

**1416351**

**Customer:**

The 07:35 left over 6 minutes early. Yesterday the bus left over 5 minutes early.

**Response:**

No response required

**1428677**

**Customer:**

Good morning

I am a regular user of this route, please explain why the 07:02 Bus at Felthambrook Way(TW13) towards Hatton Cross did not run this morning, I and many others rely on this service to start getting to work.

My observations are that these cancellations happen far too frequently, this is not acceptable particularly in the peak times when these buses are heavily used.

Also despite recently "tinkering" with the timetable which has made life more difficult for the drivers concerned still DO NOT run to time often enough.

I look forward to your response, thank you.

**Response:**

Dear Mr [REDACTED]

ROUTE H25

Thank you for contacting us about this service. I can understand your frustration and I am sorry for any inconvenience caused to you. We are totally committed to providing a first class bus network for our passengers and welcome any comments that will help us to improve our services.

Sometimes if the traffic is unexpectedly busy or the operator is experiencing staff shortage, the buses can be delayed or services can be missed out. This can lead to a longer wait than usual for a bus to arrive. You will be pleased to know that we are always working with our operators to reduce the impact of these factors on the bus schedules.

I have also contacted Abellio London who operate the H25 for us. They have investigated the late running of the 07:02 bus towards Hatton Cross and have reported that due to a gas leak and roadworks at Feltham Station Bridge where Temporary traffic lights were in operation it was necessary to curtail the 7:02 service and run it light to Hatton Cross in order to ensure that the

service was balanced. Abellio would like to pass on their apologies for the inconvenience that this caused and have explained that they will continue to monitor the route in future.

They will make sure that their drivers stick to the timetable and they will continue to work with us to resolve this problem in the longer term.

Thank you again for taking the time to contact me. We constantly work to improve the service we offer our customers and I am positive that your comments will help us to do this.

If I can be of any further assistance, please feel free to get in touch.

Yours sincerely

Duncan Fallon  
Customer Service Advisor

**Customer:**

Good Morning again

Same situation today as last time (see below)

The excuse you provided to the last incident was incorrect so please do not use this time.

When are TFL going to get to grips with this terrible Bus company Abellio London, the overall service on the H25 route remains very poor.

Regards [REDACTED]

**Customer:**

Good morning again

Same old story with this dreaded route, why did the 06:26 not arrive until 06:36 this morning.

I will have to escalate this if you do not resolve the problems with this route.

Thanks [REDACTED]

**Customer:**

Good morning again

Same old story with this dreaded route, why did the 06:26 not arrive until 06:37 this morning.

The TFL Website live information shows that this route has no problems?

Regards [REDACTED]

**Response:**

Dear Mr [REDACTED]

Re: Route H25

Thank you for your further email.

I am sorry to hear that you have experienced further disruption on route H25, and that you feel that the information provided regarding your previous experience was incorrect. I appreciate that you feel that the service needs further improvement on this bus route.

I have contacted Abellio London who operate this route for us, and passed on what you have told me. They will continue to work with us to ensure that services run as punctually and as efficiently as possible.

I would emphasise that Abellio are bound under a Quality Incentive Contract (QIC). QIC ensures that any protracted poor performance within the control of the operator carries a financial penalty dictated by the contract. On the other hand, contracts are set up to reward the operator for consistent good service.

Whilst these contractual terms are now in place on the vast majority of our bus routes, and we are working on further refinements to this incentivized contract system, I should request that some allowance must be made for legitimate problems caused by major traffic disruption. To this end, our Performance Manager works in close liaison with the bus company to ensure that any problems that can be surmounted by appropriate service adjustments are addressed directly. This, I hope, underlines our commitment to working with the operator to improve the reliability of buses on this service.

Thank you once again for your email.

Yours sincerely

Duncan Fallon  
Customer Service Advisor

**1436647**

**Customer (phone call notes):**

Driver was very agitated.

The driver did not smile.

MOP asked if her could get off the front doors. The driver was not happy with the drivers answered.

The driver answered by saying, 'WHY?'

The driver kept sighing and breathing deeply. The driver had scornful eyes.

Could you please investigate.

**Response:**

No response required

**1442391****Customer (phone call notes):**

The driver didn't communicate to his passengers that the bus was on diversion and when the caller found that he was not going to his stop at Cain's Lane he went to see the driver and the driver said he'd have to walk. And when the caller told the driver he wanted to be taken to his stop the driver said you'll have a long wait. The driver then became abusive with the words 'f\*\*k\*\*\* idiot get off my bus - I don't need to inform anyone of anything' - the driver got out of his cabin and walked towards the caller threateningly shouting into his face.

As the caller was speaking on the phone it appeared that the driver was not going to move until the caller had got off, which of course was some way from his original destination. He needs to say that if the isolated nature of Butts Farm he was fearful of getting off because the driver was so threatening

The caller then sought to get off the one bus and get on the one behind, which he did - the registration of that bus was RA51KKE. He intends to call the Police about this incident

Please investigate this complaint and deal with the results of that investigation appropriately and reply directly to the caller in writing, explaining what the bus operating company is going to do about what happened today. He also wants a refund for the second trip back down the route.

**Response (by operator):**

Dear Mr [REDACTED]

Thank you for your recent telephone call to London Buses regarding an incident with a route H25 driver, I was very concerned to learn of the events that you describe with regards to the actions of one of our drivers. At Abellio London we expect a high standard of Customer Care from our drivers, we take seriously any complaints that staff have not behaved in the manner we would expect.

We have now fully investigated this incident and have successfully identified and interviewed the driver concerned and action has been taken in line with company policies and procedures. I am unable to release information regarding any action taken against the driver as this would contravene the Data Protection Act; however I can assure you that this incident has been taken very seriously by all staff involved in the investigation.

We take passenger safety and security very seriously and all our drivers are always reminded of their important duties towards the public. London leads the UK in terms of training standards - all London bus drivers are BTEC qualified within their first year of service and training includes both driving and customer service elements. Our drivers also undertake CPC (Certificate of Professional Competence) training; this includes defensive driving and customer care procedures. Where issues are identified during ongoing monitoring or otherwise with regards to our driver's quality of service delivery, there are a wide range of options open to us to use. These include, but are not limited to, specialised retraining, monitoring and observation.

Again, please accept our sincere apologies for the inconvenience and distress that this incident caused to you and thank you for taking the time to bring this unfortunate incident to our attention; all comments and complaints enable us to identify areas that need improving. If I can be of any further assistance please do not hesitate to contact me.

Yours sincerely

Janet Cameron  
Customer Services Officer

## **1448069**

### **Customer (phone call notes):**

Customer said that she waited over 45mins for a bus to arrive. Customer said that she waited from 1615, 1631 and 1646 for a bus to arrive.

Mrs [REDACTED] said that the last bus arrived at 1646, but was too full to let all passengers on board so the driver allowed two passengers on board.

Ms [REDACTED] said that she eventually called for a taxi so she could get home.

### **Response (from operator):**

Dear Ms [REDACTED],

Thank you for your recent telephone call to London Buses with regards to the delays you have experienced whilst using one of our services. I am very sorry that you have been experiencing delays and can appreciate how frustrating this must have been.

After a full investigation into the delays I can confirm that the 16:15 left Feltham Station at 16:11, this is totally unacceptable and the driver will be identified and interviewed; appropriate action will then be taken in line with company policies and procedures. I am unable to release information regarding interviews or any action taken against any of our drivers under the Data Protection Act; however I can assure you that this incident will be taken very seriously by all staff involved in the investigation.

The 16:30 developed a mechanical fault whilst in service, whenever service is disrupted buses are curtailed to maintain headway. We realise that our services need to be reliable and convenient if we are to attract more passengers. We monitor the routes to identify those that fail to perform to the standard we expect, and then work with the garages to overcome the problems that they face, and improve the level of service that is offered to our passenger.

Please accept our apologies for any inconvenience that you were caused and we thank you for taking the time and trouble to bring this unfortunate matter to our attention. If I can be of any further help please do not hesitate to contact me.

Yours sincerely

Janet Cameron

Customer Services Officer

## **1452120**

### **Customer:**

This has happened before but yesterday was the longest wait for a h25 bus. I arrived at the h25 bus stop at feltham station at 10 to 3 yesterday. On the bus timetable it said that a bus would be coming at 3 and then at 3.16. There was no bus until 3.20 and when that bus did arrive it was so full that nobody could get on. I have only just started taking this route and so far this has happened every time I have wanted to take this bus in the late afternoon and evening. The h25 buses from bedfont to feltham station (the other direction) are very prompt.

Either the bus timetable has changed and not been updated on the bus stop or the buses are not abiding by the timetable. It is very frustrating as there is no other bus that goes down that route.  
Direction : to bedfont

### **Response:**

Dear Miss [REDACTED]

ROUTE H2

Thank you for contacting us about this service. I can understand your frustration and I am sorry for any inconvenience caused to you. We are totally committed to providing a first class bus network for our passengers and welcome any comments that will help us to improve our services.

Sometimes if the traffic is unexpectedly busy or the operator is experiencing staff shortage, the buses can be delayed or services can be missed out. This can lead to a longer wait than usual for a bus to arrive. You will be pleased to know that we are always working with our operators to reduce the impact of these factors on the bus schedules.

I have also contacted Abellio London who operate the H25 for us. They will make sure that their drivers stick to the timetable and they will continue to work with us to resolve this problem in the longer term.

Please do get in touch with me again if I can be of further help.

Yours sincerely

Duncan Fallon  
Customer Service Advisor

## **1452146**

### **Customer (phone call notes):**

customer said that going to Feltham Station from Bedfont Green in the mornings the bus is always on time.

But there are always issues going in the other direction.

usually the customer waits at around 18:00 at Feltham Station and can be waiting up to a half hour

Yesterday she was waiting at 14:50 at Feltham station going to Bedfont Green. The Bus was due at 15:00 and didn't turn up until 15:25.

Please look into this service

**Response:**

No response required

**1452710**

**Customer (phone call notes):**

Customer explained that she tried to board the bus with her guide dog and the driver refused to let her on the bus with her dog because he doesn't allow dogs on the bus.

Mop said that other passengers were saying that it is a guide dog and the driver said "i don't care what it is, i don't allow dogs on the bus".

Mop is not impressed with the driver. Mop said that after a while the driver eventually allowed her on the bus but he made a great deal about it that when she got on the bus. he decided to put his foot down on the accelerator and drive erratically.

Mop said that she would like a response to pass on to the guide dog organisation because they would need a copy.

Please Investigate

Thanks

**Response:**

No response listed

**1455189**

**Customer (phone call notes):**

customer called to say that they will be starting a petition in regards to the H25 service.

she said that often when she gets this bus, her and the other residents are left stranded waiting for a bus.

she often gets to the stop at Bedfont road between 7:30-7:40 and a bus going towards Hatton Cross will not show until 8:30 and this is regardless of whether works are taking place or not.

She is requesting that this service be looked into

**Response:**

No response required

**1466898**

**Customer (phone call notes):**

The customer complains that he waited for route H25 from 07:50. Two buses arrived as scheduled at 07:59 and 08:14, however they were both full to capacity and he was unable to board. He advised that the next bus arrived at 08:30 which he was finally able to board.

The customer said that he uses this route Monday to Friday and this is a daily occurrence and has got worse since the new year. He said that either the frequency should be increased or double deckers introduced.

**Response:**

No response required

**1489889**

**Customer:**

to whom it may concern

i was on my way home on the h25 bus from hatton cross, the journey was fine up until i came to my stop around 9.10am in butts farm i had my headphones in and pushed the bell i didn't see the 'bus stopping' sign so i pushed the bell again and still no sign, it came to halfway to my stop so i pushed the bell again and heard the noise for the bus stop sign so at this point i had got up to get off the bus, the driver didn't open the door and i could see his mouth moving i then walked over and had said 'what's the problem' and he was shouting at me saying 'why did you press the bell 3 times' and i am not exaggerating by his rudeness he was very very rude and i replied 'do not speak to me like that' he then carried on verbally abusing me i then had said again 'do not speak to me like that!! it was my mistake that i had my headphones in and i didn't see the bus stopping sign' he then carried on being childish and unreasonable he then said to me 'you know what i'm not letting you off this bus you can get off at the next stop' i then said 'oh how very big of you' i will admit i did swear at him this was only because he was being very aggressive and i felt threatened and i honestly thought that he was going to get out of his seat and maybe do something as his behaviour was very threatening! during the situation he threatened me saying 'i wont let you off the bus i can take you to Feltham and we will see what happens there' this is what made me scared even more as i thought maybe he could do something to hurt me as his body language was showing that to me, He was being VERY VERY aggressive in his voice and body language i always use the h25 bus route and always say hello to most of the bus drivers and always say thank you to the ALL the drivers when i get off at my stop. I have never been so insulted and have never felt so worried for my well being as



his actions were very scary!!! THIS IS NOT ON!! I will NOT accept this kind of behaviour!! The driver being threatening towards me didn't help at all, i am thankful that another passenger was on the bus as god only knows what he could have done if she wasn't on the bus this made him open the door to let her off and he then carried on abusing me and again i will admit i was being rude back there was no excuse for that but i had no choice but to defend myself and show that i wasn't scared as he could have done anything, i will add that my hands are still shaking from this ordeal i am sickened by this and i want something done about this, he should NOT go around speaking to people in an unreasonable way!!!!!! the bus driver was [REDACTED] on i would like a reply telling me what actions you will take from this complaint. i will also add that i have a copy of this email.thank you for taking your time to read this  
yours faithfully  
[REDACTED]

**Response:**

Dear Ms [REDACTED]

Re: Route H25

Thank you for your email regarding the behaviour of a driver on route H25.

I am so sorry that you have had such a poor impression of one of our drivers. Please let me assure you that we do aim to provide a first class service and I am sorry that you feel let down in this instance.

I am sure I don't have to tell you that we expect the very highest standards of courtesy and behaviour from all of our staff and this is especially true of bus drivers. We understand that they are in many ways the face of London Buses, and realise how important it is that they are polite and as helpful as possible when dealing with members of the public and doing their job. The rude and aggressive behaviour you describe is totally unacceptable

Abellio operate the H25 service on our behalf, and I have contacted them to let them know what you have told me. I am sure that they will be as concerned as I am and will want to identify the driver involved, and they have taken steps towards doing this. Where appropriate, this may also include follow up monitoring of the driver to make sure that real improvement has been achieved. Both Abellio and we at Transport for London (TfL) want to assure you that your complaint is being taken very seriously.

Thank you for your comments and please do not hesitate to be in contact if I can be of any further assistance.

Yours sincerely

Robert Marenghi  
Customer Service Advisor

**1491186**

**Customer (phone call notes):**

(H25 Poor Service)

Customer was waiting at the Feltham Station at 16:20

For 40 minutes for a bus going toward Hatton cross

This is not the first time. This service is very poor and the customer is fed up

Please can you investigate this and take measures to improve the service

No response needed

Thank you

**Response:**

No response required

**1502721**

**Customer:**

This bus did not run. I arrived at the stop at 5.59 and the first H25 bus was the 06.31. Why does the frequency of this service so often fail to meet the advertised schedule?  
Direction : Towards Butts Farm

**Response:**

Dear Mr [REDACTED]

Re: Route H25 – Service Difficulties

Thank you for your recent correspondence concerning the above service. I would like to apologise for any difficulties that you have been caused.

The bus for this route is scheduled to depart Cains Lane Bus Stop at 05:56, 06:26 and 06:43 from this stop. This covers the time period to which you referred. The bus that you waited boarded was the 06:26 service.

Please be assured that we are committed to ensuring that our bus services operate according to scheduled times. Delays may have been incurred with the bus on this occasion departing from its starting point at Hatton Cross. I have made Abellio London, the operator of this service, aware of the difficulties you have experienced and requested that appropriate action is taken to minimise any further difficulties of this nature.

Should you continue to experience continued problems with this route, please let me know and I will look into this matter further. Hopefully the action that has been taken will help to ensure that this matter is addressed.

If I can be of any further assistance, please do not hesitate to contact me.

Yours sincerely

Benjamin Lyon  
Customer Service Advisor

**Customer:**

Many thanks for your actions, explanation and support!  
Regards,

[REDACTED]

**Response:**

No further response required

**1502731**

**Customer:**

This bus did not run. I arrived at the stop at 19.00 and the first H25 bus was the 19.25. Why does the frequency of this service so often fail to meet the advertised schedule? Why is the timetable displayed at the bus stop different to the one on this web site?

**Notes:**

This is duplicate of ST1502721 - will be responded to in that ST

**1511339**

**Customer (phone call notes):**

customer was waiting for a H25 bus last night. He said that the driver drove passed him laughing.

he was on Feltham High road. the bus was due at 11:41 and went passed at 11:46 . As a result he had to get a cab. He is looking to claim the money back and I have given him the details to do so.

**Response:**

No response required

**1556555**

**Customer (phone call notes):**

The customer says he was driving his company van and says the bus stopped at the bus stop but was around 3 or 4 foot away from the kerb in the middle of the road.

The customer says he could not pass him and says the driver just sat there for around 10 minutes, the customer says passengers were also getting off the bus due to the time he was sitting there, the customer says he tried to ask the driver to put his mirrors in so he could pass him but says the driver just ignored him, the customer says he also tried to speak to him but says the driver again ignored him.

The customer says the driver then drove the bus but in passing the customer he clipped and scrapped his wing mirror, the customer says he tried to reverse out of the way but had a car around a foot behind him, the customer says the driver made no attempt to stop after hitting his vehicle and drove off.

The customer says this is not acceptable and says the driver had no reason to act in this way.

The customer would like to bring this matter to your attention and will be writing to the operating company directly.

Please investigate, no reply needed to csa or needed to customer.

Many Thanks

[REDACTED]

**\*\* PLEASE NOTE CCTV FOOTAGE MAY BE REQUIRED \*\***

**Response:**

No response required

**1563495**

**Customer:**

Dear Sirs

On Wednesday and Thursday of this week, the service around rush-hour/8am was atrocious, with buses not turning up, or arriving late, arriving too full. Many locals depend on this service to get them to work on time, but there are specific issues which need addressing.

When the service is running late, the bus gets full, and those further along the route cannot get on at all, and have to wait a further 20 minutes for the next one to arrive. I do feel that, during rush hour, not nearly enough effort is made to keep this service running on time - it is frequently late.

On Thursday this week, around 8am, the bus was already 20 minutes late, or a bus as taken off, and the driver refused to open his doors, yet clearly, is he had made an effort, he could have made people move down and those of us waiting could have easily got on. More to the point, the driver knew that, once he reached Feltham station stop, 50% of passengers do get off, so this

is another reason he should have made every effort, to ensure people trying to get to work on time were able to do so, and were not made to wait for the next bus. And it was a bitterly cold day, too.

School children are a major cause of crowding on buses, yet few drivers make any effort to deal with them directly, allowing them to crowd around the doors. I would go so far as to say, this particular school, just beyond Feltham Station, should have its own bus. I see my colleagues at the station daily, having taken the train, who cannot get onto a bus at all around 8am, as it's full of children going just a further 500 yards. Here again, the drivers should make every effort to move the school children along, let those on who have to get to work on time, in the knowledge the bus will be virtually empty 2 stops further along anyway.

I really do wish the manager of this service and the H26, would seriously talk to staff about running late, trying to get workers onto buses, moving school children along the bus, instead of leaving workers running late for work and the stress which this causes. Is working life not difficult enough, without this added stress on top of their working day? Is it fair to make workers late for work??

I am so sick of rude school children, foul language, stinking food on buses, personal stereos blaring, and nothing whatsoever being done about it. And if I were running this bus service, I would be speaking to the Head of the school!

People have a right to get to work on time, when they make the effort to be at the stop on time, and it is long overdue we were given the consideration we deserve

██████████

**Response:**

Dear Ms ██████████

Re: Route H25

Thank you for your email dated 4 March. I was concerned to learn of your experience in attempting to travel on bus route H25, and I am sorry for any inconvenience caused as a consequence.

Our route controllers work to maintain a consistent service, but road conditions can change suddenly at any time. All routes can be affected by unexpected delays caused by problems such as traffic accidents, roadworks, illegal parking or staff shortages. This can mean passengers may have to wait longer than expected for their bus.

