



19 October 2012

London Buses Customer Services
Transport for London Buses
4th Floor
Zone B5
14 Pier Walk
London
SE10 0ES



Dear Madam/Sir,

Re: 52 Bus Y174NLK - Driver Incident

I waited for a Number 52 bus at the bus-stop on Pound Lane, Willesden, NW10 (opposite Willesden bus garage) this morning at **9.47am** along with two other passengers – one of whom was an elderly lady. Another bus (a number 98) was taking on passengers at the same bus stop when a number 52 bus emerged from the bus garage and instead of stopping, proceeded to overtake the stationary bus and would have continued past our stop had myself and another passenger not stepped out in front of the number 98 into the road, and indicated to him to stop. He came to a stop beyond the bus stop, leaving us to make our way down the road to get on the bus, including the elderly lady whose walking speed was considerably slower than mine or the other passenger's.

I got on the bus first and said to the driver: "We thought you were going to leave us behind", and when he did not reply I said this again. The driver neither responded nor apologized, and simply ignored me as I touched my Oyster card and made my way to a seat.

The other passenger who reached the bus after me said to the driver that an elderly lady was making her way to the bus and that he should wait for her to catch up.

The elderly passenger then got on the bus and paid her fare. The driver then moved off without giving her time to get to a seat safely, her trolley/wheelie bag fell over and another passenger went to her assistance to help her pick this up and saw her safely to a priority seat near the front of the bus.

- Is it standard practice for bus drivers to refuse to stop, ignoring passengers at a bus stop hailing a bus? (In this instance, we had also approached and tried to hail the 52 bus driver behind the stationery Number 98 at the bus stop.)
- Do drivers receive any training in passenger safety, and in particular the safety of vulnerable passengers – elderly, people with decreased mobility, or passengers with babies and young children?
- Do TfL bus drivers receive basic standards of courtesy and customer care?

Please reply within fourteen days with a response to the above, and stating what remedial action you are taking to ensure the driver involved in the above incident does not continue to behave in this way.

I look forward to hearing from you.

Yours faithfully,

