBLOGIN

### **PREFERRED MEANS OF CONTACT: EMAIL**

I was travelling on 52 bus towards to Victoria. At Ladbroke Grove it changed destinations only until Hotting Hill. At Hotting Hill bus stop we had to change for another bus. I asked a bus driver for a transfer ticket but instead he gave me "Invalid for travel" coupon! I didn't notice at first as I was running late. When I changed for next 52 bus a driver on bus

Y198NLK refused to accept the coupon! She was extremely RUDE!! I had to pay again to continue my journey! Could I please have a refund and maybe you could train your staff better. Many thanks  
Direction : Victoria

## **OUT**

I am writing in reply to your email of 12 November 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

On occasions, due to late running of a bus caused by traffic congestion or an incident along the route, it becomes necessary to curtail the vehicle short of its original destination. This procedure should normally only be used where another bus on any route is in close proximity and allows passengers to travel to their required destination. Whilst usually undertaken by a driver, it may also be carried out by an

official, in either instance clear instructions should be given politely and efficiently to those concerned. The driver of the curtailed bus should issue passengers with transfer tickets to allow them to complete their journey. I would like to advise you that this ticket is only valid up to 60 minutes and must be used in the bus travelling in the same direction. I would request you to send a copy of "Invalid to travel ticket" for me to progress the matter further with the driver of the bus who issued you with the transfer ticket.

However, the behaviour you report, of the second bus driver is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver of the second bus concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003135266**

**IN**

Notes

15.11.2012

10:44:24



The customer boarded the bus and could not find her pass, so she paid the driver with a £10 note. The driver took the note and put some change on the tray for the customer which was 320 and some odd change. The customer took the change and placed it in her pocket but was still waiting for the correct change to be given.

The driver asked the customer how much he had given her and the customer responded by telling the driver that it was £2 something. The driver then asked the customer to show him the change in her pocket so she did and when she pulled out the change it was about £11.

The driver then said that it was the change that he had given her but the customer says that the money was hers and that the driver had only given her 32 something in change for a £10 note.

The driver then suddenly opened his cab door and snatched the customers bag and held it with him. The customer called the police and they advised her to tell the driver to stop the bus. The driver panicked when he realised that the situation was escalating and asked the customer if they could resolve the situation between them.

The driver stopped the bus and asked the customer how much money he owed her and she responded by telling him £5, so he gave her £5. The customer then got off the bus and proceeded to walk away forgetting that her bag was still with the driver.

The driver followed the customer and began to grip her and drag her by her coat which he ripped whilst telling her that he had given her too much money.

The customer is calling as she has already contacted the police and is requesting CCTV footage to be held. Police reference - [REDACTED]

The customer says that her bag contained a Gucci bag worth £200, a new dress worth £95 and more importantly religious items brought from abroad such as incense.

The customer does not want to press charges over the incident but will do so if her bag is not returned to her with its items.

\*\*\* PLEASE HOLD CCTV FOOTAGE AND INVESTIGATE \*\*\*

## **OUT**

No response on case

**0003137618**

## **IN**

Notes

16.11.2012      07:45:00      WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

At bus stop Q driver ignored me. Bus was behind 3 others and decided to pick up there. It was not visible to me until the 2 busses pulled out he saw me wave and could easily have stopped as there was no traffic. If a bus cannot get to the correct stand they should at least be aware that customers may be at the correct stand and cannot see them, drivers just do what they like  
Direction : Willesdon bus station

## **OUT**

I am writing in reply to your email of 16 November 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for intending passengers at all times. Particular care should be taken in instances where other buses may already be serving the stop.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0003140753**

**IN**

Notes

17.11.2012      14:24:41      WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

I ran for the bus the doors were still open. He closed the doors in my face and made a snide smirk. The other passengers on the bus and at the bus stop were shocked at his actions . I then ran to the next bus stop made it and he still drove off laughing. Never in my life have I experienced such crude behaviour I am very upset I will be writing a formal letter, I will be phoning on Monday and I will be visiting Willesden Bus Garage to express this ill behaviour . If I am not heard of such injustice by the people who here to help us commute through London I will be organising a Social Media campaign and protest against the ill treatment of bus drivers towards passengers  
Direction : Towards Victoria

**OUT**

Thank you for your email regarding a bus driver on route 52.

I am sorry to learn about the incident on the above route, whereby a driver closed the doors as you were clearly intending to board. I realise how frustrating this must have been and I do apologise for the upset this caused.

We expect the very highest standards of courtesy and behaviour from all of our staff and this is especially true of bus drivers, as they are in many ways the face of the organisation. We realise how important it is that our drivers are polite and as helpful as possible, and that they act in a professional manner at all times. Regrettably, the incident you have described does not reflect this.

In light of your comments, I have contacted Metrolink who operate this route on our behalf, and made them aware of your experience. I am sure that they will be as anxious as you or me to identify the driver concerned. Following this, the appropriate corrective action will be taken.

Once again, thank you for bringing this matter to my attention. Should you require any further assistance in the future, please do not hesitate to contact me again.

**0003145018**

**IN**

Notes

19.11.2012

18:19:39

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I work for London Buses.

I boarded a route 52 bus (registration Y172 NLK, fleet no VPL172) at the Hanover Road stop on Sidmouth Road at approximately 1105 on Sunday 18th Nov 2012, heading southbound towards Victoria.

When the bus reached the Banister Road stop on Chamberlayne Road (near junction with Harrow Road) the bus stopped for around 10 minutes with no information given. Many of the 70 or so passengers were getting restless. Eventually I asked the driver what was happening and she said she'd just been told to go on diversion away from Ladbroke Grove. She made an announcement to this effect but either she didn't know how to use the intercom or the intercom was faulty as her announcement was barely audible.

The bus then moved away from the stop, served Ladbroke Grove Sainsburys, then returned to the Chamberlayne Road / Harrow Road junction and turned eastbound onto Harrow Road. As we served Ladbroke Grove Sainsburys I looked along Ladbroke Grove (from the top deck) and could see no indication that there was any traffic building up, i.e. there didn't seem to be any reason to go on diversion. Another southbound 52 bus actually continued down Ladbroke Grove while we were making the turning manoeuvre so it clearly wasn't a diversion all 52 drivers were aware of.

We then proceeded to go on the longest, most unnecessarily excessive diversion I've ever seen. This was along Harrow Road all the way to Royal Oak, right over Lord Hills Bridge, right onto Westbourne Grove and finally left onto Pembridge Villas and back to line of route. This must have been at least a 2 mile diversion! A lot of passengers were confused as to what was going on and no info was given. We did not see any other route 52 buses going in either direction during our diversion, further leading me to believe this was an unauthorised and unnecessary diversion.

Please ask Metroline to investigate and let me know by email the reasons this happened.

## OUT

### Notes

21.12.2012 10:18:01 [REDACTED]

[REDACTED] responding direct. Told to close ticket

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### Notes

18.12.2012 14:52:27 [REDACTED]

[REDACTED] has the drafted response and will respond through outlook - st can then be closed

**0003145106**

## IN

### Notes

19.11.2012 18:59:25 WEBLOGIN

### PREFERRED MEANS OF CONTACT: EMAIL

I work for London Buses.

I have just made a complaint, ref 1011513876, about a southbound route 52 bus I was on which went on a huge seemingly unauthorised diversion on Sunday 18th Nov. As we rejoined line of route on Pembridge Road after this comedy diversion, I noticed another southbound route 52 bus parked at the Notting Hill Gate Station stop on Pembridge Road. Reg Y181 NLK, fleet no VPL181. It did not seem to be moving so the driver of the bus I was on went around it.

As we passed I saw the driver of this bus open his cab door, exit his bus by the front doors and go into the McColls food store next to the stop. The bus had at least 30 passengers on board and there were others waiting at the stop to board. If this wasn't unprofessional enough, and most incredibly of all, the driver left his cab door open while doing this. I'm not sure how long he left his bus for, but on top of everything else he was essentially blocking this very busy junction - traffic was already queueing to get around him by the time we had rounded the corner. Everything I saw this driver do was highly unprofessional and gives both London Buses and Metroline a bad name.

Please ask Metroline to investigate this and respond to me about what action has been taken.

## OUT

I am writing in reply to your email of 22 November 2012 concerning an incident that you witnessed whilst travelling by Route 52 on 18 November 2012.

Throughout training drivers are instructed and are frequently reminded at periodic intervals afterwards of the need to carry out their duties in an efficient and helpful manner. Drivers must not leave the bus unattended as you describe in the incident.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for taking the trouble to write.

**0003143623**

**IN**

**Notes**

**19.11.2012**

**12:10:33**



Customer has reported an incident that took place on a 52 bus involving her mother.

Caller reports that her mother was at the stop on Willesden High Road when the bus approached. Instead of stopping at the correct place, the driver carried on further past the stop, making it more difficult for the elderly passenger to board with her trolley.

When she did board, the passenger explained to the driver that it would have been easier for her if she had stopped the bus by the stop. Customer reports that the driver reacted in a rude and abusive way, shouting at the top of her voice throughout the customers journey.

Please respond confirming that this will be looked into.

**OUT**

No response on the case

**0003145682**

**IN**

Could you offer an explanation why tonights' 52 bus failed to stop and pick up passengers at Grovenor Gardens at 17.55hrs please. Bus registration Y186NLK.

**OUT**

I am writing in reply to your email of 19 November 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when a clear signal is given to do so.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0003148504**

**IN**

To whom it may concern,

I am writing to report an incident where I was the victim of careless driving by one of your drivers.

I was travelling west on Kensington Road at approximately 11:45am Thursday the 15th of November when a bus (route 52 with the number plate Y178 NLK) attempted to drive past me on the outside lane. The road was clearly not wide enough for the both of us and as it rapidly accelerated past me, the bus struck my left hand side mirror. The driver failed to stop and continued driving despite the obvious it was causing to passengers as the mirror scraped the bus for at least 3 or so meters and made an extremely loud scraping sound.

The mirror was left hanging on by only a few parts of plastic after this and I was shocked to see that the driver not only failed to stop but attempted to race away. When I caught up to him to request his details and exchange information, the driver failed to cooperate and would not even give me his name. He threatened simply to call the police and closed the driver's window so I was unable to communicate with him further.

This encounter has resulted in not only a financial loss but I have also had to waste time and effort in purchasing a makeshift mirror. I feel it would be indisputably appropriate for TFL to compensate me for both the mirror but also for the costs I have outlaid. I would also ask that you speak to your driver and teach him some communication skills and respect as he showed me none of either.

Please contact me as soon as possible as it is clearly a hazard for me to drive without a correctly designed mirror.



## OUT

I am writing in reply to your email of 15 November 2012 to London Buses concerning an incident involving a Route 52 bus whilst driving your vehicle on that day.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned. After thoroughly investigating the matter I have come to a conclusion that either the date or the vehicle number in question may be incorrect, as the given registration number bus was not in the vicinity on the day at the given time.

I should like to thank you for bringing this matter to my attention.

**0003149126**

## IN

Notes

21.11.2012 12:16:49

This morning I was waiting for the number 9 bus by Rutland Gate on Kensington Road. A number 52 bus stopped to pick up some passengers, with a number 9 close behind. Despite there being people waiting for the bus, myself included, the female driver decided that it we weren't of significant concern and decided to drive off without stopping. Now I appreciate the need to keep buses moving as quickly as possible, but it is ridiculous when drivers decide they can't be bothered to stop at certain bus stops. This has happened to me frequently, despite my being in the correct position and sticking my arm out to get their attention. Either a large proportion of your drivers are blind and shouldn't be on the roads anyway, or they're lazy and shouldn't be in jobs that the majority of the population and this country's economy relies on. An alternative is that they've been instructed not to stop by their bosses, but I cannot believe that TFL bosses would be quite so moronic to tell bus drivers to keep driving when there are people waiting to go to jobs that help contribute to their already inflated wages. In future I intend to stand in the middle of the road until the bus stops. Either I'm flattened, in which case one of your workers will have some pretty unpleasant cleaning up to do, or I'll just possibly get to work on time.

## OUT

Notes

10.12.2012 16:12:59 EXT\_PATELRA

PLEASE FORWARD THIS TO THE GARAGE/COMPANY RUNNING ROUTE 9 SERVICES

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Notes

10.12.2012 11:58:32 EXT\_PATELRA

THIS COMPLAINT IS ABOUT ROUTE 9 BUS DRIVER PLEASE FORWARD IT TO THE CORRECT GARAGE

**0003151841**

**IN**

Notes

22.11.2012 12:15:40 WEBLOGIN

**PREFERRED MEANS OF CONTACT: PHONE**

I was verbally screamed at for using the wrong door as a passanger was blocking exit with suitcase the driver screamed at me was extremely aggressive and bad tempered. He closed the main door and shut a poor womans bag in the door as she entered the bus - as he wouldn't ley me exit.

When I joined the bus on kensington park road \elgin st he halted the bus because a poor woman with a buggy couldn't get in the space as people were not moving out of her way. He kept us all waiting and screamed at the poor woman.

When I said you have an attitude problem he said 'yes I do'. This man shouldn't be working with a bad attitude and aggressive temper. I am a paying customer to be verbally abused!

Also check your cctv he closed the door on a woman and got her bag trapped she was shouting at him 'excuse me my bag' and he continued his tirad of abuse at me!

Notes

23.11.2012 12:07:22

Mop called again today saying the same driver said to her she just boarded the bus she was looking for her oyster card in her bag. When she was about to touch her oyster card the driver raised his voice saying not you again from yesterday I cant have you. Driver further said this is an exit you cant stand there. Mop said she just ignored driver and walked into the bus and said I have already.

made a complaint about you. Driver drives like a maniac. Mop said she thinks CCTV needs to looked into to see driver's conduct.

Bus registration Y174NIK. Mop would like a response. Mop said she feels threatened now getting on the bus.

**OUT**

I am writing in reply to your email of 22 November 2012 and 23 November 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on both days, which has been passed to me for attention.

Throughout training drivers are instructed and are frequently reminded at periodic intervals afterwards of the need to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times. Additionally, they should drive with due care and attention at all times. They should also ensure for the comfort and safety of all their passengers when in charge of a passenger carrying vehicle.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003151042**

**IN**

Notes

22.11.2012

08:51:51



The driver pulled out whilst the customer was overtaking the bus on his bicycle. The customer knocked on the bus and told the driver he was overtaking him. The driver paused and the customer overtook the bus.

The customer told the driver to "learn to driver". The customer also called the driver a "c\*\*\*\*" The driver then came closer to the customer unnecessarily (the customer is not quite sure whether this was a deliberate action or not)

**OUT**

No response on case

**0003169081**

**IN**

Notes

29.11.2012

14:13:06

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Hey there,

I was driving through Knightsbridge going to South London. It was rush hour so traffic was heavy.

Along this road two lanes merge to one. I was level to the bus where the road goes down to one lane.