However, drivers are expected to make every reasonable effort to ensure that all waiting passengers are able to board the bus where possible. As such, drivers are instructed to ask passengers to move down the bus when required - although they cannot enforce this. It is very disappointing to learn that this has not been your experience.

The details of your complaint have been forwarded to Abellio London, who operate route H25 for us. The Abellio London management are in a position to remind all drivers of their responsibility in this regard.

Let me assure you that we continually monitor the bus network to ensure that routes are meeting their performance targets or identify any that are not. Where a problem becomes apparent, our Performance team will work with the operating company concerned to overcome it.

Thank you for your correspondence on this subject. Please feel free to contact me if I can be of further assistance.

Yours sincerely

Paul Lawley  
Customer Services

**Customer:**

Dear [REDACTED]

Thank you for your response. I confirm no attempt whatsoever was made to move people down the bus, where there was plenty of space, had the driver looked.

As for the school children issue, you make no mention of this, yet they are particularly obstructive towards people trying to get onto the bus and get to work on time. There are so many of them, they do warrant having their own transport to school - a school which is only a short walk for them, from the station bus stop.

I do feel strongly, that you should have someone on the buses along that route from Feltham Station for a week, to see for themselves what is happening and produce an accurate report of the daily situation workers have to contend with.

Kind regards, [REDACTED]

**Response:**

Dear Ms [REDACTED]

Re: Route H25

Thank you for your further email of 30 March.

Your further comments regarding route H25 drivers failing to ask passengers to move down inside the bus have been forwarded to the operating company, Abellio London. Abellio London can again remind all drivers of their responsibility towards customer care, and of the need to activate the automated audio announcement requesting passengers to move down the bus when required.

I am sorry to learn of your dissatisfaction with the conduct of some children using London Buses. While most children who travel by bus are well behaved, I would like to assure you that we are working very closely with the Metropolitan Police Service, local schools and other agencies to ensure that young people are aware of, and abide by, the standards expected of them when travelling on public transport.

Our Safety and Citizenship School Liaison Officers provide a free-of-charge transport education service to all schools within Greater London. The team offers a range of services to schools including multimedia presentations led by trained School Liaison Officers. These presentations focus on ways for children to make journeys safely, confidently and with respect for fellow passengers.

I would again like to assure you that Transport for London (TfL) routinely reviews the bus network to help ensure that sufficient capacity is provided in relation to passenger demand.

Thank you again for your correspondence on this subject. Please feel free to contact me if I can be of further assistance.

Yours sincerely

Paul Lawley  
Customer Services

**1595733**

**Customer:**

Hi,

I would like to complain about the bus driver on the H25 this morning.

I got on the bus at Poplar Way and sat behind the driver, he then started shouting at everyone standing (including mums with buggies) to sit down, he would not drive until everyone was seated. When they did not immediate react he shouted "are you deaf" to everyone! Again this happened at the next stop and the next etc, until he was actually delaying the bus by being so difficult. Everyone asked him what his problem was as if they wanted to stand they were doing it thier own risk (and in any case it does say on the buses, so many sitting, so many standing).

By bedfont lane, even I had had enough, so I asked the driver 'what his problem was, weren't so many allowed to stand?' he told me that I should "shut up". I of course then said to him that he should 'get on with the driving and not be so diffucult'...he said 'he wasn't' loud enough for the whole bus to hear and laugh at his response.

It was only when I approached the driver that I realised he was the same driver who had a go at me for standing by the pole near him when the bus was packed, he told me I needed to be behind some imaginary line on the floor. (no line, no sign stating this!)

Whilst I appreciate this drivers concern for safety, there is no need to go over the top and enforce rules other drivers do not, this makes it difficult for passengers to understand where he is coming from. Furthermore, there is no need to be rude and abusive to the passengers on board.

Appreciate your speaking to the driver about his behaviour to people on board his bus, I dont travel on public transport to hear abuse or be abused by its staff.

Direction : To Hatton Cross

**Response:**

Dear Mrs [REDACTED]

Re: Route H25 – Driver Conduct

Thank you for your recent correspondence concerning the difficulties you experienced using the above service on 18 March 2011.

The conduct that you and fellow passengers experienced is wholly unacceptable, and I would like to apologise for any distress that you were caused on this occasion. The actions of this driver run contrary to the extensive training that drivers are provided with by their operating companies, and the professional conduct that we expect to be provided on our comprehensive bus network at all times.

I have informed Abellio London, who operate this route on our behalf. With the details that you have provided, they will be able to identify the driver concerned, and take appropriate action, in line with their internal procedures and protocols. The details of the interview, and the subsequent action taken remains confidential, and as such we are unable to provide further details, as this is a private matter between the employer (Abellio) and the employee (the driver concerned). Please be assured however, that appropriate action will be taken.

I hope that this incident has not dissuaded you from using our bus services in future. I do not wish the actions of this driver, to taint your impression of the professionalism demonstrated by the majority of bus drivers operating on our network. This is why we take such complaints very seriously, as we are always looking at improving our bus services to meet the needs of our customers, of which professional driver conduct is integral.

Once again, thank you for bringing this matter to our attention, and I apologise for this incident. If I can be of any further assistance, please do not hesitate to contact me.

Yours sincerely

Benjamin Lyon  
Customer Service Advisor

**1618437**

**Customer (phone call notes):**

Customer said he waited from 0000 until 0040 for the H25.

A H26 came along, his mate got on the H26, which is when the customer saw the a H25 driving up in the wrong lane at such a high speed.



Customer stepped out in front of the H26 to flag the bus down but the driver failed to stop and the customer said the bus nearly took his arm off.

Customer said he went back to the H26 and told the bus driver (who had witnessed the whole thing) to call the controller.

Customer was adamant he did this so the driver reluctantly did so.

The controller said the driver had been involved in an incident earlier, he was running late and they had told him to go straight down and come back to serve the other side of the road.

The customer asked for the manager of the garage to call him in respect of this incident and customer even called the garage as well to get a call back from the manager.

As yet the customer has NOT heard from the garage manager and he is not at all happy with what happened.

Customer had to walk home instead.

Customer works for the safer transport and the police and he will be taking this further via them as well.

CAN THE GARAGE MANAGER PLEASE CALL THE CUSTOMER REF THIS AS HE IS REQUESTING A CALL BACK

Regards

**Response (by operator):**

No response listed

**1621653**

**Customer (phone call notes):**

Hi,

Customer explained that the bus stopped at Feltham Station and her mother wanted to get off. Mop said that as her mother was getting off the driver closed the doors causing her to fall down on the floor.

The complainant said that she doesn't know whether the driver stopped the bus but an ambulance was called and she was taken to hospital.

Mop said that she doesn't know the precise time but she knows that it happened early in the afternoon.

Please Investigate

Thanks

**Response:**

No response listed

**1636220**

**Customer (phone call notes):**

The 08:19, 08:33 and 08:44 services did not arrive. Then 09:04 two H25 services arrived together.

The customer complains that the drivers regularly drive past the stop without picking up passengers. This is because passengers on the bus all congregate on the lower deck and the drivers of the services fail to advise passengers to move along the bus or go upstairs so additional passengers can board.

The customer will now be late for work.

**Response:**

No response required

**1646183**

**Customer:**

The h25bus drivers who are travelling on the nailhead road route in hanworth Middlesex are quite honestly plain dangerous , I have horses in that area and none of the drivers ever slow down to allow a safe passing ,they fly past at an exceeded rate ,they take no heed to the speed bumps on that road,they just drive as far over to the pavement so that the bus does not have to slow down!!as a pedestrian as well as a horse rider on that road ,I have many a time felt that the bus could quite easily have hit myself ,my horse or my child ,as they whizz past ,and they take no notice what so ever of the slow down signs,I am fed up with having to hold on for dear life as the bus driver speeds past , The pavements on that road are very narrow and there is just about room for two people to walk side by side, and I think that a stern reminder from the powers that be could possibly actually save an accident! The drivers never slow down ,or take into consideration that when steaming past my horse ,that if my horse freaks it is gonna jump sideways and that would put me and my horse in front of the bus ! When I am walking home down nailhead road the bus almost hits my side ,it comes so close and at such speed that it is inevitable that eventually there will be a terrible accident , the drivers will surely know exactly who has made this complaint as they pass me daily ,and always at speed and too close , .

The drivers should be made to slow down and show caution when passing pedestrians and horseback riders ,I would expect you to take this subject very seriously ,

Once the bus was so close it hit my bag on my shoulder ,I have no other route to take and I use nailhead road every day ,and I am certain that if you mention to the drivers that the lady with the brown White horse and the White pony has made a complaint about the speed and lack of caution when passing her ,they will know EXACTLY who I am ,

Please give this matter your urgent attention ,

I am also sending a copy of this letter to my local mp, and my local council,

Yours faithfully

Mrs [REDACTED]

**Response:**

Dear Ms [REDACTED]

Re: Dangerous Driving

Thank you for your email of 7 April 2011. I am sorry to learn of your concerns regarding driving safety and speeding along Nailhead Road, and I apologise for any distress caused you and your horses.

Please rest assured that Transport for London (TfL) considers the safety of passengers, pedestrians and other road users to be of paramount importance. All bus drivers undertake thorough training relating to the safe operation of their vehicles. As you would expect, safety is a vital part of this training. To drive a bus erratically or at excessive speed is totally unacceptable.

I've contacted Abellio London, who operate route H25 for us. They were also concerned about this and will remind all drivers that they should be driving safely and within the law. They will also have a word with the driver in question about this matter, and take action in line with their internal procedures. Please rest assured that both London Buses and our operating companies take any reports of dangerous driving extremely seriously.

Thank you for making me aware of your experience and I sincerely hope you do not incur a similar experience in future.

Should you have any further inquiries, please feel free to write to me again.

Yours sincerely

Miranda Crabtree  
Customer Service Advisor

**1659027**

**Customer:**

11<sup>th</sup> April 2011

Abellio  
London Buses Customer Services  
TFL London Streets  
4th Floor, Zone G7  
Palestra, 197 Blackfriars Road  
London, SE1 8NL



Re: Incident - Poplar Way 24<sup>th</sup> December 2010

Dear Sirs

I am writing to you regarding the above incident. My last two emails to [REDACTED] have not been replied to.

We have now heard from the police that no further action will be taken against your company by the police but only because of lack of evidence and not because the driver was not at fault. The police have suggested, however, that we take out a civil action against your company and this we are considering.

My friend lost all the clothes she was wearing including her handbag and brand new coat as the fall, due to your drivers erratic driving, had caused her to become unconscious. She also sustained extremely painful bruising which completely spoiled Christmas for her. Not only was she not able to cook for her family as planned she was also unable to attend any of the family gatherings that had been arranged. In fact, she spent almost three weeks in extreme pain which was very debilitating.

I have asked for compensation in two emails but you have chosen to ignore these emails. Please reply to this letter – if you chose to ignore this letter then we will feel that we have no alternative than to take out a civil action against your company for compensation to cover the cost of her clothes and over three weeks of severe pain due to internal and external bruising.

Yours sincerely

[REDACTED]

**Response (from operator):**

No response listed

## **1678488**

### **Customer (phone call notes):**

Boarded at Hatton Road o/s Bedfont Close > heading > Feltham High Street had to go to Asda High Street.

No numbers taken from the bus | driver not alerted.

Caller said she boarded with her 12 year old daughter and sat at the back seat. Apparently her daughters leg / ankle got scratched by something sharp protruding by the back seat.

The caller said she only really noticed on exiting the bus; apparently it was bleeding so profusely the complainant was forced to go to the Asda near her exit on Feltham High street to obtain a bandage.

Caller is confident the boarding time was 16:42 on Hatton Road o/s Bedfont Close and that it was a male driver.

has no further bus / driver detail.

### **Response:**

No response required

## **1693200**

Customers:

Hello, I was waiting for the 21.40 H25 bus service from bear road flyover, as the bus approached the stop I put my hand out for the bus to stop the driver looked at me and slow down as for it to stop and carried on going, he was also on the his mobile while on driving, as for him not stopping this meant I also missed my train home.

[REDACTED]

### **Response:**

Dear Mr [REDACTED]

Re: Route H25

Thank you for your email regarding the behaviour of a driver on a route H25 bus.

I am very sorry to hear that the driver did not serve bus stops in the way he should. I realise that this is very frustrating, especially if you have already been waiting for the bus for some time, and I am sorry for any delay to your journey.

During their training, all drivers are instructed to stop automatically and serve all stops where passengers are present, and to be aware of passengers wishing to hail the bus on hail and ride sections. The only time they may miss a stop is if the bus is very full and they feel it would be unsafe to allow more passengers to board.

Abellio operate the H25 service on our behalf, and I have contacted them to let them know what you have told me. I am sure that they will be as concerned as I am and will want to identify the driver involved. Where appropriate, this may include follow up monitoring of the driver to make sure that real improvement has been achieved. Both Abellio and we at Transport for London (TfL) want to assure you that your complaint is being taken seriously.

Thank you for your comments and please do not hesitate to be in contact if I can be of any further assistance.

Yours sincerely

Robert Marengi  
Customer Service Advisor

## **1711310**

### **Customer (phone call notes):**

Hi,

Customer explained that the service provided by the driver are terrible.  
Mop said that they provide a bad service and they tend to have buses that bunch together.

The complainant said that he is fed up of the bad service and said that the buses come when they decide to rather than sticking to a timetable.

I checked don the NOEs and there isn't any information informing us about any disruptions.

Your input: H25

No problems found

Mop said that he would like to know what the problem is with the route?

Please Investigate

Thanks

### **Response (phone call notes by operator):**

CALLED CUSTOMER TODAY AT 6.32. APOLOGISED FOR ANY DELAYS. CUSTOMER IS AWARE OF ROADWORKS ETC ON ROUTE. DEPOT WILL INVESTIGATE. CUSTOMER VERY HAPPY WITH RESPONSE

REGARDS

LIANE

**1738434**

**Customer (phone call notes):**

(H25) Poor Service

The customer expects to board the 06:29 bus from West Way Road however the bus has recently been delayed and arrives at 06:40

This is causing the customer to miss her connection at the Feltham Railway Station

Please investigate and take the relevant action

No response needed

Thank you

**Response:**

No response required

**1751890**

**Customer:**

My complaint is about the continuing poor reliability of the service. Today, I arrived at the Bethany Waye stop for the scheduled 0804 service and waited a full 15 minutes with no bus in sight. I walked by journey in frustration, yet again. On Tuesday this week (17th May) at a little closer to 8.30am, there was another very long wait and then 2 buses came in convoy (for a 15 minute frequency service). In addition, the buses are regularly late leaving the stand at Hatton X for the journey towards Butts Farm. The H25 has a poor reputation locally and I think their contract should be terminated. It is pathetic that this happens on such a short route. Mo

Direction : To Hatton X

**Response:**

Dear Mr [REDACTED]

Re: Bus Route H25

Thank you for your email dated 19 May. I was concerned to learn of your experience in attempting to travel on bus route H25, and I am sorry for any inconvenience caused as a consequence.

Our route controllers work to maintain a consistent service, but road conditions can change suddenly at any time. All routes can be affected by unexpected delays caused by problems such as traffic accidents, roadworks, illegal parking or staff shortages. This can mean passengers may have to wait longer than expected for their bus.

The details of your complaint were sent to Abellio London, who operate route H25 for us. The Abellio London management have since advised that the service has not been subject to any severe disruption recently, however, the route has experienced minor delays caused as a result of traffic congestion. Despite adverse road conditions, I would again like to assure you that the route controllers have strived to provide as reliable and as consistent a service as possible.

Let me also assure you that we continually monitor the bus network to ensure that routes are meeting their performance targets or identify any that are not. Where a problem becomes apparent, our Performance team will work with the operating company concerned to overcome it.

Thank you for your correspondence on this subject. Please feel free to contact me if I can be of further assistance.

Yours sincerely

Paul Lawley  
Customer Services

**1761626**

**Customer:**

From: Patel Viral  
Sent: 23 May 2011 15:19  
To: Performance Correspondence; ND Correspondence; SurfaceCustomerServices  
Cc: Casework Contributions; Miles Andrew (ST)  
Subject: FW: H25

Hello Performance/ND

Please see comments below regarding the bus that runs between Butts Farm, Hanworth and Hatton Cross underground station via Feltham (main line to Waterloo) station and concerns that even though there should be four buses per hour they are frequently cancelled and this is overcrowding. Can you advise on both the capacity issues as well as performance and what is impacting the performance of these routes (and what is being done to address this please/timescales etc). Also possibility of adding buses to routes or size of buses etc.

Comments appreciated by 30 May please.

Admin: Please Log - No acknowledgement. Please log as GLAS with Tony Arbour AM as Sold-To Party. Please allocate on SAP to Hayley James.

Many thanks

Viral



Viral Patel - Correspondence Officer  
Surface Managing Director's Office  
Stakeholder Relationship Management Centre  
Surface Transport Communications - Transport for London  
[REDACTED]

From: Members Correspondence  
Sent: 23 May 2011 09:30  
To: Miles Andrew (ST)  
Cc: James Hayley (ST); Patel Viral; STGLACORRESPONDENCE  
Subject: H25

Acknowledged.

Johnnet Hamilton  
Public Affairs Officer  
Government and Stakeholder Relations Team  
Transport for London, 11th Floor, Windsor House  
42-50 Victoria Street, London SW1H 0TL  
[REDACTED]

From [REDACTED]  
Sent: 23 May 2011 08:36  
To: Members Correspondence  
Cc: Miles Andrew (ST); James Hayley (ST)  
Subject: FW: H25

Dear members Correspondence

Please see e-mail below, could you please look into the issues raised and advise accordingly.

Many thanks.

[REDACTED]

PA/Caseworker to Tony Arbour JP Assemblyman for  
Hounslow, Kingston & Richmond  
(S W London)

[REDACTED]  
[REDACTED]

This bus runs between Butts Farm, Hanworth and Hatton Cross underground station via Feltham (main line to Waterloo) station. School children make great use of it.

Although there are 4 buses per hour, they are frequently cancelled, causing long delays and overcrowding.

Please could you see whether the frequency could be increased, unexplained cancellations stopped and the size of the buses increased in order to overcome these problems, letting me know accordingly.

**Response:**

No response required

**1763923**

**Customer:**

My 14 year old daughter tried to get on the H25 at the above location. My daughter was refused entry onto the bus unless she payed £2.20 as her oyster ( 11-15) wasn't a free one. I am aware it is faulty and am waiting for a new one to come out in the post, however all he had to do was compare the 2 the real thing with the picture on the card. surely your drivers can use a bit of common sense when it comes to the safety of children  
Direction : towards Butts Farm

**Response:**

Dear Mrs [REDACTED]

Thank you for your recent correspondence regarding your daughter's failed Oyster card.

Please accept my sincere apology for any distress and inconvenience this caused your daughter. We are committed to providing a first class bus service to all of our customers, and we recognise that the drivers operating our services are very much the face of London Buses. As such, they're expected to behave in a polite and professional manner at all times.

The driver was correct in charging your daughter the full fare when her Oyster card was not read by the machine. Because there can be any number of reasons an Oyster card fails, bus drivers must still charge young people who appear to hold a valid photocard, as they will not know why it is not being read. If your daughter was unable to pay the fare, she would have been issued an Unpaid Fare Notice, requiring the fare to be paid at a later time and ensuring a safe journey home.

You can claim a refund for the fare your daughter paid, as well as any other interim fares paid while waiting for the new Oyster card, on the refund form that should be sent to you following the request for a new card..

Thank you for bringing this matter to our attention, and again I would like to extend my apologies to you and your daughter. If I can be of any further assistance, please do not hesitate to contact me.

Yours sincerely

Allison Biggs  
Customer Service Advisor

### **1770398**

**Customer (phone call notes):**

Was waiting at 330 didnt come at quarter to 4 . .

then two come along at 355 pm

customer states that this is happening daily- two are coming together

The buses were then crowded.

the registrations of the buses were

H25- YX10 FFD

H25 - RA51 KKE

customer would like a response direct in writing on this

**Response (phone call notes from operator):**

This has ben allocated to depot for investigation. i have spoken with mr greenwood and advised him that on this particular day there was a police incident on feltham high street which caused severe delays, at this time of the day the route can be slightly disrupted due to school turnout. This route will be montored

### **1789330**

**Customer (phone call notes):**

Customer said she waited from 1355 until 1440 for the bus.

She saw 4 going in the opposite direction.

She is not all happy with this.

