

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



Notes

03.04.2012 19:42:17



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 bl*w J*b 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

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 Sion Manning 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.