I decided to drive ahead of the bus. Sure, you could say I could have waited,(and for what it's worth I usually do let buses go) but it I made the decision to pass him. Without trying to employ any sort of exaggeration, the bus driver literally tried to rail-road me out of the lane. He drove into the path of my car, just inches away from my vehicle. His driving became more about his ego rather than safety.

I rolled down my window and asked 'what are you doing?', he yelled 'give way to buses'.

I understand his frustration, but my concern was that he was driving incredibly recklessly. The bus was full of passengers, it was rush hour, and however frustrated he was, doesn't excuse how he chose to drive. I have never complained to TFL before because in all the years I've been using it I've never had a reason to.

I felt I had to write as the way this bus driver behaved fell well below the standards I'm used to from TFL.

On the whole I'm really happy with TFL but this one experience was really disconcerting.

Many thanks for your time,

## **OUT**

Thank you for your feedback concerning an incident of dangerous driving involving the driver of a route 52 bus.

I was concerned to learn of the events you describe. Drivers are expected to promote a positive image of London Buses and to act professionally at all times. While I am sorry this incident occurred, I am grateful to you for bringing it to our attention.

You will not be surprised to learn that we expect the very highest standards of service from everyone representing London Buses. This is especially true of bus drivers as they are in many ways the face of the organisation.

Drivers receive comprehensive training to enable them to perform their duties effectively. Safety is central to this training. Clearly, drivers should be fully aware of the safety of not only their passengers but also other road users. We also expect any interaction with members of the public to be polite and considerate. The behaviour you describe was totally unacceptable.

Details of your experience have been passed to Metroline, who operate route 52, for further investigation. The operator will endeavour to identify the driver from the details you have provided and follow this up with appropriate remedial action.

We are committed to improving driver behaviour and need to know when things have gone wrong. Should you experience any further problems, please let me know and I will take them up with the operator concerned. Any information that can be provided – time, date, location, route number, bus registration number – will be gratefully received as this helps us to take action with individual drivers.

Thank you again for bringing this matter to our attention. Should you have any further queries, please let me know.

**0003177128**

**IN**

No information on case

**OUT**

Thank you for your feedback regarding the experience you had on your bus journey on the 3 December. I am grateful for the time you have taken to get in touch.

First, let me say how sorry I am for any inconvenience that you suffered.

In order for me to fully investigate the matter I require further information from you. It would be greatly appreciated if you could give me a full description of the incident, such as where the termination took place, what was said to you by the driver, whether a transfer ticket was provided and the destination displayed on the front of the bus. I can then contact the relevant operating company about this incident and follow this up with appropriate action.

Thank you once again for taking the time to bring this matter to my attention. I will await further details from you.

**0003180012**

**IN**

Notes

04.12.2012 19:05:35



Customer called to complain that the bus driver stopped at the wrong stop and drove off without letting anyone on the bus when he got stuck in the traffic at the right stop

Customer said that the bus driver stopped at the bus stop towards Victoria rather stopping at the stop towards wilsdeen bus garage

Customer said that he had to wait for 35 minutes in the freezing cold

Customer was not happy with the way the bus driver behaved

Kindly investigate

**OUT**

No response on case

**0003181631**

**IN**

Notes

05.12.2012 12:18:38 [REDACTED]

Problem Description

03.12.2012 16:48:27 ESBRFCUSER

PreferredContactMethod=Email

MobilePhoneNumber=[REDACTED]

SubmittedBy=Legal Representative

AdditionalComments=I got on the bus number 52 today in kensal rise to ladbroke grove today at lunchtime. When we stopped in the Ladbroke Sainsbury's stop, the driver has stopped the bus and has made us get off the bus and has change the route back to Willesden Bus Garage. Therefore, I have had to wait for another bus to come. When I have got on the bus, I have been forced to pay again for my trip as I didn't have a ticket. That's because with the oyster card you don't get any kind of receipt when you use it in any kind of transport in London. I don't think I should have paid twice because the bus where I was going has suddenly change the route and I have been kicked out of it. In addition, the bus driver on the second bus has not been very polite talking to me. It was a bus number

70 towards Ladbroke Grove.

**OUT**

I am writing in reply to your email of 5 December 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on 3 December 2012, which has been passed to me for attention.

When a bus is particularly delayed, route controllers can stop it short of its usual destination. This allows the delayed bus to turn around, and return to its usual timetable in opposite direction. We do this for the benefit of our passengers, as it allows us to maintain an even service across the route and prevents delays form building up. We realise that this causes inconvenience for some passengers, and so only take this action as a last resort. However, it is taken to benefit the majority of passengers using the service.

Nevertheless, I totally understand how frustrating it can be if you are on the bus that is curtailed. We expect controllers only to terminate buses as last resort and it should only happen when there is a bus going the full length of the route close behind. The driver of the curtailed bus should issue passengers with transfer tickets to allow them

to complete their journey. However, the driver may only issue one transfer ticket for all the passengers to travel on the next available bus going in the same direction.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; I would be grateful if you could provide me with the bus registration number and exact time of the curtailed bus, for me to identify the driver and progress the matter further.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003183149**

**IN**

Notes

05.12.2012      18:59:44      WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

Today I waited 20 minutes for a 52 bus at the Exhibition Road bus stop - in the meantime, 4 9's, 2 10's and 2 452 went by. Having finally got on the 52, the route was terminated at Hyde Park Corner. This is the 3rd time this has happened in the last month (even the last 3 weeks I think). Why are there so few 52 buses and why do they have to leave their passengers waiting again for another bus? It is inconvenient and when the driver has been asked why the route has changed, no response is given. Not exactly great customer service. Also, while I am contacting you....why have you raised the Oyster card minimum balance to £10? Initially it was £5 then £8. What difference does it make? Surely £5 is fine as one journey is £1.35. What is the benefit to TFL? There must be one as I assume that is the reason for the change.

**OUT**

I am writing in reply to your email of 5 December 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

We aim to operate the level of service as advertised to the public in our timetables posted at bus stops. Unfortunately, there are a number of occasions where the scheduled level of service cannot be operated due to the effects of traffic congestion, mechanical difficulties or short notice of staff absence. Although our controllers attempt to minimise delays and inconvenience to members of the public, this is not always possible owing to the unpredictable nature of operational delays.

An investigation of our operating records for the day in question reveals that due to traffic in Knightsbridge area the service suffered delays of up to 20 minutes.

When a bus is particularly delayed, route controllers can stop it short of its usual destination. This allows the delayed bus to turn around, and return to its usual timetable in opposite direction. We do this for the benefit of our passengers, as it allows us to maintain an even service across the route and prevents delays from building up. We realise that this causes inconvenience for some passengers, and so only take this action as a last resort. However, it is taken to benefit the majority of passengers using the service.

Nevertheless, I totally understand how frustrating it can be if you are on the bus that is curtailed. We expect controllers only to terminate buses as last resort and it should only happen when there is a bus going the full length of the route close behind.

I should like to apologise for the obvious inconvenience you have suffered when the service has not operated to the degree of reliability you and I would both like to see.

**0003188996**

**IN**

Notes

07.12.2012      19:15:39      WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

I got onto the 52 bus on Grosvenor Place heading towards Kensington/Notting Hill. I had 2 small dogs with me ( 5-6kg Shih Tzu's) both harnessed and on the lead - neither dog was barking, intimidating or an inconvenience to other passengers as stated on the TFL website as the only conditions of refusal for travel (if there are more conditions these are not visible under the Pets section).

I paid with my Oyster card and as I was at the drivers window he told me only 1 dog was allowed per person on the bus. I informed him that I had never heard of this rule but he insisted that he could only take 1 more dog so the gentleman behind me offered to take 1 lead so that it would adhere to the 1 dog person rule. The driver insisted we couldn't do that and tht he didn't want either on the bus because there was another dog on board (I was on the ground floor and didnt see one on that level). In the meantime the drivers tone was derogatory and rude. I requested his name because I didn't believe that this rule existed nor did I think his attitude nor tone was acceptable. He refused to give me anything.

I then requested some sort of reference to identify him, to which he just kept saying a number over again and talking over me when I asked him what it was. Once I had noted the number I took a photograph of him with my iPhone for clarification that the reference number he gave me was correct and corresponded with his identification. Once he saw me take a photo he became irate and started



screaming that he would sue me if I sent the photo to his manager. This indicated to me more that the reference he has provided is probably incorrect but if not I still have the photo for clarification.

I would like this complaint filed on his permanent record as I believe his attitude and tone was deplorable particularly when he is supposed to be in a position of authority.

Additionally, I would have been very happy to alight the bus if he had given a proper reason such as an allergy however it was nothing more than a power trip. I have never complained to TFL before but I thought this driver was so unprofessional that it had to be highlighted to his superiors. On a better note, I regularly use the London bus service and find the drivers friendly, helpful and courteous.

Direction : towards kensington/notting hill

## **OUT**

I am writing in reply to your email of 7 December 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on 1 December 2012, which has been passed to me for attention.

Throughout training drivers are instructed and are frequently reminded at periodic intervals afterwards of the need to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003189007**

## **IN**

Notes

07.12.2012      19:16:03      WEBLOGIN

VERY RUDE TO CUSTOMERS, REFUSED TO OPEN FRONT DOOR FOR LADY WITH THE SIGHT PROBLEMS SINCE ASKED HER TO GO TO BACK DOOR THOUGH THE

BUS WAS PACKED .... AT LADBROKE STATION STOPPED SHOUTED AT PEOPLE FOR NO REASON AND REFUSED TO GO ON ...

Direction : willesden

**OUT**

No response on case

**0003192947**

**IN**

Notes

10.12.2012 14:22:42 [REDACTED]

The customer says the driver did not stop at the bus stop and says that he and other passengers had to run to get on the bus, the customer says one of the passengers walked with a stick.

The customer says as they boarded the bus they told the driver she should have stopped at the bus stop , the customer says the driver was very rude and says that the driver just told them to sit down.

The caller says this is not acceptable and says the driver should not have acted in this way.

Please investigate, no reply needed to csa or needed to customer.

**OUT**

No response on case

**0003202405**

**IN**

Notes

13.12.2012 16:10:24 [REDACTED]

MOP said she own a business and cannot get an oyster card because she needs her invoice for account purpose and she's been paying her money on the bus but for some reason this particular driver refused to take her money and told her to go get her ticket.

MOP said after a big argument she went to buy her ticket but he refused her entry back on the bus. She said he held up the bus with passengers for more than 10mins for no reason and she had to walk 3 miles back home. She said she was embarrassed and she's really disgusted at the driver's behaviour.

MOP said the driver's behaviour is outrageous and she does not understand why he refused the money and other drivers have been collecting cash from her on other buses. She said there should be one rule for all and she wants to understand what is happening. She said the bus driver refused to get her any information or allow her to take any information and she was too angry to even look at him to get a description.

MOP wants this matter investigated and appropriate action taken against this driver. She wants feedback to her query and she's threatened to take this to Boris Johnson.

## **OUT**

I am writing in reply to your email of 13 December 2012 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards staff are instructed and frequently reminded of the need to take great care with all fare transactions.

However, the behaviour you report is not of the standard that Metrolink expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0003217326**

## **IN**

Notes

20.12.2012

12:31:38



(52)Driver Failed To Stop

Mop reported that despite putting her hand out the route 52 driver went past the Kensal House bus stop and also missed out the Ladbroke Grove Sainsbury's bus stop as well.

Mop said she had to run round the corner to the next bus stop to catch the bus.

## **OUT**

No response on case

**0003227636**

**IN**

Notes

28.12.2012

11:27:45



Customer said she was at the bus stop and the bus arrived behind other buses and refused to stop.

Customer said the driver stopped at the traffic signal and she knocked but the driver was just laughing at her and just went passed without stopping.

Customer is not happy and she wants the driver spoken to.

Regards.

**OUT**

No response on case

**0003249955**

**IN**

Notes

08.01.2013

15:21:38



feedback The 52 bus currently drops passengers off outside Victoria Railway Station at a dedicated bus stop. However to get on the 52 bus we are forced to leave the station area, cross the road and wait at a bus stop that is extremely busy with many busses picking up. We used to be able to get on the 52 bus outside the station. In deed we were sometimes able to get on well before it set off. There is a shelter there together with all the facilities so why not let passengers join the bus there?  
location Victoria Railway Bus Station

**OUT**

Notes

23.01.2013

12:35:11

EXT\_PATELRA

BUS STATION/STOP ARE TFL'S RESPONSIBILITY

**0003252092**

**IN**

Notes

09.01.2013 11:16:42 [REDACTED]

From: [REDACTED] [mailto:[REDACTED]]  
Sent: 07 January 2013 10:44  
To: TPH Enquiries  
Subject: Victoria Railway Station - Bus Station

**52 BUS FROM VICTORIA RAILWAY STATION FORECOURT**

We are regular users of the 52 bus from Victoria to Notting Hill. At one time we were able to get on the bus at the dedicated 52 stop outside the station. You have now moved it to the other side of Buckingham Palace Road where a large number of busses stop to pick up passengers.

We still get off the bus at the dedicated 52 stop within the station forecourt. Have you considered how much more convenient it would be for station passengers if we could again get on the bus at the same place?

**OUT**

Thank you for your feedback concerning route 52 from Victoria Station.

I am sorry you are unhappy that buses do not pick up passengers from the station forecourt.

As you know, this is a busy area with many bus routes serving the station. To make the best of available space we try to split the termination and start stops of routes terminating at the station to avoid conflict between people getting on and off the buses. This is especially important at busy stops and transport hubs such as Victoria Station. Having too many people waiting at a particular stop can raise safety concerns. Passengers can start their journey towards Notting Hill from the stop on Wilton Road which is less than 50m from the termination stop.

Whilst there are no current plans to change the arrangements for route 52, I have raised your suggestion with the Network Operations Manager for the area. We regularly carry out network reviews and feedback from our customers forms an important part of this process.

Thank you again for your feedback. Should you have any further queries, please let me know.

**0003268546**

**IN**

Notes

16.01.2013 11:30:08 WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

I tried to check changes to route 52 due to the helicopter crash on 16th Jan and found the following message regarding changes due to closure of terminus place: Routes 16, 52, 82, N16 & N52 towards Vauxhall Bridge Road stands from Buckingham Palace Road: left Terminus Place, ahead to Bay A and set down. Exit to line of route - this makes absolutely no sense to someone who does not come to London or use the bus service regularly. Please may I ask that changes are clear with a map if possible.

**OUT**

Thank you for your comments on 16 January regarding the quality of live travel information.

I am sorry to hear that you feel the details we provide about changes to bus routes are confusing. We aim to provide clear and understandable information to our customers about any temporary adjustments to our bus routes. I will pass your suggestion about providing maps for diversions on to the relevant department. However, please be aware that this would be extremely difficult for emergency diversion situations, like yesterday, when there is no advance notice of a necessary route change.