Regards

**Response:**

No response required

### **1798420**

**Customer (phone call notes):**

The customer says she was on the bus and says the driver was driving the bus very fast and dangerously, the customer says after around 10 minutes of her boarding the bus the driver cut up a cyclist, the customer says only after another passenger shouted to the driver that he almost killed her did he stop the bus, the customer says the driver then left the bus unmanned to enquire if the cyclist was ok.

The customer says the cyclist was forced off her bike and had to swerve out of the buses way.

The customer says around 5 minutes after this incident the driver was driving quite fast and says an elderly lady who was sitting on the seat was thrown onto the floor because of the speed he was driving, the customer says this happened by Feltham Station and says the driver should have been driving much slower coming out of the station area.

The customer says the driver was very slow in responding and the customer says to her belief the driver was drunk, the customer says she feels due to this drivers actions he was under the influence of alcohol.

I have reported this over to the band 3 controller to make him aware of this matter.

The customer would like to bring this matter to your immediate attention.

Please investigate, no reply needed to or needed to customer.

Many Thanks

[REDACTED]

**Response:**

No response required

**1816603**

**Customer (phone call notes):**

(H25) Poor Service

The customer is complaining about the poor service of this route

The customer waited over 30 minutes for the bus

The customer has complained in the past and she feels nothing is being done

Previous complaint Ref 1008960445

Please investigate and take the relevant action

No response required

Than you

**Response:**

No response required

**1823346****Customer:**

On the 15th and 16th June 2011 I get the H25 bus from Bedfont to Feltham Station. This is due at approx 0530am hrs and arrives at Feltham Station in approx 5-10mins. I then get the 285 which leaves from Feltham Station at 0541 approx and this then gets me to work ontime. On both occasions the H25 has been approx 15mins late so therefore I have arrived late for work on both mornings. As this bus route is shorter than most but obviously one that is utilised very well, why is it that this bus can be late two days on the trot at a particularly quiet part of the morning?? I dont understand how this is possible and think it is disgusting that TFL obviously feel this time of the morning is not a priority!!! Surely if the timings are wrong that early in the day then it really does not bode well for the rest of the day... My employer certainly does not appreciate this excuse and really why should they or I????

**Response:**

Dear Miss [REDACTED]

Re: Route H25 Delays

Thank you for your email dated 16 June 2011.

I am sorry to hear of the delays you incurred on route H25 and apologise for any upset or inconvenience caused as a result.

We do our utmost to ensure that bus services operate according to scheduled times. Buses are one of the modes of public transport that is more susceptible to a wider number of variables than other modes. These variables can include (but are not limited to), increased road congestion, mechanical failures, adverse weather, roadworks, and road traffic incidents. All of the above can cause considerable delays to the operation of some services, or require service operation to change at short notice.

I have passed your comments onto Abellio London who operate route H25 for review and I have been advised that on the 15 June, this service did not leave the garage until 05:34 as the driver on duty was unwell and a replacement was needed, and on the 16 June, the route was delayed due to large tree debris on Feltham Brook Way blocking the road service for 5 minutes.

Both London Buses and our operators sincerely apologise for the delays incurring whilst the above situations interrupted the scheduled service.

I would like to assure you that we review the entire bus network on a regular basis, reviewing frequency and capacity of all services to accommodate public demand, and ongoing monitoring and changes are implemented to make sure that we are giving our passengers the best possible service. London Buses and Abellio London managers will monitor this service and strive to adhere to the published timetables.

Thank you for taking the time to give us your feedback. Should you have any further queries, please feel free to write to me again.

Yours sincerely

Miranda Crabtree  
Customer Service Advisor

**1828477**

**Customer:**

Route H25 time table at Feltham High st/Victoria Road is missing over a 2 months now, despite reporting the bus drivers they were not interested and time table has not been replaced since then.

Kind regards

Direction : BUTS FARM

**Response:**

Dear Mr [REDACTED]

Re: H25 – Missing Timetable

Thank you for your recent correspondence.

I have asked that the missing timetable be looked into and appropriate action taken to address this. We greatly appreciate you taking the time to write to us on this matter.

If I can be of any further assistance, please do not hesitate to contact me.

Yours sincerely

Benjamin Lyon  
Customer Service Advisor

**Customer:**

Dear Mr Lyon,

It has been nearly 2 months since I have received your email, regarding missing timetable on Route H25 bus at Victoria Road bus stop in Feltham High street. Since NO ACTION has been taken, still there is no time table, I have checked everyday as I am using this bus stop. I have also realised that metal frame is broken and there are no screws on it.

As you will appreciate that it should not take 2 months to fix basic timetable on bus stop. Whoever is the contractor either they don't do their job or TfL doesn't bother to report this to the contractor.

If I have the timetable, honestly I will laminate the timetable and put it there myself including fixing the loose screws.

If you have the timetable for Victoria Road bus stop, Please email me I will enlarge it, get laminated

it and put there myself. At least you can save the time and tax payers money.....

I hope to hear from you soon.

Kind regards

██████████

**Response:**

No further response required

**1858198**

**Customer:**

My complaint is about the route H25 - particularly the service which should leave Hatton Cross Bus Station at approx 18:20.

The particular driver I have a complaint about has evening prayers before he will take the bus out of the station. He can clearly be seen standing up and then kneeling again. The driver is on this shift this week. This makes the bus at least 5 minutes late leaving and then he races along to try to make up time.

When you have been delayed on the tube from the City and then have to wait for a connecting bus, it is very frustrating.

Working in the City myself I know prayer rooms are available to all.

Please would you ensure that this route leaves on time (it's amazing what an inspector at Hatton Cross can achieve in connection with the H265 and H26 route departure times!!!)

.

Mrs ██████████

**Response:**

Dear Mrs ██████████

Re: Route H25 Delays

Thank you for your feedback on 29 June 2011 detailing the events you witnessed whilst travelling on the route H25 service.

I was concerned to learn of the events you describe. We aim to provide easy to use and reliable services that our customers can have confidence in. I am sorry you have been experiencing delays due to a particular driver serving this route and apologise for the inconvenience caused.

The network is monitored to identify those routes that are failing to perform to the standards we expect. This enables us to work with our operators to improve the level of service delivered to our passengers.

While delays in service will occur from time to time, it is disappointing to note the number of times you have experienced problems with this service. This must be very frustrating for you. Buses on this route are required to leave the garage at regular intervals to maintain an even service. Timetables are also planned to take instances of disruption into account.

Abellio London, who operate route H25 from its Twickenham garage is aware of your concerns and have advised me that they endeavour to ensure that the first bus serving the route operates as per the scheduled timetable. They will also have endeavour to identify and have a word to the driver in question about the matter and take appropriate action in line with the company's internal procedures.

Abellio London will make sure their buses are sticking to the timetables wherever possible, and will continue to work with us to reduce late running buses.

Should you continue to experience problems, please let me know.

Bus services are important to local communities and we do our best to make them accessible to as many people as possible. We will continue to monitor this route and take action where appropriate to ensure passengers receive an efficient and reliable service.

Thank you for making me aware of your experiences. I hope my comments help and should you have any further queries, please let me know.

Yours sincerely

Miranda Crabtree  
Customer Service Advisor

**1860558**

**Customer:**

Throughout the journey the male driving sped around corners, and carelessly over speed bumps, to the point where myself and several other passengers left their seats. The male driving should re take his exam and understand why speed bumps are put in place. It probably didnt help the fact his mate was standing in the front talking to him the entire time. I am appauled and disgusted at this drivers actions considering there were much older woman and men on the bus with me.

Direction : Towards Hatton Cross

**Response:**

Dear Miss [REDACTED]

Re: Dangerous Driving, Route H25



Thank you for your email of 30 June 2011. I was sorry to learn of the incident involving a route H25 driver on the same day, and I apologise for any distress this incident may have caused you and fellow passengers.

Please rest assured that Transport for London (TfL) considers the safety of passengers, pedestrians and other road users to be of paramount importance. All bus drivers undertake thorough training relating to the safe operation of their vehicles. As you would expect, safety is a vital part of this training. To drive a bus erratically or at excessive speed is totally unacceptable.

I've contacted Abellio London, who operate route H25 for us. They were also concerned about this and will remind all drivers that they should be driving safely and within the law. With the information you have provided, they will also have a word with the driver in question about this matter, and appropriate action will be taken in line with their internal procedures. Please rest assured that both London Buses and our operating companies take any reports of dangerous driving extremely seriously.

Thank you for making me aware of your experience and I sincerely hope you do not incur a similar experience in future.

Should you have any further inquiries, please feel free to write to me again.

Yours sincerely

Miranda Crabtree  
Customer Service Advisor

## **1861435**

### **Customer (phone call notes):**

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#### Notes

30.06.2011      16:03:49      VORSTERDA

NOTE : General concerns other than iBus Query which is specific. The customer had no specific details for other comments.

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#### Notes

30.06.2011      15:54:32      VORSTERDA

Please be aware the complaint said he also witnessed the driver of a route H25 close the doors on an intending passenger who was asking the driver a question. The caller said he thinks the driver didn't understand that the passenger couldn't understand what he was saying and drove off in frustration.

---

#### Notes

30.06.2011      15:46:57      VORSTERDA

Caller (Mr. [REDACTED]) wanted to address some general accessibility concerns on the bus network.

He said he wanted to ensure that all bus drivers were aware of the difference between what a "White Cane" and a ""White with Red bands" saying the latter indicates the user is hearing impaired as well as blind.

Mr. [REDACTED] said his partner is blind and uses the Routes H25, 111 and R70 regularly.

He said of late his partner is reporting problems with the audible iBus messages on the H25. They are apparently missing between Butts Farm and Hatton Cross quite frequently although the visual iBus display is apparently working on this section.

Apparently some drivers on all the routes mentioned are unaware that people in possession of a guide dog trainer pass do not have to pay. The caller wanted drivers reminded.

Lastly Mr [REDACTED] wanted to add that his partner said drivers on the route 111 and R70 should be commended as they always go out of thier way to assist, they apparently make sure of where he is going and some even come out of thier cabin to assist.

[This has been copied to relevent Bus Operators and iBus as well as TfL accessibilty.]

**Response:**

No response required

**1869613**

**Customer:**

The H25 from Hattton Cross to Butts Farm often has to stop at the railway crossing at Feltham whilst the trains go through. Often this is more than one train. At the weekend I sat near the front of the bus and noticed the driver did not switch off the engine whilst waiting at the crossing gates. For you information At Hampton Station where there is a railway crsossing there is a sign advising the 111 bus drivers to switch off their engines.

It is an environmental fact that switching off the engine for these stops save fuel and reduced to impact of the bus on the environment (buses are already environmentally friendly as they are a mass people transport system).

Please let me have your comments.

**Response:**

Dear Ms [REDACTED]

Re: Route H25 bus driver failing to switch off the engine

Thank you for your correspondence of 4 July concerning the above issue. I would like to apologise for the behaviour of the driver that you encountered. The behaviour you have described is simply unacceptable, and I am disappointed to learn of this incident. We expect the very highest standards of courtesy and behaviour from all of our staff. This is especially true of bus drivers, as they are in

many ways the face of our organisation. We realise how important it is that our drivers act in a professional manner at all times.

The driver certainly should have closely followed the regulations regarding switching off the bus's engine when waiting at the railway crossing. I have contacted Abellio who operate this route on our behalf, and made them aware of your experience. I am sure that they will be as anxious as you or me to identify the driver concerned. Where this is possible, the relevant manager will then interview the driver and take whatever corrective disciplinary action is needed. The driver will be strongly reminded of the need to switch off the engine when waiting at the railway crossing.

I can assure you that we take all incidents of this nature very seriously, and your comments are very important to help us to improve the overall service we are providing across the London Bus Network.

Once again, I would like to apologise for the difficulties that you encountered on the route H25. I would like to thank you for bringing this matter to my attention. If I can be of any further assistance, please do not hesitate to contact me.

Yours sincerely,

Adrian Fernandes  
Customer Service Advisor

**Customer:**


To Whom It May Concern:

I have only just returned to work so this is the earliest I can reply to your e-mail.

Firstly, I did not speak to the driver, the sign in your buses clearly states not to speak to the driver whilst they are driving. So the driver couldn't have been rude to me!

My comments were made as an observation and a suggestion on how your Company can a) save money on fuel and b) save the planet by emitting less harmful emissions.

Kind regards

 MSc, BA(Hons), AIEMA

**Response:**

No further response required

**1883735**

**Customer:**

Why is the H25 bus service so unreliable? Tonight I waited outside Feltham Station from 1720 until 1800 when 2 buses came along both together.

Direction : Hatton Cross

**Response:**

Dear Mrs [REDACTED]

Re: Route H25

Thank you for your recent email of 8 July regarding the recent performance of the H25 bus service. I am sorry that you have not experienced the first class bus service that we are committed to providing for our passengers.

I would like to assure you that London Buses are committed to providing an excellent bus service for all our customers. We understand the importance of our services to our passengers, and appreciate the need to ensure that a comfortable, convenient and reliable service is provided at all times.

Buses are one of the modes of public transport that is more susceptible to a wider number of variables than other modes. These variables can include (but are not limited to), increased road congestion, mechanical failures, adverse weather, roadworks, and road traffic incidents. All of the above can cause considerable delays to the operation of some services, or require service operation to change at short notice.

I have reviewed the service log for route H25 and can confirm that the 17:10 service incurred traffic delays of 5 minutes, and unfortunately the 17:25 service was curtailed from service due to a mechanical fault. I appreciate how frustrating it can be when a buses are delayed, and in this case you incurred considerable delays, so please accept my apologies for the inconvenience caused to you.

Our Route Controllers work hard to ensure that services operate as scheduled. When our bus services are devised, our network planners take into account normal congestion levels within the timing of services. However, delays can occasionally arise due to circumstances outside of our control such as increased traffic congestion, illegal parking, emergency roadworks and bus incidents. When ongoing issues are identified, we do all within our power to remedy the situation.

Since spring 2009, they also have access to iBus – our real time travel information system – which gives them the exact location of each bus. In the event that several buses bunch together, they will take steps to remedy the situation, and move one or more of them to a part of the route where a gap has developed.

I've contacted Abellio London Twickenham who operate route H25 and passed your concerns. The operating controllers will monitor this service and continue to strive to adhere to the published time tables

Every 12 weeks we carry out Quality of Service Indicator (QSI) surveys. These measure the reliability of a route and focus on regularity and punctuality. Mystery Traveller Surveys and Customer Satisfaction Surveys are carried out monthly and monitor the quality of service from a customer perspective.

We may also commission extra surveys if we are concerned about particular problems on a route, such as bunching as in this case. These surveys can help us decide what changes may need to be made to improve a service.

Please be assured that we will continue to work alongside Abellio London to provide the best service possible.

Thank you for taking the time to write to us, I am positive your comments will help to improve the services we provide the public. Should you have any further inquiries, please feel free to write to me again.

Yours sincerely

Miranda Crabtree  
Customer Service Advisor

## **1914521**

### **Customer:**

Lady was getting off the stop before southville primary school with her baby in a pram, as she has lifted pram off and was about to get off the driver shut her arm in the door and started to drive off leaving the pram outside the bus. He eventually stopped hearing us shouting and once he did, did not even apologise and his reason for doing this was that he had a timetable to stick to after he was running late to every stop anyway because i was late dropping my daughter to school.

Direction : Hatton Cross

### **Response:**

Dear Miss [REDACTED]

Re: Impolite bus driver and dangerous driving

Thank you for your correspondence of 20 July concerning the above issue. I would like to sincerely apologise for the difficulties that you encountered on this occasion.

I would like to apologise for the behaviour of the driver that you encountered. The behaviour you have described is simply unacceptable, and I am disappointed to learn of this incident. We expect the very highest standards of courtesy and behaviour from all of our staff. This is especially true of bus drivers, as they are in many ways the face of our organisation. We realise how important it is that our drivers are polite and as helpful as possible, and that they act in a professional manner at all times.

The driver certainly should have closely followed the regulations regarding safe alighting practice and I apologise that he did not check that the doors were clear before dangerously shutting them. The fact that he was unapologetic is also regrettably impolite and completely unsatisfactory. I have contacted Abellio who operate this route on our behalf, and made them aware of your experience. I am sure that they will be as anxious as you or me to identify the driver concerned. Where this is possible, the relevant manager will then interview the driver and take whatever corrective disciplinary action is needed.

Transport for London (TfL) carry out a number of different monitoring exercises :

- Driver Quality Monitoring (DQM) is conducted on our behalf by the Driving Standards Agency (DSA). The aim of the DQM programme is to highlight problem areas from the passenger point of view. It consists of a covert assessment of bus drivers by independent DSA examiners. The two main assessment criteria are passenger consideration and driving ability.

Over 6500 DQM assessments are carried out annually. Bus operating companies are supplied with reports on their drivers. They are expected to take the necessary remedial action in the event of a

poor report being received. Measures such as these should safeguard against the type of dangerous driving that you encountered.

I can assure you that we take all incidents of this nature very seriously, and your comments are very important to help us to improve the overall service we are providing across the London Bus Network.

Once again, I would like to apologise for the difficulties that you encountered on 20 July. If I can be of any further assistance, please do not hesitate to contact me.

Yours sincerely,

Adrian Fernandes  
Customer Service Advisor

**1944712**

**Customer:**

Dear Sir,

On 28th July My wife & i were waiting for the H25 at New Rd Bedfont going to Butts Farm. The bus was due to arrive at 23.38 but did not arrive until 23.55 and was showing Feltham Station. At this time of night there is no excuse for running this late and curtailing short particularly when we have no other option to get home after an enjoyable evening with friends.

This is not the first time that there have been problems with this time bus, as the drivers usually prefer to run very early or the bus is cut.

I do feel that this service in general is not at all reliable and we are not getting the service we pay for through our taxes.

After making a complaint to the garage I got no satisfaction at all as the only response I got was "Oh sorry about that I don't know why it happened"

I look forward to your reply and any you get from this company

Yours sincerely

██████████

**Response:**

Dear Mr ██████████

Thank you for your recent letter regarding a recent experience you had using a bus on route H25. I can certainly help you with this matter, and I would like to start by apologising for the inconvenience caused due to this bus stopping short of its final destination following a period of slow progress.

We realise that buses need to be reliable and convenient if we are to encourage more passengers to use our services, and we regularly monitor the bus network to identify those routes that fail to perform to the standard we expect. We then work closely with our operators to overcome the problems which may be causing delays, and improve the level of service that is offered to our passengers.

When a bus is particularly delayed, usually due to things such as traffic congestion, illegal parking or accidents, route controllers can stop it short of its usual destination. This allows the delayed bus to turn around, and return to its usual place in the timetable in the opposite direction. This also prevents severe delays from being passed from one journey to the next and delaying other buses along the route. I realise that this can cause delays for some passengers, although this decision is taken to benefit the majority of passengers using the service, and we expect operators to only take this action as a last resort.

I should make it clear that a bus should only be curtailed when there is a bus of the same route number that is going the full length of the route close behind. The driver of the first bus should then wait with the passengers for the second bus to arrive, and Transfer Tickets should be issued to ensure that passengers do not pay twice to complete their journeys.

I have forwarded the details of this incident to Abellio London, the operator of this route, and asked that they look into the concerns you have raised. They have a team of mobile Service Controllers and a Route Performance Manager for route H25 and their aim is to enhance the quality of service, in all areas.

They have now advised me that the company official who issued this curtailment has been identified and appropriate action has been taken by their Line Manager to ensure this does not happen again.

Once again, thank you for taking the time to contact me. I am sure that your next journey by bus will be more agreeable.

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

Kind regards

Eleanor Stanhope  
Customer Services

**1963397**

**Customer (phone call notes):**

Customer was waiting at the bus stop with his wife who is blind with a guide dog.

He was standing in front of his wife and hailed the bus stop.

The driver indicated, pulled into the bus stop and then seeing the guide dog pulled away again.

Customer said he was horrified and shocked at such behaviour.

Please investigate, the customer would like a reply to know the driver is aware that he should pick them up regardless of his feelings about dogs.

