

58871 - 06.01.2009 09:17:09 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

THE 73 BUS BX04 NDF DID NOT STOP AT THIS STOP DESPITE REQUESTS AND THERE BEING PLENTY OF STANDING ROOM ON THE BUS. THE DRIVER IS AT FAULT.

59308 - 06.01.2009 17:54:42 [REDACTED]

Customer said that bus driver shouted by her by telling her to get of his bus because her freedom pass refused to work on the bus.

64164 - 17.01.2009 12:34:00 WEBLOGIN

PREFERRED MEANS OF CONTACT: PHONE_ Last night I was waiting at the Newington Green bus stop. A 73 bus came just as I arrived at the stop and I got on it not realising my Oyster card had slipped out of its yellow wallet outside. I got on the bus, and realised the card was gone. The bus started to pull away and I looked out the window and there was a chap waving my oyster card at me. I asked the bus driver if he could stop as the man outside had my oyster (and £20 of pre-pay on it). He refused. I was really shocked and upset that he could not have stopped and let me collect my Oyster card. This was around 11.30pm at night and at Newington Green stop which had virtually NO traffic around at that time and the driver had only just begun to pull away. This meant I had to go all the way to the next stop in the hope I could find the man with my Oyster - all to no avail. I found this bus driver's attitude belligerent and deliberately awkward. Not only that but as I got off at the next stop in the hope I could find the man who had my card, I was left late at night waiting for another bus. Thankfully I had some spare change, otherwise I'm not sure what I'd have done at that time of night. One small act of kindness would not have been too much to ask on what was a very quiet road indeed. I feel hurt by this driver's behaviour, and have obviously now lost the Oyster card, therefore out of pocket by £20 plus the extra £6 I had to pay to get home on bus and tube. What if I was an elderly person? Would he have used the same obstinate behaviour? Direction : going towards Angel

64382 - 18.01.2009 21:05:43

Hello,

I wish to make a complaint regarding a driver on the 73 route that departed from Victoria Bus Station on Friday 16th at 7.50am approximately. The running number on the bus was 7.

As the bus was heading up Park Lane approaching Marble Arch, I and several passengers had rang the bell to indicate we wanted to get off the next stop which is classified as Marble Arch. The driver pulled into the kerb side at the bus stop but neglected to open the doors. After a delay of about 15 seconds, myself and another passenger rang the bell again and called out to the driver. He made no response nor did he open the doors. We both rang the bell again and again called to the driver but again we got no response nor did he open the doors, at this point he started to pull out into traffic and continued on to the next stop which was Oxford Street. When we arrived at this stop I approached the driver and asked him why he ignored us and did not open the doors at the previous stop. He replied no one wanted to get off at that stop and no one rang the bell. When I reminded him I and several passengers rang the bell before the bus stop and even while we were at the bus stop he became agitated and said I should not cause any trouble and spoil his day! I left the bus as I was due at work but I spoke to a supervisor at Victoria Station on my way home and was advised to make a complaint.

The driver was middle aged with silver grey hair. He wore a dark (black?) baseball cap and glasses. He also spoke with an accent.

The staff badge number of the official that gave me a complaint form is 9116. The form number is LB 18150.

Hopefully something can be done about this. This was not a misunderstanding but rather a deliberate action by the driver of this bus.

Regards,



65046 - 20.01.2009 02:52:39 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I boarded the bus on Stoke Newington Church St. It was very full throughout. As he drove towards Islington he would not let anyone on at the front although it was more full further back and said to one woman who knocked on the front door 'you fucking cunt' in front of all the passengers. He then continued to refuse letting on anyone at the front door and drove off before they had time to walk to the back. This included a mother with a girl who looked like she had mild physical and mental learning difficulties.
Direction : Victoria

66391 - Notes

21.01.2009 21:43:52 [REDACTED]

Bus failed to stop at kings cross station and passenger asked why he did not stop and driver failed to answer

In 40-50 white hair, white male

bus reg bx04 mxa

approximately 9.30pm coming from stoke Newington

67283 - Notes

23.01.2009 12:29:19 [REDACTED]

Customer would like to complain about buses not turning their engines off.

Both herself and her husband has complained about this numerous times but it still continues to happen.

buses constantly park outside their pottery shop with their engines running for 5 - 10 minutes.

They have had 10 buses go through today most doing this.

There is one there right now, Number on side of bus MA 40. This is just an example as nearly all the buses parking there today have done this.

Can you please address this problem to the whole staff. Please make everyone aware that this is not acceptable.

Customer would like a written apology in regards to this as this has been an ongoing problem

67598 - Notes

23.01.2009 17:09:25

Customer was travelling from Islington green towards Pentival road.

Bus has turned left to go along the angel and came to a stop a few feet away from where she wanted to get off. The traffic around the corner is really bad and bus was not moving.

She went to the driver and said:

"Can you please let me off, I have an important appointment to go to "

The bus driver then yelled at her.

Do I care! No I don't!

She said she really needs to get off the bus as she was meeting her daughter who is very sick and cant be left waiting for her.

He just said again "do I care"

She started to panic as she felt very trapped on the bus, she tried to get out but she couldn't. She said to the bus driver that she felt like she was being kidnapped.

He then said:

"Would I kidnap you.

YOU

YOU!

At this point she was very panicked, She asked for his number but he refused. Other people came up and told the driver to let her off the bus but he wouldn't.

She tried again to get off and finally she got out the door and left.

Customer is very shaken by this event,

She would like to know if driver has been identified, if action has been taken against him.

She would also like an apology because she is very upset out this incident.

67608 - Notes

23.01.2009

16:37:23

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I approached the bus stop opposite Selfridge's Store. A 73 bendybus was at the stop but closed his door before I reached it. He

saw me and waved to me, pointing behind him. I looked and saw another 73 bendybus (Bus 2) pulling in directly behind Bus 1. I

waited for Bus 1 to pull away, and signalled to Bus 2 that I wanted to board. The driver saw me but he had closed his door. I

guess he had taken on passengers who were not actually at the stop. He refused to stop, even though I was at a bus-stop with my

hand out. He was parked a full bendybus length away from the stop and the road in front was by then clear, as Bus 1 had moved. He

then moved forward to the traffic lights where he stopped! His rudeness had gained him nothing. I had to wait about 10 minutes for

the next bus, and arrived in Victoria one minute after my train had departed. Which was sufficiently irritating as to generate

this complaint. If a passenger is at a bus-stop then I feel a bus should stop if requested by anyone actually standing there.

Drawing in behind a bus that is at a stop doesn't count. All buses should serve the stop. Do you have a protocol on this, or I am

being unrealistic in expecting drivers to take account of passengers in these circumstances? Most drivers do a good job most of

the time, but this sort of casual inconsideration really grates.

Direction : Victoria

68095 — 16.02.2009 19:22:38

Almost three weeks ago I sent an email with a complaint about a route 73 driver of Arriva North London Buses.

So far Arriva has not bothered to acknowledge or reply to my complaint.

If I do not hear from them within the next seven days, I am going to take my complaint further.

[REDACTED]

On Sat, 24 Jan 2009, [REDACTED] wrote :

> Sir,
>
> I wish to complain most strongly about the bus driver of route 73
> bus no. LV9, travelling to Victoria Station today, Saturday 24 January
> 2009.
>
> At about 14.50 hrs today, this bus left its Euston Square stop
> without any announcement of route change, but instead of turning
> left into Gower Street it drove straight into the Euston Road bypass
> and continued to Great Portland Street station.
>
> Despite numerous bell rings the driver made no effort to communicate
> and just before the stopping said 'I can hear you'...
>
> When I asked him why he didn't let us know about the route change,
> he said - and I quote - "Fuck off and go home". Which was very
> helpful indeed.
>
> I would expect an answer from the Arriva management explaining
> this diversion, and whether they consider their driver behaviour
> satisfactory, within two weeks.
>
> Yours,
>
> [REDACTED]

69227 - Notes

27.01.2009 16:20:01 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

To whom it may concern: On the evening of Sunday 25th January, I was in my car turning right onto Essex Rd from Gaskin St. There was no oncoming traffic to my right, so I pulled out halfway onto the road. Unfortunately, nobody would allow me to enter the left hand land, therefore as a bus (think it was a 73) was approaching me, I was blocking its path. The bus driver pulled up as near as possible to my car and started clapping his hands. I raised my hand to apologise for blocking him, then he started making obscene hand gestures to me. I was shocked and horrified, so wound down my window and mouthed 'I beg your pardon?', to which he started doing the hand gestures again. The bus was packed and I felt humiliated and disgusted at this totally unprovoked attack. I also had a young child in the back of the car who was party to this scene. This individual behaved in the most vile and intimidating manner. As a representative of your organisation, the least I would expect is courtesy and professionalism, especially as all I did was block his right of way for about one minute. It was totally unprovoked, and he should be reprimanded. Yours Faithfully [REDACTED]
Direction : Essex Road

69886 - Notes

28.01.2009 16:48:25 [REDACTED]

Customer was waiting at the first bus stop on the 73 route.

both today and yesterday he saw two 73 buses taking a different road, missing the first stop on their route.

Instead of going straight down the Tottenham High Road they are going straight down Seven Sisters Road which is not the correct route.

The buses use to take this route when there was diversions on the road but there are no diversion or road works at this time.

Can you please investigate as this has caused the gentleman to be late two days in a row.

69887 - Notes

28.01.2009 17:06:27 [REDACTED]

Altercation between bus driver and white van

The passenger was in the front seat of the bus so saw incident.

The white van appeared to be in the wrong, however when the van driver started to yell at him the bus driver, he bus driver opened his window yelled abuse and spat down at the van into his window.

This may be viewable on CC TV.

Can you please investigate this incident.

75269 - Notes

09.02.2009 14:23:19 [REDACTED]

The customer complained about the driver on the 73 route.

The customer has said when she saw the 73 approaching there were two buses stationary at the bus stop and so she began walking down to the end of the bus stop where she believed the 73 bus would pull in.

As the bus got nearer to the stop the customer hailed the bus, the two buses that had been stationary began pulling away. The 73 bus therefore was able to pull into the stop and so the customer who had walked to the far end of the stop had to walk back up to the bus.

As she got to the doors the bus closed and the driver pulled away. The customer is unhappy as she hailed the bus and was sure the driver had seen her as she was the only passenger at the stop and he pulled into the bus stop which is a request stop. However she feels the bus driver was not willing to give her time to board.

74102 – Notes

06.02.2009 10:51:08 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I boarded the 73 Bus in the direction of Victoria, carrying a folded bicycle. The driver saw I had a folded bicycle. However,

AFTER I touched in (Oyster card 0503030458 21) the driver informed me that folding bicycles were prohibited on buses. This is not a true statement. I was told to exit the bus. I demand a refund of my £1 fare and an apology.