Thank you again for getting in touch. Should you have any further queries, please let us know.

**0003273488**

**IN**

Notes

18.01.2013 08:21:51



mop states that the bus driver didnt give anyone a chance on for people to get on and just went past another bus without stopping at the stop

**OUT**

No response on case

**0003295343**

**IN**

Notes

28.01.2013

00:21:47

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Dear Sir/Madam,

this morning at around 9.10am I was with my family who needed to go to Victoria Station to get the Gatwick Express. We needed to go to Notting Hill Gate to catch the circle line and we had 3 handcases and 1 luggage. We stopped the 52 that was half empty due to the early hour. We tried to enter the bus but the driver started to scream "This is not a coach, I am not going to take all of you together, you have too many luggages" very not politely. I tried to explain that the bus had plenty of space and we needed to go only to Notting Hill gate (few stops) but he continued to be very rude giving no explanation. In addition the luggage area was completely empty and we could store all our luggages there giving no issues to other passengers. I am very upset because as a customer I feel I would need to be treated at least politely and I should have given full explanation on why we could no catch the bus. Moreover, when my family arrived on Wednesday we did the reverse journey to my flat and the bus was nearly full but we managed to catch the bus at Notting Hill Gate and place our suitcases in the reserved area. I really don't understand why this driver did not allow us to enter this morning as it is the first time it happens. Finally, given the high fare of the transportation in general, I expect at least to be treated with respect.

Screaming to customers even before them getting into the bus does not help and it is completely unmotivated given the fact that we are a calm family and did not assault anybody.

**OUT**

Thank you for your feedback regarding an unfortunate experience you had on a route 52 bus as a result of a bus driver's rude behaviour towards you and your family. I am grateful for the time you have taken to get in touch.

You will not be surprised to learn that we expect the very highest standards of driving, courtesy and behaviour from all of our staff. This is this especially true for bus drivers as they are in many ways the face of the organisation.

We realise how important it is that our drivers are polite and as helpful as possible and that passengers have smooth, comfortable and safe journeys. Any interaction with passengers should be polite and courteous. I can assure you the behaviour displayed by the driver is not tolerated by Transport for London.

The details of the bus in question are greatly appreciated and has assisted me in identifying the relevant operating company. With this in mind, you'll be pleased to know that I've made Metroline (who operates this vehicle on our behalf) aware of your complaint. They will try and identify the correct driver, if successful, they will interview the driver in question about their conduct, and follow this up with appropriate action in line with their internal procedures. For confidentiality reasons we never release details of an interview and any subsequent action taken. But please be rest assured the operator will endeavour to ensure that a repeat of this does not occur in the future.

I can sympathise with how you must have felt after this experience. We appreciate your concern regarding the driver's behaviour.

Please feel assured that we are working with the bus operators to improve the quality of our services, through positive attitudes, courteous behaviour and attention to proper standards of service. This requires a strong emphasis on staff training and we are liaising with the bus operators in order to continue achieving real improvements across London.

I hope this incident has not dissuaded you from using our bus services in future. We work hard to ensure that our high service levels are met. Overall, the majority of London's bus drivers do an exemplary job, and it is regrettable that isolated drivers cause this reputation to be called into disrepute. Therefore we greatly appreciate you taking the time to raise such incidents with us, as it allows us to take action in the hope that we can continue to improve the level of service provided to our customers.

Once again thank you for taking the time to bring this matter to my attention. I hope your next experience is more pleasant. If I can be of any further help in the future, please feel free to get in touch.

**0003295527**

**IN**

Notes

28.01.2013

08:48:51



The customer said that she was at the bus stop in HYDE PARK CORNER.

The customer said that she flagged the bus down but unfortunately, the driver continued to drive on.

The customer said that she is not happy at all.

Please investigate,

Thanks



**OUT**

No response on case

**0003299674**

**IN**

Duplicate case

**OUT**

No response required

**0003301901**

**IN**

Notes

30.01.2013      10:35:11      WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

The above number 268 was the number on the front windscreen of the bus.

You cannot recharge an Oyster card at this stop, you need to walk to the next stop or pay in cash. Unless of course the driver lets you stand on the bus and hop off at the next stop to the newsagent opposite, or gives you a yellow ticket. I had no cash on me or credit left on my Oyster card and was rushing to get into work. The driver refused to let me stay on the bus until the next stop or give me a yellow ticket and was rude with it. This is unreasonable behaviour, not in the interests of regular bus users. I am well aware of the different ways that you can top up an Oyster card, but was caught out on this occasion.  
Direction : Victoria

**OUT**

I am writing in reply to your email of 29 January 2013 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards staff are instructed and frequently reminded of the need to take great care with all fare transactions. The onus is on the passenger to ensure that they have enough credit on the oyster card or they must pay full fare in cash. Transport for London has now introduced a new means of payment by credit card, which you would have to swipe in the same way as you would swipe your oyster card.

However, the behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0003303166**

**IN**

Notes

30.01.2013 16:20:57

Mop said she was in a vehicle her friend was driving and they were stationary at a traffic light at Harvey Nichols with bus 52 behind them .

Mop said the bus driver must have been in a hurry and the bus came to their side and cut into their lane with the driver shaking his hand and making rude gestures at them .

Mop said she is not sure in what direction bus was going .

Mop said the driver's behaviour is unprofessional and suggests that driver be investigated.

**OUT**

No response on case

**0003312802**

**IN**

Notes

04.02.2013 09:17:46

From

To: customerservices@tfl-buses.co.uk

Subject: Polite request - digital displays on Bus reg. no. Y177 NLK

Dear Sir/Madam,

Other customers and I would be very grateful if you could fix or turn on the visual "next bus stop" display signs on the bus with reg. no. Y177 NLK which was running route 52 this morning. When the bus is crowded and noisy or the windows obscured, it can be difficult to ensure you're getting off at the right stop. Myself and another customer had this problem this morning and got off too late. This isn't the first of your buses in which I've noticed that the displays aren't working or are switched off.

Many thanks,

## **OUT**

Thank you your email regarding the onboard announcements on bus route 52. I am grateful for the time you have taken to get in touch.

As know, iBus has been introduced to provide support to people with visual or hearing impairments, and those with learning disabilities as well as tourists or those simply unfamiliar with the route and I am pleased to hear you feel this system is of benefit.

I can confirm that bus drivers are able to switch off the announcements, but should only do so in the instance that there is a fault, in which case they must report back to their garage that a fault has occurred. As such, I have contacted Metroline and asked that they check the bus with the registration number you provided, in order to ensure that the iBus is switched on and functioning correctly.

Once again thank you for taking the time to contact us and if I can be of further again please let me know.

**0003318097**

## **IN**

Notes

05.02.2013      17:16:10      WEBLOGIN

### **PREFERRED MEANS OF CONTACT: EMAIL**

Hi There I'dlike to complain that the above bus had to terminate at Notting Hill Gate yesterday so in order to continue my journey

I would have to wait for another bus AND PAY AGAIN! I'd did not wish to do this (why should I pay to pat TWICE to get home)so

dicided to walk home for the rest of my journey towards Elgin Crescent. At lest on the underground if the train you're on has to

terminate at the next stop, you don't have to reuse our Oyster card like boarding on another bus! I'm not blaming the bus driver,

if he gets messaged to termainate/change his route that's not his fault. Something should be done about not having to pay twice to get home which you need to look into in the future.

Thanks!

## **OUT**

I am writing in reply to your email of 5 February 2013 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

When a bus is particularly delayed, route controllers can stop it short of its usual destination. This allows the delayed bus to turn around, and return to its usual timetable in opposite direction. We do this for the benefit of our passengers, as it allows us to maintain an even service across the route and prevents delays from building up. We realise that this causes inconvenience for some passengers, and so only take this action as a last resort. However, it is taken to benefit the majority of passengers using the service.

Nevertheless, I totally understand how frustrating it can be if you are on the bus that is curtailed. We expect controllers only to terminate buses as last resort and it should only happen when there is a bus going the full length of the route close behind. The driver of the curtailed bus should issue passengers with transfer tickets to allow them to complete their journey.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003321732**

## **IN**

Notes

06.02.2013      23:33:51      WEBLOGIN

### **PREFERRED MEANS OF CONTACT: EMAIL**

There are currently ongoing roadworks which have closed this stop. There is a long gap before the next stop and no temporary stop has been arranged. This is extremely inconvenient, especially in this cold weather.  
Direction : Towards Willesden Bus Garage

## **OUT**

Thank you for your recent enquiry about the closure of the Harrow Road/Kilburn Lane bus stop.

I appreciate that you are unhappy that there is no temporary stop while the stop is closed. Please be assured that we do make every effort to install temporary stops when a bus stop is closed. But regrettably we can only do so if safe location for the

temporary stop, which unfortunately is not the case in this instance. Please accept my apologies for the inconvenience that this has caused.

Thanks again for taking the time to contact us on this issue. If I can be of assistance on any other issue, please feel free to contact me again.

**0003320776**

**IN**

Notes

06.02.2013 16:10:16



Customer just called in complaining about a bus driver of bus route no. 52 towards Willesden.

Customer says got on the bus at Kensington Church Street bus stop expecting to get off at Chamberlyn Road.

Customer asked the driver if the bus goes through Chamberlyn Road, the driver said 'He doesn't know.'

Customer says he was disappointed that the driver didn't know Chamberlyn Road as it is a major road on this route.

Customer then asked the customer 'Do you know where you are going?'

Customer was not happy with the response from the driver and wants to make complaint about it.

Customer didn't ask for a response but reporting to improve service.

Thanks.

**OUT**

No response on case

**0003326986**

**IN**

Notes

08.02.2013 20:12:03 WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

We were on bus number 266. There were many buses at the stop when we arrived to the bus stop. Instead of waiting for the buses to clear the space in front of the bus stop, the driver decided to try to pull over in between the 2 buses already parked. As a result

when he stopped the back door was 2 meters away from the pavement exactly where the glass door of the bus stop were. I had my 4 months old baby in a pushchair. We had to get off on the road and struggled to get back on the pavement (we were blocked on the road by the 3 surrounding buses). I felt that the situation endangered the security of my baby. I told the driver that it would be kind to pay attention to this type of situation in the future and he gestured that I should go away. I would be very grateful if the driver could be asked to be kinder to people with pushchairs in the future. Thank you! [REDACTED]

## **OUT**

I am writing in reply to your email of 8 February 2013 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to stop in the box marked (BUS STOP) when serving a stop. However, the behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003337232**

## **IN**

Notes

13.02.2013

16:10:17

MOP said he was driving his van along Brondesbury park, pulling out of Stavington road towards Willesden high road, Driver looked at him, and carried on pulling out without attempting to stop. MOP flashed lights, beeped but driver continued, pulled towards the traffic lights instead of the bus stop (Willesden library).

Driver turned left into Willesden high road, stopped in the middle of the road so no one could overtake him instead of waiting at the stop, at the zebra crossing, driver did not stop for people to get across despite people crossing it.

## **OUT**

I am writing in reply to your email of 13 February 2013 to London Buses concerning an incident involving a Route 52 bus whilst driving your vehicle on that day.

During a thorough training program, culminating in a stringent test, drivers are instructed and frequently reminded at periodic intervals afterwards of the need to drive with due care and attention, giving consideration to all other road users when in charge of a passenger carrying vehicle.

The behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned. The given registration number does not belong to Willesden Garage; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered on this occasion.

**0003338885**

## **IN**

Notes

14.02.2013

11:14:12

WEBLOGIN

### **PREFERRED MEANS OF CONTACT: EMAIL**

The driver of the bus LK62DVC stopped outside The Lanesborough, opened the doors, when people tried to get on he should closed the door banging the door against my hand leaving me in pain and with a bruise. I could see through the closed doors that he was not even looking in the direction of the door but doing something to the right of him, looking down. I am sure he intended to move the bus further up as nother was just leaving, but to close the doors on passengers without even looking could have caused a lot more injury than what it did. I ask him "What are you doing?!" To which he only replaied "oh, sorry". I don't think he realised what he even did.

Direction : Willesden

## **OUT**

Thank you for your email today concerning the actions of a 52 bus driver. I am sorry that you have hurt you hand and I hope you make a good recovery soon. I would recommend that you seek medical advice, if you haven't already done so.

I am concerned to hear that the bus driver on this route was not paying full attention whilst passengers were boarding the bus, though the bus driver did apologise when challenged.

Having said this, it is possible that the driver could have handled the situation in a more positive manner. I have passed the details to Metroline, the bus operating company that runs the route 52 for us, so that appropriate action can be taken.

We work hard to maintain high levels of service 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.

**0003339900**

**IN**

Notes

14.02.2013      16:34:31      WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

this to complaint about a very rude driver

today I waited BUS STOP T Opposite to Sainsburys Ladbroke grove to catch BUS 52 towards Willisden Green Library, This driver came and stop wrong bus stop at that time no Busses at my stop, I ran towards the bus and kindly told him this not the bus stop and consider my self This driver stop the bus in middle of the road and look at me about 2 minutes and speed it up and go away supprising in front of many passengers,

Now I wanted to see and use CCTV camrras Technology and see acctually what happen on this day If you wanted I can bring all the passengers at that time as witnesses, and please put this driver disipline/suspended or educate him how to bahave and treat innocent

passengers You know very well London Transprtation is most expensive in Whole of Europe I hoe you will do the justice

**OUT**

Thank you for your email of the 14 February 2013, regarding your experiences with a route 52 bus driver.

Transport for London (TfL) is committed to providing a proficient, consistent and regular service to all of our passengers. The importance of our drivers in accomplishing this cannot be understated. As such, it is concerning to learn that such a basic yet vital aspect such as servicing all bus stop was not met on this day with this route 52 bus driver. As per our bus stopping procedures, London Buses drivers are required to stop at all bus stops to ensure that all intending passengers



can access the service. I am sorry that this your experience on this occasion. Furthermore, London Buses drivers are ambassadors of the bus network. In all their encounters with members of the public our drivers are expected to conduct themselves in a professional, conscientious and considerate manner.

In view of your experience, I forwarded the details of your complaint on to the Metrolink, the operating company that manages this service. Regrettably I must inform you that they are unable to identify the driver in question. In order to further investigate your experiences on this occasion, please confirm the following information:

- Date and Time of incident
- Direction of travel
- General description of the driver

I am sorry that for now we are unable to bring about a more satisfactory conclusion to this matter.

Once again, many thanks for your email and I look forward to hearing from you.

**IN**

Hi [REDACTED]

Thanks for your reply I now give what you request from me to catch this rude driver

1.Date and time of incident: on 14/02/2013(thursday) time is around 3.15 pm

2.Direction of travel: towards willesden green ,Bus Stop T (opposite to sainsburys ladbroke grove, canal way)

3.General discription of driver: black driver Please use your CCTV recordings on this particler time you will get exactly what has happen.