Many thanks

**Response:**

No response required

**1963943**

**Customer:**

the h25 drivers are amongst the most incapable you must having working for you.i have a disabled daughter who uses this route regularly, she requests they wait for her to sit down as she is unable to balance, they move off, she rings the bell -- they drive past the stop!! the next stop is unsafe for her to cross the road so now she panics.i feel you should address this problem as i have spoken to other people on this route and they find the same,also they exceed the speed limit on numerous occasions.

would you please reply to this e mail

**Response:**

Dear Ms [REDACTED]

Re: H25 bus driver's dangerous driving.

Thank you for your email regarding an incident involving your daughter.

I was very concerned to learn about your experience on the above date. Please be assured that the safety of our passengers, as well as that of other road users, is an issue we take extremely seriously. Our drivers receive comprehensive training to enable them to perform their duties to the highest standard. As you would expect, safety is a vital part of this training. To drive a bus in a manner that could endanger passengers is completely unacceptable.

I would like to assure you that London Buses is committed to providing a fully accessible bus service. This is not just about providing working ramps, it is also to do with having knowledgeable, considerate and approachable staff. This is why it is both disappointing and unacceptable that the driver failed to stop when your daughter requested him to.

I've contacted Abellio, who operate route H25 for us. They were also concerned about this and will remind all drivers that they should be driving safely and within the law. If you are able to provide more information allowing us to identify this driver, they will investigate the matter fully.

London Buses monitors driver behaviour through its regular, network wide monitoring, such as Customer Satisfaction and Mystery Traveller surveys. In addition, the Driver Quality Monitoring (DQM) programme, carried out for TfL by the Driving Standards Agency (DSA), checks for safety and also assesses the overall quality of driving standards.

Thank you again for bringing this matter to our attention. I would like to apologise again for this incident and I hope that this experience does not adversely affect your view of bus services in London. Please do not hesitate to contact me again if you have any other questions.

Yours sincerely



Andrew Cumming  
Customer Service Advisor

## **1969240**

### **Customer:**

Driver pulled away from the bus stands at Feltham Station very quickly before any of the passengers had time to sit and as he turned sharply right to leave the bus area, threw me against one of the uprights knocking my leg. Two young men who also boarded the bus at the station called out to the driver to take it easy. The driver continued at, in my estimation, excessive speed along the route. It took less than 8 minutes to travel from Feltham Station to Bedfont Close in Bedfont. I asked the driver if he had a number (as all drivers of London Transport used to wear a badge with their number on) to which he replied that he didn't.

Direction : towards Hatton Cross

### **Response:**

Dear Mr [REDACTED]

Re: Dangerous driving

Thank you for your recent correspondence regarding the dangerous driving of a route H25 bus driver. I am very sorry for the distress this situation may have caused you. London Buses expect the very highest standards from our drivers, and of course the safety of our passengers and other road users is an issue we take extremely seriously. Our drivers receive extensive training to enable them to perform their duties to the highest of standards, of which safety is a vital part. The driving manner you witnessed from this particular driver is not tolerated. I have contacted Abellio, the operator of this service, about this incident. They too were extremely concerned to learn of the actions of this driver, who they have been able to identify with the information you provided. The driver will be interviewed by the Accident Prevention Manager and appropriate action will be taken in line with the company's internal procedures. Thank you very much for bringing this incident to our attention. Once again, please accept my sincere apology for this unpleasant event. If I can be of any further assistance, please do not hesitate to contact me.

Yours sincerely

Allison Biggs  
Customer Service Advisor

## **1977336**

### **Customer (phone call notes):**

The caller thinks 'something strange' happened this afternoon.

Without any notice the driver suddenly turned everyone off in Feltham saying he was 'finished'. He then must have driven empty to Hatton Cross because when the caller finally got there he was sitting in the bus at the back of all the other buses. He then started on the route back to Haworth as if nothing at happened.

This, said the caller, 'should be investigated very carefully'.

Please investigate this matter thoroughly and deal with the results of that investigation appropriately. No reply to the caller is necessary at this stage.

Best Regards

Peter

**Response:**

No response required

**2010043**

**Customer:**

Dear whom it may concern.

Ive been travelling From feltham to hatton cross on the route h25 There's been a half an hour delay, it's been said by the other passengers that there is always a delay on this route and no action is taken down by yous. I would be travelling on this route frequently and hope to get to work on time in the future may I please ask you to have a look at the route h25.

Yours Faithfully

[REDACTED]

Sent from my iPhone

**Response:**

Dear Ms [REDACTED]

Re: Route H25

Thank you for your email dated 26 August. I was concerned to learn of your experience in attempting to travel on route H25. I can appreciate how frustrating it can be to wait an excessive length of time for a bus, and I am sorry for any inconvenience caused as a consequence.

Our route controllers work to maintain a consistent service, but road conditions can change suddenly at any time. All routes can be affected by unexpected delays caused by problems such as traffic accidents, roadworks, illegal parking or staff shortages. This can mean passengers may have to wait longer than expected for their bus.

Let me assure you that we continually monitor the bus network to ensure that routes are meeting their performance targets or identify any that are not. Where a problem becomes apparent, our Performance team will work with the operating company concerned to overcome it.

Thank you for your correspondence. Please feel free to contact me if I can be of further assistance.

Yours sincerely

Paul Lawley  
Customer Services

## **2020830**

### **Customer (phone call notes):**

Customer said she waited for the bus for 30-40min at the bus stop.

Customer said the bus that was due to come to the bus stop parked at the bus stand ahead and the driver came out and started praying knowing the bus was due 5 minutes ago.

Customer wants an explanation in writing and want to know why the service is unreliable and what can be done.

Regards,

Abimbola Ojebiyi.

### **Response:**

Dear Mrs [REDACTED]

Thank you for your recent correspondence regarding the delays you experienced with bus route H25.

I am sorry to hear of your experience. I know how frustrating it can be when a bus service does not arrive when it is scheduled. Please accept my sincere apologies for any inconvenience caused.

Route controllers work to maintain a consistent service, but road conditions can change at any time. Unfortunately, all routes can be affected by unexpected delays caused by problems such as road congestion, traffic accidents or issues with the vehicles, meaning passengers may have to wait longer than expected for their bus.

I have spoken with the operator of this service, Abellio, and they have advised me that on the day and time in question, one of the buses suffered a mechanical fault, thus causing the large gap in service you experienced. They will also be speaking with the driver you refer to about this situation.

Thank you for bringing this to our attention, and I apologise for the inconvenience that this caused. If we can be of further assistance, please do not hesitate to contact us.

Yours sincerely

Allison Biggs  
Customer Services

## **2028769**

**Customer:**

I was indicating to turn into Churchfield Ave in Hanworth when a driver of the H25 (bus number 8453), shot out where they stand across the road and i almost went head on into it. The driver then put out his hand as in to say 'Thanks', i questioned him and he did say 'sorry man', i asked him to look out as there are many kids around and pointed the the 3 kids at the bus stop. His excuse was 'i had to coz of that tree'. I said 'so you had to pull out fast because a tree was in the way, shouldn't you pull slowly'. To the point he drove of as i was still talking. If i had my little boy in the car i would of been further irate.

We have had several problems with drivers of the H25 zooming around this area, its only 20mph. My partner is on the bus daily and have seen them go much faster even at school times. This is unacceptable to say the least. Unless i hear of major action being taken regarding the above driver and words said to the others on route i will take this matter further. If i had had done that i would get 3 points and a £300 fine for driveing without due care and attention. I hope you would do the same. I expect a response with 10 days. As you can tell i am not happy.

**Response:**

Dear Mr [REDACTED]

Re: Route H25 – Dangerous Driving

Thank you for your correspondence of 3 September in relation to the driving and conduct of one of the bus drivers operating on route H25. I would very much like to apologise for this encounter and the distress that you were caused.

I was very concerned to learn about your experiences. You won't be surprised to learn that the safety of our passengers, as well as that of other road users, is an issue we take extremely seriously. Our drivers receive comprehensive training to enable them to perform their duties to the highest standard. As you would expect, safety is a vital part of this training. To drive a bus in such a dangerous manner, speeding to avoid a tree, and acting in an inappropriate manner, is wholly unacceptable.

I've contacted Abellio London, who operate route H25 for us. They were also concerned about this and will remind all drivers that they should be driving safely and within the law. They will also have a word with the driver in question about this matter, and take whatever action is necessary to ensure there won't be a repeat of such behaviour in the future. The driver will be monitored for the foreseeable future to help ensure that this remains an isolated incident.

I would very much like to apologise for the experience you encountered on this occasion. If I can be of any further assistance, please do not hesitate to contact me.

Yours sincerely

Benjamin Lyon  
Customer Service Advisor

**2044628**

**Customer:**

the bus is normally late 4-5 minutes and most of the times they dont stop at the stops cause they are full. if you guys know they are going to be full then why dont you put more buses in service at rush hours. above all the drivers are grumpy and arrogant.

Direction : butts farm

**Response:**

Dear Mr [REDACTED]

Re: Route H25 – Operational Setup

Thank you for your recent correspondence concerning route H25. I would very much like to apologise for the difficulties that you have been incurring whilst using this service, and would very much like to apologise for this.

We expect and demand the highest of standards from our bus drivers. They are provided with extensive training, in the form of a bespoke BTEC qualification to ensure that they provide a professional and courteous service at all times. Alongside this, the Big Red Book is provided to them which bring together information and advice to support them in delivering a professional service to our customers. It sets out what needs to be done in handling emergency situations for instance, Transport for London (TfL's) policies and offers guidance on how to deal with potentially difficult situations effectively.

I have informed Abellio London, the operator of this service, about your comment regarding drivers being grumpy and arrogant. They will have a chat with their drivers, and remind them of the level of service that we expect them to deliver to our customers. Should you incur further problems, please let me know.

With regards to the overcrowding issue to which you have referred, I am writing to request additional information from you. Please can you advise, from your observations whether this seems to be an issue with their being room on the bus to board, and drivers failing to stop, or as to whether indeed, drivers aren't stopping as the bus is too overcrowded. Furthermore, please can you advise of which particular bus stop you use. With this information, this will help me to investigate this matter further.

I very much look forward to hearing from you.

Yours sincerely

Benjamin Lyon  
Customer Service Advisor

**Customer:**

hi there

thanks for writing me back. i normally use bethaney waye bus stop in bedfont. there is enough room in the bus and most of them are school kids. most of the time there are seats at the back of the bus and they tend to stand in the gang way which seems like the bus is full and the drivers are

very much aware of it but seem to be not bothered at all. and timetable of H25 is very irregular.

thanks

**Response:**

Dear Mr [REDACTED]

Re: Route H25

Thank you for your further email of 5 October. I am sorry if you have continued to be inconvenienced when attempting to travel on route H25.

Our drivers are considered to be the public face of London Buses. As such, they're expected to behave in a professional manner at all times. Drivers are not in a position to force passengers to sit or stand in a certain area of a bus. However, if there is limited space at the front of a bus, but space towards the rear, the driver should activate an onboard audio announcement asking passengers to move down the bus. It is disappointing if this has not been your experience on route H25, and I apologise again for the inconvenience caused.

Your original comments were forwarded to Abellio London, who operate route H25. The Abellio London management are in a position to remind all drivers of their responsibility in this respect.

Thank you again for your correspondence. Please feel free to contact me if I can be of further assistance.

Yours sincerely

Paul Lawley  
Customer Services

**2059836**

**Customer (phone call notes):**

At 0705 approx. (customer says it was the 0708 bus) customer was at the stop and put his hand out for the H25. He says the bus showed "Hanworth", wasn't full and no-one was standing, and the stop was OK for the bus to stop. However the bus didn't slow down and didn't stop. Customer had to wait for the next bus which made him late for a later bus.

Please action as appropriate with driver about his alleged failure to stop. No response to customer is required.

Thanks

Stephen

**Response:**

No response required

**2060178****Customer (phone call notes):**

Customer had called to report that the driver pulled up to the stop and the doors opened and some people got on the back because the bus was full, out of the 5 people that got on the driver picked her out telling her to get off.

Driver turned of the bus and told her to get of customer asked when the next bus is and the driver refuse to answer.

**Response:**

No response required

**2077766****Customer (phone call notes):**

The customer arrives at the bus stop at 08:10 waiting for 08:12 service and it arrived 08:20. The bus was full but she managed to get on.

This happened yesterday. She was at the bus stop at 08:32 and she just missed one so she waited and the bus finally arrived at 09:10. She managed to get on but it was very crowded and a slow journey in.

The customer would like this route closely monitored as this has been going on for four months on and off.

The customer finds this unacceptable and will call back if there is no change.

No Reply is needed to the customer.

The customer however travels this route frequently and will not hesitate to complain again if a similar incident occurs in the future.

Kind Regards

[REDACTED]

**Response:**

No response required

**2079109****Customer (phone call notes):**

Timetabled 12:42 bus arrived apparently at McCarthy Road Stop at 12:45.

The customer said she had a young puppy of 7 months old and the driver refused her entry into the bus.

The bus driver reportedly said, "No f\*\*cken dogs on this bus."

The caller said she tried to explain that he was just a puppy and wouldn't hurt anyone or be a nuisance.

The driver apparently said, "I don't care he ain't getting on the bus" ..... "Get off the bus".

The caller said she was upset in the way the driver had spoke to her.

\*Note explained carriage of pets policy to customer and that drivers should always be polite.

**Response:**

No response required

**2094377**

**Customer (phone call notes):**

20.10.2011 19:49:54 [REDACTED]

The customer called to follow up on the two previous complaints that he has made about the same issue because the same thing happened to him tonight. The customer was angry that he had not received any response in relation to his last two complaints.

I looked up the complaints and read out the response (sent 19/10) relating to this complaint. The customer was not at all happy with the response and thinks that this is lies. The customer said that this has been going on for two years and it is not good enough.

I told the customer that the response from 2106277 is in process and he would receive a response shortly. I have also logged another complaint under 2174459.

The customer has the details for London Travel Watch and is going to take this further.

Elisha.

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Notes

26.09.2011 19:26:18 [REDACTED]

Passenger has had to walk 2 miles home as the first bus didn't turn up and the 2nd bus was full.

The customer said the buses not turning up and running late or full occurs nearly everyday for the past two years. Its usually between the times of 16:30 and 19:30.



Also the customer added that when the he is occasionally able to get on the bus and he asks the drivers why they are late all he gets is attitude or even no response at all.

Customer would like to know why this keeps happening and what is going to be done to solve this problem.

**Response:**

Dear Mr [REDACTED]

Thank you for your recent communications regarding route H25. Please accept my apologies for the delays you have recently experienced on this route.

I am sorry that you were delayed while trying to use this bus. I understand that buses need to be reliable and convenient if we are to attract more passengers and we regularly monitor the bus network to identify those routes that fail to perform to the standard we expect. We can then work with our operators to overcome the problems that they face, and improve the level of service that is offered to our passengers.

Buses along both routes are required to leave the garage at regular intervals to maintain an even and regular service, and timetables are also planned to take instances of disruption into account. However, since traffic conditions can change suddenly, delays are occasionally experienced. These are normally attributed to traffic congestion, road works and illegal parking. Unfortunately, works along Bear Road are impacting route H25 and I envisage you will soon see an improvement upon completion of the works.

I have also contacted Abellio- who operate this route on our behalf - and made them aware of your experiences. They will make sure that their buses are sticking to the timetables wherever possible, and will continue to work with us to reduce late running buses.

We realise that our passengers rely on a dependable bus service and we are constantly looking at ways to reduce instances of delays. We meet regularly with our bus operating companies to discuss various ways of achieving this, as well as investing heavily in technology which is also aimed at providing a more consistent and efficient bus service.

Please be assured that we do want to provide you with the very best service. When our customers write to us with their concerns, they are investigated and improvements are made where possible.

Once again, thank you for taking the time to contact me. If I can be of any further assistance, please feel free to contact me.

Yours sincerely

Alwin Fernandez  
Customer Service Advisor

**2106277**

**Customer (phone call notes):**

20.10.2011 19:52:22 [REDACTED]

The customer called to follow up on the two previous complaints that he has made about the same issue because the same thing happened to him tonight. The customer was angry that he had not received any response in relation to his last two complaints.

I looked up the complaints and read out the response (sent 19/10) relating to 2094377. The customer was not at all happy with the response and thinks that this is lies. The customer said that this has been going on for two years and it is not good enough.

I told the customer that the response from 2106277 is in process and he would receive a response shortly. I have also logged another complaint under 2174459.

The customer has the details for London Travel Watch and is going to take this further.

Elisha.

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Notes

29.09.2011 19:34:51 [REDACTED]

Hi,

Caller has phoned in again to report that service of the (H25). The complaint said that this is not the first time he has complained and he would like to know what is going on now, the customer would like a response.

The customer said that he has been waiting for the bus and he waited longer than what is being displayed of every 12minutes to being half an hour and then he realises that a bus has been taken out.

The customer said that he would like this to go to the bus company as well as TfL. It will be sent to the performance team.

The customer would like response in regards to his complaint because this happens quite frequently.

The customer said that he would like the following to be noted on his report: "i am so angry that every time it happens i will call and I don't care how much it will cost on my phone, i will keep phoning, because eventually some has got to listen".

The customer went on to saying that the service is so bad and he pays £50 a week and there is no customer satisfaction.

Please investigate

Thanks

**Response:**

Dear Mr [REDACTED]

Re: Route H25 – Service Disruption

Thank you for your recent telephone calls in relation to the problems you incurred with the above service. I am sorry for the delay in responding to you, I have been waiting for the operator to investigate this matter fully.

I would like to apologise for the delays and disruption that you incurred on the evening in question. We make every effort to ensure that our bus services operate according to their scheduled frequency. Regrettably, against all the efforts that we make, this is not always possible, due to factors outside our control. When operating our services, we continually deal with disruption caused by roadworks, increased congestion due to traffic flow, and bus passenger incidents. Also, in the period leading up to winter, and during the winter period, disruption and delays are caused as a result of adverse weather.

We have been in liaison with Abellio, the operator of this service, and in particular their Deputy Operations Manager. Timing issues have arisen along the route of this service, and as a result delays have been incurred, leading to the continued disruption that you have felt. We are now in the process of addressing this issue and hope to have this in place during November. Following this, we shall continue to monitor the service and where possible, will look at further ways in which to address any further issues that may arise.

I hope this has clarified the situation, and the causes of your delays. If I can be of further assistance, please do not hesitate to get in touch.

Yours sincerely

Benjamin Lyon  
Customer Services

## **2109725**

### **Customer:**

MY 14 YRS OLD DAUGHTER CAME HOME FROM SCHOOL WITH BLOOD STREAMING DOWN BOTH LEG WITH TWO NASTY SCARS WHEN I. ASKED WHAT HAPPEN I. WAS TOLD THAT HER LEG GOT CAUGHT ON A. SCREW ON THE SEAT OF THE BUS GETTING ON AND GETTING OFF HER OTHER LEG GOT CAUGHT ON ANOTHER SCREW THIS IS ON ACCEPTABLE NOW I. HAVE TO TAKE HER TO THE HOSPITAL FOR A TETANUS INJECTION SHE DIDNT GET THE BUS NO.HAS SHE WAS VERY UP SET NON SHE IS SCARED FOR LIFE I WILL BE TAKING HER TO OUR LOCAL NEWS PAPER AFTER THE HOSPITAL.

### **Response:**

Dear Ms [REDACTED]

Re: Route H25 Bus

Thank you for your email dated 30 September. I was extremely concerned to learn of your daughter's experience while travelling on a route H25 bus, and I am very sorry to read about the injury she has sustained.

Our operators are required to keep their buses in a good state of repair. All vehicles undergo a daily pre-service defect check, and are serviced on a regular basis, typically every 4-6 weeks.

In order for the operating company to investigate this incident further, and to help them identify the bus in question, I would be grateful if you can provide as many of the following details as possible:

- Specific location on route
- Direction of travel
- Any reference numbers from the bus, such as the registration number
- A description of the driver

Thank you for bringing this matter to our attention. I look forward to hearing from you.

Yours sincerely

Paul Lawley  
Customer Services

## **2119660**

### **Customer (phone call notes):**

Customer has called to report that she was on the bus holding onto push chair and the bus driver braked harshly and the push chair fell on its side.

Customer shouted out to driver and the driver began to be rude to her, customer unhappy.

Customer would like a response, please respond to customer.

### **Response:**

Dear Miss [REDACTED]

Re: Route H25 Driver

I am writing following your conversation with the London Buses Customer Services Call Centre on 4 October. I was concerned to learn of your experience while travelling on a route H25 bus, and I am sorry for any distress caused as a consequence.