81053 - Notes

19.02.2009 01:00:27 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Info: M011 BX04MXJ Very bad driver, horrible trip Seriously horrible way to drive. check the cameras please
Direction : Seven sisters

81154 - Notes

19.02.2009 10:02:33 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Dear Sirs, I write to report a serious incident of gross misconduct by an extremely rude and aggressive bus driver on the above route. When pulling into the bus stop (behind two other 73 buses, a passenger had indicated whether he could board the bus. The bus driver pointed to the other buses (one of which was not in service). The passenger indicated that it was not in service, to which the bus driver yelled at him to go the bus stop further up the road. The tone of his voice was very aggressive and I felt extremely intimidated by his behaviour even though this was not directed at me. The bus driver then said, in a voice loud enough to be heard by most passengers on the front half of the bus, 'f*cking dowse c*nt'. This was in reference to the passenger but not communicated to him although it was hardly said under his breath. The reaction to a trivial misunderstanding by a passenger had made me feel extremely uncomfortable having heard it from a public official. The very same driver had even used an aggressive tone of voice to speak to his colleagues over the radio when discussing an alleged delay in his route (this happened at about 8.40ish at Islington Green). This kind of behaviour is unacceptable and in my mind constitutes serious or gross misconduct. It was fortunate that school children were on half term thus limiting the exposure of the offensive verbal tirade. I believe that the bus company, Arriva, has failed in its duty of care to its passengers by allowing such person to be entrusted with the safety and security members of the public. I therefore ask that this person is suspended from service until he is sanctioned and is able to assure a change in his behaviour. Although I accept that it is for Arriva to process the complaint under its own disciplinary procedure internally, I will not let the matter rest until TFL or the bus company can offer me the assurance that I will not be subjected to this driver on this route. If I am, I will take the matter further. Yours faithfully, [REDACTED]
Direction : Victoria

81935 - Notes

20.02.2009 13:01:32



Customer was crossing at the zebra crossing at the Junction of Stoke Newing Church Street and Albion Road.
He had his 2 year old son with him
73 bus came screaming down the road at a very high speed, he had to sprint out of the way of the bus.

If they hadn't moved he would have hit him and at the speed he was going they wouldn't have survived.

He would have not been aware of the bus coming at that speed if it wasn't for a cyclist the bus also nearly hit, screaming out that alerted him to the situation.

Driver is aware this happened as he made a "whoopsie" hand gesture/expression to the customer.
Customer is really shook up by this incident.

Can you please investigate as this is a VERY serious incident. This driver is putting peoples lives at risk.

84448 -

From: [REDACTED]

To: customxxxxxxxxxx@xxxxxxxxxx [REDACTED]

CC:

Sent: 23.02.09 18:32:27

Subject: Complaint regarding Arriva Bus driver

Dear Sir,

this complaint is regarding the driver of the 73 bus, run by Arriva, licence plate: BX04MZJ, stop CK (Newington Green) at 15.10 on Friday 20th February.

I was riding my bicycle along the road in Newington Green when I was involved in an incident with one of your bendy 73 buses. As I was moving along the road it came along-side me. At no stage did it overtake. It pulled right along-side, leaving just enough room for me to keep moving, provided I stayed right up beside the curb. Then, without overtaking, the driver pulled the front of the bus of the bus fully accross my path, leaving all the other doors 18 inches from the curb, so that I am now trapped between him and the curb. The driver then opened the passenger doors taking up the littlespace he'd left me, forcing me to actually lean away from the bus as I cycle and put one foot onto the curb. With the potential of passengers stepping off the bus into my path, I have no choice but to get off my bike. I want to stress again that the driver did not overtake. His actions were highly illegal, insanely dangerous and potentially fatal.

Having got off my bike and squeezed onto the path along the front of the bus to speak to the driver. I put the front wheel of my bike onto the bus to hold his attention, as presumably I was invisible to him and he had no idea I existed...surely? I asked him if he'd seen me, he said he had not. I then started to explain what he had just done to me. He talked over me and now said he had seen me and that he had over-taken me and that, after he had indicated and started pulling in, it had been my choice to go along the inside of the bus. I attempted to explain that he'd never overtaken me and hadn't even got the bend of the bus past me when he started to pull in.

He continued to talk over me not allowing me to speak. This is when I asked for his driver number. He refused to give it stating that he'd done nothing wrong and continuing to repeat his version of events. I asked several more times for his driver number, beggining to loose my patience now. His constant talking over me, coupled with my fear at what he had just done to me, caused me to attempt to swear at him...he talked over this too.

I gave up at this point realising he wasn't going to let me speak let alone appologise and because the passengers were getting restless. I moved away from the bus, taking the following details:

73 bus, run by Arriva, licence plate: BX04MZJ, stop CK (Newington Green) at 15.10 on Friday 20th February.

I am a very experienced cyclist with 10 years experience cycling in London, using the roads daily. I follow all the rules and guidlines of the road, am vigilant about other road users, their

actions and potential actions, especially long vehicals, as it is in the interest of my own safety to do so. I followed every rule to the letter, the driver, however, did not, attempting to bully me out of his way; not a challenge a bike will take on against a bus.

I was frightened by the actions of this driver. He could very easily have killed me. He must be made aware of the rules of the road, the risk any vehicle poses, particularly that of a long vehical. He must be re-trained before he drives again or he will kill a cyclist. Had I not been experienced I would have been seriously injured. As it was I was merely left shaken, frightened and very, very angry. It was my actions that stopped his actions becoming fatal.

This exact same scenario happened last year. What stopped me lodging a complaint that time was that the driver apologised. He seemed, after some consideration, to be aware of what he'd done and therefore would be more cautious in the future; I felt none of the same reassurance about this driver.

Please check the cameras on the bus to confirm what I said. It is essential you take this seriously and act upon it. I'm sure you are aware just how dangerous the actions of this driver were.

I hope to hear from you soon confirming that you will indeed be doing something about this matter.

Yours faithfully,

[REDACTED]

88533 05.03.2009 19:03:22 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I would like to make an official complaint about the driver of the 73 bus I was travelling on, registration number BX04 MXK. Whilst pulling into Upper Street (Angel) from White Lion Street the driver stopped the bus in the middle of the road, opened the front doors and got out to shout at a female cyclist who he felt had obstructed him. I actually found the altercation very disturbing to watch - seeing staff of TFL get off the bus to aggressively shout expletives at a woman who was quite clearly intimidated and shaken by the driver's response. I can understand bus drivers may get frustrated with other road users but his reaction was extreme and quite frankly, his behaviour was absolutely disgusting. I cannot believe someone would act like this, let alone whilst on duty for such a public company! I sincerely hope that you take this complaint seriously and would like my complaint to be acknowledged. Regards, [REDACTED]
Direction : Stoke Newington

65824 - Notes

21.01.2009 09:56:36 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

The bus driver announced at 8.35am Islington Green that anyone wishing to disembark at Angel should get off now due to heavy traffic. However, passengers not anticipating the severity of the traffic, having sat on the bus for a further 10 mins after his announcement, realised they would be sitting for ages. Asking the driver if they could disembark he refused, saying they had a chance earlier. This continued for another 10 mins, with the number of passengers wishing to get off growing, along with unrest. The driver dug his heels in despite requests from one lady that it was her first day at work and another boy that he had to get to college. The driver told us that he had radio'd through and was told not to let us off the bus. However, when some people asked if they could use the emergency handle instead, and tried this, the driver over-rode this so they could not do so. The whole time this was happening we were next to the pavement and it would have been a safe place for people to get off. By the time someone managed to get the doors open, many of the people on the bus were in a state of panic and agitation and the bus driver still refused to open the door, with someone managing to use the emergency exit to open the door. I do not believe this abuse of power should be allowed to go on on your buses, especially in times like this when heavy traffic has been present for 3 days and most people's commute to work has increased (my journey has gone from 1/2 hour to 1 1/2 hour). The drivers should be doing everything they can to make these extended journeys easier for everyone and not abusing their power.
Direction : Victoria

88611 - 06.03.2009 08:49:51 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I was walking west along Euston Road crossing Upper Woburn Place when a 73 bus (MA73 or perhaps MA53) for Victoria went charging across the junction through a puddle, throwing up a spray of water which soaked me at 3-4m distance. This is just careless driving and I find it unacceptable for your driver to drench me in dirty water. Consequently I am asking that you send me a cheque for £10 to cover my dry cleaning costs. Please send the cheque to [REDACTED]
[REDACTED]

92514 - Notes

13.03.2009 16:02:21 [REDACTED]

Bus pulled up behind other buses at stop. Passengers waited for the bus at the actual stop. When bus came by the stop, passengers knocked on the window to get on, however driver did not open the doors. Passenger stood in front of the bus and asked the driver to open the doors, driver told her to move or he will run over her. She moved. When bus got to end of route, passenger saw driver, as she had got the next 73 and told him she would complain, driver still ignored her.

95286 - Notes

20.03.2009

09:31:22

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

This driver jumped a red light. Not even subtly, but while the other priority traffic was already moving on a green light. Given

the corner (coming from Euston) is very tight, the bus came VERY close to several cyclists and cars who all had to stop. I have

taken a picture of the bus (which is also Geo-tagged for location and time). I'm a cyclist myself. I know I'm in the minority as I

DON'T jump red lights. I consider myself 'part of the normal traffic' along with buses. When buses start doing jumping red lights,

that sets a really bad example for everyone, especially TFL. Please make sure this driver is reprimanded for this.

Several cyclists and one pedestrians congratulated me on taking the time to take a photo, so I feel honour bound to report it for everyone's sake.

Direction : South, down Gower Street

95809 - 20.03.2009

21:46:38

WEBLOGIN

on this day a station announcement was made for this 73 to commence its route and a small group of his colleagues were waving for

him to go. On entering the bus the oyster card reader wasn't turned on and the route number wasn't displayed on the front. The ride

was exceptionally uncomfortable due to the driver constantly tapping the breaks and/or breaking harshly. Then at the Marble Arch

roundabout he cut up a car on the inside lane. It was particularly poor driving and it should be recorded. [REDACTED]

Direction : from Victoria

96017 - Below is the result of your feedback form. [www.tfl.gov.uk]

It was submitted by [REDACTED] on 22 March 2009 at 20:35:27

Recipient:

type buses

feedback On Sunday 22nd March at around 14.50, a stationary route 73 Arriva bendy bus (no 9 on the yellow plate, BX04 MXC) at the bus stop outside Euston Station and indicating 'Not in Service' had its engine running while I was waiting for a bus for the several minutes whilst I was waiting, emitting fumes onto the waiting passengers, wasting fuel and generating carbon emissions. The engine had probably been running before I arrived and continued after I had left. Since the bus was empty apart from the driver this does not seem to be in the interest of passengers, the company nor the planet. What is the policy on running engines whilst buses are not in use?

location Euston Station

date 22/03/09

time 14.50

given-name [REDACTED]

family-name [REDACTED]

email [REDACTED]

street-address [REDACTED]

locality London

region

postal-code [REDACTED]

country-name

97354 - Notes

24.03.2009 19:16:35 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I was cycling on Pentoville road and this bus driver overtook me very tightly and dangerously. He stopped at a bus stop and I asked him very politely through his window if he could give more space to cyclists when he overtakes them. He answered "No, I'm not going to. Yes I know it's dangerous" and added something about cyclists on the road, possibly something like it is not their place. I'm a cycle instructor from CTUK and I precisely know where cyclists place is, and how to ride safely, and I think it's a real shame and very dangerous to have people like this driver driving bus around London. I do hope that overtaking cyclists is part of their training, and if it's not the case I'm sure all drivers would benefit from a cycle training session that my company would be delighted to give. Thank you for reading, and I hope bus drivers (although they're certainly not the only ones) will drive more carefully and make London's roads cycle-friendly. I would very much appreciate some information about the drivers' training regarding cyclists. Thank you very much.
Direction : stoke newington common