Thanks and looking forward for your reply.

[REDACTED]

**OUT**

Thank you for your email of 1 March 2013 and for providing further information about this incident with this driver.

I have forwarded the details provided on to Metrolink, the operating company that runs this service on our behalf. I can advise that with this information the driver will be identified and interviewed regarding his conduct. Please be assured that appropriate action will be taken.

We are committed to providing a customer-orientated service across the network. The importance of our drivers cannot be understated to this. As such let me assure you that we are committed to improving the interface of our drivers with passengers.

Once again, please accept my apologies for the inconvenience caused to you on this occasion.

Many thanks for your email. Please do not hesitate to contact me again.

**IN**

Hi [REDACTED]

Thank you very much for updating me, actually I wanted this type of drivers should be trained how to behave with innocent passengers like us. once again thank you.

[REDACTED]

**0003348727**

**IN**

Notes

19.02.2013

10:53:31

[REDACTED]

Recipient:

type buses

feedback On the bus 52 at this time I was made to feel like I was delaying the bus by paying in cash, it took me all of 10 seconds to count out my money. I think it's important that you do not marginalise people that pay in this way if they have run out of funds on their oyster or do not have contactless technology. It is still legal tender and given the penalty premium you charge I think you need to drum into some of your drivers to be a little more patient and friendly when passengers feel they have no choice but to pay in cash.

location All souls avenue

date 19/02/13

time 08:25

**OUT**

I am writing in reply to your email dated 19<sup>th</sup> February 2013 about difficulties you have experienced when travelling on route 52 which has been passed to me for attention.

As I am sure you can appreciate it is helpful when boarding if a passenger can tender the correct fare to the driver for their journey, if known, preferably in the most convenient make up of coins possible.

However, the behaviour you report is not of the standard that Metrolink expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with the member of the public at all times.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned, however the opportunity has been taken to remind drivers in the area at the time of the standards required in future.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003360525**

**IN**

Notes

25.02.2013 09:08:12 [REDACTED]

The customer says that this driver stopped at kensal rise station where there was a bus in front but he did not stop behind it, he stopped in the middle of the road so that anyone waiting had to go between the buses to board in the middle of the road.

However he shut the doors and she banged so he opened the doors and said 'That is too early, don't start moaning'

They exchanged words and he called her a 'black bit\*h'.

He was saying that he was coming out of his cab and that he would throw her off the bus, he was swearing.

Aprox 07:35

She mentions that there were school children on the bus.

**OUT**

No response on case

**0003366033**

**IN**

Notes

26.02.2013 19:49:05 [REDACTED]

(52)Curtailment - Refund

Customer boarded the bus Kensal rise station @ 06:20am and the driver suddenly announced the bus was no longer going to Victoria but was terminating at Notting Hill Gate station @ 06:30am.

The driver did not offer any transfer ticket so customer had to pay another fares when he boarded the next bus.

Customer is requesting for a refund of his fares. Please kindly respond to customer.

## OUT

I am writing in reply to your email dated 29th February 2013 to London Buses about the difficulties that you experience when travelling by Route 52 on this particular day which has been passed to me for attention.

We aim to operate the level of service on the route as advertised to the public in our timetables posted at the bus stops. However if a bus is severely delayed or if several buses of the same route are bunched together, the route controller may ask a driver to stop the bus short of its usual destination. This bus can then turn around, and return to its usual timetable in the opposite direction. We do this for the benefit of our passengers, as it allows us to maintain an even service across the route and prevent delays from building up.

Nevertheless, I totally understand how frustrating it can be if you are on the bus curtailed. We expect controllers to only terminate buses early as a last resort. And it should only happen when there is a bus going the full length of the route close behind. The driver of the curtailed bus should issue passengers with transfer tickets to allow them to complete their journey. But unfortunately I am unable to trace this driver because you not have provide me with bus fleet number or but registration number.

I should like to apologies for the upset that this incident caused you.

**0003371576**

## IN

Notes

01.03.2013      01:23:20      WEBLOGIN

### PREFERRED MEANS OF CONTACT: EMAIL

My name is [REDACTED] and would like to make a complaint about a problem with bus driver today on the bus 52.

Today around 11:30 pm - 12:00 pm I walked into a bus station 52 at Notting Hill Gate (I'm not sure which was the destination of the bus but I got into this because it would go through Notting Hill Gate.) My destination was stopping Elgin Crescent.

Well, everything was going very well when it came to my stop and I was getting ready to get off the bus. When the door opened, everyone who was able to get down in front of me, but when it came to my time to get off the bus the driver closed the door practically on my face, when I prepared to get off because one person was slightly slower in front of me and if I tried to go down together with the person we could certainly hurt us, so I was hoping the person get away to go down then. I don't know certainly why this reason the driver closed the door almost in my face, I pressed the button again and decides to ask him to open the door

again to me, but he just ignored my request and I asked again and another time, but he doesn't look at me .. I found it very strange because he closed the door and after a few seconds, decided to take his way. In those minutes there was enough time for him to open the door for me again and I would descend without the slightest problem, but he did not. The driver understood that I was taking to get off the bus because I was talking on the phone, that I was talking on the phone, but surely however I would be able to go down and talk on the phone at the same time. I felt very embarrassed in front of all the people who were on the bus, and they don't understand the reason of what happened. I felt like nothing, for I was completely ignored as a citizen and transient honest, since I use every week and I pay my Oyster correctly. So the bus moved on and I finally went a longer way than usual, so I was late to get to my work I decided on my own, hit the button on the top of the door to open the door, because for me that moment was as an emergency. So I press the button to open the bus door on the driver's cabin was not thrown. I went down and follow my destiny ..

When I was back at my house, at the point Kensington Church Street / Holland St around 16:00 pm coincidentally went on bus 52 toward victory Station, spent my Oyster Card and thanked the driver without acknowledging it, but when I went in toward the center of the bus driver started yelling saying many things I do not really understand cause I do not speak English very well, so they were all to get on the bus looked at me and I went back to try to understand and once again I did not understand so I kept going and climbed the stairs and sit down. The driver in turn off the bus and from what I understand he said he would not follow with me inside . It was the biggest constraint I spent here in this country, no one had ever treated me that way and I felt really embarrassed because everyone looked at me and the driver continued to yell at me. To follow the bus trip, I had to get off the bus again. I'm really offended and embarrassed. I hope something will be done because I am within my rights as a citizen, I am here legally and my husband and I pay the taxes properly as the Oyster Card as every good citizen.

You can have the total certainty of the fact through the cameras on the bus that I used and will see that the incident occurred exactly as I described ..

The number of the second bus where the driver is forced me go down is Y144 NLK.

I anxiously await return soon and if otherwise seek my rights as a citizen.

Thank you

## OUT

I am writing in reply to your email dated 28th February 2013 to London Buses about the difficulties that you experience when travelling by Route 52 on this particular day which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at times, ensuring correct observance of all compulsory stops, and request stops when asked to do so.

The behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. Unfortunately from the information supplied, I have been unable to trace the driver concerned; however the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I am sorry that I cannot be more helpful in my reply but trust that I have explained the position to you.

**0003386338**

## IN

Notes

07.03.2013 10:01:39



I wish to complain about the driver of a bus today (6 March) at approximately 1730. The bus had running number AC269 and was on route 52 towards Victoria.

I boarded this bus at Queen's Gate at about 1715. It was the third number 52 to arrive in short succession as I saw two 52's pass before I was able to cross the road.

The driver was in a hurry, and we made good time until the bus reached Scotch Corner. Between the sets of traffic lights between the junction of Brompton Road and the junction of Sloane Street the driver pulled up behind a car with its bonnet up. When the Sloane Street lights changed he sounded his horn and pulled out in front of traffic coming up behind him.

The bell had been rung in good time for the stop at Hyde Park Corner Station, but the driver made no attempt to stop (not even entering the nearside lane) despite there being people waiting at the 52 bus stop. The driver pulled up at the first set of lights at Hyde Park Corner behind a 137 bus. He then changed lane, forcing the driver of a car to brake suddenly. When the lights changed, it became apparent that the 137 was not going to turn into Park Lane, so the driver swerved and changed lane again.

I rang the bell to alight at Hyde Park Corner roundabout whilst the bus was stopped at the junction of Park Lane. When the lights changed, the driver made no attempt to get into the nearside lane and instead overtook three buses already stopped at the bus stop. Two of these buses started to pull away and the driver accelerated round the corner into Grosvenor Place. I rang the bell several times. Traffic was heavy and whilst the bus was stationary I asked the driver when he intended to let me off. At this point I realised that three tourists had wanted to alight at Hyde Park Corner Station and they had been overcarried. The driver did not reply to me.

The driver eventually let us off the bus at Wilton Place.

In my opinion, the driver's driving skills were poor to say the least, and his customer service skills non-existent. Bus drivers as a rule do an excellent job in trying circumstances, and I am often appreciative of their attempts to make up time when running late in heavy traffic. However on this occasion, the driver's behaviour was disgraceful.

My Oystercard number is [REDACTED] and my journey was from Queen's Gate to Vauxhall Bus Station using buses 52 and 436.

I look forward to receiving your response.

## **OUT**

I am writing in reply to your email dated 6th March 2013 to London Buses about the difficulties that you experience when travelling by Route 52 on this particular day which has been passed to me for attention.

I am very concerned to learn about your experience. You won't be surprised to learn that the safety of our passengers, as well as that of the other road users, is an issue we take extremely seriously. Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for intending and alighting passengers at all times, observing all compulsory stops and request stop when asked to do.

The behaviour you report is not of the standard that Metrolink expect from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. The driver concerned has been identified and his details have been passed to our operation support manager. However I can assure you that appropriate action will be taken to deal effectively with this matter.

I should like to apologise for the upset that this incident caused you.

**0003399982**

**IN**

Morning

As a frequent commuter on the 52 bus route I would like to raise a complaint about the appalling service fellow commuters and I had on the 5.30AM from Willesden Bus Garage.

The driver who barely spoke English was clearly unable to drive his brand new bus, and it strongly felt the poor man had no idea how to control his machine. As we were doing a 2m an hour on straight lines it appeared the driver was accelerating at critical points such as turns, pedestrians or turnarounds !

**OUT**

I am writing in reply to your email of 8 March 2013 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

During a thorough training program, culminating in a stringent test, drivers are instructed and frequently reminded at periodic intervals afterwards of the need to drive with due care and attention at all times. They should also ensure for the comfort and safety of all their passengers when in charge of a passenger carrying vehicle.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003406135**

**IN**

Notes

15.03.2013      09:21:35      WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I want to complain about the driver of the bus with the registration number LK62 DVJ. I was the only person at the bus stop, the bus was nowhere near full - there were people standing but lots of space and he completely ignored my hand signal and drove right past. This is not the first time that a bus driver on the 52 has had a half empty bus and has deliberately decided not to stop at that bus stop to pick up passengers. It has been happening with more regularity the last 6 months or so and quite frankly it's totally out of order.

Direction : Victoria



## OUT

Thank you for contacting us on 15 March in regards to bus drivers on route 52 not stopping for you.

I am sorry to hear that the driver did not stop for you, please accept my apologies for this. You will not be surprised to learn that we expect the very highest standards of service from everyone representing London Buses. This is especially true of bus drivers as they are in many ways the face of the organisation.

Drivers receive comprehensive training to enable them to perform their duties effectively. Customer service is central to this training. Clearly, bus stops should be served properly with drivers keeping a keen eye out for waiting passengers. It is disappointing to hear that these basic procedures were not followed.

Details of your experience have been passed to Metroline, who operate route 52, for further investigation. The operator will endeavour to identify the driver from the details you have provided and follow this up with appropriate remedial action. I have also asked that all drivers on this route are reminded of the need to serve bus stops properly.

Thank you again for contacting us and please do not hesitate to get in touch again if you have any further comments or queries.

**0003412899**

## IN

Notes

18.03.2013      16:49:43      WEBLOGIN

### PREFERRED MEANS OF CONTACT: EMAIL

I have a video of driver [REDACTED] getting very angry at a my wife and I (both fully paid passengers) for bringing our infant child in a pram through the middle doors of the bus. I am happy to send this video to you, however, it does not appear that I can attach it hereto.

The driver [REDACTED] was verbally abusive to me, the mother and our 4 week old child, and verbally abusive to other passengers, including an elderly woman whom he directed to get off his bus after she challenged him as to why he had halted his bus route without notifying any of the passengers on board (in violation of the rules of conduct on Page 25 of the Big Red Book).

During this period of time when he canceled his route, the passengers were becoming increasingly confused and agitated, but there was no announcement that the bus was no longer proceeding. After around 10 minutes of waiting, I enquired at the window as to why

the bus was stopped. The driver was on his mobile phone at the time (in violation of page #2 of page 17 of the BRB). When he did turn to address my query, he informed me that it was because my wife had violated TFL rules by entering with a pram in the middle doors. I apologized to him and told him that we had thought this was acceptable behaviour since we have seen numerous other mothers doing the same without any incident. He still refused to proceed, however, yet he offered up no solutions. The bus was still not moving. In desperation, I then asked whether it would make him happy if I had my wife and child disembark through the middle doors and reembarck through the front doors. Astonishingly, he said that this would enable him to resume the bus route. We complied in the rain.

Despite whatever TFL rules he was seeking to enforce on Sunday, boarding through the middle doors with a pram (as paid customers) is commonly known and done on many routes in London particularly on crowded routes. Unfortunately, neither my wife nor I had, at the time, read the specific TFL rules that he directed us towards. While we appreciate this driver's vigilance to lecture us about these TFL rules, we do criticize his lack of customer courtesy in the way he delivered this message. He abused his position of authority, coming down upon us from a bully pulpit with a spiteful intention to humiliate us in public.

Could you please remind him of the need to behave with professionalism and to treat customers with civility? I am pretty sure that is a rule too.

## **OUT**

I am writing in reply to your email of 18 March 2013 to London Buses about difficulties that you and your wife experienced when travelling by Route 52 on that day, which has been passed to me for attention.

Paying passengers; including single buggy users must board by the front doors to pay the driver or show a valid pass. This also enables the driver to assess whether or not there is sufficient room for unfolded single buggies to board safely. However, passengers with a double buggy are exceptions and can board at the rear doors; as most designs of double buggies are too wide to fit through the front. We ask that a double buggy user always checks first with the driver that it is okay to get on. Providing there is enough space in the designated area, the driver should then give you the okay.

However, the behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you and your wife suffered when travelling on this occasion.

**0003413091**

**IN**

Notes

18.03.2013 17:55:42

MOP got on the bus with her 7 year old son and 2 year old son in a buggy, and as soon as she had got ready to present her oyster card, the driver refused to let her on saying that she was a very rude person.