I would like to assure you that the safety of our passengers, as well as that of other road users, is an issue we take extremely seriously. Our drivers receive comprehensive training to enable them to perform their duties to the highest standard. As you would expect, safety is a vital part of this training. To drive a bus erratically is totally unacceptable.

Furthermore, our drivers are considered to be the public face of London Buses. As such, they're expected to behave in a polite and professional manner at all times. Rude and discourteous conduct is unacceptable.

The details of your complaint have been sent to Abellio London, who operate route H25 for us. I have asked that the Abellio London management endeavour to identify the driver in question and

interview them. Please rest assured that appropriate action, in line with the company's internal procedures, will be taken as a result.

Thank you for bringing this matter to our attention. Please feel free to contact us if we can be of further assistance.

Yours sincerely

Paul Lawley  
Customer Services

**2122297**

**Customer:**

Every morning catching the H25 bus it's the same problem- there is never any space and bus drivers are forced to drive past bus stops full of people waiting to get to feltham station and on to work & schools. When some of the better drivers do stop to get more people on there's physically not enough space. I would suggest that at peak times the bus service should run much more regularly than it currently does. Instead of every 20 minutes it should run every 10 minutes, with better regularity. Often the buses are late and do not follow the timetable provided, is the service not monitored? I would implore tfl to have a look into this situation as it's been a case of frustration for some time now and something needs to be done. It's not fair that pregnant avoid the bus so that they don't get squashed and ladies with pushchairs and small children can't even get on, it's actually ridiculous.

I look forward to a response.

**Response:**

Dear Mrs [REDACTED]

Re: Route H25 – Your concerns with this bus service

Thank you for your recent correspondence that you submitted via the Transport for London website, concerning issues you have encountered with route H25. I would very much like to apologise for delays and hindrances that you have incurred.

I am concerned to learn of your experiences. Bus drivers should be stopping at the bus stops on the designated route, allowing our customers to alight, and new ones to board the service. We are not aware of any issues in general with the capacity on this route, and this seems to be shared with the amount of complaints that we have received on this issue. We carefully monitor the performance of this service, to ensure that appropriate capacity is provided, and a new contract of service starts in November with no changes to the frequency on this route.

We shall continue to monitor the service. I will also be in contact with Abellio London, and asking them to advise as to whether they have been incurring difficulties in operating this route. With the frequency provided, there should not be occasions of the issue you have encountered, unless there are major delays being incurred.

I hope this has clarified the present situation on this matter. Thank you for raising this issue you have raised. If I can be of any further assistance, please do not hesitate to get in touch.

Yours sincerely

Benjamin Lyon  
Customer Service Advisor

### **2148463**

**Customer (phone call notes):**

The customer was coming the opposite way to the bus just near the mini roundabout.

There was a truck half on the pavement which was blocking some traffic.

The bus and car were close to each other coming towards each other. The driver started shouting at the customer saying 'Can't you see what your doing'.

The customer said 'don't shout at me'. Then the driver said 'stupid woman'.

The driver and the customer were jammed in and there was no where else to go.

The customer thinks that the driver shouldn't be yelling at other road users especially with a bus load of people.

Thanks, [REDACTED]

**Response:**

No response required

### **2152513**

**Customer (phone call notes):**

Customer was making a complaint about the driver on the H25 bus today.

customer was running for the bus at Shaw Cross going towards Hatton Cross. she got to the bus with her son, the driver looked at her, closed the doors and drove off.

Customer was absolutely fuming about this and wants action taken against the driver

**Response:**

No response required

### **2162187**

**Customer (phone call notes):**

Hi,

Caller said that she was waiting at the bus stop and she saw a bus pull in and then the driver left and there was no driver for 20 minutes.

The complainant said that eventually the bus was in service and soon as that happened three other buses pulled out of the garage. The customer said that she is not happy with the service because this is not the first time that this has happened.

Please investigate

Thanks

**Response:**

No response listed

**2170484**

**Customer (phone call notes):**

For the past month there are regular instances whereby a bus is cancelled from Townsmead Road towards Hatton Cross when school finishes at 15:30.

**Response:**

No response required

**2171427**

**Customer:**

Yet again, the 0750 bus did not show up. This is a recurring theme. If I didn't have to take London buses, I wouldn't, your service is rubbish. This is making me overly late for work!

Direction : Hatton Cross

**Response:**

Dear Mr [REDACTED]

Re: Route H25

Thank you for your email dated 20 October. I was concerned to learn of your experience in attempting to travel on bus route H25. I can appreciate how frustrating it can be to wait an excessive length of time for a bus, and I am sorry for the inconvenience caused as a consequence.

Our route controllers work to maintain a consistent service, but road conditions can change suddenly at any time. All routes can be affected by unexpected delays caused by problems such as traffic accidents, roadworks, illegal parking or staff shortages. This can mean passengers may have to wait longer than expected for their bus.

Route H25 is currently subject to ongoing delays caused as a result of roadworks in place in Bear Road / Swan Road, TW13. Despite these works, and the subsequent adverse road conditions, I would again like to assure you that the route controllers have strived to provide as reliable and as consistent a service as possible.

Let me also assure you that we continually monitor the bus network to ensure that routes are meeting their performance targets or identify any that are not. Where a problem becomes apparent, our Performance team will work with the operating company concerned to overcome it.

Thank you for your correspondence on this subject. Please feel free to contact me if I can be of further assistance.

Yours sincerely

Paul Lawley  
Customer Services

## **2174459**

### **Customer (phone call notes):**

The customer called to follow up on the two previous complaints that he has made about the same issue because the same thing happened to him tonight. The customer was angry that he had not received any response in relation to his last two complaints.

I looked up the complaints and read out the response (sent 19/10) relating to this complaint. The customer was not at all happy with the response and thinks that this is lies. The customer said that this has been going on for two years and it is not good enough.

I told the customer that the response from 2106277 is in process and he would receive a response shortly.

The customer has made two complaints about this same service recently 2094377 and 2106277. However the customer is very angry about this service so called to follow up and add another complaint.

Tonight the customer has had the same problem where he got to the stop at 18:50, there should have been a bus at 18:59 and 19:12 but a bus didn't get to the stop until 19:15. Sometimes there is no bus and the customer has to walk 2 miles home.

The customer thinks that the bus company is cutting bus services out thus missing scheduled times on the timetable.



From the previous complaints that the customer has made the response states that the delays are due to road works but the customer thinks that this is lies as this has been a problem for over two years and it's the customers that are suffering.

The customer said that there is no bunching at all so he feels that the buses are not running late but that there is a shortage of buses running.

The customer is very upset about the situation and will be keeping a diary of when this happens and will continue calling until something is done.

The customer has the details for London Travel Watch and is going to take this further.

Thanks, [REDACTED]

I have updated the notes on the other two service tickets.

**Response:**

No response required

**2183613**

**Customer:**

Drivers are still not sticking to timetables as school holidays are now with us are we to assume to be at the stop at least 10 minutes early? missing the 07:34 which was more than 10 minutes early I waited for the next bus which was also 10 minutes early and people along the route had to run for this bus - did the driver wait for them? no, he drove off then went really slow along the Hatton Road because he was too early. I suggest you get inspectors out along that route early in the mornings and make the drivers wait for passengers who expect their bus to be on time!

Direction : Hatton Cross

**Response:**

Dear Mrs [REDACTED]

Thank you for your feedback about buses on route H25 running early.

I was concerned to learn of the events you describe. We aim to provide easy to use and reliable services for our customers. I am sorry you have been unable to rely on the service recently.

We expect drivers to make every effort to adhere to the scheduled timetable and buses should not leave bus stops early. On occasion, buses may run early when traffic is much lighter than we predict – as you have pointed out, during school holidays. We appreciate that a bus running early is just as frustrating as a bus running late. As you know, should a bus leave a stop early it can lead to subsequent passengers having a longer wait for a bus.

If a service is running early, drivers can either drive more slowly or stop for a few moments to return to the scheduled service. If this is happening consistently it may suggest a problem with the schedule. Please be assured that we are working with Abellio, who are responsible for the H25, to ensure that drivers are following the timetable as closely as possible and that the schedule is fit for purpose.

Bus services are an important part of public transport and we do our best to provide a service our customers can have confidence in. We will continue to monitor this route and take action where appropriate to ensure that passengers receive an efficient and reliable service.

Thank you again for making us aware of your experiences. I hope my comments help and should you have any further queries, please let me know.

Yours sincerely

Andrew Ackford  
Customer Services

## **2189338**

### **Customer:**

To Whom It May Concern,

I wish to make a complaint against one of your drivers. I didn't take down his number, but he was driving the H25 bus that arrived at the Felthambrook Way bus stop in Hanworth at 07:51am today (24.10.11). He said he had only recently taken up employment with you.

The bus arrived on time - which is rare - and apart from the bus pausing at a bus stop that no one wished to use (making me miss my next bus), there were no issues until we approached the stop prior to Feltham train station. I stood up and waited for the bus to stop so that I could disembark. Suddenly I realised the driver was shouting at me and glaring at me through the rear-view mirror. Because he was looking right at me, I removed my headphones and asked him if he was shouting at me. It turned out he was unhappy because more than one person had pressed the bell. I answered back something to the effect of it doesn't matter, that's no reason to be shouting at me, especially as I hadn't even pressed the bell. I thought that would be the end of the matter, but then he stopped the bus and continued to rant at me.

I don't take kindly to anyone shouting at me for no reason, so I argued back. I was angry by now too, but each time I tried to end it, he carried on shouting and refused to open the doors or drive on. Other passengers were waiting to get off the bus too. The main reason for my complaint is that he then threatened to "get someone to come and give me a slap". I am a woman in my twenties and not only is it totally unacceptable for any man to threaten violence against a woman, I feel that it is even more so when it is one of your drivers towards a passenger. I called his bluff and the argument continued until he eventually drove to the bus stop and let us off. He then sat there for a few minutes staring at me. I stood up to this man, but plenty of other women would have been very intimidated by his behaviour. I myself found the whole thing particularly unpleasant and I feel that I shouldn't have to put up with this when I'm just trying to get to work. There are signs on buses warning people not to abuse the staff, but what about us?

Personally, I am sick and tired of this kind of behaviour from bus drivers (some on the H25, but mostly drivers on the 235 are very rude to passengers). As far as I am concerned, I pay to use your bus service and I expect to be treated with respect, just like any customer in any other sector. The customer service provided on public transport is appalling, non-existent in fact. Can you imagine walking into a shop and having the sales assistant shout at you and threaten you for wanting to use the fitting room? We wouldn't tolerate it anywhere else so I don't know why we are expected to on buses.

I hope that you will take my complaint seriously, especially as I take the H25 every day and I am not looking forward to seeing this driver again.

Yours faithfully,

██████████

**Response:**

Dear Ms ██████████

Thank you for your email of 24 October 2011 detailing your experience with a driver of route H25. I was concerned to learn of the events you describe. I am sorry to hear of your experience. Please accept my sincere apologies for any inconvenience caused as I can understand how upsetting it must have been when the driver behaved in the manner you describe.

Our drivers are trained to stop at all stops when a passenger presses the bell or if passengers are waiting at a bus stop. Drivers should always be vigilant to ensure that they do not miss any waiting passengers before pulling away from or driving past the bus stop. It is disappointing to learn that the driver did not follow our basic procedures.

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

We expect the very highest standards of service from all our staff. This is especially true of our drivers as they are in many ways the face of our organisation. Drivers receive thorough training to enable them to operate their vehicles effectively. Customer service is central to this. London Buses take matters of anti-social behaviour very seriously; as such we expect that drivers should uphold our standards when dealing with passengers. This type of behaviour is not tolerated by London Buses and our operating companies.

In view of your feedback I have highlighted details of your experience to the operator, Abellio. The operator will investigate this incident and will be able to identify the driver from the details you have provided. Following this, the driver will be interviewed by a member of management and corrective disciplinary action will be taken in line with the operators internal disciplinary procedures.

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

I also note that you have been experiencing delays with route H25; I regret any inconvenience caused by this. The route has been subject to delays due to construction of a 20mph zone at Bear Road/Swan Road. The works are expected to be complete by January 2012. I trust that you will notice a marked improvement when the works are completed.

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

Yours sincerely,

Sergino Bright  
Customer Service Advisor  
Customer Service Centre

**2204697**

**Customer (phone call notes):**

customer is making another complaint about the H25 service.

customer said that he has been waiting for the bus at Feltham station going towards Hatton cross since 18:45, it was 19:30 when we had finished our conversation and a bus stil hadn 't turned up.

customer has made a number of complaints regarding this bus service but still nothing has been done in regards to this.

Customer beleives that the garage are cutting out services

customer wants a response detailing what we are planning to do to rectify this, and what action has been taken?

(Please can this be sent to performance to respond as a number of complaints have been handed off the garage already)

Please respond in writing

**Response:**

Dear Mr [REDACTED]

Thank you for your further feedback detailing your experiences travelling on route H25. I was concerned to learn your dissatisfaction with the route and apologise for the long delays you have experienced.

Unfortunately, the previously mentioned woks along Bear Street have impacted the route, and as you will understand, excessive traffic due to factors such roadworks can inevitably lead to delays. However, I have noted your continued dissatisfaction with route H25, and once all the works are over along the route, I have asked that our Performance Team monitor the route to evaluate any other factors that may be affecting the route. We will then be in a position to take any further action if necessary.

As I've mentioned before, where issues are identified, we will always strive to resolve the issue where possible. We appreciate that bus services are important to local communities and we do our best to make them accessible to as many people as possible. We will continue to monitor this route and take action where appropriate to ensure passengers receive an efficient and reliable service.

Thank you for making me aware of your experiences. I hope my comments help and should you have any further queries, please let me know.

Yours sincerely

Alwin Fernandez  
Customer Services

**2215849**

**Customer (phone call notes):**

Hi,

Customer explained that the bus are always overcrowded and they arrive late.  
The complainant said that she is not impressed at all.

The customer said that she was on the bus and a driver looked at her and waved and the customer said that she is not impressed.

Mop said that there is so many school kids on the bus.

The customer said that she has missed a few buses due to the bus overcrowded. The customer said that she believes this is happening because buses are being cut out.

The customer said that this has been going on for the last 8 months

Please investigate

Thanks

**Response:**

No response listed

**2219620**

**Customer (phone call notes):**

Customer was furious about this bus route.

Customer said its getting to the point where people with bags of shopping are walking along the route because they assume the bus will not be coming.

Customer has repeatedly complained about this bus route and is eager to have something done about it.

Customer says he constantly has to wait 40 mins+ for the bus which he thinks is disgusting.

Please can we look into this as this customer's complaint has been ongoing for some time and the garage have been made aware repeatedly.

Many thanks

**Response:**

No response required

**2220047**

**Customer:**

I am lodging a formal complaint re the H25 bus route operated by Abellio. The worst of the service is during term time. This is the only bus that runs between Butts Farm, Hanworth and Hatton Cross. Users trying to board the 7.35 at Felthambrook bus stop are unable to get on the bus during term time as it is full of schoolchildren. If the bus does stop to let 1/2 people off drivers don't take any on board even though there is plenty of room at the back of the bus, they do not ask the schoolchildren to move down the bus to make room for us. These schoolchildren get off the bus three stops later! I am amazed at how Abellio was awarded this route. They don't appear to have worked out that by putting on an extra bus or two between 7.30 & 8am would ease overcrowding & delays & ensure that those of us who are tax payers and full fare payers can get on the bus. The timetable has always been a great work of fiction anyway but the overall service is getting beyond a joke now.

Direction : All

**Response:**

Dear Mrs [REDACTED]

Thank you for your email regarding buses arriving late and full on route H25. I can certainly help with this matter and would like to start by apologising for the delay and frustration this has caused.

We realise that buses need to be reliable and convenient if we are to encourage more passengers to use our services, and we regularly monitor the bus network to identify those routes that fail to perform to the standard we expect. We then work closely with our operators to overcome the problems which may be causing delays, and improve the level of service that is offered to our passengers.

Buses along this route are required to leave the garage at regular intervals to maintain an even and regular service, and timetables are also planned to take instances of disruption into account. However, since traffic and road conditions can change suddenly and unexpectedly, delays are occasionally experienced.

I have asked Abellio London who operate this route on our behalf, to look into the concerns you have raised. They will address the issues of the service running late to ensure that this does not happen in the future. They will also make sure that their buses are sticking to the timetable wherever possible, and will continue to work with us to reduce instances of late running buses.

We realise that our passengers rely on a convenient and reliable bus service, and we are constantly looking at ways to reduce instances of delays. As indicated, we meet regularly with our bus operating companies to discuss various ways of achieving this, as well as investing heavily in technology which is also aimed at providing a more consistent and efficient bus service.

Please be assured that we do want to provide you with the very best service, and your comments are very welcome in helping us to achieve this.

Once again, thank you for taking the time to contact me. If I can be of any further assistance, please feel free to get in touch again.

Kind regards

Eleanor Stanhope

Customer Services

**Customer:**

Dear Ms Stanhope

Thank you for responding.

In the past couple of weeks Abellio have changed their timetable to show later arrivals, in most cases by one or two minutes and I and my fellow passengers will be monitoring the service over the next few months.

I would also ask you to look into the reason why the buses stop to 'regulate the service' by 2/3 minutes at the top of Feltham High Street - one stop before Feltham Station. Oddly they appear to do this even when they are late! This results in everyone missing the 7.46am train on most days. Several passengers have asked the drivers to feedback that they could actually stop to 'regulate the service' at the Feltham Station stop instead.

However I am pleased that you are reviewing the service provided and hope that the issues concerning over crowding on this service will also be addressed as no matter how much the timetable is changed it still does not alter the fact that the service provided at peak times is not sufficient for the number of passengers, as explained in my previous communication.

Kind Regards

[REDACTED]

**Response:**

Dear Mrs [REDACTED]

Thank you for your further email regarding buses on route H25 stopping to regulate the service. I can certainly help with this matter and would like to start by apologising for the further delay and frustration this has caused.

I have asked Abellio London who operate this route on our behalf, to look into the concerns you have raised. They have advised that if buses are running slightly early just before a timing point, they would have to stop to regulate the service or the consequences for the driver could be severe if found running early too often without stopping to regulate the service. It is worrying to hear that you believe this also happens when drivers are running late, and Abellio will monitor this situation.

We realise that our passengers rely on a convenient and reliable bus service, and we are constantly looking at ways to reduce instances of delays. As indicated, we meet regularly with our bus operating companies to discuss various ways of achieving this, as well as investing heavily in technology which is also aimed at providing a more consistent and efficient bus service.

Please be assured that we do want to provide you with the very best service, and your comments are very welcome in helping us to achieve this.

Once again, thank you for taking the time to contact me. If I can be of any further assistance, please feel free to get in touch again.

Kind regards

Eleanor Stanhope  
Customer Services

## **2225411**

### **Customer (phone call notes):**

Delays of half an hour.

Customer said he waited at Little Park Drive for about 28 minutes intending on going towards > HANWORTH, Butts Farm Estate.

Informed customer of diversion on route which started on Saturday and how to check online for bus timing information / countdown.

The customer said why don't drivers give customers information, he said all the drivers of this route say to him is customer waited on Saturday for 28 minutes – at 15:30. The caller said all the drivers on Saturday said (and drivers in the past say) is that there is too much traffic. The caller said drivers are never polite either.

### **Response:**

No response required

## **2226900**

### **Customer (phone call notes):**

Passengers was on board the bus and said that the driver wasn't driving very professionally he was stopping harshly at the bus stops. Whilst he was driving two near misses with other vehicles and braking hard during the journey.

### **Response:**

No response required

## **2247442**

### **Customer (phone call notes):**

Customer said a bus was missing and the next driver sped past her while she was waiting.

Customer is 6 months pregnant and unable to walk her route. The controller said there was a bus missing due to a mechanical failure.

Customer was very unhappy that now she was going to be late for her doctors appointment.



Please investigate and take appropriate action.

Many thanks

**Response:**

No response required

**2263690**

**Customer:**

I use this bus service on a regular basis and, until recently, have found it very reliable. However, in the past few weeks the service has gone rapidly down hill. The buses are very late. for example, on Monday 7th November I went to the bus stop at Befont green to catch the 08:31 bus to Feltham. I was there at 08:25. The automated read out advised that the next H25 would not be arriving for another 17 minutes. This is not the first time this has happened, it is happening more and more. Would you please look into my complaint as this is very frustrating when i am trying to get to work. The service is becoming more and more unreliable.