98417 - Notes

26.03.2009 16:25:14 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I was on the bus trying to get home from Oxford Street, on my own. I boarded the bus and it was very noisy and cramped, but that's to be expected. The bus was stopped a few times to try and stop people sitting on the stairs, and I think some arguments might have occurred at the front near the driver but I was quite far back so I couldn't be sure. Anyway the main reason I wanted to get in touch was that when we were coming up to Angel, where I needed to disembark in order to walk or get another bus home, the driver continued on despite many passengers requesting to stop. He continued up to Highbury Corner and further from there towards Highbury. He finally stopped near the corner of St Pauls Road and St Pauls Place. A lot of people got off, who were all in groups. I was on my own and had no idea where I was so in the end I had to call my local taxi firm, who were luckily still open to come and get me. They took about 20 minutes and I was quite nervous about waiting there as no-one around and anything could have happened. The taxi cost me £6.00 and I can't help but think I would have avoided this extra expense, as well as the inconvenience and a generally unpleasant experience, had the driver stopped where he was scheduled to stop. There were no indications that the bus was not going to stop there and a lot of passengers seemed very put out.
Direction : Northbound

101283 - Notes

01.04.2009

19:47:05

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I was on N73, the engine of the bus went out of order so we had to get off... Just behind at the bus stop was a 73 bus (no night bus) almost empty, when he saw us getting of and would like to get on his board, the driver just drove away... So I had to wait for another bus, it never came... so I had to get a cab and in the end I was late to work and my journey cost me £10

From: No Reply [mailto:no-reply@arrivabus.co.uk]

Sent: 05 April 2009 15:53

To: SC Customer Service (The Shires)

Subject: Contact Us form submission

Personal Information

Name [REDACTED]

Email Address: [REDACTED]

Region: SouthernCounties

Comments: I boarded a No 73 in Stoke Newington on 4th April at approx 10.45am. Myself, my toddler (and buggy) and my friend and her toddler tried to alight at Cross St . The bus driver stopped for insufficient time to allow us to get off, he closed the doors and when we rang the bell and shouted for him to open them, he did not, even though he had not pulled out of the bus stop. I remonstrated with him. He refused to give his name. He did not apologise but said that we had ample time which was nonsense. otherwise we would have got off. It is just lucky that we had not got halfway off and had one child off the bus. He obviously did not check the cameras before closing the doors. I believe that this driver poses a risk to passengers and his attitude is completely inappropriate. and does your organisation no credit. The number of the bus was M70 47 AR.

Address: [REDACTED]

Contact Number [REDACTED]

Journey Information

Journey from: Stoke Newington

Journey to: Cross Street, Islington

Service number: 73

Date of travel: 4/4/2009

Time of travel: 10.45

Happy to receive emails: Yes

104002 - Notes

07.04.2009 18:36:52 [REDACTED]

The customer said the bus was at the bus stop and the traffic was queuing and the bus had not moved out of the bus bay.

The customer said the doors were closed and the driver refused to open the doors even though the bus had not moved from the stop. The customer said the traffic was so heavy the bus could not move.

The customer said the driver was indicating to leave the stop (I did tell her if the driver is indicating to leave the stop he has to join the traffic)

104948 - Notes

09.04.2009 13:39:50 [REDACTED]

Bus had pulled up at the stop, way before the stop, when customer went over to the bus driver did not open doors, then when bus got near the stop, driver still refused to open the doors.

109757 - 22.04.2009 14:37:08 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

The driver was driving from Kings Cross and I had got on there. He did not pull over at the next bus stop on Pentonville Road even

though 2 passengers clearly put out their hand for him to stop. I was sitting directly behind the driver and I saw him look at them

and not pull in. This is not for my sake as I was on the bus but I feel it's important to highlight this issue as those 2 people at the bus stop had to wait for the next bus. This is not the standard I expect of bus drivers and very poor morals. He needs to be reprimanded.

Direction : to stoke Newington

110511 - 23.04.2009 15:44:03

Dear TFL,

I am writing to lodge a complaint about a bus journey I took this morning. I got on the 73 bus at around 9.50am in Stoke Newington, and at about 10.15am in Angel Islington a woman got on and pointed out to other passengers and then the driver that there was broken glass on some of the seats and on the floor. I hadn't noticed it earlier as I had got on at the bus by the driver's door and sat on the solo seat at the front. It was thick shattered glass, like a windscreen, so can only assume that it was a side window which had broken and had been mended, but not cleared up.

The bus driver was alerted by this woman that it was dangerous and why was the bus allowed to run at all with glass over the seats and floor? The driver basically ignored her and carried on driving regardless, with no comment. The woman then helpfully alerted passengers getting on the bus that there was glass there and to be careful where they sat.

I looked around and noticed quite a lot of bits of glass all over the bus, and spoke with the woman. We both agreed it was appalling that the driver took no responsibility and acted like he couldn't care less. It was only when I made a show of taking down his registration number - BX04MXW - that he decided to stop the bus and made us all get off. This was in King's Cross, so we had remained on the bus for another 10-15 minutes without his concern. There was no apology or explanation.

I've lived in London all my life and am getting pretty fed up with the general attitude of some of the city's bus drivers, who take little responsibility for the safety of passengers, who ignore requests for help and directions, and who don't stop at bus stops when people are clearly flagging them down. But this was really the limit and could have had serious implications for Arriva Buses if someone got cut - or what if a child had picked up some glass?

I hope that you take this incident seriously and look into how it came about. I strongly advise you to reprimand the driver for his cavalier attitude, and perhaps also whoever it is that checks the buses before they leave the depot. I have asked the other woman to write in to complain so hope you will be hearing from her too.

I look forward to hearing from you.

Regards,

[REDACTED]
[REDACTED]

111614 - 26.04.2009 19:49:40

Dear Sir or Madam

On Saturday 25 April 2009 at around 14.35 I was cycling north along Essex Road. It was a bright clear day. I had two panniers, a big white polystyrene box on my rack and I was wearing my hi viz cycling jerkin.

My partner was cycling behind me.

In short, we were very visible.

As I was near to the Tesco and the Sainsbury's I was overtaken by the driver of bendy bus registration 324 CLT route 73.

The driver passed so close that I was afraid for my life.

Had he or I made an unexpected movement I would conceivably have been killed. There was no escape route - to the left was a high kerb. He left me no room for manoeuvre or for a panic movement caused by terror.

My partner confirmed that the driver was frightening close - for the ****entire**** length of his vehicle. My partner put the distance that the driver passed me at as between 6 and 8 ****inches****.

I stopped to write down the vehicle details.

Then I caught the driver up on Albion Road. I asked him (very young looking, black) if he knew how close he had passed me. I shook his head. I said I was going to report him as he was far too close to me. He didn't apologise. In fact, he didn't say anything and I wasn't sure he understood me/English.

It is unacceptable that motor vehicles pass this close to a cyclist. The danger is further increased when the vehicle is a bendy bus.

I believe this driver should be removed from driving a bus until he has undergone further training including on a bicycle.

I look forward to hearing from you.



****Please do not add my details to any mailing list or database****

115008 - 03.05.2009 19:01:13 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Your driver didn't stop in the proper Bus Stop and closed the door against my arm. Likewise drove in an irresponsible manner. Teach your workers respect !
Direction : Stoke Newington

115078 - 03.05.2009 23:55:10 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I was waiting for the bus in Stanford Hill and the bus did not stop at the bus stop. This is not the first time it has happened, I would like to know why the drivers decide to pass and do not pick up the people waiting for the bus? Thanks
Direction : Victoria

140620 - 14.05.2009 11:23:42

Dear Sirs,

Yesterday afternoon, at about 13-30, I got on a 73 bus opposite John Lewis in Oxford Street. The elderly lady who got on just before me told the driver that three 73s had gone by without stopping before he stopped, and, perfectly politely, she asked if he knew why.

'I'm not a mindreader, am I?' he replied.

I thought this was very rude, and quite uncalled for. What do you think?

The number of the bus was BX04MYS.

Yours faithfully,

[REDACTED]

141558 - Notes

14.05.2009 15:32:54 [REDACTED]

The customer says that the driver went past and failed to stop. The customer says that the bus was not full.

Please investigate. No reply needed to CSA and no reply needed to the customer.

Kind Regards

[REDACTED] [REDACTED]

Customer Services

146459 - Notes

17.05.2009 01:05:15 [REDACTED]

Customer waited at bus stop on White Lion Street. Bus approached and driver refused to stop even though it was clear that he had seen customer waving hand. The bus was not full.

149674 - Notes

18.05.2009 16:35:20 [REDACTED]

The customer said that his mother got on the bus on her way to church. The customer said that his mother wanted to get off the bus and was unable to get off as the stop was closed due to road works on Church Street. The customer suggested to the driver that he put on an announcement to alert the passengers on board the bus what was happening. The customer said the driver said to his mother "why does she not go home and wash her dirty panties!". The customer said that the customer was absolutely appalled by the drivers rude attitude and behaviour. The customer also finds this totally unacceptable.

This customer has requested a written response.

Kind Regards

[REDACTED]

Customer Services

165107 - Notes

24.05.2009 18:39:46 [REDACTED]

Customer got his arms stuck in the bus door as a result of the driver refusing to open door. He got injured and is looking to sue the company

169736 26.05.2009 16:59:30 [REDACTED]

Customer was waiting for the 73, a bus came that had no number displayed on the front. It was unable to stop at the stop as there was another bus waiting there. She walked down to it, then saw it said 73 on the side, as she waved to the driver that she wanted to board he closed the doors.

She went to the door and the driver made a hand gesture about her eating, as she was eating a packet of crisps.

When he opened the doors he said "too busy eating to put your hand out to get the bus are you.

Nah too busy eating"

She told him he didn't have his number on the front, he just kept saying it was because she was eating.

He caused a nasty scene in front of everyone.

And All this time he wasn't even at the bus stop and never actually pulled into the stop.

If the customer wants to eat she can do so. And just for your information, customer suffers from hyper glycemia and was feeling faint which is why she was eating.

175808 - 28.05.2009 15:08:25

Good afternoon,

I have a complaint to file about a bus journey I took on Friday 15th May 2009.

I boarded the number 73 bus at Victoria Station at approximately 11.40am, bound for Tottenham Court Road.

I was with my 2 year old daughter who was in her pram. I stationed her in her pram in the relevant place reserved for prams on the bus. She was strapped into her pram whilst I sat on a seat just in front of her. The brake was applied to her pram, thinking this would be safe.

On the approach to Park Lane, just by the entrance to Hyde Park, the bus took a very sharp turn at great speed. As the bus swung round the corner, so did my daughter in her pram. The bus went round the corner with such force that the pram fell onto its front, with my daughter still strapped in place.

As you can imagine, this was of huge distress to my daughter and myself. I rapidly unstrapped her to check she was ok. She was inconsolable! Fortunately there was a Special Constable on the bus who ran to our aid and suggested calling an ambulance to get my daughter checked over. There were no visible cuts or bruises, so I refrained, deciding instead to just comfort her.

I am absolutely disgusted at the speed at which the bus took the corner, and am just so relieved that my daughter wasn't seriously hurt. There was no apology. The driver didn't even stop to check she was ok.

I feel that this should be taken further. I can't stop thinking about the incident which has left both me and my daughter shaken.

I would appreciate a response regarding this matter.

Regards

[REDACTED]

[REDACTED]

183608 - WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

i was on the bus going to oxford i ask the driver 2 tell me when oxford circus comes he did not tell me when oxford circus come and

i miss my stop

Direction :

186872 - WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I was cycling home and had the misfortune of sharing the road with this bus between Angel and Newington Green. It overtook me three times to pull in immediately, cutting me across and leaving me in a tiny gap between the bus and pavement. On one occasion I had to jump off the bike and get on the pavement. Later on he pulled out of a busstop without indicating when I was just overtaking.
Please ensure this driver gets cyclist awareness training.
Direction : Seven sisters

188208 - PREFERRED MEANS OF CONTACT: EMAIL

The oncoming bus number 73 didn't stop at bus stop. The route was to Seven Sisters station. The bus had a few passengers, was not full and the driver gave the signal to make a stop. But he ignored the people waiting on the bus stop. It was not first time at this bus stop. What kind of drivers do you employ? I don't want any apologise, I want to know what I can do with this matter in the future. If you don't have control about driving quality, drivers and routes - you should not service any kind of transport! Thanks for reading my message. [REDACTED]

191097 - Notes

04.06.2009 08:18:36 [REDACTED]

The customer says that the driver was very abusive to him while he was cycling on the road. The customer says that he asked him for his name and he gave him his badge number. The customer says that the driver said don't ride in on me you f**kin cu*t. The customer would like this driver to be spoken to about this incident.