MOP says that she made a complaint about a driver of the 6 bus route two and a half years ago, and feels that this may have been the same driver she complained about back then (6 & 52 are operated by the same garage at Willesden).

MOP feels that the driver embarrassed her for no reason, and if he had given her a legitimate reason about why she couldn't board the bus then she would have understood, but the MOP says that she did nothing wrong and feels that the drivers actions were inappropriate and unnecessary.

MOP would like a response.

**OUT**

I am writing in reply to your telephone call of 18 March 2013 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed to ensure that all seats on both decks have been taken, and that the standing areas are full, before refusing entry to waiting passengers.

The behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**IN**

Notes

15.04.2013

13:22:37



MOP called to give the registraion and fleet no of the bus, adding she would like the matter re-investigated as she is not willing to accept the response that driver could not be located otherwise she will take the matter further.

**OUT**

I am writing further to your telephone call of 15 April 2013 to London Buses regarding the incident that occurred on 18 March 2013.

As you have now provided me with the bus registration number, I have been able to trace the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

Once again, I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0003416033**

**IN**

Notes

19.03.2013

17:46:52

WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

7am and I'm on a short bus ride to Kensal Riase to catch the 7.11 train. The bus driver begins driving slowly and stopping at each stop although no one is requesting the bus to stop. Annoying during rush hour. He eventually pulls up behind another 52 and stops.

I approached the driver and said "come on mate I've a train to catch why are we stopping every 5 seconds". The driver said very clearly "I don't care". I asked why and he said " I can't overtake this bus" and "there must be 5 minutes between buses". I said "well that's not a veyr good service for those on this bus is it?". He suggested I "get a taxi" and, once again told me "I don't care". I took his number but have forgotten what it was. Quite a miserable experience. Is this your policy now?

## OUT

Thank you for your email of 19.03.2013. I am sorry you experienced problems when using our services and I apologise for any inconvenience or distress this caused you.

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

Our drivers receive strict instructions about the importance of sticking to their timetables. It is not acceptable for a driver to deliberately slow down the bus, such as you have reported. We expect the highest standards from all our drivers and do not tolerate the manner in which he spoke to you.

I have passed the details of your complaint onto Metrolink who are the bus operating company that runs the route for us so that this matter can be looked into. Metrolink will also ensure that all drivers are reminded of the importance of adhering to their schedule.

Once again, thank you for contacting us. We are grateful for all passenger feedback as it helps us to improve service quality.

Please contact us again if you need any further assistance

## IN

Thank you very much for this quick response

---

Your reply to my complaint last month stated "It is not acceptable for a driver to deliberately slow down the bus, such as you have reported".

Since then I've had further cause to complain and this time I received an email back from the local Metrolink operator.

To me, you seem to be operating different policies and I enclose both of your emails for comparison.

Who is right?

I am writing in reply to your email of 4 April 2013 to London Buses about difficulties that you experienced when travelling by Route 302 on that day, which has been passed to me for attention.

There may be times when lighter than normal traffic conditions cause a bus to gain time during the course of its journey. If this is the case, drivers are advised to lose surplus time gradually along the route to avoid reaching timetable points early. Hence the driver acted correctly on this occasion by stopping at bus stops and losing

excess time en route.

I am sorry that I cannot be more helpful in my reply but trust that I have explained the position to you.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

Yours sincerely

## **OUT**

Thank you for your further email and I apologise for the obvious incorrect information provided by my colleague.

On this occasion the operating company were correct in following procedures to regulate the service. I can only apologise for the information which we provided and this has been highlighted to management to who will administer any re-training needs.

Going forward, I hope that you will notice an improvement with the service and the conduct of drivers of route 52. If I can be of any further assistance please feel free to contact me.

## **IN**

Thanks finally for straightening that out - buses now run to timetables and slowing down and stopping at bus stops is acceptable behaviour.

Maybe this should be more widely known/publisised as in the morning rush-hour it is really frustrating for commuters like me who are trying to catch a train.

But if we know this is the policy we can make an informed choice to take a taxi instead!

**0003419451**

## **IN**

Notes

20.03.2013

21:37:19

WEBLOGIN

Driver stopped away from bus stop (he was the 3rd bus in a stop where 2 can stop at time) and when I requested stop he made a sign that he had stopped before. The driver had space and time to stop but choose not too.

Direction : Willesden bus garage

## **OUT**

Anonymous customer – no response

**0003422119**

**IN**

Notes

21.03.2013

19:09:08



Customer just called in complaining about a bus driver of bus route no. 52 towards Willesden Bus Garage.

Customer says there was a man at Kensington Church Street complained about the driver because he closed the door on older man's face.

Customer says again at Ladbroke Road a woman with crouches was trying to get on the bus but the driver didn't open the door and just drove off and everybody on the bus was complaining because that was unbelievable, customer says.

Customer says she asked the driver to give her his name or a badge to report him but the driver didn't answer anything.

Customer says then the driver threatened her and told her that 'I know your face, next time i see you I won't let you on the bus'.

Customer is concerned about being threatened and wants to make a complaint about the above.

Customer didn't ask for a response.

Please investigate.

**OUT**

No response on case

**0003435530**

**IN**

type buses

feedback 20h19 bus 52 at BUS STOP N on Ladbroke Grove failed to stop. What is their problem??

location Ladbroke Grove Barlby Road

date 25 March 2013

time 20h19

**OUT**

I am writing in reply to your email of 27 March 2013 about difficulties that you experienced when wishing to travel by Route 52 on 25 March 2013, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times. They should also ensure the correct observance of both compulsory stops and request stops, providing in the latter instance the signal is given in sufficient time for the vehicle to stop in safety.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0003433951**

**IN**

Notes

27.03.2013 09:54:31

Mop has reported an incident that took place while waiting for a 52 bus.

Caller saw the bus approaching when with her son and signalled for it to stop. She reports that the driver refused to pull in, instead continuing along his journey.

Please investigate, no response required.

**OUT**

No response on case

**0003437117**

**IN**

Notes

28.03.2013 11:11:12 WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

This driver let me on at the Kensal Rise station stop. There were a number of people standing downstairs but a few seats available upstairs. However she proceeded not to stop at a number of stops all the way to Ladbroke Grove station, despite people waiting on the street. At the end of the journey I said very politely to her "when you weren't stopping, there were free seats upstairs", and she then shouted at me continuously, saying that I should let her do her job and there were two buses behind her. I have seen her doing this before even with no bus directly behind her, so I don't think this is an acceptable excuse. I am complaining aswell at



the patronising and aggressive manner in which she responded to a simple comment from a customer. It was just laughable. At the very least she could have advised the people standing downstairs to go upstairs to make space for other passengers. This is becoming far too frequent on the streets of London and I am unhappy to be making a second complaint on this website so soon after my previous one. I am a very polite quietly spoken person so didn't appreciate such aggressive behaviour.  
Direction : Southbound

## **OUT**

Thank you for contacting us regarding your issues with the driver of a number 52 bus on 28 March. I appreciate you taking the time to bring the issues raised to my attention.

It is very disappointing to hear that the driver did not stop for customers that were waiting for the bus despite there being space on the bus. Her reaction towards you when you made her aware of this is unacceptable. We have simplified bus stopping procedures by removing the distinction between compulsory and request stops. This means drivers must always stop when there are waiting passengers. Whether or not there are buses behind has no bearing on this rule. Drivers are instructed to keep a sharp lookout for waiting passengers at all times. In the instance you describe, it would appear those procedures were not followed.

I have passed your complaint to Metroline, who operates this route on our behalf. They will investigate this incident and interview the driver. Appropriate action will be taken to try to ensure that this does not happen again.

Once again, thank you for contacting us. We are grateful for all passenger feedback as it helps us to improve service quality.

Please contact me again if you need any further assistance.

**0003440655**

## **IN**

Notes

30.03.2013

15:14:44

WEBLOGIN

### **PREFERRED MEANS OF CONTACT: EMAIL**

As I was getting on the bus, the driver shouted at me. I had four bags of shopping and I had to put them down to use my Oyster card. As I bent to pick them up, he shouted "Move it! You can't stop there! I have to keep moving!" I appreciate I may have caused a second or two's delay before and after using my Oyster card and that buses have a timetable to keep to, but there were no buses behind. I have no car and rely on the bus to get my family's shopping. I do NOT expect to be shouted at by a bus driver.

Direction : Victoria

**OUT**

I am writing in reply to your email of 30 March 2013 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

Throughout training drivers are instructed and are frequently reminded at periodic intervals afterwards of the need to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned. The given date of the incident is 30 March 2013 at 16:45 and the email submitted was also on 30 March 2013 at 15:14:44; hence either the date or the time of the incident given is incorrect. However, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003444620**

**IN**

Letter attached

**OUT**

Notes

12.04.2013      12:57:48      EXT\_PATELRA

UNABLE TO TRACE THE DRIVER. CUSTOMER HAS WRITTEN ON THE COMPLAINT FORM THA "NO REPLY NEEDED" HENCE DID NOT REPLY TO THE CUSTOMER DIRECTLY

**0003466471**

**IN**

Notes

11.04.2013      10:21:45      WEBLOGIN

PREFERRED MEANS OF CONTACT: PHONE

I was on a bus with a diverted route this morning on which there was no warning whatsoever, and no explanation or comment from the bus driver even though the diversion took approx. half an hour. From the point of the diversion I was probably a maximum of 5

minutes walk from the stop I needed so because the driver was too lazy/dumb/malicious (there are plenty of other words I can think of which all probably apply) to bother alerting people to what was going on he cost me the best part of 25 minutes and I was confused and frustrated pretty much everyone on the bus. Now, I don't expect your bus drivers to be the sharpest, nor do I have massive expectations of TfL as a whole frankly, but I wouldn't have thought it pretty obvious that an announcement would be a good idea and even if your bus driver couldn't muster up the brains to realise this I would have thought it possible to train them properly. You could help me by sacking the bus driver I had the misfortune of having the morning - and then thanking me for taking the time to help you out like this.  
Direction : Towards Victoria

## **OUT**

I am writing in reply to your email of 11 April 2012 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

Unlike other types of public transport buses are affected by problems beyond our control. Issues such as road works, accidents and major events can cause disruption to our services. I can confirm that the 52 service, along with other routes in the area, are on diversion and will not be serving stops between Notting Hill Gate Station and Queensway Station. Passengers are advised to allow extra time for journeys.

We realise how important it is to make our passengers aware of any incidents or events taking place which could affect their journey. Information is posted on TFL's website to make our passengers aware of any disruptions to our services and to plan accordingly.

Passengers can visit TFL's website at [www.tfl.gov.uk](http://www.tfl.gov.uk) and they can use the SMS service to get real time bus arrival information when problems occur to the services. Alternatively, passengers can contact TFL's 24/7 Travel Information Centre on 0343 222 1234.

Additionally, all drivers on our route are instructed and frequently reminded to make announcement when a route is on diversion.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned on this occasion; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003472738**

**IN**

Notes

14.04.2013 01:26:07 WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

Bus took over 30 minutes to come despite showing every 10 minutes on night bus timetable

Direction : North

**OUT**

I am writing in reply to your email of 14 April 2013 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

We aim to operate the level of service as advertised to the public in our timetables posted at bus stops. Unfortunately, there are a number of occasions where the scheduled level of service cannot be operated due to the effects of traffic congestion, mechanical difficulties or short notice of staff absence. Although our controllers attempt to minimise delays and inconvenience to members of the public, this is not always possible owing to the unpredictable nature of operational delays.

An investigation of our operating record reveals that the service suffered delays due to the road being closed at Notting Hill Gate with the junction of Pembridge Road due to burst water mains, and the buses were on diversion. Also, on the said diversion the road was blocked due to a badly parked vehicle causing further delays to the service.

I should like to apologise for the obvious inconvenience you have suffered when the service has not operated to the degree of reliability you and I would both like to see.

**0003479936**

**IN**

Notes

16.04.2013 23:10:22 WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

As I tried to get off the bus, having come down from the top deck, the driver refused to let me off the bus, saying "You can stay here all night". He accused me of having been asleep, which was not the case.

When I complained to him, he eventually opened the doors and let me off, shouting at me in an aggressive and threatening fashion as he did so.

As I walked away, he followed me, making me feel threatened. I felt so concerned for my safety that I had to go into a nearby betting shop and hide until he went away.  
Direction : Willesden Green

## **OUT**

your email of 16 April 2013 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when a clear signal is given to do so.

The behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003479657**

## **IN**

Notes

16.04.2013 18:56:09



MOP said he got on at Kensington Church Street , destination was Willesden, two stops before Ladbroke grove, an announcement came on that the bus was terminating there.

MOP asked for transfer ticket, driver said no, that the bus already said Ladbroke grove at the start point. MOP said this was incorrect as confirmed by other passengers, that driver was rude, gave the other European passenger a ticket, which MOP thinks is a racist action as he (MOP ) was refused without reasons by the driver.

MOP adds later, driver gave him a ticket but he thinks driver should not have refused him in the first instance.

## OUT

I am writing in reply to your email of 16 April 2013 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

When a bus is particularly delayed, route controllers can stop it short of its usual destination. This allows the delayed bus to turn around, and return to its usual timetable in opposite direction. We do this for the benefit of our passengers, as it allows us to maintain an even service across the route and prevents delays from building up. We realise that this causes inconvenience for some passengers, and so only take this action as a last resort. However, it is taken to benefit the majority of passengers using the service.

Nevertheless, I totally understand how frustrating it can be if you are on the bus that is curtailed. We expect controllers only to terminate buses as last resort and it should only happen when there is a bus going the full length of the route close behind. The driver of the curtailed bus should issue passengers with transfer tickets to allow them to complete their journey.

There are no rules that drivers can't issue more than one transfer ticket, however, one transfer ticket is enough for all the passengers to share to use in the next bus going in the same direction. Transfer tickets are generally valid on the same route or the route serving same section of road.

However, the behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003481657**

## IN

Notes

17.04.2013

14:04:05

From:

To: customerservices@tfl-buses.co.uk

Subject: bus 52

I was traveling home on a 52 bus at approx 19 15 from Victoria to ladbroke grove on the 11 04 2013 the driver of that bus could not drive properly he stopped abruptly at my destination making me fall down stairs, to stop myself falling on my face I had to grip the hand rail tightly, in doing so my small finger was abruptly pulled and almost dislocated I had this Xrayed which revealed no broken bones but the incident made me unable to work for 2 weeks as i am a chef. I look forward to hearing from you.

## **OUT**



I am writing in reply to your email of 17 April 2013 to London Buses concerning an alleged incident involving a Route 52 bus whilst travelling on that day.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned. I would be grateful if you could provide me with the following details for me to progress with the matter further.

- 1) Bus registration number
- 2) Fleet number
- 3) Bus running number
- 4) Description of the driver
- 5) Time boarded the bus
- 6) Time alighted the bus
- 7) Time of the incident
- 8) Location where the bus was boarded
- 9) Location where the bus was alighted
- 10) Direction of the bus

I should like to thank you for taking the trouble to write.