[REDACTED]

**Response:**

Dear Ms [REDACTED]

Re: Route H25 – Gaps in service

Thank you for your recent email concerning the above issue. I would like to start by apologising for the difficulties that you have incurred whilst using this service, and I can sympathise with the frustration that yourself and fellow customers have endured with this service. Your comments have been noted about the discrepancies between the actual running times and the scheduled times we have specified on our timetables.

Please be assured, we do understand the importance that our customers place on our services, and the need for them to arrive within the designated times frames as a far as is possible. Regrettably, due to factors outside of our control, this is not always possible. Such issues include, but are not limited to: roadworks, increased traffic congestion, bus related incidents, and as we enter the colder months which are now upon us, the negative impact that adverse weather can play on the running times of our services.

I can confirm, having spoken with Abellio London, that issues arose on the day in question as a result of a mechanical failure. As a result delays were incurred. In general there buses do operate according to schedule, however, rush hour traffic has on occasions caused some delays to be incurred. We shall continue to monitor the performance of this service, and take any measures deemed required to address any performance issues that may arise.

Once again, thank you for bringing this matter to my attention. If I can be of any further assistance, please let me know.

Yours sincerely

Benjamin Lyon  
Customer Service Advisor

**2296700**

**Customer:**

Dear sir/ madam,

I have couple of complaints against the bus service in Bedfont.

1. I catch the H25 regularly to and from Hatton Cross tube station on weekdays to get to work. In the mornings, it is usually the 8:36 and the 8:51. The buses at these specific times either are early, late or not turn up at all. This has been occurring for the past few years. One such occasion was yesterday morning the 8:36 bus went past at 8:34 which resulted in my having to catch the next bus which turned up at least 5 minutes late. So just for the morning my travelling hours was 1 hour 40 minutes when on a good day it's generally 1 hour 10-15 minutes. But this is just one way.

The return journey is usually quite late generally after 9 pm. There have been similar incidences but not as bad as the morning times mentioned above. There has been occasion when the last bus does not turn up at all.

It is understandable to have occasional delays due to traffic but it is not acceptable for the buses not to turn up at all like the last bus or be early, especially for passengers like me who rely on the local bus service to get around.

2. Couple of weeks ago the bus timing changed overnight. Surely there should be an advance notification before the changeover so the regular passengers are aware of the change?

I trust the above complaints will be looked into and a response will be forwarded.

Thanks.

██████████  
Direction : Towards Hatton Cross

**Response:**

Dear Ms ██████████

Re: Route H25 – Gaps in service

Thank you for your recent email concerning the above issue. I would like to start by apologising for the difficulties that you have incurred whilst using this service, and I can sympathise with the frustration that yourself and fellow customers have endured with this service.

Please be assured, we do understand the importance that our customers place on our services, and the need for them to arrive within the designated times frames as a far as is possible. Regrettably, due to factors outside of our control, this is not always possible. Such issues include, but are not limited to: roadworks, increased traffic congestion, bus related incidents, and as we enter the colder months which are now upon us, the negative impact that adverse weather can play on the running times of our services.

I can confirm, having spoken with Abellio London, who operate route H25, about the delays you have experienced. They have informed me that in general there buses do operate according to schedule, however, rush hour traffic in the morning peaks, and recently completed works in Bear Road has on occasions caused some delays to be incurred.

We shall continue to monitor the performance of this service, and take any measures deemed required to address any performance issues that may arise.

Once again, thank you for bringing this matter to my attention. If I can be of any further assistance, please let me know.

Yours sincerely

Alwin Fernandez  
Customer Services

**2306525**

**Customer:**

London  
-2 DEC 2011  
TravelWatch

21-11-11

Dear Sir

I am writing to inform you that I had an injury on your bus, H25, on the 21-10-11, at 8-15am the drive No. is 8457.

I cut my left leg on one of the bolts on the seat on the back left side of the bus. I reported it to the driver, who called an Ambulance to treat me. It was reported to your office by the driver. My details were also taken and so far I have not been contacted to check on my progress.

I would like to say my whole day was disrupted by the incident. I was ~~left~~ traumatized by the events, as I had to cancelled my work for that day. I suffered the humiliation of travelling home with a big rip in my tights with bleeding legs. I have been left with Scarring (Permanent).

I hold your company responsible for my injury and distress. I would like to be compensated for all of the above.

Looking forward to a speed~~er~~ response.

Many Thanks.

Response:

Dear Madam/Sir

Incident on 21 October 2011  
Route H25

Thank you for your recent letter regarding the above incident.

I have passed this onto Abellio, who operate route H25 on our behalf, and asked them to reply to you in respect of this complaint. Should you wish to contact them directly in the meantime, Abellio's contact details are:

Abellio London & Abellio Surrey  
301 Camberwell New Road  
London  
SE5 0TF

Telephone: 020 7788 8550  
Email: [customer.care@abellio.co.uk](mailto:customer.care@abellio.co.uk)

Thank you for bringing this matter to our attention.

Yours sincerely

Alwin Fernandez  
Customer Services

## **2308569**

### **Customer (phone call notes):**

customer was waiting at the bus stop for the H25

As the bus approached the customer the driver flashed his lights twice, driver slowed down, as he got closer to the customer the driver picked up speed and drove off

### **Response:**

Dear Mr [REDACTED]

Incident on route H25

Thank you for your recent email where I was concerned to learn of your distressing incident on route H25. Our drivers should be professional and courteous at all times. I am very sorry for the obvious inconvenience caused by a driver not following a simple stopping procedure.

I have contacted Abellio, who operate route H25 on our behalf. You will be pleased to learn that following an investigation, the driver was identified. They will interview the driver in question about their conduct, and follow this up with appropriate action in line with their internal procedures. Rest assured this matter will be taken very seriously to ensure it doesn't happen again. Furthermore, Abellio will be reminding all their drivers of their important duties towards the public.

It's essential that our bus drivers promote a positive image of London Buses, as well as operating their vehicle to the highest safety standard. Training is vital in achieving this and all drivers receive thorough training from their operating company.

Thank you once again for taking the time to contact us. I hope your journeys in the future are more pleasant. If I can be of any further help please feel free to get in touch.

Yours sincerely

Alwin Fernandez  
Customer Services

### **2316053**

#### **Customer (phone call notes):**

The caller is tired of how badly 'slipshod' this route is run. Not for the first time at rush hour in the morning this morning 'they just took two buses out of service'.

Please investigate this matter thoroughly and deal with the results of that investigation appropriately. No reply to the caller is necessary at this stage.

Best Regards  
Peter

#### **Response:**

No response required

### **2321619**

#### **Customer:**

The H25 has been irregular between 7 am and 8 am for several weeks. On Friday I waited for around 30 minutes for a bus to arrive from 7.30ish. When it did arrive at 8am (not at 7.37 or 7.50) as advertised, it was already fairly packed. Because of this, people were not able to get on at subsequent stops and I witnessed a horrible crush around the doors where a woman and here two young children were squashed in the clamour for people to get off. The service had clearly been reduced as this sort of delay has happened several times last week. On one occasion the poor running bus caused me to miss my own work presentation. This is all a disgrace considering I pay nearly £2000 a year for zone 1 to zone 6 travel card.

Direction : To butts farm

#### **Response:**

Dear Miss [REDACTED]

Re: Route H25

Thank you for your email dated 12 December. I was concerned to learn of your experience in attempting to travel on bus route H25, and I am sorry for the inconvenience caused as a consequence.

We understand how important it is for our buses to be reliable and convenient and we regularly monitor the bus network to help ensure that all of our services are performing to the standards we expect. This also allows us to identify those routes which are not meeting this target, and we can then work with our operators to overcome whatever problems they face to improve the situation.

Buses on every bus route should leave the terminus at regular intervals to maintain an even and regular service, and timetables are planned to take instances of disruption into account. However, as traffic conditions may change suddenly at any time of the day - including early mornings - delays can be experienced. These delays can also be caused by other vehicles parking illegally, road traffic accidents, or by road works on or near the bus route.

I am sorry that you have experienced delays on routes H25. Please rest assured that the route controllers for the service monitor this route closely and endeavour to provide as reliable and as consistent a service as possible.

The details of your complaint have been sent to Abellio London, who operate route H25 for us. The Abellio London management are in a position to closely monitor the service on route H25 to help provide the best possible service.

Let me also assure you that Transport for London (TfL) will continue to monitor the route as part of the larger bus network. Where persistent issues become apparent, we will work with the operating companies concerned to overcome them.

Thank you for your correspondence. Please feel free to contact us if we can be of further assistance.

Yours sincerely

Paul Lawley  
Customer Services

**2322853**

**Customer (phone call notes):**

The 11:37 did not arrive. The customer complains that the service regularly experiences long gaps between services.

**Response:**

No response required

**2325142**

**Customer:**

This particular bus driver almost caused major damage to not only me but to the car driver behind me when i had to reverse in such a hurry when he took it upon himself to enter into Norman avenue feltham from off of the Hanworth road, I was pulling forward to the line to exit onto the Hanworth road when he came down the road and turned straight into the road the damage that he would have caused with his driving would have been phenominal.

I wish to make this official complaint about his dangerous driving and hope that you do something to teach your drivers to allow people like myself to exit before they enter.

Had the bus been at his junction ready to turn into norman avenbue i would have given him plenty of room to manouvre the bus into the road but he wasnt. I was at my exit junction long before the bus had even got to his point.

This in my oppinion constitutes bad and dangerous driving skills on behalf of the said driver and possibly of all drivers that work for you.

Please act accordingly. I have been intouch with the local Police who say i have to report the incident to you and if there is no response to forward the details onto them for investigation.

Direction : Towards butts farm

**Response:**

Unable to contact

**2337137**

**Customer (phone call notes):**

Customer said the bus H25 from Pavensy Road towards Hatton cross have been running consistently late for 2 days.

She said the 02 and 32 minutes past the hour (from 20:00-23:00) service dint show up until an hour after and the driver dint offer any information as to the cause of delay.

This she said happened on the 14th and 15th December 2011. She said the trend is usually in the evenings and occasionally in the mornings.

She said she would like to see improvements to the service as she looks forward to getting home early after work.

Kind regards

■

**Response:**

No response required

**2337283**



**Customer (phone call notes):**

The driver asked the customer's 8 year old son who suffers from learning difficulties to move from his seat so that an elderly gentleman with crutches could sit down. The customer was seated on a seat that was not for priority seat for elderly passengers.

The customer explained her son was not taking up a priority seat. The driver got angry and asked the customer "do you understand English". She replied "I come from this country. I'm white". The customer then alighted and saw the driver stick two fingers up at her twice

**Response:**

No response required

**2342087****Customer (phone call notes):**

20.12.2011 09:41:57 [REDACTED]

incident took place on the 19.12.2011

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**Notes**

20.12.2011 09:35:08 [REDACTED]

The driver shouted at the customer's 14 year old grand son "get off my bus now" after his oyster would not work. The customer told the driver, "excuse me don't talk to him like that". The driver then said "ok, pay "£2.20".

The customer told the driver she was a pensioner and would not have any money until she went to the bank.

The driver then shouted at both the customer and her grand son to get off the bus

**Response:**

No response required

**2355471****Customer (phone call notes):**

Customer called in to complain about the H25 bus service, customer says the bus is running a irregular service and it an on going problem

Fyi its the same for the H26 bus service

**Response:**

No response required

## **2355481**

### **Customer (phone call notes):**

Customer called to complain about the service of the bus H25.

Customer said for the past 2 weeks the route H25 have been running 30 minutes late going towards Hatton Cross.

Customer said the same thing happened today around 16:00.

Customer said the service is terrible and not reliable.

Customer said he will like to know if there is any specific reason for this.

### **Response:**

Dear Mr [REDACTED]

Re: Route H25 – Frequency

Thank you for your recent correspondence regarding buses arriving late on route H25. I would like to start by apologising for the delay and frustration this has caused.

We realise that buses need to be reliable and convenient if we are to encourage more passengers to use our services, and we regularly monitor the bus network to identify those routes that fail to perform to the standard we expect. We then work closely with our operators to overcome the problems which may be causing delays, and improve the level of service that is offered to our passengers.

Buses along this route are required to leave the garage at regular intervals to maintain an even and regular service, and timetables are also planned to take instances of disruption into account. However, since traffic and road conditions can change suddenly and unexpectedly, delays are occasionally experienced.

Having looked into this route, I can confirm that buses will experience some delays due to the construction of a 20mph zone. These particular works are due to end on 27 January.

However, I do appreciate that waiting in bus queues for long periods as you have described is frustrating. In light of this, I have contacted Abellio, who operate this route on our behalf to look into the concerns you have raised. The Route Performance Manager aims to enhance the quality of the service in all areas and will address the issues of the service running late to ensure that this does not happen in the future. They will also make sure that their buses are sticking to the timetable wherever possible, and will continue to work with us to reduce instances of late running buses.

We understand that our passengers rely on a reliable bus service, and we are constantly looking at ways to reduce instances of delays. As indicated, we meet regularly with our bus operating companies to discuss various ways of achieving this, as well as investing heavily in technology which is also aimed at providing a more consistent and efficient bus service.

Please be assured that we do want to provide you with the very best service, and your comments are very welcome in helping us to achieve this.

Once again, thank you for taking the time to contact me. If I can be of any further assistance in the future, please feel free to get in touch again.

Yours sincerely

Felicity O'Keeffe  
Customer Services

## **2415663**

### **Customer:**

after ringing the bell the driver refused to stop, this is the second time this has happened, possibly the same driver, no apology is ever given. [REDACTED]  
Direction : butts farm

### **Response:**

Dear Mr [REDACTED]

Re: Driver complaint

Thank you for your recent correspondence regarding a route H25 driver's failure to stop. Please accept my sincere apology for the inconvenience that this incident caused you.

We very much regret this bad experience. London Buses are committed to providing a first class bus service to all our customers, and we expect the highest of standards of our drivers. Our drivers are trained to serve the needs of our passengers waiting at bus stops; it is the very nature of the driver's role to stop and pick up passengers. It is disappointing that this basic requirement was not met on this occasion.

I have contacted Abellio, the operator of route H25, and they will endeavour to identify the driver concerned with the information you have provided. An investigation into this matter will be carried out and suitable action taken in line with their internal disciplinary procedures. In the future, if you are able to provide us with the running number or registration number of the bus involved, then we can ensure the driver can be identified and disciplinary action taken.

Once again, I would like to apologise for this incident and thank you for bringing it to our attention. If I can be of further assistance, please do not hesitate to contact me.

Yours sincerely

Allison Biggs  
Customer Service Advisor

## **2425593**

### **Customer (phone call notes):**

Customer said he driver fails to stop every time and claims there are too many people on the bus and yet he lets people off. customer said if there are too many people in the first place why is he letting them on.

as customer was talking two elderly ladies walked up to the bus stop saying they also had to walk because he did the same to them as he always does.

customer would like to know the driver has been spoken to, and she will keep calling until the problem is no longer happening.

customer said if there is enough room on the bus he should let them on.

Please investigate and respond to customer.

Many thanks

**Response:**

Dear Mrs [REDACTED]

Re: Route H25

Thank you for your telephone call on 24 January, regarding a bus driver on H25. I would like to start by apologising that this driver did not stop when you intended to board at Shore Close.

I am sorry to hear of your experience, as I realise that this is very frustrating. I can inform you that bus routes often give the impression of being overcrowded when they are experiencing reliability issues. Gaps in service result in buses picking up more passengers and filling up more quickly, giving the impression of a lack of capacity. However, I am particularly concerned as you have informed us that this has not been an isolated incident.

In light of your comments, I have contacted Abellio who operate route H25 on our behalf, and made them aware of your experience. They have contacted me today to confirm that from the information you have provided, the driver will be identified and advised to use the ibus system to ask people to move down the bus. They have also advised that the route will be monitored to address the issues of the service to ensure that this does not happen in the future. The Performance Manager for route H25 will make sure that their buses are sticking to the timetable wherever possible, and will continue to work with us to reduce instances of late running buses.

Please be assured that we are working with the bus operators to improve the relationship between drivers and our passengers. This requires a strong emphasis on staff training, and we are constantly liaising with the bus operators to achieve real improvements.

Once again, thank you for bringing this to our attention. Should you require any further assistance in the future, please do not hesitate to contact me again.

Yours sincerely

Felicity O'Keeffe  
Customer Services

**2430480**

**Customer (phone call notes):**

Customer called to complain about the driver of the bus H25.

Customer said when the bus was moving off from Bedfont Library, he pressed the stop button to get off at the next stop and the bus driver did not stop.

Customer said he approached the driver and the driver said he did not press the button and started insulting him.

Customer said when he was getting off the bus, the driver called him a fat something. Customer said he thinks that's why the driver did not stop to him.

Regards  
Dotun.

**Notes:**

Response was sent but not saved on SAP for some reason

**2432293**

**Customer:**

Good morning

Please clarify to me and YOUR Drivers which bus stop is to be used at the above location going towards Butts Farm.

The situation is blurred by the fact that the relevant time table is displayed at one stop and SOME of the H25 buses stop at another, neither stop has the H25 route shown on the stop.

The result of this confusion is that I waited for the 19:46 service last evening at the stop with the time table and the bus very briefly stopped at the first stop as it entered the station, despite me holding my hand out your driver chose to ignore me, NOT very HELPFUL!!

I look forward to receiving a PROMPT RESPONSE from you.

Regards [REDACTED]

**Response:**

Dear Mr [REDACTED]

Re: H25 bus stop.

Thank you for your email regarding the correct bus stop for the H25 at Fulham station.

I note that you have already received a response from Abellio regarding the issue of drivers stopping at incorrect stops. I trust that this issue will now be resolved.

I have also forwarded your email to the appropriate area to amend the stop bus numbers and the timetable information. I have been informed that this will now be rectified. I'm sorry for the inconvenience this has caused.

Once again, thank you for taking the time to contact me. If I can be of any further assistance, please feel free to get in touch again.

Yours sincerely

Andrew Cumming  
Customer Service Advisor

**Customer:**

Hi Andy

The latest, first the good news H25 has been added to Bus Stop A, unfortunately the destination is shown as T5 Butts Farm, T5 is not only in the other direction but the H25 does not go to T5?

This has already caused confusion with a traveler last evening.

Kind regards [REDACTED].

**Response:**

Dear Mr [REDACTED]

Re: H25 bus stop.

Thank you for your further reply on this matter. I am sorry that there is still an issue with this stop.

I have asked the team responsible to look into this matter. They have now informed me that there was indeed a mistake and that this was down to human error on their part. However, this should now be resolved. Thank you for informing us of this and I apologise for the inconvenience you were caused.

Thank you again for your feedback. Please do not hesitate to contact me again if you have any other questions.

Yours sincerely

Andrew Cumming  
Customer Service Advisor

**2434899**

**Customer (phone call notes):**

Customer called to complain about the driver of the route H25.

Customer said she was with her special need son and he was in his pushchair, customer said when the bus came along, the driver said she could not get on the bus and she pleaded with him that she will fold down the pushchair.

Customer said the driver then shut the door on her pushchair, with her 3 year old son in it.

Customer said she told the driver what do you think you are doing? Open the door now.

Customer said the driver opened the door and started shouting and swearing at her, customer said she started shouting at the driver back.

Customer said the driver then turned off the engine and said he would not move until some of the passengers approached him and told him they saw what happened and he should just let it go.

Customer said the driver then reluctantly started driving again.

Customer said the bus driver put her son in danger and she will like this to be investigated.

Customer said she will like a response to this complaint.

Regards  
Dotun.

**Response:**

Dear Ms [REDACTED]

Re: Buggy not allowed to board.

Thank you for your feedback informing us of the incident involving a driver of the route H25 bus.

I was very concerned to learn about your experience on this occasion. As the public face of London Buses, our bus drivers are expected to behave in a considerate, polite and professional manner at all times. This being the case, this driver should certainly not have behaved in the manner that he did. There is no excuse for the behaviour that you describe.

For everyone's safety and comfort, unfolded buggies can't travel in the gangway. If the space is full because there are other passengers with buggies or a wheelchair user is occupying it, passengers should fold their buggies before boarding. However, as you had agreed to fold the buggy, this should not have been an issue.