Please investigate. No reply needed to CSA and no reply needed to the customer.

Kind Regards

Wendy Wilson
Customer Services

207286 - 10.06.2009 15:40:13 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

The driver of the bus I used this afternoon was rather rude and impolite. As I was boarding the 73 the woman in front of me and asked if the bus goes passed a particular place and he rolled his head back and in a patronising manner answered. Then when I moved closer and put my oyster card on the reader there was an error, so I put it on the reader again and he almost growled "can you stop doing that!". I have never encountered such a rude and discourteous bus driver like this one ever before.
Direction : Towards Seven Sisters

217465 - Notes

15.06.2009 12:25:54 [REDACTED]

The customer was on a moped

The customer said the bus was in the bus lane and the customer was in the driving lane.

The customer said the bus needed to turn right and so he needed to cross the driving lane.

The customer said he was at the front of the queue from the traffic lights. The customer said the lights changed and suddenly the bus sped up and jumped in front of the customer's moped. The customer said the bus clipped the side of his bike.

The customer said the driver refused to stop and give his details.

218233 - Notes

15.06.2009 14:35:04 [REDACTED]

The customer says that she was waiting for the bus and there were already a bendy bus and another bus. The customer says that the 73 she wanted to board did not stop just drive off with the others. The customer says that the driver was very rude, and told them he already stopped and the customer says her husband is blind and she is elderly so they could run far back to get the bus and the driver should've stopped at the bus stop as well where it was meant to.

Please investigate. No reply needed to CSA and no reply needed to the customer.

Kind Regards

[REDACTED] [REDACTED]

Customer Services

219927 - Notes

16.06.2009 09:19:01 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

THIS BUS WAS BUSY BUT NOT FULL YET THE DRIVER MADE NO EFFORT TO STOP AT GROSVENOR GARDENS DESPITE BEING REQUESTED BY PASSENGERS WAITING TO GET ON

Direction : FROM VICTORIA HEADING NORTH

237468 - Notes

23.06.2009 11:55:54 [REDACTED]

The customer says that the driver over took the 2 buses at the bus stop and failed to stop to pick him up. The customer says that he had to get 2 buses to his destination and is not happy about this.

Please investigate. No reply needed to CSA and no reply needed to the customer.

Kind Regards

[REDACTED] [REDACTED]

Customer Services

243426 - Notes

25.06.2009 14:04:06 [REDACTED]

The customer said the 73 stopped in between the bus stops near Selfridges and let passengers off and took passengers on

The customer was at the bus stop for the 73

The customer walked down to the bus and signalled to the driver she needed to get on the bus to. The driver opened the doors and the customer got on.

The customer said the driver then shouted 'Don't tell me what to do'. The customer said she just signalled to him to make sure he knew she needed to get the bus as well. The customer said the driver then shouted 'I can stop where ever I want'.

The customer said she was so embarrassed

245769 Notes

26.06.2009 14:16:52 [REDACTED]

Customer said that bus driver shouted at him and his wife by telling him to get out of the bus with their baby's pram so that a passenger with a push chair could get on board.

248601 - Notes

28.06.2009 20:00:35 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

The driver swerved the north bound 73 bus into our lane driving directly at our car and then out again yelling abuse at my wife who

was driving. My wife is 7 months pregnant and our 2 year old was in the back. This behaviour under any circumstances is unacceptable.

Direction : north

260172 - Notes

02.07.2009 18:06:56 [REDACTED]

Customer said that the driver was abusive to a cyclist who in her opinion did not do any thing wrong.

From: No Reply [mailto:no-reply@arrivabus.co.uk]
Sent: 02 July 2009 16:41
To: SC Customer Service (The Shires)
Subject: Contact Us form submission

Personal Information

Name: [REDACTED]
Email Address: [REDACTED]
Region: Southern Counties

Comments: The journey I have just had on one of your busses was the worst I have ever encountered. The driver drove the bus as if he was drunk or ill and when a pregnant lady asked the driver if he was indeed ill, he told us that the journey 'stopped here' and he threw the lady off the bus. When I agreed with her, he told my wife and I to get off the bus also. My wife is recovering from cancer treatment and I will be seeing a solicitor about the treatment we received from your company. The bus registration number was BX04NDG, Bus number MA 33, the No. 73 from Tottenham Court Road. We were told to leave the bus just near Angel station. I await your early reply prior to my taking further action on the matter. Yours faithfully, [REDACTED]

Address: [REDACTED]
[REDACTED]

Contact Number: [REDACTED]

Journey Information

Journey from: Tottenham Court Road, London
Journey to: Islington direction
Service number: N0.73
Date of travel: 2nd July 2009
Time of travel: 4:10pm
Happy to receive emails: Yes

262685 - Notes

03.07.2009 17:55:39 [REDACTED]

Mop boarded, as he was about to sit down the driver pulled away, making the mop hurtle forwards.

Mop very angry about this.

271962 - 08.07.2009 10:56:11 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

the driver drove through a red light nearly running me and several other pedestrians over when i knocked on the window of her cab

she waved me away to complain.

Direction : west

283568 - 10.07.2009 09:29:41

To whom it may concern,

Earlier this week my colleague and I travelled to London from Telford for a couple of days. We took the number 73 bus service on Wednesday 8th July 2009 from Victoria station where we needed to travel to Euston Station to catch I train at 14:43 to return to Telford.

On boarding the bus i found the female bus driver to be very unhelpful and rude, during the journey the driver complained to several people that she was running late and was finishing at 15:00 to go on leave. I heard her repeat this on several occasions which I found to be unprofessional.

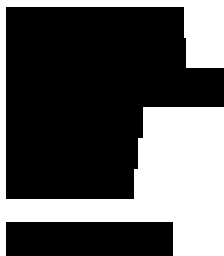
I purchased two bus fairs at £2 each at 13:42 on the above date to travel from Victoria to Euston, leaving more than enough time to catch our forwarding train to Telford. I was disgusted to find that at Oxford Circus, having only travelled two stops the bus driver again repeated to a colleague on another bus that she was running late and wanted to finish at 15:00hrs. She then terminated the bus service at 14:25. Not only to we board the bus to travel to Euston, having the bus terminated then delayed our journey causing us to then miss our train to Telford. We had purchased and pre booked train ticket which was valid for the particular time. Had the bus not been terminated we would have arrived for this train. We therefore had no choice to purchase two new train tickets to Telford costing £75 each. This is clearly a considerable amount and I am very disappointed in the service in which I received from the London Bus service. People are encouraged to utilise public transport but on this occasion it proved very costly. I feel that the London bus service are responsible for out delay to Euston station and therefore request a full refund of:

2 x £75 for new train fairs to Telford = £150

2 x £2 bus charge for an unsatisfactory service which did not get us to our destination as stated.

I await your reply,

Kind regards

A large black rectangular redaction box covering the signature and name of the sender. Below it is a smaller black rectangular redaction box, likely covering a contact number or email address.

288538 - Notes

15.07.2009 15:12:15 [REDACTED]

Ms F called to complain about the driver

The customer has advised that the driver was braking sharply throughout the duration of the bus ride.

295111 - 18.07.2009 22:41:02 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I travelled today from Victoria Station to King's Cross Road and I was unable to leave the bus at my stop. At the bus stop of

King's Cross Road, the bus driver opened the doors and immediately started closing them, not allowing me to leave the bus. Several

people were trapped on the door and the bus driver had to re-open the doors several times to allow people to leave or enter the

bus. The Bus driver departed the stop although I pressed the stop button repeatedly to indicate that I still needed to leave.

Although I appreciate that the bus was quite full, I did leave my seat in plenty of time and had to pass through several other

passengers also travelling on the same bus. I had to wait for the next stop just by the bus door. London buses are quite expensive and I expect to receive a service that corresponds to the price that I pay. I consider that being

able to leave the bus on my chosen bus stop as a minimum services that should be delivered by your buses. I would be grateful if you contact me to respond to my complaint and to inform me how will you improve your service and compensate

me for the failure of your services.

Direction : Newington Green

297059 - Notes

20.07.2009 12:58:41 [REDACTED]

She was waiting at the stop, three buses pulled up at once.

She went up to the 73 bus, as she got to it he closed the doors

She knocked on the door. he pulled off.

She was able to get the next 73 bus which registration was BX04MXJ.

Please investigate.

298931 - Notes

20.07.2009

20:23:36

WEBLOGIN

PREFERRED MEANS OF CONTACT: PHONE

i have been abused in this but and the driver lady was a witness of that accident. she didn't react to what was going on and she didn't want to help me. instead of that, when i ask her to call police, she start shouting at me and tell me to: "shut my mouth"
when i was a victim and i needed an assistance. im going to take it further to my solicitor as all that situation been reported to police and i've been obducted by the doctors. she isn't a person who should be working for public transport and beeing responsible for peoples safety. i am truly upset and phisicly hurt and i'll make sure she will be punished for her misbehaving. i will contact police, that was on the crime scene and get her details.
Direction : Victoria

299059 21.07.2009

08:34:13

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

The driver stopped the bus to let passengers off, but did not give a disabled man with additional mental health problems time to get to the door. The driver refused to open the door despite the disabled mans attempts to cry for help. The poor man tried to press the emergency door release in a state of panic at which point the driver still did not offer any help or assistance. After some time the driver insisted that all passengers had to clear the bus. When I went to the front of the bus to ask the driver politely what was going on he just stared at me and refused to speak. When I asked him for his number, he said he was not going to give it to me. I told him I would take a picture with my camera and make a formal complaint to which he did not seem at all interested.
Direction : Eastbound

299097 - 21.07.2009 08:49:09 WEBLOGIN

PREFERRED MEANS OF CONTACT: PHONE

I am a cyclist. This morning, a 73 bus overtook me coming towards pedestrian lights on the Essex road, Islington. As the bus came in to stop, it was at an angle to the kerb, progressively squashing me closer to the pavement to the point where I had to jump off my bike very quickly to avoid being crushed or knocked off. The lights were red, so I knocked on the door to alert the driver to the fact that he could have killed me if he had been going any faster. Instead of an apology, he shouted aggressively at me, and said that that's what I got for undertaking him (untrue - he overtook me). I told him that I intended reporting the incident and his subsequent abusive language. The driver proceeded to shout foul mouthed abuse out the window at me, as I overtook him when he made two subsequent passenger stops. The general tone of his abuse was that he disliked cyclists, and felt that we shouldn't be on the road, and he didn't like that I had questioned his driving. I have a concern that this gentleman is a danger to other road users, particularly cyclists. His driving was hazardous - if the lights had turned green before I had a chance to jump off my bike, I would have been squashed or crushed. However the driver's subsequent abusive and aggressive language and behaviour is of even more concern to me. I feel that somebody who is very clear, vocal and aggressive about not wanting to share the road with cyclists, and drives accordingly should not be employed to drive large vehicles around London.
Direction : Victoria