**0003482959**

## **IN**

Notes

17.04.2013      21:50:33      WEBLOGIN

### **PREFERRED MEANS OF CONTACT: EMAIL**

The 52 left Victoria at about 1840. It caught up with another near the Albert Hall, they played leapfrog. It then stopped at Notting Hill for about 10 minutes. Another No.52 passed. Later it stopped again for several minutes at Ladbroke Grove. A 452 passed. Later another 52 pulled up and I was able to change to that.

At no time did the driver make any announcement about what was going on.

I recognise the need to manage the service but you should always keep passengers informed and give them the opportunity to switch to a different bus if the one they are on is being delayed.

Direction : N

## **OUT**

I am writing in reply to your email of 17 April 2013 to London about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

There may be times when lighter than normal traffic conditions cause a bus to gain time during the course of its journey. If this is the case, drivers are advised to lose surplus time gradually along the route to avoid reaching timetable points early.

The behaviour you report is not of the standard that Metrolink expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times. They should also keep passengers informed in the circumstances you describe.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003483860**

## **IN**

Notes

18.04.2013

10:32:03



MOP alleges that every morning she boards a 52 from Chesterton Road to get to Victoria for 09:00. MOP alleges that everyday this week the bus has arrived with Victoria on the front and failed to actually reach that destination. MOP alleges that no information is given to them regarding why the bus will terminate early and no early indication is given either. MOP is very unhappy with the poor level of service.

MOP alleges on Wednesday 17/4 the bus curtailed at Hyde Park Corner. Allegedly the driver didn't know why, he was just told to not go beyond that point.

Today 18/4 allegedly the bus curtailed at Queens Gate. Again no information as to why the bus would not go to its advertised destination. MOP alleges she had to get the tube and was 40 minutes late to work.



MOP alleges that on the two above occasions ibus system was announcing that the bus was going to Victoria.

MOP lastly wants to know why the diversion around Notting Hill gate / Pembridge Road, W1 is still active as of this morning (18/4) as she was informed that it was due to end at 17:00 on 17/4. Confirmed that's what it says on whiteboard.

Please respond to customer.

Cheers,



**OUT**

I am writing in reply to your emails of 18 April 2013 and again on 26 April 2013 about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

We aim to operate the level of service as advertised to the public in our timetables posted at bus stops. Unfortunately, there are a number of occasions where the scheduled level of service cannot be operated due to the effects of traffic congestion, mechanical difficulties or short notice of staff absence. Although our controllers attempt to minimise delays and inconvenience to members of the public, this is not always possible owing to the unpredictable nature of operational delays.

I can confirm that the 52 service is on diversion due to burst water mains work at the junction of Notting Hill and Pembridge Road, which is still ongoing and will be till 10 May 2013. Passengers are advised to allow extra time for journeys. Due to late running of a bus caused by the mentioned diversion, it becomes necessary to curtail the vehicle short of its original destination. This procedure should normally only be used where another bus on any route is in close proximity and allows passengers to travel to their required destination. Whilst usually undertaken by a driver, it may also be carried out by an official, in either instance clear instructions should be given politely and efficiently to those concerned.

We realise how important it is to make our passengers aware of any incidents or events taking place which could affect their journey. Information is posted on TFL's website to make our passengers aware of any disruptions to our services and to plan accordingly.

Passengers can visit TFL's website at [www.tfl.gov.uk](http://www.tfl.gov.uk) and they can use the SMS service to get real time bus arrival information when problems occur to the services. Alternatively, passengers can contact TFL's 24/7 Travel Information Centre on 0343 222 1234.

I should like to apologise for the obvious inconvenience you have suffered when the service has not operated to the degree of reliability you and I would both like to see.

**0003489081**

**IN**

Notes

20.04.2013

10:37:28

WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

I want to complain about the early termination of my bus journey. Yesterday, not only did I have to wait nearly 20 minutes for a 52

bus, it then cancelled the journey at Hyde Park Corner instead of Victoria.

Passengers do not care about the buses having to keep

to a schedule - as I am sure will be your excuse for this issue - they care about getting to their destination. It is your role as

a public transport provider to get the passengers to their destination without forcing them off the bus. There is never any

information given, no idea of when the next bus will arrive and basically a very clear message that you really do not care about

the passengers. As I had to continue my journey to Victoria on foot - I decided not to wait for another bus as I was not prepared

to wait a further 20 minutes - I missed my train and had to wait 35 minutes for the next one. I blame you entirely for this major

disruption to my day. I expect a full refund for my inconvenience but please do not email me with any excuses about your extremely

poor service. I have no doubt at all that you will try to justify the termination of my journey as, as far as I am concerned, you

cannot possibly have a good enough reason for causing disruption and frustration to so many people. I want an apology and refund

within a week. If you want to support those who use public transport and keep cars off the road, you should do the job efficiently

making sure that passengers are getting a good service at the very least.

Direction : to victoria

**OUT**

I am writing in reply to your email of 20 April 2013 to London Buses about difficulties that you experienced when travelling by Route 52 on the previous day, which has been passed to me for attention.

If a bus is severely delayed or if several buses of the same route are bunched together, the route controller may ask a driver to stop the bus short of its usual destination. This bus can then turn around, and return to its usual timetable in the opposite direction. We do this for the benefit of our passengers, as it allows us to maintain an even service across the route and prevents delays from building up.

Nevertheless, I totally understand how frustrating it can be if you are on the bus that is curtailed. We expect controllers only to terminate buses early as a last resort. And it should only happen when there is a bus going the full length of the route close

behind. The driver of the curtailed bus should issue passengers with transfer tickets to allow them to complete their journey.

Due to burst water main repairs at the junction of Notting Hill Gate and Prembridge Road, Route 52 suffered severe delays on the day in question. Unfortunately I am unable to process your request for refund as any such circumstances are not in control of Metroline.

I should like to apologise for the obvious inconvenience you have suffered when the service has not operated to the degree of reliability you and I would both like to see.

**0003496369**

**IN**

Notes

23.04.2013

16:30:39



MOP called advised that for some time now every Saturday evening between 6pm and 8pm at Hyde park corner bus 52 going towards Victoria is always delayed then 3 or 4 buses will come at the same time.

Checked timetable which states buses should be every 5-8 minutes at that time however MOP states that is never the case buses are always late and delayed.

Would like this to be looked into, please investigate

**OUT**

I am writing in reply to your telephone call of 23 April 2013 to about difficulties that you experienced when wishing to travel by Route 52 on 20 April 2013, which has been passed to me for attention.

We aim to operate the level of service as advertised to the public in our timetables posted at bus stops. Unfortunately, there are a number of occasions where the scheduled level of service cannot be operated due to the effects of traffic congestion, mechanical difficulties or short notice of staff absence. Although our controllers attempt to minimise delays and inconvenience to members of the public, this is not always possible owing to the unpredictable nature of operational delays.

Route 52, in recent weeks has suffered severe delays due to burst water main repairs at the junction of Notting Hill Gate and Pembridge Gardens. Our route controllers work to maintain a consistent service.

I should like to apologise for the obvious inconvenience you have suffered when the service has not operated to the degree of reliability you and I would both like to see.

**0003504205**

**IN**

Notes

26.04.2013

12:24:04

WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

Yesterday I waited for a 52 bus for 30 minutes - in the end - now late for meeting - I took a 6 down to Kensal Rise. The driver informed me the 52's were not running to Willesden due to road works. I then ran from Kensal Rise to Kensal Road, and got on a 452 - which then went on a very lengthy divert. I want a refund for my journey on the 6, taken due to lack of 52 and the need to talk to driver as no information at the bus stop saying the 52 route was no longer running its route, and an apology for the horrific length the Notting Hill divert is adding to journey.  
Direction : to Victoria

**OUT**

Thank you for contacting us this afternoon regarding delays to your journey yesterday morning. I apologise for any inconvenience caused as a result.

Unlike other types of public transport buses are affected by problems beyond our control. Issues such as road works, accidents and major events can cause disruption to our services. I can confirm that the 52 service, along with other routes in the area, are on diversion and will not be serving stops between Notting Hill Gate Station and Queensway Station. Passengers are advised to allow extra time for journeys.

We realise how important it is to make our passengers aware of any incidents or events taking place which could affect their journey. We post information on our website to make our passengers aware of any disruptions to our services and to plan accordingly.

Passengers can visit our website at [www.tfl.gov.uk](http://www.tfl.gov.uk) and they can use our SMS service to get real time bus arrival information when problems occur to our services. Alternatively, passengers can contact our 24/7 Travel Information Centre on 0343 222 1234.

Under our Conditions of Carriage, passengers will not be due a refund if they have to pay additional fares or suffer delays on alternative routings for reasons outside our control.

Thanks again for taking the time to write to us. Please feel free to contact me again if you need any further assistance.

**IN**

[REDACTED]

Thank you for your quick reply. I am sorry that you are unable to help.

**0003503563**

**IN**

Notes

26.04.2013

10:06:09

[REDACTED]

customer boarded bus 52 going towards victoria, customer is aware of the diversions on this bus route.

customer wants to complain that too many bus are being curtailed at queens gate or palace gate and are not going through to victoria. customer states that this has been happening for the last two weeks nearly every day.

customer states that the driver are not informing the passengers of the curtailment and just announcing it once they are at a bus stop. customer wants the buses to have a sign saying that they are only going as far as a particular bus stop or area.

customer is arriving late to work due to this.

please investigate and respond to customer.

**OUT**

I am writing in reply to your emails of 18 April 2013 and again on 26 April 2013 about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

We aim to operate the level of service as advertised to the public in our timetables posted at bus stops. Unfortunately, there are a number of occasions where the scheduled level of service cannot be operated due to the effects of traffic congestion, mechanical difficulties or short notice of staff absence. Although our controllers attempt to minimise delays and inconvenience to members of the public, this is not always possible owing to the unpredictable nature of operational delays.

I can confirm that the 52 service is on diversion due to burst water mains work at the junction of Notting Hill and Pembridge Road, which is still ongoing and will be till 10 May 2013. Passengers are advised to allow extra time for journeys. Due to late running of a buses caused by the mentioned diversion, it becomes necessary to curtail the vehicle short of its original destination. This procedure should normally only be used where another bus on any route is in close proximity and allows passengers to travel to their required destination. Whilst usually undertaken by a

driver, it may also be carried out by an official, in either instance clear instructions should be given politely and efficiently to those concerned.

We realise how important it is to make our passengers aware of any incidents or events taking place which could affect their journey. Information is posted on TFL's website to make our passengers aware of any disruptions to our services and to plan accordingly.

Passengers can visit TFL's website at [www.tfl.gov.uk](http://www.tfl.gov.uk) and they can use the SMS service to get real time bus arrival information when problems occur to the services. Alternatively, passengers can contact TFL's 24/7 Travel Information Centre on 0343 222 1234.

I should like to apologise for the obvious inconvenience you have suffered when the service has not operated to the degree of reliability you and I would both like to see.

**0003511090**

**IN**

Notes

29.04.2013

19:34:24

WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

Not for the first time has the 52 route been terminated early. It has been particularly bad of late, the result of unavoidable roadworks. Tonight was not the case. The driver did not alert anyone meaning it was too late to jump on a later bus. A second 52 also disgorged its passengers early. This has happened quite a few times on this route. So can you tell me how many times the 52 bus has been cancelled and diverted over the past three years. What were the reasons? Estimated number of passengers on each diverted journey. Please treat this as a single Fol.  
Direction : Willesden

**OUT**

**RE: Route 52 curtailed**

Thank you for your email on 29 April regarding the curtailment of the route 52 bus. I apologise for any inconvenience that might have been caused.

Regarding your query over the number of curtailments that this bus has had in the past year, a record of the number of curtailments is not kept by us. Instead this information is incorporated as part of our mileage and service reports which can be found online at the Transport for London (TfL) website on the links below.

<http://www.tfl.gov.uk/tfl/businessandpartners/buses/boroughreports/default.asp?route=52>

<http://www.tfl.gov.uk/tfl/businessandpartners/buses/boroughreports/routes/performance-route-52.pdf>

However this information may be available from the Freedom of Information Office, but all requests must be made in writing to the FOI office, either by sending an email to [FOI@tfl.gov.uk](mailto:FOI@tfl.gov.uk), or by writing to:

FOI Case Management team

Windsor House

42-50 Victoria Street

London

SW1H 0TL

I would like to assure you that we will continue to work with Metroline, the bus operators, to improve the performance of this route. However, on some occasions they will have no other option but to curtail buses

Thank you taking the time to contact us, once again I apologise for any inconvenience caused. Please feel free to contact me again if you need any further assistance.

**0003512926**

**IN**

Hi,

We have just returned from having spent a few days in London, we stayed in the Bayswater area and we flew in and out of Gatwick. During our visit Bayswater tube station was closed for the weekend so having seen the no 52 bus with destination Victoria several times on Bishops Bridge Road and also on Bayswater Road, we thought that this might be a better option for us to take to Gatwick this morning.

Despite our best efforts we were unable to find any bus stop on Bishops Bridge Road or indeed on any roads where we had observed the bus. In desperation on Sat afternoon we approached several people to see if they could tell us where we might be able to access this bus, sadly to no avail.

However one lady explained to us that the 148 also went to Victoria and that we could find a busstop near Queensway Station on Bayswater Road. Subsequently, this morning (Sunday 28th April) we made our way to the relevant bus stop, to our dismay the only information was for buses going to Archway of which there were several but no mention of the 148 nor (more importantly) was there any information as to how often they ran on any day of the week.

We reckoned that we had no choice but to take the tube, Queensway was

very busy with only one lift functioning and we (an elderly couple) had our cases which we had to carry up several sets of steps, then we had to change at Oxford Circle for the Victoria line.

If information re frequency of buses was available we could have had a choice.

My suggestion therefore is that you post timetables or at least rule of thumb guidelines as in eg this route operates every half an hour on Sundays or whatever timescale is appropriate

Also I am curious as to why nobody knew the location of the 52 bus.

I hope to hear back from you soon.

## **OUT**

We have received your email from Abellio, about the lack of information about buses on Routes 52 and 148.

I'm sorry you could not find a stop or any timetable information for these routes. Route 52 does not serve any stops on Bishop's Bridge Road, but it does stop at Palace Gardens Terrace (Stop K), which is at the junction of Bayswater Road and Kensington Church Street. Route 148 towards Victoria serves Stop C, at Queensway station. On Sundays between 0800 and 2300, this runs every 9-10 minutes.

We do post timetables at bus stops. On high-frequency routes, these may advise how often a bus is expected to arrive (eg: every 4-6 minutes), rather than give particular times. 'Spider maps' showing the routes which serve at the stop and the direction of travel are also posted on shelters. Staff at Tube stations can also usually advise on local bus services. I'm also sorry you struggled with your luggage when you decided to take the Central line from Queensway station.