I was also very concerned to learn that the driver had closed the door on your buggy. The safety of our passengers, as well as that of other road users, is an issue we take extremely seriously. Our drivers receive comprehensive training to enable them to perform their duties to the highest standard. As you would expect, safety is a vital part of this training. To drive a bus without due care is completely unacceptable. We would expect all our drivers to ensure that all passengers are clear of the door before they are closed and certainly before they move off from the stop.

I've contacted Abellio, who operate route H25 on our behalf, about this incident. They were also concerned to learn that one of their drivers has behaved in this manner. They will use the information you have provided to attempt to identify the driver, interview him about his conduct and take any necessary action to ensure that it doesn't happen again.

I would like to assure you that Transport for London (TfL) is committed to making our buses as accessible as possible. Just a few years ago, the buses in use on our services were totally inaccessible to passengers with unfolded buggies. But since the beginning of 2006, our entire fleet has been made up of low floor, accessible buses. We're proud to be the first, and only, bus network of its size in the world to have achieved this.

Please be assured that London Buses monitors driver behaviour through its regular, network wide monitoring, such as Customer Satisfaction and Mystery Traveller surveys. In addition, the Driver Quality Monitoring (DQM) programme, carried out for Transport for London (TfL) by the Driving Standards Agency (DSA), checks for safety and also assesses the overall quality of driving standards.

Thank you again for bringing this matter to our attention. I would like to apologise again for this incident and I hope that this experience does not adversely affect your view of bus services in London. Please do not hesitate to contact me again if you have any other questions.

Yours sincerely

Andrew Cumming  
Customer Services

## **2441425**

### **Customer:**

I boarded the bus at Hatton Cross and asked the driver for a £2.30 fare. I gave the driver £2.40 in cash to which he immediately stated that he had absolutely no change so he could not give me the 10p owed. I asked him what I should do and he stated that unless he could get some money along the route I would just have to forfeit the extra 10p. I stated that this was not reasonable and asked why he had no change. He stated that he did not have to have any and that it was the rule that a passenger must have exactly the right money. I stated that he was very rude and unhelpful and seeing as he was working for a company that provided a service to the public his reasons seemed invalid. I could understand if I was giving him a large note first thing in the morning, but this was lunchtime. He then produced a 5p which he stated was out of his own pocket. I found a 5p so with his input the fare was OK. I asked him where I could see the rule he was referring to and he laughed. He then went on to embarrass and insult me by stating that it was my fault that the country was full of illegal immigrants and I should do my job properly. He knew I worked at the airport as I had a yellow tabard on with the airport immigration insignia. I told him he had no right to insult me, but repeated his claim. On disembarking from the bus I went to the rear of the vehicle and took down the buses registration number. The driver got out of the bus, seemed very angry and stated that I had to give him my details as I was taking those of the bus. I refused and stated that I would be making an official complaint about his attitude and insulting discriminatory behaviour towards both myself and my occupation, neither of which had any bearing on the fact that he had no change.

Direction : To Butts Farm

### **Response:**



Dear Mr [REDACTED]

Thank you for your recent correspondence where I was very concerned to learn of the driver's actions on route H25. The driver's attitude and the comments he made towards you when you boarded the bus was completely unprofessional and unacceptable.

You will be pleased to know that I have contacted the driver's management, at Abellio, who operate route H25 on our behalf and manage the driver in question. The driver has been identified and interviewed about their conduct. This has been followed up with disciplinary action in line with their internal procedures. Please be assured that this matter has been taken very seriously to ensure it does not happen again.

It's essential that our bus drivers promote a positive image of London Buses, as well as operating their vehicle to the highest safety standard. Training is vital in achieving this. All drivers receive thorough training from their operating company. To augment this, we've developed an enhanced programme for all drivers aimed at raising standards of driving, as well as improving customer service skills. This training leads to a nationally recognised BTEC qualification. We are committed to continuously improving the service our drivers provide.

Thank you once again for taking the time to contact us and if I can be of any further help please feel free to get in touch.

Yours sincerely

Alwin Fernandez  
Customer Services

**2443247**

**Customer:**

Was sat in seat behind the rear door on H25 bus going towards Hatton Cross. This seat is too small as your knees are jammed against the piece of wood in front of the seat. I am only five feet six. Must be even worse for anyone taller. Most uncomfortable seating I have ever had anywhere in the world in any mode of transport.

**Response:**

Dear Mrs [REDACTED]

Re: Seating on the H25.

Thank you for your feedback regarding a seat on the H25 bus. I was sorry to hear that you had an uncomfortable experience.

I have referred your email to the relevant area so that they are aware of this issue. Transport for London (TfL) is attempting to maximise the number of seats available but, please be assured that we are doing this whilst attempting to retain reasonable levels of comfort. However, some seats may be more spacious than others.

Thank you again for bringing this matter to our attention. I am sorry that our services have give you reason to complain. Please do not hesitate to contact me again if you have any other questions.

Yours sincerely

Andrew Cumming  
Customer Service Advisor

**2447977**

**Customer:**

Good Morning

I wonder if you can help me.

My elderly Aunt was travelling on your H25 route on Saturday 21st Jan 2012.

She boarded the bus at the stop opposite Barclays bank on Feltham high street at 13.48pm and proceeded round to her bus stop at the Rookeries in Elmwood Avenue.

The bus semi pulled into the bus stop and my Aunt got off the bus this is were she had the problem, the drive did not pull into the stop correctly nor did he lower the bus ( considering an elderly person was getting off the bus you would think he would do this), As my Aunt stepped down she fell and hurt her leg.

Your driver did not see this and proceeded to drive off, my complaint is your drivers need to 1) Pull into the bus stop correctly so that people step off the bus on to the curb/pavement and 2) lower the bus for elderly people.

My Aunt had to walk back to her house which is approx 5-10 mins in agony and was in a very upset state.

Please can you re educate your drivers to the above and also to make sure that your elderly passengers get off the bus safely.

Please can I have your comments on the above.

Regards

██████████

**Response:**

Dear Ms ██████████

Re: Injury on Route H25.

I am sorry to hear about the incident on 21 January 2012. I was very concerned to learn about your aunt's experiences.

The safety of our passengers and other members of the public is an issue we take extremely seriously. Our drivers receive comprehensive training to enable them to perform their duties to the highest standard. As you would expect, safety is a vital part of this training.

I would like to assure you that London Buses is committed to providing a fully accessible bus service. This is not just about providing working ramps, it is also to do with having knowledgeable, considerate and approachable staff. This is why this incident is both disappointing and unacceptable. This bus driver should have pulled in close to the kerb and should certainly have lowered the bus when requested.

I've contacted Abellio, who operate route H25 on our behalf. They were also concerned about this and will remind all drivers that the welfare of all of their passengers and other members of the public is of the utmost importance.

I think it is essential for your aunt to visit her General Practitioner. If her injuries persist and your GP recommends treatment of any kind, it is important for you to inform the bus operator immediately. Abellio's details are as follows:

Name of operator: Abellio

Abellio London  
301 Camberwell New Road  
London  
SE5 0TF

Please bear in mind that the operator will require some basic information about the incident. For example, you will need to provide information about: (a) the route number, (b) where and when you boarded, (c) where and when you exited, (d) exact location and time of where the incident happened, (e) where you stood/sat on the bus, (f) what you were wearing, (g) your age and any distinguishing features, (h) driver description (age, ethnicity, distinguishing features, badge number and/or name), (i) witness details of others on bus, (j) specific injury details (including photos if you have them), (k) copy of the ticket, if you have one.

Thank you for bringing this matter to our attention. I would like to apologise again for this incident and I hope that this experience does not adversely affect your aunt's view of bus services in London. Please do not hesitate to contact me again if you have any other questions.

Yours sincerely

Andrew Cumming  
Customer Service Advisor

**2448355**

**Customer:**

Dear Mr [REDACTED]

I will raise this with the depot and ask them to ensure that all drivers are aware; I believe that London Buses are responsible for the stop information so I have copied the customer care team into this email to enable them to highlight this to the relevant department

Kind regards

Janet Cameron  
Customer Services Officer

[REDACTED]  
[REDACTED]

Abellio London  
301 Camberwell New Road  
London, SE5 0TF

[www.abellio.co.uk](http://www.abellio.co.uk)

-----Original Message-----

From: [REDACTED]  
Sent: 31 January 2012 10:57  
To: Customer Care  
Subject: Re: H25 Service towards Butts Farm which bus stop at Feltham Railway Station

Hi Janet

Thanks for confirming this but the 19:46 stopped at stop D last night, this happens frequently so clearly the message has not got through to all the drivers concerned.

When is stop A going to be signposted so that we Joe public are informed as well.

Regards [REDACTED]

-----  
From: "Customer Care" <Customer.Care@abellio.co.uk>  
Sent: Tuesday, January 31, 2012 10:47 AM  
To: '[REDACTED] <[REDACTED]>' <[REDACTED]>  
Subject: RE: H25 Service towards Butts Farm which bus stop at Feltham Railway Station

> Dear Mr [REDACTED]

>

> The drivers should be serving stops as follows:

>  
> Stop B towards Hatton Cross  
>  
> Stop A towards Hampton Butts Farm  
>  
> At Feltham Railway Station.  
>  
> Please be assured that they have all been advised  
>  
> If I can be of any further assistance please do not hesitate to  
contact  
> me  
>  
> Kind regards  
>  
> Janet Cameron  
> Customer Services Officer  
>  
> [REDACTED]  
[REDACTED]  
>  
> Abellio London  
> 301 Camberwell New Road  
> London, SE5 0TF  
>  
> www.abellio.co.uk  
>  
>  
> -----Original Message-----  
> From: [REDACTED]  
> Sent: 24 January 2012 07:45  
> To: customerservices@tfl-buses.co.uk  
> Cc: Customer Care  
> Subject: H25 Service towards Butts Farm which bus stop at Feltham  
> Railway Station  
>  
> Good morning  
>  
> Please clarify to me and YOUR Drivers which bus stop is to be used at  
> the  
> above location going towards Butts Farm.  
>  
> The situation is blurred by the fact that the relevant time table is  
> displayed at one stop and SOME of the H25 buses stop at another,  
neither  
>  
> stop has the H25 route shown on the stop.  
>  
> The result of this confusion is that I waited for the 19:46 service  
last  
>

> evening at the stop with the time table and the bus very briefly  
> stopped at  
> the first stop as it entered the station, despite me holding my hand out  
>  
> your driver chose to ignore me, NOT very HELPFUL!!  
>  
> I look forward to receiving a PROMPT RESPONSE from you.  
>  
> Regards [REDACTED]

**Notes:**

Issue will be dealt with in 2432293. This one can be closed without response.

**2452436**

**Customer (phone call notes):**

The customer says she and her friend boarded the bus, the customer says the bus was very busy but 4 people got off the bus. The customer says the driver would not allow them to stay on the bus.

The customer says she had swiped her pass but says the driver would still not allow them to stay on the bus and eventually gave her a receipt which she was able to use on the next bus.

The customer says whilst this was ongoing another 5 people got off the bus but says that the driver would not allow her or her friend to stay on the bus.

The customer says the driver had no reason to treat her and her friend in this way and says there was more than enough room for them to board the bus.

The customer says this is not acceptable and would like to bring this to your attention.

Please investigate, no reply needed to csa or needed to customer.

Many Thanks

[REDACTED]

**Response:**

No response required

**2458108**

**Customer:**

The 12.17 bus towards Hatton Cross did not run and we had to wait till the following at 12.37. This bus was cold no heating on and the oyster reader did not work either. I think that the previous bus

was cancelled but am not sure as the driver was not very communicative. In the summer the heating on the bus would have been on. How do abellio get away with such poor service?  
Direction : towards Hatton Cross

**Response:**

Dear Mr [REDACTED]

Thank you for your recent report regarding the delay you experienced on one of the buses on route H25. I am sincerely sorry that you were inconvenienced by this.

I have referred your comments to the operator of route H25, Abellio, who have noted that the service at 12:17 towards Hatton Cross did not run due to a mechanical failure at short notice.

Regrettably buses do breakdown on occasion, and I do understand that you had to wait for a following service in order to continue your journey. Abellio have also noted your comments regarding the lack of heating on board this bus, and have confirmed that the Oyster card reader was replaced later in the day. Nevertheless, I understand that this gave a very poor impression of our bus service.

With this in mind, I would like to provide you with a booklet of savers tickets as a goodwill gesture. Please could you now provide me with a postal address to which these tickets can be sent?

Thank you again for taking the time to contact me. Please feel free to get in touch with me if I can be of further help.

Yours sincerely

Duncan Fallon  
Customer Service Advisor

**Customer:**

Duncan

Thank you for your response. My address is [REDACTED]

Regards

[REDACTED]

**Response:**

Dear Mr [REDACTED]

Thank you for your further correspondence.

I now enclose, as promised in my last communication, a booklet of savers tickets for use on London Buses' services. I do hope that this gesture helps to alleviate any frustration caused by the incident.

Thank you once again for reporting this issue to London Buses, and please do not hesitate to contact me if I can be of any further assistance.

Yours sincerely

Duncan Fallon  
Customer Services

## **2464706**

### **Customer (phone call notes):**

Customer said that his children boarded the bus at Feltham station at 16:40 going towards Hatton Cross.

one of his children is 10 and the driver wouldn't allow her on for free.

The two children explained why they needed to get on and that it was free for 10 year olds. The driver became annoyed and started swearing at them

the customer is incredibly annoyed about this and wants action taken against this driver

### **Response:**

No response required

## **2474674**

### **Customer:**

H25 should be 851 but the bus was few minutes early again. It went past the bus stop at 848 am.

I have complained previously on the same issue on 3.12.11 ref. 1009899284.  
Direction : Hatton Cross

### **Response:**

Dear Ms [REDACTED]

Re: Route H25

Thank you for your two emails of 10 February. I was concerned to learn of your experience in attempting to travel on bus route H25, and I am sorry for the inconvenience caused as a consequence.

Our bus drivers have a responsibility to maintain a considerate and professional manner at all times. Furthermore, we fully expect drivers to make every effort to adhere to the scheduled timetable. It is disappointing that this has not been your experience.



A bus can sometimes run late as a result of adverse road conditions, however, there should be no reason for a bus leaving a stop early. If a service is running early, the driver should stop for a few moments in order to ensure that the bus returns to its schedule. I am sorry to learn that this has not been your experience.

The details of your complaint have been sent to Abellio London, who operate route H25 for us. We have asked that the Abellio London endeavour to identify the drivers concerned and interview them. Appropriate action, in line with the company's internal procedure, will be taken as a result.

Abellio London are also in a position to remind all route H25 drivers of their responsibilities towards customer care, and the necessity to adhere to the timetable wherever possible.

Thank you for bringing this matter to our attention. Please feel free to contact me should you require further assistance.

Yours sincerely

Paul Lawley  
Customer Services

## **2474675**

### **Customer:**

H25 is at 851 but the bus was few minutes early again. It went past the bus stop at 848 am.

I have complained previously on the same issue on 3.12.11 ref. 1009899284.  
Direction : Hatton Cross

### **Notes:**

See response on ST2474674

## **2481933**

### **Customer (phone call notes):**

Stop Code 2566  
SMS Code 76199  
Access Node N025  
Point Letter J  
Stop Name FERNSIDE AVENUE  
Towards FELTHAM  
Location ELMWOOD AVENUE  
Borough Hounslow  
Position FERNSIDE AVENUE, 27 M S OF. O/S NO.2 RECTORY COURT.  
Owner Transport for London  
Status ACTIVE  
Installation date 30 Jul 1966

Withdrawn date  
Shelter Y

Stop Code T2569  
SMS Code 57308  
Access Node N024  
Point Letter L  
Stop Name ROOKERIES CLOSE  
Towards HANWORTH  
Location ELMWOOD AVENUE  
Borough Hounslow  
Position ROOKERIES CLOSE, 5 M S OF & OPP. 70 M S OF FOREST ROAD.  
Owner Transport for London  
Status ACTIVE  
Installation date 30 Jul 1966  
Withdrawn date  
Shelter Y

Stop Code T2570  
SMS Code 51941  
Access Node N116  
Point Letter  
Stop Name FELTHAMBROOK WAY  
Towards HANWORTH  
Location POPLAR WAY  
Borough Hounslow  
Position PLANE TREE CRESCENT, 63 M W OF. 60 M W OF & OPP FELTHAMBROOK WAY.  
Owner Transport for London  
Status ACTIVE  
Installation date 30 Jul 1966  
Withdrawn date  
Shelter N

Customer would like the following shelters to be renewed as she is unsatisfied with the presentation

Also customer states there is no countdowns on the stops and this problem has been ongoing for a year, and nothing has been done

**Response:**

Dear Mrs [REDACTED]

Thank you for your request for the renewal of shelters and the introduction of Countdown display signs at bus stops Fernside Avenue, Rookeries Close and Felthambrook Way.

As a fellow bus user I can fully understand how important it can be to have sufficient shelter and journey information as we wait for a bus. Please accept my sincere apologies for any inconvenience caused.

We aim to provide a reliable service that our passengers can have confidence in. We aim to provide a safe, dry place for passengers to wait at as many bus stops as possible.

I have investigated your request and I have found that the shelters at the Fernside Avenue and Rookeries Close stops are not owned by Transport for London, but by private company JC Decaux.

You would need to contact the council regarding these shelters as they were arranged by them and JC Decaux.

The Felthambrook Way stop does not have a shelter and, due to the current financial climate, there are no plans at present to build one. Your request will be recorded, and will be reviewed again once the situation has changed.

A new, second generation of Countdown sign is currently being rolled out. Of the 2,500 new Countdown signs, a percentage has been allocated to ensure that no stop that currently has a sign will lose the facility. The additional signs have been allocated to stops where they will provide the most benefit to the greatest number of passengers. Each of our 19,000 stops was evaluated and scored on certain criteria as to their suitability to receive a display sign. Unfortunately, none of these three stops scored highly enough to receive a new sign.

Bus arrival information is, however, available for all stops across the network via our SMS text and web services. Third party developers are also currently developing smart phone apps that will display the Countdown arrival predictions. Please go to [www.tfl.gov.uk/Countdown](http://www.tfl.gov.uk/Countdown) for further information.

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

Yours sincerely

Will Roberts  
Customer Experience Advisor

## **2490103**

### **Customer:**

See attached pdf file – 2490103

### **Response:**

Dear Mr [REDACTED]

Re: Route H25 Delays

Thank you for your recent correspondence regarding buses arriving late on route H25. I would like to start by apologising for the delay and frustration this has caused.

We realise that buses need to be reliable and convenient if we are to encourage more passengers to use our services, and we regularly monitor the bus network to identify those routes that fail to perform to the standard we expect. We then work closely with our operators to overcome the problems which may be causing delays, and improve the level of service that is offered to our passengers.

Buses along this route are required to leave the garage at regular intervals to maintain an even and regular service, and timetables are also planned to take instances of disruption into account. However, since traffic and road conditions can change suddenly and unexpectedly, delays are occasionally experienced. Having looked into this route, I can confirm that buses have been experiencing major delays due to the closure of Hounslow Road.

I do appreciate how frustrating it is to wait an indeterminate amount of time for a bus. In light of this, I have contacted Abellio, who operate this route on our behalf to look into the concerns you have raised. We will work with the Route Performance Manager aims to make sure that buses are sticking to the timetable wherever possible and reduce instances of late running buses.

Please be assured that we do want to provide you with the very best service, and your comments are very welcome in helping us to achieve this.

Once again, thank you for taking the time to contact me. If I can be of any further assistance in the future, please feel free to get in touch again.

Yours sincerely

Allison Biggs  
Customer Services

## **2500979**

### **Customer (phone call notes):**

MOP has noticed a trend of timetabled services being missed. Also services are leaving the stand over 10-15 minutes late regularly in the morning resulting in buses running in tandem.

MOP reports that this morning she witnessed a driver walking up and down his bus on the stand talking on a mobile phone. When he'd finished he still didnt proceed to pick any of the passengers off. MOP approached him and he informed her that he wasnt due to leave until 09:27:00.

Now this isnt what the timetable said and led the MOP to worry that the timetable had been ammended without her knowledge. I consulted the timetable I have here and advised MOP that she was infact consulting an accurate timetable and was more than likely mis-informed by that particular driver.