313611 -

Notes

04.08.2009 11:37:29



Sent to garage for investigation

Notes

27.07.2009 16:40:32 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I intended to get off the bus at the compulsory bus stop in Grosvenor Place, the stop before the bus turns into Lower Grosvenor Place but the driver simply failed to stop, there was also others that wanted to get off there and somebody said they had rung the bell although even if they hadn't the driver should still have stopped.
Direction : Towards Victoria

315870 - 28.07.2009 15:02:53 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

THIS BUS DID NOT STOP DESPITE THEIR BEING PLENTY OF STANDING ROOM ON THE BUS. THIS IS NOT A REQUEST STOP
Direction : AWAY FROM VICTORIA

321955 - Notes

31.07.2009

10:17:36

WEBLOGIN

The driver told us the bus was being re-routed and was not going to Victoria but he would not tell us where it was going. I was 3 stops away from work so I went up to the front of the bus with about 7 other people who were also trying to ask where the bus was going. The driver would not respond and then suddenly closed the bus doors and started driving completely off course. Everyone kept asking the driver to stop but he was just laughing. We ended up at Great Portland Street Station and someone tried to open the emergency exit but he kept stopping hitting on the breaks so that we couldn't catch our balance. People on the bus were screaming and one woman started having a panic attack and crying. I thought I was in the movie Speed; unfortunately, the driver was not Keanu Reeves--it was an crazy and dangerous man that needs to be locked up in prison or an insane asylum. Please fire him immediately--he is a disgrace to the London Transport and this city. After we got off the bus one woman called the police so I hope you can combine these reports (as well as the others you will probably receive today) and make sure that this man is given the appropriate punishment.
Direction :

322864 - 31.07.2009 13:14:19

To whom it may concern,

I would like to make a formal complaint about the driver of the No. 73 bus with the registration BX04 MXV. I got on the bus at Stoke Newington towards Victoria at 8.40 this morning (Friday 31st August). At about 9.20am, on the section of Euston Road between Euston Square and Warren Street underground station, the driver announced that the bus was going on a diversion, and anyone who needed to go to Victoria should get on the bus behind. As the 73 bus are usually diverted on routes that actually leave me closer to my workplace than the normal route, I was happy to remain on the bus.

When I, and another passenger, asked where the bus was being diverted to, he refused to tell us. He did not say that the bus was terminating, just kept repeating that it was on a diversion, but refusing to tell us where, and kept repeating that if we needed to go to Victoria we should get on the other bus, which had now departed. We tried to explain to him that none of us needed to go as far as Victoria, and we just wanted to know where the bus was going, and he lost his temper and accused me of "telling him how to do his job".

He then sped off with 5 or 6 passengers on board, including a woman who had just got on and had no idea that the bus was on diversion. He still refused to tell us where he was going, and went under the Euston Road underpass. At this stage the passengers were beginning to panic, and several of us asked him to stop the bus, but he refused. The woman who had got on the bus without knowing about the diversion pleaded with him to stop at the next stop, and when he refused she started to use the emergency door opening mechanism. He then started to jerk the bus forward, repeatedly applying the break, causing us to be thrown back and forth.

We were very scared at this stage, so 2 of us called emergency services on our mobile phones and started talking to police. It was only then that he stopped the bus, at Great Portland Street station. He remained stopped there while I talked to the police. I was extremely shaken, to the point that I found it hard to explain to the police what had happened. They took my details but did not advise me to stay at the station.

The driver was a middle-aged black man. He spoke with an accent that indicated that English was not his first language, but he displayed enough command of English to tell the difference between the words "diversion" and "termination", so I don't think it was a language-related problem. None of the passengers involved in the incident swore at him or used inappropriate language, he completely overreacted to a simple request for information about the bus route. He should not be in a job that involves dealing with the public. I am shocked that this kind of behaviour is considered acceptable from the staff on London buses.

Yours sincerely,

■■■■ ■■■■

343140 - Notes

10.08.2009

20:36:20

WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

My complaint is about the quality of driving on a 73 bus, destination Stoke Newington Common which arrived there at 15.55 today. We got on at Kings Cross Thameslink. Throughout the journey the bus was driven in an aggressive and careless manner, with very sharp braking, and high speed around corners and over speed bumps. Passengers were thrown around the vehicle and were not given

enough time to get off at bus stops. I use buses frequently. Driving is of variable standards but this was extreme - and, I'm pleased to say, unusual. At the end of the journey I spoke to the driver & asked him for his number. He told me he didn't have one, so I took the

registration of the bus, and told him that I would complain about his driving.

Direction : north

354936 - Notes

16.08.2009

22:30:48



Cstomer boarded 73 at essex road southbound, pressed bell to stop but driver did not stop at near Clearmont square, but stopped at stop PM pentoville road causing the customer to walk up the hill, she has a fractured foot and it is problematic to walk.

360064 18.08.2009 10:07:37

To whom it may concern:

I just wanted to bring to your attention an incident I witnessed in regards to a bus driver making a turn after the pedestrian light was already green and thus startling a couple of pedestrians and prevented us from crossing the road. The girl in front of me waiting at the crosswalk appeared to have a learning difficulty and began crossing the road as it was green and a lady on the sidewalk had to pull her back.

The bus ended up getting stuck in the middle of the intersection due to traffic (when it rushed to make the turn, even though the pedestrians had right of way) and blocked the crosswalk.

The details are as follows:

Date: 10th August 2009

Time: Approximately 15:25

Bus Number: 73

Vehicle Registration Number: BX04 NDV

Location: At the intersection of Pentonville Rd and Kings Cross Bridge Turn.

The bus driver was completely out of order. I hope that this was a one off event and this type of behaviour is not condoned. This type of reckless behaviour is a risk to the many pedestrians on the streets of London and should be avoided whenever possible.

Yours sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

361426 19.08.2009 15:19:04 [REDACTED]

The customer was driving bus the number 10 bus.

The customer said at Oxford Circus he pulled in to a bus stop serviced the stop and pulled out. The customer said the 73 bus was coming towards him

The customer said as the two buses crossed the driver of the 73 bus spat at him. Both windows were open and it landed on the customer.

The customer said he stopped the next 73 bus and got the details about the driver.

The customer has asked his garage for the CCTV.

Customer wants a response

362038 - 19.08.2009 18:05:20 [REDACTED]

Customer said that bus driver simply drove past the bus stop despite the fact that passengers were waiting at the bus stop.

362808 - 20.08.2009 10:12:25

From: [REDACTED]

To whom it may concern,

Please see below my email dated 10/07/2009 detailing a complaint i wish to make regarding your bus service whilst visiting London. I received a confirmation email stating that my original email has been received by your department. I am very disappointed that it is now the 20/08/2009 and i have not yet had a response.

I would appreciate contact from you.

Kind regards

[REDACTED]

To: customerservices@tfl-buses.co.uk
Subject: Complaint
Date: Fri, 10 Jul 2009 09:29:38 +0100

To whom it may concern,

Earlier this week my colleague and I travelled to London from Telford for a couple of days. We took the number 73 bus service on Wednesday 8th July 2009 from Victoria station where we needed to travel to Euston Station to catch a train at 14:43 to return to Telford.

On boarding the bus I found the female bus driver to be very unhelpful and rude, during the journey the driver complained to several people that she was running late and was finishing at 15:00 to go on leave. I heard her repeat this on several occasions which I found to be unprofessional.

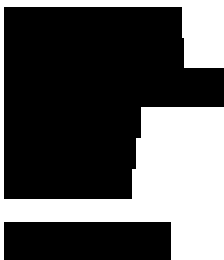
I purchased two bus fares at £2 each at 13:42 on the above date to travel from Victoria to Euston, leaving more than enough time to catch our forwarding train to Telford. I was disgusted to find that at Oxford Circus, having only travelled two stops the bus driver again repeated to a colleague on another bus that she was running late and wanted to finish at 15:00hrs. She then terminated the bus service at 14:25. Not only did we board the bus to travel to Euston, having the bus terminated then delayed our journey causing us to then miss our train to Telford. We had purchased and pre booked train tickets which were valid for the particular time. Had the bus not been terminated we would have arrived for this train. We therefore had no choice but to purchase two new train tickets to Telford costing £75 each. This is clearly a considerable amount and I am very disappointed in the service in which I received from the London Bus service. People are encouraged to utilise public transport but on this occasion it proved very costly. I feel that the London bus service are responsible for our delay to Euston station and therefore request a full refund of:

2 x £75 for new train fares to Telford = £150

2 x £2 bus charge for an unsatisfactory service which did not get us to our destination as stated.

I await your reply,

Kind regards

A large black rectangular redaction box covering the signature and name of the sender.

View your Twitter and Flickr updates from one place - [Learn more!](#)

362819 - Notes

20.08.2009 10:32:02 [REDACTED]

Mop had boarded at Stamford Hill at about 23:30:00 on 19/08/09.

This incident took place about 12am

Mop boarded at Stamford Hill, another passenger got on, she asked the driver for help, she hadn't paid, then the driver got out of his cab and approached her and there had been some discussion between them. She then wanted to get off at gower st, however driver was not allowing her off, when they got to oxford circus, driver had not stopped at any stops along the way. Passengers were ringing the bell to try and get off, another passenger pressed the emergency button to this lady could get off, when driver then started to shout at mop saying it was him.

Mop told driver just to let the lady off, driver was still refusing and became very abusive.

Please investigate

Thanks

374344 Notes

25.08.2009 19:36:07 [REDACTED]

Mr S called to complain about the driver

The customer has advised that tried to board the driver told them that they had to have a ticket before they boarded the bus, they then showed the driver their ticket and he got a bit funny

392052 - Notes

03.09.2009 16:32:07 WEBLOGIN

PREFERRED MEANS OF CONTACT: PHONE

The driver drove much too fast over the speed bumps on Albion Road causing the whole bus to jump dangerously. All the passengers on the bus gasped at every speed bump. I've never experienced anything like it. He must have been aware that the passengers were uncomfortable with the way he was driving. When I got off at Church Street I walked to the front of the bus and said 'slow down' to which he responded by showing me 2 fingers. The reason I feel I have to complain is that I had my 5 month old daughter strapped to me which made it even more frightening and dangerous. Other vulnerable passengers must have felt the same. This driver needs further training about the needs of different passengers that he is carrying. I am personally fit and able bodied, but when I have a baby strapped to me I need more considerate driving.
Direction : north

398921 Notes

07.09.2009 13:28:36 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Ticket number is a one day travelcard, issued at Royston NR Station. I was waiting for the 73, and there were no vehicles on the stands. When one arrived, the driver parked the bus half-way along the stand. (Fleet number MA24, running number LV/1). The driver then ordered all the passengers off the bus. An artic route should normally be open boarding. Driver then walked in the direction of the drivers room, and stood outside with a cigarette, with the bus doors closed. Driver then gossiped with the next 73

driver for a bit. Once the driver returned to the cab, he yelled out at me "Stop's over there" before driving up to the bus stop flag. Remember, he'd parked it there earlier. I personally have no problems with drivers smoking outwith the vehicle (despite the smoking law, which is another matter), but it's the driver's attitude that warrants this complaint. The driver left the bus closed up, against the more normal "open boarding" policy.

Direction : Service starts here – Northbound

399322 - Notes

07.09.2009 15:10:41 [REDACTED]

Mr L called to complain about the driver

The customer has advised that there was a very large lady and her family crossing the road the lights were in the driver favour and as the driver approached the lady he hooted his horns at her and told her she should get out of the way.

399372 Notes

07.09.2009 15:25:16 [REDACTED]

Ms H called to complain about the driver

The customer says that as she was on the bus today she witnessed the driver be horrible to a female wanting to purchase a ticket before she boarded.