For future reference, to help plan your journey in advance, you can also find bus maps and stop information (including timetables) on our website at [tfl.gov.uk/busmaps](http://tfl.gov.uk/busmaps).

Thank you for taking the time to contact us and I hope your experience not deter you from visiting London in the future. Please contact us again if you need further assistance.

## **IN**

Thank you for replying so promptly to my email. However, I saw no evidence that the 148 ran every 10 minutes when we were at the bus stop on Bayswater Road last Sunday morning, the 'live' information re expected time of arrival only showed information for 3 buses all of which were going to Archway within the next 30-40 minutes which does not agree with your suggestion that the 148 runs every 10 mins. I believe that the 52 route had been diverted due to flooding somewhere around Notting Hill ? but nevertheless I had consulted a map of bus routes which suggested that it was possible to access a 52 from Bayswater to Victoria, perhaps you should consider either changing that information or providing an address where people could board the



bus in the Bayswater area?

I don't wish to sound too critical, but, as a tourist in London I found it extremely difficult to access information re location of bus stops and times of arrivals. Also we were travelling (on Friday evening to the British Museum ) on the no 7 bus and out of the blue we were informed that the next stop (Marble Arch) was the last stop for no apparent reason.

Perhaps this service is ok for regular passengers but may I suggest that it really doesn't cut it for visitors to London? As you are well aware tourism is of vital importance to a city such as London, so if people such as ourselves, for whom English is our first language, have difficulty, How much more difficult do you think these 'glitches' are for those of other nationalities ?

## **OUT**

I'm sorry you could not find frequency information for Route 148 towards Victoria, at the stop in Bayswater Road. I have made our Infrastructure team aware of this, so it can be rectified.

As well as dedicated bus maps produced by Transport for London (TfL), the Mayor's office also produces a guide for visitors to the city. This shows key Central London bus and Tube routes and useful contacts, such as our 24 hour travel information number 0343 222 1234. I have attached a copy of the latest guide for reference.

Unfortunately, Route 52 has indeed been on diversion, due to on-going water main repair works at the junction of Notting Hill Gate and Pembridge Road. We realise how important it is to make our passengers aware of any issues which could affect their journey. Because of the nature of the problems that can affect our services, it can be difficult to anticipate how long any disruption will last. The works have taken longer to complete than originally anticipated.

I'm also sorry your journey on a 7 bus was cut short on the Friday evening. Buses can however sometimes be suddenly affected by road conditions beyond our control. If a bus is running late, the driver may be instructed by their controller to turn around early, to maintain a reliable service along the rest of the route.

Thank you again for taking the time to contact us about your experience, which I hope will be more pleasant next time. Please contact us again if you need any assistance in the future.

## **IN**

Once again thank you for your prompt response, I am pleased that you have taken on board my comments re 'live' information at bus stops and hopefully it will make travel information more easily available for non residents and also of course for regulars, although, presumably, they are more au fait with the system.

Originally my information about bus services was based on a map which I had found on a visit to London in 2010, perhaps there are more up to date

versions available ? This map outlined bus routes but did not specify the location of bus stops, would it be possible to produce a map which could be more specific ?

I realise that in this digital age that many people are happy to access this type of information online, however as you are aware many people who like to travel are from an older age group who prefer to get their information from brochures/maps which can be hand held so perhaps you might consider putting more information on your literature as in eg bus stop location, I mention this because we only discovered roads on which bus stops were located, by default.

Once again,

Thanks for your courteous replies,

**0003512514**

**IN**

Notes

30.04.2013

11:05:22

WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

I boarded a 52 bus towards Victoria at 12.52 in Kensington high street, and the announcements said service 52 to Victoria.

after about 3 stops the indicator said "this bus terminates here" and the driver told us all to get off and get on a following bus.

we all boarded a following bus and the driver said the previous driver should have issued a "transfer ticket" but he did not. I

swiped my oyster card again so was charged £1.40 twice for one journey.

Can you please reimburse me for the 2nd charge on my card.

**OUT**

Thank you for your email regarding a journey you experienced on the 52 bus.

I am sorry to hear that the driver did not provide you with a transfer ticket to enable you to continue your journey.

If services on a route are delayed significantly the operator will sometimes make the decision to terminate a service early so that there are no longer delays along the rest of the route. This is known as a curtailment. The bus can then turn round and return to its usual timetable in the opposite direction.

When a bus is curtailed there should be a bus of the same route number following close behind. Passengers can transfer onto any other London bus service going the same way. The driver of the curtailed bus should issue a 'transfer' ticket and give it to the driver of the bus picking up the passengers. The issuing of the 'transfer' ticket is to ensure that passengers do not pay twice to complete their journeys. We expect drivers to explain these procedures to their passengers.

I have been in touch with Metroline, who operate the 52 service, and asked them to look into the problems you experienced. The operator will ensure buses are curtailed only when absolutely necessary and that drivers are following procedures correctly when they do.

I will be happy to provide you with a refund of £1.40 back on to your Oyster card. In order for me to credit this amount back to your Oyster card, please can you inform me of a tube station you use regularly? I can then arrange for the amount to be credited back to your Oyster card when you next tap into the nominated station.

Thank you again for bringing this matter to our attention. Should you have any further queries, please let me know.

## **IN**

thank you for your response, and I fully understand the need sometimes to turn buses to maintain frequencies when there is congestion.

I appreciate your agreement to refund the £1.40.

However I live 100 miles away so do not come to London very often.

Probably the next time will be in mid June, and i could swipe the oyster card at Paddington H&C line.

Will that be acceptable?

## **OUT**

Thank you for your email dated 2 May.

Many thanks for informing me that you live 100 miles away from London. Perhaps it might be better if I provide you with a cash voucher of the amount. You can exchange this for cash at any Underground station in the next two months. If you are coming into London in mid June, then you can collect the cash at any underground station.

The issue with doing an Oyster card refund in your case is that it must be collected within a 7 day window at a specific station.

Please let me know if you are happy for me to send you the cash voucher, or prefer to collect the amount on your Oyster card when you next arrive in London. If you prefer Oyster card refund, you will have to give me 7 days notice to arrange for collection at Paddington Station.

Once again thank you for contacting us and please do not hesitate to get in touch again if you have any further comments or queries

**IN**

Thanks for the info.  
as you say a cash voucher may be the easiest way forward.

I perhaps feel, in hindsight, I am being a bit fussy for such a small amount, but it was as much about letting you know we were "told to get off and get on the next one" that upset us! I can understand the reason, it was the lack of helpful advice at the time

However my address if you do post the voucher is

**OUT**

Thank you for confirming your postal address details

As discussed, I'm enclosing a voucher for £1.40. You can exchange this for cash at any Underground station in the next two months. Please take some official ID with you, like a passport or driving licence, so we can be sure we're giving the refund to the right person.

Thank you again for bringing this matter to our attention. Should you have any further queries, please let me know.

**0003518966**

**IN**

Notes  
02.05.2013      09:49:45      WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

The bus was empty but the driver never stopped to let us in :( we pay so much we were knowcking the door and aking him to open and still he went of and cold have hurt someone.

Direction : Victoria

**OUT**

Thank you for your email today concerning the actions of a 52 bus driver. I am sorry for any inconvenience or distress that this incident may have caused you.

We have simplified bus stopping procedures by removing the distinction between compulsory and request stops. This means drivers must always stop when there are waiting passengers.

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 passengers at all times.

In the instance you describe, it would appear those procedures were not followed. I have passed your complaint to Metroline so that appropriate action can be taken.

Once again, thank you for contacting us. We are grateful for all passenger feedback as it helps us to improve service quality.

Please contact me again if you need any further assistance

**0003522754**

**IN**

Notes

03.05.2013

14:16:23



Customer was at the bus stop waiting for the bus, with his suitcase and backpack.

He saw the bus coming around the corner at a high speed, he signalled for the bus and he could tell the bus wasn't going to be stopping for him as the driver seemed to accelerate more.

Customer said he then stood in the road to flag him down however the bus driver continued to drive past him failing to stop.


Customer said few mins later he managed to get onto the next route 52 and told the driver what had happened.

When the bus got to Willerby, the bus driver printed the customer a ticket with the details of the bus so the customer could report the previous driver who had failed to stop.

This ticket was given by the 2nd bus – which should help the garage ID the bus ahead of his which had failed to stop.

**\*\*Customer would also like to commend the driver who gave him this ticket on being very helpful and sympathetic towards him\*\*\***

ETM 11589

Trip no - 

From stop 11633

Time 2057

VW1401

**OUT**

No response on case

**0003529038**

**IN**

Notes

07.05.2013 14:11:39 [REDACTED]

Willesden junction and Victoria the bus service is delayed.

The buses are running every half hour.

The 5 buses will bunch up together. They arrive at Hyde Park together.

The customer has complained about this before.

Today she waited at Hyde park Corner at 12:00 and waited for 35 minutes.

She requires an email response

Thanks

**OUT**

I am writing in reply to your email of 7 May 2013 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

We aim to operate the level of service as advertised to the public in our timetables posted at bus stops. Unfortunately, there are a number of occasions where the scheduled level of service cannot be operated due to the effects of traffic congestion, mechanical difficulties or short notice of staff absence. Although our controllers attempt to minimise delays and inconvenience to members of the public, this is not always possible owing to the unpredictable nature of operational delays.

An investigation of our operating records of the day in question reveals that due to burst water main repairs at the junction of Notting Hill Gate and Pembridge Road, the buses are on diversion, causing the delays to the service of up to 35 minutes. Bunching can arise when there is a gap in the service whether due to a bus being cancelled, or the effect of traffic delays. The next bus tends to lose time progressively because more people are waiting at every stop, until it is eventually caught up by the bus behind, giving rise to groups of two or more buses. Because the incidence of cancellations and traffic varies, the service may be running regularly in one direction, whilst it is badly upset in the other; at other times the converse will apply. Our Controllers keep a close watch on the position and do their best to break

up bunching and restore regularity as quickly as possible. Inevitably, however, such corrective action, even if possible, takes time to become fully effective.

I should like to apologise for the obvious inconvenience you have suffered when the service has not operated to the degree of reliability you and I would both like to see.

**0003530638**

**IN**

Notes

08.05.2013 08:01:42 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Bus registration number LK62 DVG

Time: 12:17

Location Ladbroke Grove Road outside Sainsburys

Bus stop: A

Dear Sir Madam,

I wish to make a complaint about the conduct of a bus driver who failed to stop within the correct vicinity of a bus bay.

On Tuesday 7th May 2013 at around 12:17 noon my son and I were intending to travel to Willesden sport centre on a 52 bus for a swimming session. My son is 26 months and was being pushed in a buggy, and I was carrying a rucksack. There was a small queue of traffic both in front and behind the 52 bus, so the driver decided to open the passenger door before about 2 metres away from the front of the bay spot. I did not try and enter the bus with my son in his buggy before the driver stopped in the correct position in the bay as it was dangerous. When I tried to indicate to the driver whilst standing at the stop that my son and I could not enter the bus, the driver drove off ignoring us. This in my opinion is unacceptable behaviour from one of your drivers, and I would like a personal face to face apology from the driver please.

**OUT**

Notes

08.05.2013 13:47:45

Duplicate of ST 3530639 (with operator)

**0003530639**

**IN**

Notes

08.05.2013

08:03:53

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Bus registration number LK62 DVG

Time: 12:17

Location Ladbroke Grove Road outside Sainsburys

Bus stop: A

Dear Sir Madam,

I wish to make a complaint about the conduct of a bus driver who failed to stop within the correct vicinity of a bus bay.

On Tuesday 7th May 2013 at around 12:17 noon my son and I were intending to travel to Willesden sport centre on a 52 bus for a swimming session. My son is 26 months and was being pushed in a buggy, and I was carrying a rucksack. There was a small queue of traffic both in front and behind the 52 bus, so the driver decided to open the passenger door before about 2 metres away from the front of the bay spot. I did not try and enter the bus with my son in his buggy before the driver stopped in the correct position in the bay as it was dangerous. When I tried to indicate to the driver whilst standing at the stop that my son and I could not enter the bus, the driver drove off ignoring us. This in my opinion is unacceptable behaviour from one of your drivers, and I would like a personal face to face apology from the driver please.

**OUT**

I am writing in reply to your email of 8 May 2013 to London about difficulties that you experienced when wishing to travel by Route 52 on the previous day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for intending passengers at all times. They should also ensure that they stop in the area marked "Bus Stop" for the intending and alighting passengers to do so safely, as long as the bus stop is not blocked by closely parked vehicle or any other obstructions.



However, the behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0003531538**

**IN**

Notes

08.05.2013 12:57:47 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

52 bus from victoria to exhibition rd.

This morning the driver decided to go down park lane instead of heading to knightsbridge without announcing to passengers.

Everyone got off the bus at the beginning of park lane (not at a stop.

when questioned, the driver said he had been told to go this route. all passengers then proceeded to walk to the bus stops at hyde park corner and wait for other busses.

What was the reason for this unannounced diversion?

All the other buses were operating as normal towards kensington.  
Direction : ???

**OUT**

Re: Route 52 diversion enquiry

Thank you for your email dated 8 May 2013.

At present I am still investigating the concerns you have raised.

I hope to be able to give you a full response within the next 10 working days, otherwise I will update you with all the information I have at that time.

Thank you for your patience in this matter

**Re: Route 52 diversion enquiry**

Thank you for your email dated 8 May 2013 regarding the diversion to the bus route 52.

Sometimes it is necessary for our buses to deviate from their normal routes. These diversions can be necessitated by planned road works or by unplanned incidents, such as burst water mains or road traffic accidents. However, customers should never be left unaware of the diversion. I apologise that this was the case on this occasion.

In the instruction manual, which is given to all bus drivers, it states that if your bus is being diverted or turned, "tell your passengers what is going on. Use the public address (PA) system to keep them informed. I am very sorry that this did not happen in this instance.

I am forwarding the details of your complaint to Metroline, the bus operator for this route, as they will be able to liaise with this driver in particular and then explain what happened on the day in question. I expect they will be in contact with you shortly to discuss the matter further.

Once again, thank you for your email. Please do not hesitate to contact us if you have any further enquiries. If you would prefer to call us about any future matters, you may wish to use our low cost number, 03432221234.

**Response from Metroline**

I am writing in reply to your email of 8 May 2013 to London Buses regarding your experiences with the diversion of bus route 52 on 8 May 2013, which has been passed to me for attention.

We recognise how important it is to keep up to date information about our services available to our passengers. As such we strive to advise passengers of any delays or changes that will be made to routes.

