

Mr Boris Johnson
Mayor of London
Greater London Authority
City Hall
The Queen's Walk
London SE1 2AA

09 JAN 2009

Our Ref: 030722

05 January 2009

Dear Boris,

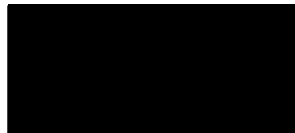


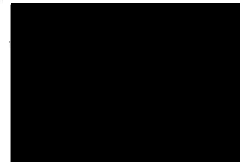
I have been contacted by the above constituent and for ease of reference I enclose a copy of his correspondence. [REDACTED] was recently deeply upset by the unacceptable behaviour of a bus driver on the No 73 bus. The details of the full complaint are outlined in the attached letter. Upon reading the letter, I am sure you will agree that this is unacceptable behaviour from a London bus driver.

I would be grateful if you would look into this and let me know the outcome of your inquiries.

I look forward to hearing from you.

Yours sincerely,





27 December 2008

The Manager
Complaints Dept
London transport
55 Broadway
London
SW1H 0BD

Dear Sir or Madam

Route Number: 73
Registration Number: BX 04 NCY
Number on side of bus 15
Date of Incident: 26 December 2008
Time of Incident: Between 1550 hours and 16.15

I am writing to complain about the appalling bus ride we had yesterday. We boarded a bus 73 in Oxford Street heading towards Seven Sisters. As soon as we entered the bus; I and other passengers noticed a most bizarre of behaviors from this bus driver. The bus driver was not allowing passengers to finish disembarking before closing the bus' doors. He was very reluctant to let passengers in either. This happened on at least three occasions.

At Euston station, three young men had run a few meters to catch the bus and as soon as they reached the bus, the driver closed the doors and would not let the passengers inside the bus despite repeated plea from these three young men. Moreover, there was another bus in front of us waiting for the traffic light to change. I cannot understand the logic of running an empty bus or the joy of leaving passengers in the cold weather. When the driver drove off, he smiled to himself – it would appear that he was enjoying the misery he was causing these individuals.

On another occasion (just before Kings Cross Station), he would not allow a disabled passenger on until some passengers complained and only then did the driver pulled closer to the pavement and let out the ramp to allow this man to board the bus. The final straw for me was the incident near Angel tube station. As we were approaching the Angel in Islington, a man with his wife and 2 very young children were seen running towards the bus stop, which was only a 2/3 meters from the bus stop, the drivers appeared to be slowing down for them but then suddenly took off and again smile. It was at this juncture

that I confronted him when he stopped at the next the bus stop to ask him what his problem was. He swore at me and told me to f***ing shut up. I expressed my disgust at his appalling behaviour. He swore at me again, told me to go to hell and then moved the bus and then made an emergency stop – hoping I believe that I will fall over. What he failed to understand was that if I was injured as a result of his foolishness, I would take the necessary action to redress his stupidity. It was after this incident that other passengers joined in condemning his driving, attitude and behaviour.

Yesterday was a very cold day and the image that this driver presented was one that every Londoner should be ashamed of. Many of the passengers on the bus were shoppers and majorities were I believe non Londoners. It was not the image one expected of a UK's public servant.

The driver is of Asian origin, light skin, bald in the middle of his head and hairs on the side. He is possibly in his 40s or 50s. I was able to obtain the names and addresses of some witnesses if these are required. Other passengers that I asked of their names and addresses said that they were visitors and will be leaving the UK after their holidays and did not in the circumstance provide their names. I sincerely hope that this driver will be censured for his horrible behaviour towards passengers.

Yours faithfully