401014 Notes

08.09.2009 10:41:41 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

i was cycling in the bus lane when he came from the side, started shouting at me and immediately after that turned left in an attempt to hit me. if I wouldn't have slowed down, i would have been seriously injured or killed. I will be pressing charges against

this individual as an attempt of murder. the bus was empty.

Direction : stamford hill

405633 Notes

09.09.2009 18:34:06 [REDACTED]

A number of customers at the stop, the caller hailed the bus and he drove straight past. When customer caught bus at lights and knocked on the window, the driver totally ignored him.

Please investigate.

Thanks

407203 - 10.09.2009 13:07:29 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

did not stop when held out arm in front of bus

Direction : Victoria

408652 Notes

10.09.2009 21:23:39 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Dear Transport for London Manager, I took the bus route 73 from the British Library at around 6pm. The bus ended at Euston Road, which I didn't know before I boarded the bus because it was rush hour and I hopped on the bus in a

hurry. One of the passengers went to the driver and explained that she didn't know Euston Road was the last stop and the driver

issued her a transferring ticket to take the next 73. I made the same request but was rejected and was told that it was my fault

for not noticing the sign on top of the bus. I explained that I took the bus in a hurry from the second door and didn't have the

chance to see the sign in the front of the bus. And then the bus driver left his chair in a very rude manner and got off of the bus

to point at the front and the end part of the bus and showed me the signs. Unfortunately, I got on the bus from the door in the

middle and there weren't a sign next to it. However, I do agree that it was my fault to remiss the sign, but it was unacceptable

for me to be treated so unfairly. The girl who didn't know the bus's last stop was at Euston road requested a transferring ticket

and was given and wasn't being treated abusively. I asked the driver for his employment/driver number, and once again, I was refused. I think the Transport for London should ensure that all of your bus drivers treat passengers equally. It is also advisable that bus

drivers should have good or at least reasonable manners. I strongly suggest you to inspect this matter. I look forward to seeing improvements on your bus services. Sincerely, [REDACTED]

411632 14.09.2009 09:51:25 WEBLOGIN

PREFERRED MEANS OF CONTACT: PHONE

The bus arrived at Hyde park corner outside the Hilton hotel, I ran toward the bus, but the driver practically upon stopping had quickly begun shutting the doors. I said out loud 'wait wait'. The driver heard this, and said, in a very aggressive tone "What is the matter with you?!" I was offended, and sat down, considering taking the registration number and making a complaint. When I decided to take the registration number I got up and began copying the number down. When the driver noticed I was doing this he stopped the bus and asked me in the same aggressive tone "What are you doing?" I told him that asking him to keep the doors open was not an action that warranted the question "what is the matter with you." He kept the bus at a standstill while he yelled at me, telling me I was being absurd to take down his registration, at one point employing the argument that he will be called into his bosses office to explain the incident. I told him that he should have considered this before he yelled at me. Having argued for 2 or 3 minutes other passengers started to complain, and I implored the man to begin driving the bus again. Once I stepped off the bus he was still shaking his head at me. I found the man to be very unpleasant and very aggressive.
Direction : toward Victoria

416889 Notes
15.09.2009 20:58:23 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Dear Madam/Sir, On 15th Of September i was waiting the bus 73 at the proper bus stop towards Tottenham Court road in front of the John Lewis store in Oxford str. On 19:03 the 73 bus appeared and it was the 3rd on the row.. It was a heavily rain day and i waited the bus to approach to the stop in order to embark on it. Insdeed of that the bus driver stopped about 20 meters before the stop -as he should do- as i think the length of the small buses that were in front of the 73 bus must be 10 meters. The bus driver open the doors to disembark people there, and then using the flash tried to overpass the 2 leading busses ignoring the people were standing on the stopand shaking their hands to stop on the proper point as he should done. I start running in the rain putting my self in dangerous from the slippery road and caught the bus after 20 meters as it was heavy traffic. I knocked with my hand the front doors -He didn't open them- and asked him shouting from outside, why he didn't stopped the bus in front of the stop to pic up the people. Then the bus driver started shouting and making gestures of disdain to me. I am finding the incident outrageous and felt quite insulted from the driver's behaviour. I would like to have your response and to know what kind of measures are you going to make for this incident. I would in addition to know if the citizens of London have to move towards the bus if it is not stopping infront of the stop -especially on rainy days , old people children or disable people putting in dangerous their integrity- or the busses have to pick up the people from the bus stops..? How many meters from the bus stops do the driver allowed to stop in order embark and disembark people? Doesn't this attitude and behaviour of this particular driver discredit the whole staff of the busses of London? I would appreciate to have your response on the above enquires. Sincerely,
[REDACTED] Direction : Tottenham Court road

416894 - Notes

15.09.2009

20:53:59

WEBLOGIN

PREFERRED MEANS OF CONTACT: PHONE

Dear Madam/Sir,

On 15th Of September i was waiting the bus 73 at the proper bus stop towards Tottenham Court road in front of the John Lewis store in Oxford str.

On 19:03 the 73 bus appeared and it was the 3rd on the row.. It was a heavily rain day and i waited the bus to approach to the stop in order to embark on it.

Insdeed of that the bus driver stopped about 20 meters before the stop -as he should do- as i think the length of the small buses

that were in front of the 73 bus must be 10 meters.

The bus driver open the doors to disembark people there, and then using the flash tried to overpass the 2 leading busses ignoring

the people were standing on the stop and shaking their hands to stop on the proper point as he should done.

I start running in the rain putting my self in dangerous from the slippery road and caught the bus after 20 meters as it was heavy traffic.

I knocked with my hand the front doors -He didn't open them- and asked him shouting from outside, why he didn't stopped the bus in

front of the stop to pic up the people. Then the bus driver started shouting and making gestures of disdain to me.

I am finding the incident outrageous and felt quite insulted from the driver's behaviour.

I would like to have your response and to know what kind of measures are you going to make for this incident.

I would in addition to know if the citizens of London have to move towards the bus if it is not stopping in front of the stop

-especially on rainy days, old people children or disable people putting in dangerous their integrity- or the busses have to pick

up the people from the bus stops..?

How many meters from the bus stops do the driver allowed to stop in order embark and disembark people?

Doesn't this attitude and behaviour of this particular driver discredit the whole staff of the busses of London?

I would appreciate to have your response on the above enquires.

Sincerely,

[Redacted Signature]

Email

Phone:

Direction : Towards Tottenham Court road

407055 - 09.09.2009 18:28:56

I am contacting you to complain about one of your bus drivers.

Today i was waiting for a bus outside the british library Euston Rd, bus stop no: 8504 at 2.57pm there was a few buses that had stopped and my bus that i needed pulled up behind thou already stopped at the bus stop, opened only middle and rear door`s to let passages off.

This was around 50 meter`s from the bus stop, Myself and several other passengers started to make our way to the bus to get on, upon which the other buses moved off and my bus closed the doors and drove off, even thou other passengers were waving there arms for him to stop, he totally ignored us all and drove off, even thou this bus stop was not a request stop, he should of stopped.

The bus id no: MA28, The driver was a Black man aged in his 30s..

This made me very late for a very important meeting, and depending on the out come, i may take a small claim`s action in court against TFL.

[REDACTED]

422147 - 17.09.2009 21:41:13 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I am complaining about a bus driver who refused to open the doors of his bus to allows passengers onto the bus even though he was

at the bus stop. The sign at the front of the bus indicated that he would terminate at Seven Sisters so the bus was in service. Two number 73 buses stopped at Euston. The first was very full so a number of passengers walked to to the second bus. The driver

refused to open his doors even though there were less than 10 passengers on his bus. The first bus left so he drove towards the

bus stop but again would not open his doors leaving the passengers stranded at the bus stop. This level of service is unacceptable. Are your drivers employed to serve your customers or to just use the buses as their personal toys? As paying passengers this service is non existent and what are we paying for?

Direction : Seven Sisters

422966 Notes

18.09.2009 11:37:06 [REDACTED]

Customer claims that the driver failed to pick her up despite knowing that she was knocking at the door.

When the customer caught up with the driver at the next stop, she asked him for a reason but instead of providing an explanation about his action, the driver responded by being rude and unhelpful.

Please investigate.

Regards

[REDACTED]

427691 20.09.2009 19:49:27

Dangerous driving, foul language and assault by a London Transport bus driver. I was cycling along Oxford Street just prior to 4pm and was squeezed close to the curb by the driver of a bendy bus, who may not have seen me as the bus started out from a stopped position as I was cycling up the inside of her bus. When the bus stopped very soon after (at the next lights), I went directly in front of the bus for visibility and motioned to the driver through the large front windscreen to signal to her that I was on the road and had been beside her. I said it was a big bus and I thought it was dangerous. At no time was I aggressive or rude. The bus driver replied by waving her arms in front of her and said "just fuck off". She then turned on the window wipers. I ignored the driver and maintained my position in front of the bus, moving forward toward the next stationary vehicles (approx 40m ahead) when the lights turned green. As I pulled away from the lights however, the bus driver swerved to the right of me into what must have been part of the opposite side of the road and attempted to overtake. There was no reason for this as the traffic was heavy and was stopped just metres ahead. I was becoming quite shocked by the drivers actions and moved to the side of the road. Shortly afterwards in a clear moving section of Oxford Street, I overtook the bus and cycled forward, took my camera and waited for a moment for the bus to come but it went by too fast to get a photo. When the bus stopped (again in heavy traffic) I approached the drivers side window. The driver opened the window and waved her cellphone camera up at me when she saw me. I raised my camera to take a photo and was then struck in the face by the driver who lunged at me with two arms out the window! I have a photo with two of her arms out the window taken a second before I was struck. People on Oxford Street saw this assault and some gasped. A young lady was particularly concerned and gave me her number. The driver closed her window and drove on. After I swapped contact details with the witness, I continued to cycle along Oxford Street and caught up with the bus which was again stopped in traffic. I completed the photographs necessary to identify the bus registration and route number. Bus route: 73 Bus registration: BX04 NDZ Description of driver: Female; black; mid/late 20's early 30's location Westbound; Oxford Street
date 20/09/09

time 16/08

given-name [REDACTED]

family-name [REDACTED]

email [REDACTED]

street-address [REDACTED]

locality [REDACTED]

region London

postal-code [REDACTED]

country-name UK

428009 - Notes

21.09.2009 14:25:25 [REDACTED]

Customer phoned regarding the bus failing to stop.

Customer said that the buses are on diversion don't stop. Customer explained that the buses are supposed to stop but they are refusing to stop.

Customer said that there are road works on there usual route, so therefore it is a must that they should stop at their alternative stops because the next bus stop is quite a walk.

Customer would like an improvement on the services, just for the buses to stop at the required bus stops.

Thanks.

428351 - 21.09.2009 15:51:51 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

THIS BUS MADE NO ATTEMPT TO STOP DESPITE PEOPLE WAITING AND THE BUS ONLY BEING ABOUT 60/70% FULL. THIS IS NOT A REQUEST STOP

Direction : OUR FROM VICTORIA

443667 - Notes

28.09.2009 17:30:40 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I boarded the bus at the front after two ladies had alighted. The driver said, very aggressively, "Did you hear what I said, lady.

I said get on at the back." As a London Council Tax payer, who is partly responsible for paying the driver's wages, I do not

expect to be spoken to in that officious, aggressive, unpleasant manner. What impression does this rude behaviour create for

visitors to our city? I have seen signs asking the public not to be aggressive towards the drivers - maybe the drivers should be

reminded that we, the travelling public, should be treated with respect.