Please be aware that the driver of the route should announce the impending diversion at the last stop before the bus diverts from its standard route. This should provide ample warning to all passengers who wish to alight. I am sorry that this has not been your experience. Drivers must follow the correct diversion, which is put in place by TFL. Drivers are instructed and frequently reminded of their responsibility towards customer care, and the need to inform passengers of diversions in advance.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

If you experience any drivers failing to announce an impending diversion, please could you provide the details of the bus and driver? For example; the registration number, fleet number, running number of the bus, date and time, description of the driver, and direction of travel. This will allow us to locate the individual in question.

Thank you taking the time to contact us. Once again we apologise for the inconvenience you were caused.

**0003533043**

**IN**

Notes

08.05.2013

23:13:21

WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

For the past three weeks I have taken the 52 which clearly states to Victoria only for it to change mid-way through to Hyde Park

Corner. Once is ok, but more than ten times is not ok. Not only do I pay tax, I also pay a monthly oyster bus pass, having paid all

this the least I can expect is for my bus to go to the destination it advertises once I enter it. I do not care about the reasons

it is just wrong to say that you are going to a destination and change your mind.

Would you allow a shopkeeper to change their mind

and not give you what you have purchased? Or an electricity company to give you half of what you have paid for? No. So I would

greatly appreciate if you could understand how busy some people's lives are, and how much they need to get to work on time. If you

are planning to send the bus to a particular direction do not advertise another direction. It is just plain common sense.

Direction : Victoria

**OUT**

Re: Route 52 Curtailment

Thank you for your email dated 8 May 2013 regarding the curtailment of the 52 bus service. I am sorry to hear about the inconvenience this matter has been causing you.

We aim to provide a reliable and convenient service on all of our routes.

Unfortunately, there are times when the services are affected by a number of issues such as mechanical problems, severe traffic delays, indiscriminate use of bus lanes, illegal parking and the last minute non-availability of staff, will affect the service. All of these factors add to journey times, and cause delays to services.

When a bus is particularly delayed, route controllers can stop it short of its final destination. This allows the delayed bus to turn around, and return to its usual timetable in the opposite direction. This also prevents severe delays from being passed from one journey to the next. We realise, however, that this causes inconvenience for some passengers, and so only take this action as a last resort. The decision to curtail at a particular location is made by the Senior Controller, based on the service requirements and as being the most beneficial to the efficient operation of the route at that particular time.

It can happen that drivers are not informed until the bus is en-route that it will be curtailed. However, as soon as they receive this information, they should inform passengers immediately. The driver of the bus should then issue Transfer Tickets when requested to ensure that passengers do not pay twice to complete their journeys. I understand that this does not negate from the frustration caused by these disruptions to your commute and I apologise for any hassle caused as a result of these curtailments.

In view of the difficulties you experienced on this occasion, I would like to offer you a booklet of Saver tickets as a gesture of goodwill. These six tickets can each be used for one journey on buses throughout the London bus network. Should you wish to accept this offer, please confirm the postal address that you would like the tickets sent to.

Once again, thank you for your email. Please do not hesitate to contact us if you have any further enquiries. If you would prefer to call us about any future matters, you may wish to use our low cost number, 03432221234.

**IN**

Thank you for your email. I would like to accept your gesture of goodwill. I hope that in the future the buses do not derail from schedule so as to avoid the inconvenience of them having to stop en route and return back in the opposite direction. It is incredibly frustrating although I do not need to echo that as it seems from your email you fully understand that it can be more than an inconvenience. My postal address is:

**OUT**

Re: Bus Saver tickets

Thank you for your reply.

Please find enclosed a book of six Saver tickets, as requested. These can each be used for one bus journey on the London bus network.

Please do not hesitate to contact me again if you have any other questions.

**0003534234**

**IN**

Dear Sir Madam,

I wish to make a complaint about the conduct of a bus driver who failed to stop within the correct vicinity of a bus bay.

On Tuesday 7th May 2013 at around 12:17 noon my son and I were intending to travel to Willesden sport centre on a 52 bus for a swimming session. My son is 26 months and was being pushed in a buggy, and I was carrying a rucksack. There was a small queue of traffic both in front and behind the 52 bus, so the driver decided to

open the passenger door before about 2 metres away from the front of the bay spot. I did not try and enter the bus with my son in his buggy before the driver stopped in the correct position in the bay as it was dangerous. When I tried to indicate to the driver whilst standing at the stop that my son and I could not enter the bus, the driver drove off ignoring us. This in my opinion is unacceptable behaviour from one of your drivers, and I would like a personal face to face apology from the driver please.

## **OUT**

I am writing in reply to your email of 8 May 2013 to London about difficulties that you experienced when wishing to travel by Route 52 on the previous day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for intending passengers at all times. They should also ensure that they stop in the area marked "Bus Stop" for the intending and alighting passengers to do so safely, as long as the bus stop is not blocked by closely parked vehicle or any other obstructions.

However, the behaviour you report is not of the standard that Metroline expects from its staff, all of whom are instructed to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

The incident you report is currently in the process of being investigated and followed up with the driver concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0003544890**

## **IN**

Notes

14.05.2013      12:06:20      HAYESAL

The customer complains that the driver refused to open the door after stopping a distance away from the bus stop although he could see 2 or 3 passengers (including the customer) coming towards the bus.

The driver then drove off without picking them up although there was ample space aboard the bus.

The customer says that there were a number of buses queueing here.

The customer had to wait for the next 52 which came after five minutes.

## OUT

No reply on case

**0003546374**

## IN

Notes

14.05.2013 19:13:42 [REDACTED]

MOP reports that the bus is on diversion and she pressed the button for the driver to let her off the bus but he refused to let her off. She said she pressed it about 4 times and he eventually opened the door and while she was trying to get off, he just shut the door on her and now she's bruised his arm and in serious pain.

MOP is not happy about this situation and wants this query investigated and appropriate action taken against this driver. I have also given her the bus Operating company's telephone number for claim.

She wants feed back to her query.

Notes

15.05.2013 13:45:08 [REDACTED]

ST 3566374

Called back to find out how proceed with this.

She mentioned she has a witness information. The customer can provide her contact in the letter he put forward to them.

I advised that<sup>6</sup> she has asked my colleague for feedback but there may be limitation in her response, due to the potential claim she is making.

The customer is awaiting her email response from TfL and will write to the bus company regarding the claim.

## OUT

I am writing in reply to your telephone call of 15 May 2013 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

Throughout training drivers are instructed and are frequently reminded at periodic intervals afterwards of the need to carry out their duties in an efficient and helpful manner. They should also be polite and courteous in their dealings with members of the public at all times.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the incident you report has been forwarded to our Head Office. Should you wish to make a formal claim, then you should write to them directly. For your information they are: -

Ensign Motor Policies Metroline Claims;

3<sup>rd</sup> Floor

Comfort DelGro House

329 Edgware Road

Cricklewood

London

NW2 6JP

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.

**0003547768**

**IN**

Notes

15.05.2013 11:49:09



Customer said when she boarded the bus, just approaching Westbourne grove the driver decided not to stop but then stopped at Elgin crescent which was the next stop and far from her stop. Customer has difficulty walking so

Customer said passengers are either stuck at Westbourne Park or Kensington Church street.

Customer said there is no uniformity as some drivers stop on the diversion route and others don't. The drivers fail to stop from Church street till they get to Willesden.

Customer said yesterday there was another bus official on the bus who was either training or just on the bus because he announced that the bus was not stopping at various stops.

Customer is asking for drivers to be reasonable as this is affecting passengers lives.

Please investigate but no response required

**OUT**

No response on case

**0003550168**

**IN**

Notes

16.05.2013

09:22:18

Dear Sirs I am a regular traveller on Bus route 52 from Notting Hill Gate to Victoria in the early/mid afternoon, together with an disabled 85 year old friend. While I appreciate that, due to the roadworks, the 52 is diverted, I am greatly concerned about the number of 52s terminating their journey well before reaching Victoria. When we board the bus at Notting Hill the destination board states Victoria. The destination is then changed during our journey. We have not yet managed a complete journey to Victoria on one bus. Each time we have been "thrown off" at Royal Albert Hall or Hyde Park Station (not even Hyde Park Corner where we could maybe board another number bus going to Victoria). As you may appreciate, for my disabled, elderly friend getting on and off buses is a matter of great difficulty. We understand that sometimes, due to timetables etc for buses it is necessary to turn buses around, BUT this seems to happen every time we make this journey. If the destination board of the bus at Notting Hill stated it was only going part way to Victoria (i.e. to Royal Albert Hall, Hyde Park station etc) we would not board it, but would wait for a bus which would take us right through to our destination. Please can you advise if there are 52 buses running all the way from Notting Hill Gate to Victoria station or will this system of part journey continue all the time the roadworks are in operation

**OUT**

Thank you for your recent feedback about route 52.

I'm sorry for the inconvenience you have suffered as a result of buses on this route terminating early. Our timetables are planned to ensure that we provide a regular and even service, but things beyond our control (such as accidents, roadworks or bad weather conditions) can cause delays to our buses. In the case of route 52, as you know, there are currently roadworks affecting this route.

If there are severe delays on a route, the route controller may stop one or more buses short of its intended destination and send it back in the opposite direction. This helps to maintain an even service across the route and prevents delays from building up. However, because curtailments take place in response to changing conditions on the road, the bus driver would not have any advance warning before the controller tells them to change the destination. However, please be assured that most buses on route should still be going through to Victoria.

We understand how frustrating it can be if you are on the bus that is curtailed. So we expect controllers only to terminate buses early as a last resort. And if possible it should only happen when there is a bus going the full length of the route close behind. And it goes without saying that displaced passengers should not have to pay twice. The driver of the curtailed bus should issue his passengers with transfer tickets to allow them to complete their journey without paying again.



Thanks again for taking the time to contact me. Please feel free to contact me again if I can be assistance with any other issue.

**0003555187**

**IN**

Notes

19.05.2013      02:22:39      WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

I and 2 other passengers have been waiting at a temporary bus stop on Knightsbridge (replacing stop KE) for over 50 minutes. The last northbound 52 to pass us (at roughly 2:10) stopped to pick up a passenger at the "out of service" stop 100 m down the road and, despite the fact that all 3 of us stood in the road to flag him down, the driver flashed us with his lights and completely ignored the temporary bus stop. As if it wasn't bad enough that we have been waiting for almost an hour for a bus which, according to the official tfl countdown should have come 4 times in that window, this incompetent driver acknowledged our presence but chose not to stop at the official temporary stop. This is completely unacceptable, especially at this hour.

Direction : Northbound

**OUT**

I am writing in reply to your email of 19 May 2013 to London Buses about difficulties that you experienced when wishing to travel by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when a clear signal is given to do so. Drivers are also instructed to serve all the temporary bus stop on the route.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when wishing to travel on this occasion.

**0003560265**

**IN**

Notes

20.05.2013

21:02:06

WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

On Friday it took me 4 number 52's to get from Victoria to Willesden bus garage. As the buses despite starting with Willesden as their final destination changed during the journey. Resulting in it taking me over 2 hours to finally getting to Willesden garage.

I appreciate that the closing of Notting Hill Gate and roadworks in Kensal Rise effects the timetable, but this should be factored in to the running schedule. Perhaps having buses only running the shorter routes ie Victoria to Notting Hill Gate or Willesden to Sainsburys Ladbroke Grove. Instead of stopping buses mid journey. This is becoming a common occurrence even this morning, despite a relatively quick journey in the bus stopped at Albert Hall. forcing me yet again to have to change buses.

Direction : TOWARDS WILLESDEN GARAGE

**OUT**

Thank you for your comments on 20 May regarding curtailed 52 bus services. I apologise for the inconvenience and frustration you were caused.

We aim to provide efficient and reliable services, and we continually monitor the network to ensure they meet performance targets.

Sometimes when buses are running late, the route controller will request that a bus terminates before its advertised destination so that it can travel back in the other direction on time. This is known as a curtailment. It is disappointing to hear that you experienced three of these on a single journey.

If the bus destination is changed after a passenger has boarded and paid, a transfer voucher is available from the bus driver. This allows passengers, who now need to change buses, to complete their planned journey without having to pay another fare.

I will pass on your suggestion about running shorter services to our Network Development team, as well as to Metrolink who operate route 52, for their consideration. They can look into whether such a change may be necessary to improve the service offered to customers.

As you may be aware, the diversions in place around Notting Hill Gate have been extended following unexpected complications in dealing with a burst water main. The works are now not expected to be completed until early July 2013.

Thank you for taking the time to contact us. Please contact us again if you need any further assistance or if you would prefer to call us, please use our low cost number 0343 222 1234.

**0003562043**

**IN**

Notes

21.05.2013 13:58:47

customer went to board the bus with her 9 year old, the driver very rudely asked for the childs age.

the customer advised the driver she was 9 years old but the driver would not believe her and shouted for them to get off the bus.

customer and her daughter were left so embarrassed by this drivers behaviour and attitude.

please investigate

**OUT**

No response on case

**0003572373**

**IN**

Notes

25.05.2013 23:14:47 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I have been waiting for the bus 52 for approximately 10 mins. A bus arrived, I was at the stop and attempted to flag it down but the driver choose not to stop.

This is not the first time that an incident like this has happened and to be completely honest I am fed up. Drivers and the bus service in London has got worse.

Direction : Victoria

**OUT**

Thank you for your email.

We have simplified bus stopping procedures by removing the distinction between compulsory and request stops. This means drivers must always stop when there are waiting passengers.

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 passengers at all times.

In the instance that you describe, it would appear those procedures were not followed. I have passed your complaint to the bus operating company that runs the route for us, so that appropriate action can be taken to ensure this does not happen again.

We are grateful for all passenger feedback as it helps us to improve service quality. Please contact us again if you need any further assistance or if you would prefer to call us about this matter, please use our low cost number 0343 222 1234.

**0003581533**

**IN**

Notes

30.05.2013

13:01:47

WEBLOGIN

**PREFERRED MEANS OF CONTACT: EMAIL**

This route is on diversion from Nottinghill gate station going through queens way/bays water. Other 52 buses have stopped at whiteleys and queens way stops as have other buses on diversion. Today the driver refused to stop at any stop on the route which made a very long walk back for me. Why are some of your drivers so unhelpful and inflexible. Some drivers stop and some refuse to.

Why can't your drivers be trained to give a service to their customers? Quite often they even refuse to pick up passengers at legitimate stops.

Direction : Willesden

**OUT**

I am writing in reply to your email of 30 May 2013 to London Buses about difficulties that you experienced when travelling by Route 52 on that day, which has been passed to me for attention.

Throughout training and at periodic intervals afterwards drivers are instructed and frequently reminded of the need to keep a sharp lookout for both intending and alighting passengers at all times, ensuring correct observance of all compulsory stops, and request stops when asked to do so. Drivers are also instructed to serve all the stops when on diversion.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

I should like to thank you for bringing this matter to my attention and apologise for the annoyance and inconvenience you suffered when travelling on this occasion.