Direction : to Victoria

448618 - Notes

14.10.2009 10:38:08 [REDACTED]

mop called in again, to advise drivers are not stopping on the diversion.

Advised would resend to operator, and if mop is able to get specific information we can then help operator with identifying individual drivers.

Please remind all drivers.

Thanks

452076 - Notes

01.10.2009 16:12:59 [REDACTED]

Customer explained that she was waiting for the bus.

When the bus eventually arrived she requested for the bus to stop and the driver ignored her, proceeded with the bus journey.

Customer said that the service is very poor and that drivers need to be trained better.

Please Investigate

455078 - Notes

03.10.2009 00:52:44 [REDACTED]

When I got on the bus I asked the driver if the diversion was still in place and where he would be stopping. He told me there was a diversion and he would be turning left at the end of Stoke Newington Church Street. He listed stops where he would be stopping and one of these was Stoke Newington station. In fact he went all around the diversion and stopped at Lynmouth Road - which is not Stoke Newington station. When I pointed this out he argued with me and said I was a pain in the arse.

457804 - - Notes

05.10.2009 09:04:51 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL
THIS BUS FAILED TO STOP AT THE FIRST GROSVENOR PLACE STOP DESPITE THERE BEING PLENTY OF ROOM ON THE BUS. JUST LAZINESS AND A POOR ATTITUDE ON BEHALF OF THE DRIVER
Direction : TOWARDS MARBLE ARCH

465110 - Notes

07.10.2009 17:53:58 [REDACTED]

Mr F called to complain about the driver

The customer says that he rang the bell to get off and the driver failed to stop, the customer say that he then rang the bell again and eventually stopped at Listria park the last stop in Manor road, when the customer asked the driver for his number the driver pointed at a sign above his head.

468389 - 09.10.2009 07:41:46 WEBLOGIN

STANDING AT BUS STOP INDICATED THAT i WANTED TO BOARD BUS BUT DRIVER DID NOT STOP
Direction : oXFORD CIRCUS

468912 - 09.10.2009 09:49:51

I would like to make a complaint about the bus driver on the number 73 bus, today 09/10/09 at approx 9am, number plate of bus 361 CLT.

I boarded the bus at Euston station at approx 8:40 09/10/09. I was going to Islington Green.

I noticed the bus was already displaying the 'bus stopping' sign as we were approaching Islington Green so I did not feel the need to press the button again, as I assumed that as this was showing someone had already pressed it. I noticed the bus driver was not slowing down so I pressed the button. He did not stop, so I went to the front of the bus and said 'excuse me, but you did not stop' he replied 'do you not know what the button is for'? I thought this was EXTREMELY rude, and attempted to explain that it said 'bus stopping' but he would not listen to me and kept saying 'are you stupid, do you not know what the button is for'? This absolutely infuriated me, and I requested to be let off the bus, to which he declined. When we had arrived at the next stop I asked if he would let me off. He said no. Then he said I would have to walk to the back of the bus and get off, so I tried to open the front door myself, which would not open. I said 'just let me off

the bus' but he refused. So I then started to go to the back of the bus, and he then closed the doors, and started to drive off. I was left with no choice but to open the doors myself, and jump from the bus, whilst moving. I am absolutely DISGUSTED at the way the bus driver spoke to me, and how he point blankly refused to let me off the bus, it was clear to me, he could have quite easily opened the doors but did not. I can only assume that this is because I am a young white female, and had I not been, it would have been a different story. I appreciate that I should not have just opened the doors myself, and jumped from the bus but I felt frightened, scared, and simply wanted to get off the bus, and I felt he was trapping me on the bus for some sick perverted reason. I am utterly DISGUSTED at the service received from your company, and that of the bus driver, and I request that he is removed from duty immediately. I have injured my ankle whilst getting

off the bus as he would not let me off. I eagerly await your immediate response.

Thank you

[REDACTED]

474279 - Notes

12.10.2009 14:08:41

[REDACTED]

Note that the customer was a tourist from Scotland. She was with her husband and disabled child in a wheel chair. Note that this was also their first trip in London and the first time they used the bus.

She claims that when the bus stop, she went to the front door and asked the driver to use the ramp for her son in the wheelchair. The driver rudely responded by saying "I can see that" (looking at the child in the wheel chair). The customer then asked the driver if she needed to scan their tickets, to which the driver responded "I don't need to see that". The driver was very rude and aggressive to them.

When they were about to get off the bus, they asked the driver if he can lower the ramp again. The driver then rudely said "you're supposed to press the bell! I don't know what you want if you don't press the bell!"

The customer was shocked, embarrassed and upset with the whole experience as the driver treated with complete rudeness aggressive behaviour.

Note that the customer has stated that they had to take the taxi on the way back as they cannot have the same experience on the bus.

Note also that the whole experience has put them off buses in London and also has put them off from visiting London again. She has stated that the driver was very nasty to them.

Please investigate.

Regards

[REDACTED]

475344 - 12.10.2009 19:22:22 [REDACTED]

The customer called to complain about the driver

The customer says that she got off a 10 and was running towards the 73 bus which was already at the bus stop, there was a girl that managed to run off the 10 and jump onto the 73, the customer says that another 73 approached the bus stop however did not wait to pick her up as he just assumed that the 73 ahead of him would have picked up all the customers

484617 - Notes

16.10.2009 13:35:57 [REDACTED]

A number of issues for the bus operators, ID, Countdown and Network Ops:

Borough: Hackney.

Re: the diversion affecting : 73 393 476 N73.

They are diverted east bound because stoke newington church st is partially closed.

They are going along green lanes etc.

At first, drivers were ignoring their instruction to stop and pick up when hailed along the diversionary route. The customer says that this has improved now however certain drivers are still speeding past bus stops when hailed.

No specific details available so please pass a general message to all drivers to please serve all bus stops when hailed along the diversionary route. Thank you.

ID issue: Another problem is that when the diversion was set up at the end of September, ID did not mark the bus stops with the number of the buses i.e. on e-tiles or even on a paper sticker showing the buses due to be stopping there. People are unsure of which buses are stopping there. Please would you arrange for e-tiles or paper stickers as this diversion may continue into the New Year, thanks.

Network Ops: Along stoke newington church st, where for example the 393 heads east towards clapton, these bus stops need hoods (they do have publicity): Green Lanes and Albion Road. Please hood these stops, thanks.

Another ID issue and a Countdown issue: In Stoke Newington High St there is another issue with two bus stops: one is located by garnham st and the other is near stoke newington station: apart from a tiny, almost unreadable notice in the timetable display, the flag still shows the numbers of the routes 73 and 476 even though they are not stopping there and the countdown is still showing that the 73 and 476 as due.

Please help.

Thanks.

488918 - Notes

19.10.2009 14:41:36 [REDACTED]

Time between 10:30 and 10:40

Mop pressed the bell to get off, driver told mop that they do not stop whilst on diversion, and he was rude towards mop. Mop tried to explain that since diversion started she has been able to get off. Driver said he had been instructed not to.

Please ensure all drivers are aware that they should be stopping whilst on diversion, when indicated.

Thanks

[REDACTED]

489886 - 19.10.2009 20:49:01

The driver of the route 73 registration BX04 MZG may need some further training. I was hit by the closing doors whilst getting into the bus after I had waited for some people with a buggy to get off. When I politely asked if he was aware of this I was told that there are too many doors on the bus and that people are too slow to get on or off. No apology or explanation beyond this was offered. This gives the unfortunate impression that he had little regard for the safety of his passengers, and no concern for customer care. Is this driver about to retire? It seemed that he could not care less.

location Newington Green N1

date 19/10/09

time 19.35

given-name [REDACTED]

family-name [REDACTED]

email [REDACTED]

street-address [REDACTED]

locality London

region London

postal-code [REDACTED]

country-name UK

494340 - Notes

21.10.2009 19:18:22 [REDACTED]

Customer said that bus driver did speak clearly on the radio system so as to help passengers understand where his bus was going to as the bus was on diversion.

Customer said that once he realised the bus was not going to the direction he wanted to go, he said that he kept pressing the bell to get off the bus at an alternative bus stop, but he said that the driver refused to stop as he carried on driving.

502967 - Notes

26.10.2009 15:09:38 [REDACTED]

Cust said he was almost killed by a number 73 bus today

Happened on Pentoville road between pub and the hotel
Next to traffic lights by the road works

Bus suddenly moved to right pushing driver to the furthestmost lane

He would like to inform your drivers on this route to be careful as it is not the first time it happened

503216 - Notes

26.10.2009 16:20:43 [REDACTED]

73 bus sped through lights when the green man was allowing people to cross

503226 - 26.10.2009 13:28:16

Dear Sirs,

I wish to make a formal complaint about the treatment of my 18 year old daughter by a bus driver (Bus/route 73) and travel Inspectors on 25/10/09.

My daughter decided to catch a bus from Euston Station, because the tubes between Euston and Victoria were very busy with the access down to Euston tube station claustrophobic and as she suffers with asthma found it difficult to breath.

She boarded the 73 bus and asked the driver for a ticket, not having ever ridden on a bus in London before, did not know she needed to purchase a ticket before hand. The driver said he did not sell tickets and that she needed to buy one before hand and then proceeded to shut the door and drive off without allowing her to get off the bus. I feel that he acted inappropriately and not allowing her to get off the bus he secured £25.00 profit for the London Bus company unfairly.

Two Inspectors got on the bus at the next stop and were equally bullish and did not want to listen to the truth, causing my daughter so much distress that she proceeded to have an asthma attack.

I am sickened by the treatment that a young law abiding female was treated on Sunday at the hands of the London Bus Company and I feel she should never have been given the penalty notice in the first place and had been allowed to get off the bus before he drove away.

We are therefore going to appeal against the ticket and I wish to draw to you attention events that took place on that bus were bureaucratic and behaviour nothing short of intimidation and kidnapping.

I look forward to a response.

Yours sincerely,

[REDACTED]

504320 - Notes

27.10.2009 10:36:46 [REDACTED]

Caller was Cycling down Albion road 73 bus pushed him to the curb as the he was trying in avoid ongoing traffic. Caller managed to over take at which point driver started shouting.

Caller responded you pushed me. Bus driver then intentionally aimed the bus at the caller and pushed him on to the curb.

Caller Braked just missing a pregnant woman who said I just saw what the bus driver done.

Caller did not get the bus number but said it is the bus that will come in just before 73 with running number MA71 As they were about 5 minutes a part

506803 - 27.10.2009 21:12:41 [REDACTED]

bus driver didnt announce diversion

513838 - 30.10.2009 16:27:20 [REDACTED]

Because of diversion customer did not realise that the bus was not going to her stop. Just before the bus turned off its normal route, she realised this and asked the driver to let her off as they were stopped at the lights.

The driver responded in a very aggressive manner, saying "If you don't like it, go and sit down, you've missed the stop, wait until I've turned right and then get off at the next stop." The caller was amazed by this response as she had not been rude or insulting to the driver but merely asked him a question.

The driver then refused to stop at any of the next 5 stops, despite the fact that a number of customers were pressing the bell to get off. Many customers were by this point getting very irate with the driver.

The reason the caller was making the journey was to help her brother get his confidence back as he had been mugged getting off the route a couple of days ago. When the driver finally stopped and let people get off the caller was at the front of the bus trying to talk to the driver. Her brother got off the back doors but the driver refused to let the caller off the bus at the front. She tried to open the doors with the emergency release but the driver pressed the button in his cab to close them every time she did this. He drove off, leaving the callers brother at the stop and the caller still on the bus. This has had such an effect on her brother that she isn't sure he's ever going to be able to travel confidently on the bus again on his own.

Please investigate and respond to the caller in writing

Thanks

[REDACTED]
Bus Customer Services

514020 - Notes

30.10.2009 17:01:58 [REDACTED]

Waiting at stop in Pentonville road at 9:10 when bus arrived. Callers mother was starting to board when the driver closed the door on her. Her hand got trapped in the door and she pulled her hand out, leaving her bag inside the bus. The caller and her mother ran after the bus to try and catch it, and when he stopped they asked the driver what he was playing at. The driver replied "it's my bus, I can do what I like" in a very aggressive manner. Further along the route he also closed the door in the face of another passenger trying to board and also moved off very sharply before an elderly passenger had sat down, almost causing her to fall. His driving and his attitude were both very poor.

Please investigate

Thanks

[REDACTED]
Bus Customer Services

515937 - Notes

01.11.2009 01:19:14 [REDACTED]

Customer waiting for the 73 to arrive another bus over at the bus stop so the bus driver pulled out and over took without going customer a change to request for its use.

520618 - Notes

03.11.2009 14:06:08 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

I am 41 weeks pregnant and this morning I ran to the bus stop on Pentonville Road and made it on time.

However, the bus stopped for

less than 3 seconds and as I was about to jump on the driver shut the doors. I had to pull my leg back from the door. He could

clearly see I was heavily pregnant and wanted to get on. I banged the door and he just drove off. The passengers on the bus were

shocked. I could not see his face as I was getting on through the second doors. Even without me being so pregnant, he should not

have shut the doors on my leg and driven off but being so heavily pregnant makes it much worse. He did indeed see and hear me

banging on the doors but still took off. I was on my way to UCH hospital. These incidents happen all too often and are not

reported. Not only should your drivers show common courtesy to their passengers but more importantly should drive in a safe manner

which this driver clearly did not.

Direction : Victoria

520946 - Notes

03.11.2009 15:55:22 [REDACTED]

Mop saw the bus approaching the stop, it appeared that driver was not going to stop, as there were other buses at the stop. Mop went into the road, for driver to stop.

Driver stopped the bus, mop told driver there was a wheelchair user, driver asked her "Are you getting on, or not".

Mop boarded the bus, and then driver shouted over intercom for her to swipe her oyster card. Mop unhappy about this.

When bus got to stop before warren st station, another passenger pressed wheelchair bell, driver stopped and started to open the ramp, however the wheelchair user did not need to get off. The ramp then got stuck, and all passengers had to get off.

Another 73 then came past, however it failed to stop for the passengers who had left the previous bus.

Details given are for the first bus.

Please investigate

Thanks

521479 - Notes

03.11.2009 18:34:56 [REDACTED]

Customer phoned explaining that they got on the bus and the bus terminated at TOTTENHAM COURT ROAD. Mop said that she is not happy with the service because it said that it was heading towards KING CROSS but terminated early.

Customer said that she would like an apology because she wasn't happy with the bus curtailing and that the driver didn't inform them before they boarded the bus.

Please Investigate

Thanks

521794 - Notes

Notes

04.11.2009 02:13:49 [REDACTED]

Customer was waiting at the bus stop waiting for the 73 bus but it failed to stop even though it was in use and was empty.

526230 - Notes

05.11.2009 15:35:19 [REDACTED]

Customer is complaining as a number 73 Bus failed to properly alight and pick up her and other customers.

There was initially a 73 Bus at the Bus stop which was very full and had indicated to move off. There was another 73 Bus that was immediately behind it but not at the bus stop. The customer uses a walking stick and to get to the bus stop she needs to get passed a set of railing.

The second driver failed to address this and simply moved off.

The driver clearly saw the customer as he started shouting and pointing forward.

The customer is angry that the bus driver failed to stop at the bus stop, she understands why he may have let passengers off slightly before the bus stop, but he should also be stopping at the bus stop it self.

She feels the driver is actively choosing to ignore the passengers that wanted to get on to the bus.

If you could please investigate this,

[REDACTED]

Customer Services

Notes

05.11.2009 15:35:11 [REDACTED]

Customer is complaining as a number 73 Bus failed to properly alight and pick up her and other customers.

There was initially a 73 Bus at the Bus stop which was very full and had indicated to move off. There was another 73 Bus that was immediately behind it but not at the bus stop. The customer uses a walking stick and to get to the bus stop she needs to get passed a set of railing.

The second driver failed to address this and simply moved off.

The driver clearly saw the customer as he started shouting and pointing forward.

The customer is angry that the bus driver failed to stop at the bus stop, she understands why he may have let passengers off slightly before the bus stop, but he should also be stopping at the bus stop it self.

She feels the driver is actively choosing to ignore the passengers that wanted to get on to the bus.

If you could please investigate this,

[REDACTED]

Customer Services

526972 - Notes

05.11.2009 18:25:00 [REDACTED]

Customer claims that the driver trapped a little girl in between the doors 3 times. As a result, the mother of the girl became angry and approached the driver. The driver kept ignoring the mother.

Another customer then got involved as the driver was out of order. She approached the driver and told him to at least apologise to which the driver responded the threatening to kick them all off.

The driver became very rude and aggressive and stopped the bus.

Please investigate.

Regards

[REDACTED]

527171 - 05.11.2009 19:44:06 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Dear Sir/Madam, I'm very upset and appalled by the incident i have just witnessed, although it didn't happen to me, the way in which your driver handled himself was quite abhorrent! Upon arrival at the Angel Station stop of the route the driver opened doors and the passengers disembarked, however a mother and her child of about 3 tried to get off the bus and the driver without looking shut the door on the 3 year old child. This was not a nice thing as you can imagine the child was terrified and the driver started driving off with people banging on the windows to try and get his attention. He eventually stopped and the mother of the child obviously very shocked and upset went straight to the front of the bus to complain. Your driver then started shouting, i didn't hear all of it but the premise was that it was not his fault. He wouldn't even apologize to the small child who at this point was crying. An elderly black lady then got involved demanding an apology, your driver started shouting at her to get off the bus and saying that he was going to call the police. The incident died down after this, however you could tell from the erratic driving that the driver was still very much annoyed! I can not believe how your driver handled this situation, he hurt a young child, insulted an old lady and ruined everyone's journey home which could have been avoided by apologizing if this incident had happened directly to me you can guarantee that you would be hearing from my solicitor rather than an online web form! This driver needs to be disciplined! A quite horrible person! For more information please call me on [REDACTED] or email [REDACTED] com Yours Sincerely [REDACTED]
Direction : Euston

531126 -

Notes

08.11.2009 13:25:25 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

The driver of the 73 bus (south/west bound) refused to stop to take on passengers. This is not the first time this has happened at this stop. The situation is that the bus stops to let passengers off the bus behind the bus that has stopped at the previous stop (which is for other routes) This places the 73 a long way from its designated stop and effectively invisible to passengers at the stop. The driver then departs without picking up. I intend to follow this complaint up until I am satisfied that the driver concerned has been disciplined and steps are taken to ensure this does not happen again.

536240 - Notes

10.11.2009 17:27:39 [REDACTED]

Customer said that the buses are diverted on her road. Customer said that she is never picked up at the diverted route.

536524 - 10.11.2009 19:17:56 [REDACTED]

Mr G called to complain about the drivers

The customer says that the drivers are failing to stop along the diverted route along lordship park.

Please investigate

539404 - Notes

11.11.2009 18:25:03 [REDACTED]

The customer was standing in bending part of the bus.
The customer said the driver was very hard on his breaks.
The customer said the driver would also accelerate and then break very hard.
The customer said he was being thrown around the bus.

544398 - Notes

13.11.2009 15:48:41 [REDACTED]

Mop was at the stop with about 10 other passengers, when other buses were approaching the stop they were being careful to avoid the massive puddle. This driver however went through it and mop got completely wet.

Mop would like the cost refunded to him for the cleaning of his suit. Mop will send receipt in.

Please look into

Thanks

547412 - 13.11.2009 21:22:02

feedback I would like to make a complaint about a bus driver who was driving the 73 bus (Reg No BX04NCJ) I was waiting for the 73 and when the first arrived it was full with lots of people standing. As a second 73 was approaching, I put out my hand to request it. The driver looked at me and gesture in an arrogant way to the first bus. He wasn't prepared to stop and was about to over take the parked bus but some traffic prevented him from doing so. I went up to the door but he completely blanked me so I quickly had to run back to the very busy bus before it left. As far as I am concerned it was a bus stop and if a passenger requests you to stop, you should. His bus was very empty. As my knee has been playing me up of late I would have appreciated sitting down. This isn't the first time this has happened and I see it happening to others all the time. Do bus drivers have somewhere special to get in a hurry that they feel it necessary to leave paying passengers at bus stops because they can't be bothered to stop? I was left feel extremely angry by his arrogant behaviour. When reaching Angle tube station I got off and went back to his bus so I could sit down. We only got as far as Kings cross where he refused to let someone on again. Further still to Gower Street and he almost collided with a car. It was clearly his fault but he continued to shout "What the fuck are you doing?" so the whole bus could hear. Not great in my opinion. I am sure there isn't really much you can do about this but I feel so angered by him that I wanted to complain.

location Essex Road, Islington N1

date 13/11/09

time 15:40

given-name [REDACTED]

family-name [REDACTED]

email leigh.[REDACTED]

street [REDACTED]

locality Walthamstow

region London

postal-code [REDACTED]

country-name England

547250 - Notes

15.11.2009 23:00:52 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

Dear Sir/Madame, I've took the 73 bus today from Angel towards Seven Sisters and a really offending incident took place I believe you should be informed about. Around Stoke Newington the driver stopped at a bus-stop and two girls entered. As they entered the bus driver opened the speaker and said "Ya inin ya binin orospu suratlilar" in Turkish which means "Either get in or get off you bitch faceds" in English. I'm

Turkish myself, thats how I was able to understand the insult. And I was too shocked and afraid to go up to the driver. I left from

the back doors so never had a good look at the driver but photographed the bus after I get off. I hope you would be able to find him from the route and timing, and he must be Turkish. I'm so sad to be reporting on someone who I

share a nationality with for such disgraceful behavior and I only hope there is action you can take so such behavior is never

repeated. Kind regards

Direction : Seven Sisters

550130 - Notes

17.11.2009 09:36:38 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

The bus driver on route 73 this morning shouldn't be in customer services if he dislikes his job so much. Being rude to customers, barking orders and shouting at people who got on the bus and handed him money to buy a ticket. The customer didn't know you had to buy a ticket outside the bus, and he shouted at her in front of everyone. Very rude. Apart from this, his driving was totally erratic. Accelerating extremely fast and then slamming on breaks. When I got off at Chenie Street, the lady in front of me was

rammed into the drivers window because of him breaking so hard. I've normally got a lot of time for drivers, as they have to deal with a lot of idiots on the buses, but this guy probably needs a holiday, or anger management classes.

Direction : To Victoria

550271 - Notes

17.11.2009 10:03:00 WEBLOGIN

PREFERRED MEANS OF CONTACT: EMAIL

My bus driver this morning hit the brakes sharply several times, causing passengers to fall. The last time he did this I was getting off the bus at the front (though I was still far enough back to be safe) and a man fell into me causing me to fall into the

driver partition window. I hit my chin very hard and it is bruised. Unfortunately I did not get any information on the driver, but

I got off at Chenies Street and ticket inspectors had been on a few stops earlier from Euston Square Station to UCL. They also had

problems with the driver not paying attention to what they were saying and driving away before they were ready.

Perhaps this can

help narrow down who he was?

Direction : To Victoria