Cheers  
Dylan.

### **Response:**

No response required

## **2526600**

### **Customer:**

The driver of this bus was the worst driver I have ever experienced. his driving may be that expected on a cross country rally in a 4x4, not that of a public bus. I do not believe he obeyed the speed limit, nor did he slow for speed bumps causing the bus to jolt which has aggravated my dissability.  
Direction : butts farm

### **Response:**

Dear Ms [REDACTED]

Thank you for your feedback form regarding your recent journey on route H25.

I was very concerned to learn that the driver of your bus was driving unsatisfactorily on 1 March 2012. You won't be surprised to learn that the safety of our passengers, as well as that of other road users, is an issue we take extremely seriously. Our drivers receive comprehensive training to enable them to perform their duties to the highest standard. As you would expect, safety is a vital part of this training. To drive a bus erratically or at excessive speed is totally unacceptable.

I have contacted Abellio London who operate route H25 for us. They will investigate this matter and take whatever action is necessary to ensure there won't be a repeat of such behaviour in the future. I hope this has been of some assistance. Please contact me again if you need any help in the future. Yours sincerely,

Gemma Joseph  
Customer Service Advisor  
Customer Service Centre

## **2528312**

### **Customer (phone call notes):**

Customer says that at 1212 approx. she got on the bus and went to the rear section but that before she had sat down and had hold of the pole, just, the bus pulled away and went round the mini-roundabout - she says the bus was going quite fast.

Customer says that as a result she was thrown against the pole, against the seat and into the window.

After this customer stayed in her seat as she saus the bus was driving quite fast.

Customer says that when she got off she told driver that she had fallen over as well as two other people (she says they had lost their footing - customer says there were no injuries to the others) and says that driver was not aware of this. Customer says the driver was very apologetic.

Customer says her arm is very sore and painful and her hip is sore.

Customer has complained about reliability before on this route and says that other people also find it unreliable, and says that nothing ever gets done and she doesn't hear back; she is also unhappy calling an 0845 number to complain. I explained that she can always request a response to a complaint, although we would not be able to tell her what action is taken with a driver, and that there are other free ways to complain such as online, email or writing.

Please investigate and action as appropriate with driver about this alleged incident, noting that driver was apologetic. I explained to customer that she would not receive a response specifically from this phone call but that should she wish to take the matter further this would need to be in writing, and gave her Abellio London's head office address.

Thanks

[REDACTED]

**Response:**

No response required

**2533104**

**Customer:**

I am a cyclist writing to complain about a bus driver on the H25 route. This morning at about 8.40am I was travelling down Hounslow Road (near the Park Road stop) when a Hatton Cross bus came up behind me. The driver pulled alongside me with the doors open, almost running me into the kerb, to give me some 'helpful' advice about there being a cycle path on the adjacent pavement and why didn't I use it? Actually I usually do use all available on-road and on-pavement cycle paths (including this one), but on bin day (today) this particular one tends to have piles of black bags along it, so I use the road instead.

Please could you ask your drivers not to indulge in shouting at cyclists whilst in motion? Were we both stationary I could have explained to him, but being 6 inches away from a moving bus with the driver (presumably) looking mainly at me rather than the road ahead made me rather uncomfortable.

I consider myself a polite, careful, law abiding cyclist and I try my best to make room for passing vehicles wherever it is safe to do so.

Regards,

██████████

**Response:**

Dear Mr ██████████

Thank you for your email regarding the behaviour of the driver of the H25 bus on the morning of 1 February 2012.

Firstly, I am sorry to hear of this incident and any distress or upset this may have caused you. Our drivers are given extensive training before they are cleared to carry passengers and are expected to adhere to safety regulations. The actions that you have described the driver as taking would not be acceptable or in line with the training that is given to them.

I have passed on your information over to Abellio London who operate the H25 route. Although you gave no description of the driver, they should be able to identify who the driver was given the other details that you supplied.

Once again, I am sorry that you had to experience this when making your journey. I hope that in future your experiences on or with buses are much more pleasurable.

Please contact me if you require any further assistance.

Yours sincerely,

Otis West  
Customer Service Advisor  
Customer Service Centre

**2534390**

**Customer:**

Dear Sir / Madam

I am writing on behalf of my daughter, [REDACTED]

She uses the H25 for 3 return trips for school runs daily between Bedfont Close and Feltham High Street.

She has just called me to say that she rang the bell as usual for the stop at the end of Bedfont Close and the driver did not stop, she did complain to him and he was rather curt in his reply. She had 5 children with her (one in a buggy) and is pregnant and was not happy to have to walk a further distance to get home, especially as she uses this route to return to Feltham this evening to take her daughter to gymnastics.

When I took my psv test one of the first things I was taught was that safety and comfort of the passenger comes first, I don't think that was in this drivers mind when there was a pregnant woman with children of 9,8,4, and 2 standing expecting to get off the bus!

This driver would have reached Hatton X approximately 16.10 and the registration number was RA51KGE

I would appreciate this being looked in to. Thank you

[REDACTED]

**Response:**

Dear Ms [REDACTED]

Re: H25 Driver Complaint

Thank you for your recent correspondence regarding a route H25 driver's failure to stop. Please accept my sincere apology for the inconvenience that this incident caused your daughter.

We very much regret this bad experience. London Buses are committed to providing a first class bus service to all our customers, and we expect the highest of standards of our drivers. Our drivers are trained to serve the needs of our passengers boarding and alighting the bus; it is the very nature of the driver's role to stop when requested by passengers. It is disappointing that this basic requirement was not met on this occasion.

I have contacted Abellio, the operator of route H25, and they will be able to identify the driver concerned with the information you have provided. An investigation into this matter will be carried out and suitable action taken in line with their internal disciplinary procedures.

Once again, I would like to apologise for this incident and thank you for bringing it to our attention. If I can be of further assistance, please do not hesitate to contact me.

Yours sincerely

Allison Biggs  
Customer Service Advisor

## **2547317**

### **Customer:**

This morning I was getting into a LUB van, when your driver honked his horn, starting shouting words to me and threw his arms up in the air. Although he didnt leave his cab, I could see he was angry. I dont understand why, where the van was didnt restrict him, wasnt on yellow lines and we often park vans there. I didnt get in his way I climbed into the van from the drivers side so he didn't need to stop, he then parked up behind the van and I took his details, if he can do this to a fellow bus worker what does he do to his passengers?

Direction : Unknown

### **Response:**

Dear Miss [REDACTED]

Thank you for contacting us regarding the driving of the driver of the H25 bus on 5 March. Thank you for taking the time to bring this to our attention.

I am sorry to learn about your experience. Our drivers receive comprehensive training to enable them to perform their duties to the highest standard. Also, as a customer facing part of the workforce, we expect them be courteous and respectful to members of the public and project a positive image of Transport for London and themselves. I can see that in your summary of what happened, these expectations were not upheld.

I've contacted Abellio who operate route H25 for us. They were also concerned about this and will remind all drivers that they should be driving safely and within the law. They will also have a word with the driver in question about this matter, and take whatever action is necessary to ensure there won't be a repeat of such behaviour in the future.

Please contact me if you need further help in future.

Yours sincerely,

Otis West  
Customer Service Advisor  
Customer Service Centre

## **2568993**

### **Customer (phone call notes):**



Customer has called to report that she got on the bus with her a buggy and the driver told the customer to fold her buggy.

Customer advised that people where be hide her and she needed to let them pass before getting off the bus to fold her buggy.

Customer got back on and driver was very rude shouting at her.

Customer told the driver that he is a bully, customer scared to get on her local bus because of him.

Customer unsure why the driver got agree.

Customer would like a response, please respond to customer

**Response:**

No response required

**2572534**

**Customer:**

The 07:51 H25 March 21st, direction Hatton Cross, often does not stop at Feltambrook Way in the morning even if there are empty seats on the Bus. This morning was the 3rd time since last monday. There are some people standing on the bus but still plenty of room and no reason not to pick up the 1 or 2 people who are usually waiting at the stop for this bus. The walk to the station is around 20 minutes at least. If there is one thing you can do to improve the quality of your service it is to ask your drivers to properly evaluate the occupancy of the busses, none of the busses were fully occupied, I am sure you can use the onboard video surveillance camera to confirm this.

I hope you will take this complaint seriously.

Regards, Mr [REDACTED]

**Response:**

Dear Mr [REDACTED]

Thank you for your feedback regarding a route H25 bus driver that failed to stop at a bus stop.

I was sorry to learn of your experience on 21 March 2012. I'm sure you will not be surprised to know that our drivers have been instructed to serve a bus stop if passengers press the bell or there are people waiting at the stop. On this occasion the driver failed to do so. Please accept my sincere apologies for any distress caused to you as a result of this incident.

I have contacted Abellio London, who operates route H25 for us. They will interview the driver in question regarding their conduct and take any necessary action to prevent incidences like this happening in the future.

I hope this has been of some assistance to you. Please contact us again if you need any help in the future.

Yours sincerely,

Gemma Joseph  
Customer Service Advisor  
Customer Service Centre

**2585700**

**Customer (phone call notes):**

(H25) Rude Behaviour

The caller was waiting at Hatton Cross Bus Station for 16:30 – 17:05

When the bus arrived the customer asked the driver why he was late the driver replied “Shut up & get a cab”

The driver was also verbally abusive to two female passengers

Please investigate and take the relevant action

The customer would like a response

Many thanks

██████████

**Response:**

Dear Mr ██████████

Thank you for your feedback regarding an unfortunate experience you had on a route H25 bus as a result of a bus driver’s rude behaviour towards you. I am grateful for the time you have taken to get in touch.

I was concerned to learn of the problems you experienced when travelling on our services. Please accept my sincere apologies for any inconvenience or distress caused by this regrettable incident.

You will not be surprised to learn that we expect the very highest standards of driving, courtesy and behaviour from all of our staff. This is especially true for bus drivers as they are in many ways the face of the organisation.

We realise how important it is that our drivers are polite and as helpful as possible and that passengers have smooth, comfortable and safe journeys. Any interaction with passengers should be polite and courteous. I can see no reason for the driver to be so rude towards you when all you did was ask why the bus was late. I can assure you that this type of behaviour is not tolerated by Transport for London.

The details of the bus in question are greatly appreciated and has assisted me in identifying the relevant operating company. With this in mind, you'll be pleased to know that I've made Abellio (who operates this vehicle on our behalf) aware of your complaint. They will try and identify the correct driver, if successful, they will interview the driver in question about their conduct, and follow this up with appropriate action in line with their internal procedures. For confidentiality reasons we never release details of an interview and any subsequent action taken. But please rest assured the operator will endeavour to ensure that a repeat of this does not occur in the future.

I can sympathise with how you must have felt after this experience. We appreciate your concern regarding the driver's behaviour.

Please feel assured that we are working with the bus operators to improve the quality of our services, through positive attitudes, courteous behaviour and attention to proper standards of service. This requires a strong emphasis on staff training and we are liaising with the bus operators in order to continue achieving real improvements across London.

I hope this incident has not dissuaded you from using our bus services in future. We work hard to ensure that our high service levels are met. Overall, the majority of London's bus drivers do an exemplary job, and it is regrettable that isolated drivers cause this reputation to be called into disrepute. Therefore we greatly appreciate you taking the time to raise such incidents with us, as it allows us to take action in the hope that we can continue to improve the level of service provided to our customers.

Once again thank you for taking the time to bring this matter to my attention. I hope your next experience is more pleasant. If I can be of any further help in the future, please feel free to get in touch.

Kind regards

Tess Lotter  
Customer Services

**2587074**

**Customer (phone call notes):**

Customer was waiting for the bus at Hatton Cross, when the bus arrived the customer noticed that the driver neared the stop in a erratic manner and with speed.

This driving was the same when the customer boarded the bus. The customer states that the driver was driving 'like a lunatic' and another customer began filming as proof of the speed. The driver appeared very impatient and pulled into stops without allowing sufficient time for passengers to exit; annoyed by this the customer told the driver to "calm down" in reference to the drivers haste as there were elderly passengers on board. The driver came out of his cabin approached the customer 'squared up to him' in a aggressive and hostile manner explaining that ' he was 15minutes late and needed to catch up'

The customer wishes to complain about the drivers speed and attitude.

Could this matter be thoroughly investigated and the results of that investigation dealt with in the most appropriate manner and a response provided to the customer.

Regards,  
Natasha

**Response:**

Dear Mr [REDACTED]

Thank you for contacting us regarding the conduct of a route H25 bus driver on 29 March 2012.

I was extremely concerned to learn about your unfortunate experience as well as the driver's behaviour on the above date. Let me start by saying how sorry I am for any distress caused to you as a result of this incident. You won't be surprised to learn that the safety of our passengers is an issue we take extremely seriously. Our drivers receive comprehensive training to enable them to perform their duties to the highest standard. As you would expect, safety is a vital part of this training.

Our drivers are also the public face of London Buses. As such, they're expected to behave in a polite and professional manner at all times. To drive a bus at excessive speed and behave in the manner that you described is totally unacceptable and not tolerated by Transport for London. Again please accept my sincere apologies for any distress caused to you as a result of this incident.

Abellio London, who operate route H25 for us are aware of this incident. They will investigate the matter for you and interview the driver in question. They will then take any appropriate action to ensure that incidences such as the one you experienced from happening in the future.

For confidentiality reasons we never release details of an interview and any subsequent action taken. But please rest assured that both we and our operating companies take complaints about poor staff behaviour extremely seriously.

I hope this has been of some assistance to you. Please contact us again if you need any help in the future.

Yours sincerely

Gemma Joseph  
Customer Services

**2591042**

**Customer:**

Dear Transport for London,

The bus NEVER arrives in time. I have been waiting for 30 mins so far this Morning and still no bus. Is there a problem with the service...again?

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Here is some information from FixMyTransport about the location of this issue:

Location name: Number H25 bus route

Area: Between Hanworth and Hatton Cross

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To view a map of the precise location of this problem, or to provide an update on the problem, please visit the following link:

<http://www.fixmytransport.com/problems/3123>

[ This message was sent via FixMyTransport.com - a not-for-profit service dedicated to helping people get public transport problems resolved. If there is a more appropriate email address for messages about this type of problem, please let us know by visiting <<http://www.fixmytransport.com/feedback>>. This will help improve the service for people travelling. We also welcome any other feedback you may have. ]

**Response:**

Dear Sir/Madam

Thank you for your recent online comments, submitted via the Fix My Transport website. I am sorry to hear of the delays you have been experiencing on route H25. I can inform you that buses along this route leave the garage at regular intervals to maintain a regular service. However, circumstances beyond our control, such as; traffic congestion, illegal parking or accidents can regrettably cause delays.

I can confirm that delays were caused to route H25 due to roadworks since 23 March. However, these particular works were completed on 7 April and hopefully, your difficulties have now been alleviated. However, if you experience any further problems, please do let me know and I will be happy to look into this matter further for you.

I have also contacted Abellio, who operate this route on our behalf and made them aware of your experience. They will also look into the concerns you have raised and will address any issues of the service running late and make sure that their buses are sticking to the timetable wherever possible. Once again, thank you for taking the time to contact us. If I can be of any further assistance, please feel free to contact me again.

Yours sincerely

Sally Green  
Customer Service Advisor

**2633067**

**Customer:**

Dear Sirs,

This is East Bedfont this morning on the A315 eastbound towards Hounslow.

Bus reg RA51KLE around 0820 this morning Friday 13th April.

The driver was [REDACTED]

He passed much too close.

I understand that bus drivers are trained to drive carefully around bicycles. This piece of training does not appear to have reached this driver and perhaps you could ensure that it does.

Thank you

[REDACTED]

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This footnote also confirms that this email message has been swept for the presence of computer viruses.

**Response:**

Dear Mr [REDACTED]

Driver of bus registration RA51KLE

Thank you for your email in the above matter.

I was concerned to learn of your experience when sharing the road with a driver on route H25. Our drivers should be professional and courteous to all road users. I am very sorry for the obvious inconvenience and upset caused to you by this incident.

I have contacted Abellio, who operate route H25 on our behalf. They would like to convey their apologies for the incident. They have advised me that throughout training and at regular intervals thereafter, drivers are instructed and constantly reminded of the need to drive their bus in a safe manner, both for the benefit of their passengers and other road users such as cyclists, and to be considerate and courteous at all times. Drivers are instructed to always be aware of the space required for cyclists and other more vulnerable road users, and I do apologise that this has not been the case in this instance.

Abellio have made the Accident Prevention manager at the route H25 garage aware of your complaint, and they will use the video that you have submitted to aid their investigations.

They will interview the driver in question about his conduct, and follow this up with appropriate action in line with their internal disciplinary procedures. For confidentiality reasons we cannot release details of an interview and any subsequent action taken. However this matter will be taken very seriously to ensure it doesn't happen again.

I would like to assure you that all drivers are formally assessed by a Driving Standards Agency Approved Assessor. In addition to holding a full category B entitlement (car) driving licence, all bus drivers take an additional test for Passenger Carrying Vehicle's (PCV) as assessed by the DSA. This includes ensuring that the vehicle is driven, at all times, with the utmost safety and with courtesy and consideration for everyone else on today's busy roads.

I hope that this helps, and I hope that your future journeys are more pleasant. I should note that most drivers are courteous towards cyclists and we hope that this trend continues. Should you need to contact us again, please feel free to email me.

Yours sincerely

Duncan Fallon  
Customer Service Advisor

## **2640681**

### **Customer (phone call notes):**

customer called to make a complaint about the bus h25.

countdown says bus was due in 8 mins but when the bus arrived, the bus displayed "not in service"

customer said she waited for 20 mins before she got another bus.

customer said this is been going on for 3 days, same time.

customer is not happy with this as customer is late for collecting her children from school.

hand off sent to performance and to operator.

no response required.

Regards

### **Response:**

No response required

## **2640873**

### **Customer (phone call notes):**

MOP is concerned that the H25 is carrying more passengers that it should be, and are standing in front of the sign where it says "Passengers must not stand beyond this point or speak to the driver when the bus is in motion". The caller says "all it takes is a serious accident and the bus company would be in serious trouble". He feels that drivers are not doing their job properly, and could be committing a criminal offence.

### **Response:**

No response required

**2689319**

**Customer:**

The driver left the terminal early and when I ran to the bus at a red light for him to let me on, he refused and then sat there for 5 minutes before pulling off!!!! I would have run for it, had the bus not gone early, nor would I have minded so much, if that wasn't the only bus to take me (a female) home for 30 mins! This isn't acceptable.

I have the decency of planning my journeys to time and this bus driver leaves early. Timetables are there for a reason.

Its not good enough and not acceptable. I have just moved out to this area and have seen a stark difference between the bus service here and where I used to live in Boston Manor and it is not better!  
Direction : Butts Farm

**Response:**

Dear Miss [REDACTED],

Thank you for your feedback on 8 May, concerning the behaviour of the driver on route H25.

I was concerned to learn of the events you describe. We expect drivers to promote a positive image of London Buses and to act professionally at all times. I am sorry that you had to wait 30 minutes for a bus, due to the first driver serving the bus stop incorrectly and not letting you board.

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

Drivers receive comprehensive training to enable them to perform their duties effectively. Customer service is central to this training. Clearly, bus stops should be served correctly. A bus should not leave its stop before the allocated time, and should let all passengers' board until it is the correct time to disembark.

Details of your experiences have been passed to Abellio, who operate route H25 for us. The operator will be able to identify the driver from the details you have provided and will follow this up with appropriate remedial action. Due to confidentiality reasons we are unable to release details of an interview and any subsequent action taken. Please rest assured that both we and our operating companies take all complaints about poor staff behaviour extremely seriously.

We are dedicated to ensuring that all our operators adopt a positive and proactive attitude towards our customers. We will continue to work with them to improve the interface between drivers and our customers through attention to proper standards of service.

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

Yours sincerely,



Ciranne Muir  
Customer Services Advisor  
Transport for London Customer Services

**Customer:**

Dear Ciranne,

Thank you for the email and I appreciate your sentiment, but I have little confidence that anything will be done, there is one rule for bus drivers and their friends and another for normal people like me.

I am more upset that I had to get a taxi home because of this incident and spend money I shouldn't have had to. There must be something in your policy that states reimbursement when these types of things happen?

Thanks again for getting back to me though, I thought I had been forgotten.

Kind regards,

██████████

**Response:**

Dear Miss ██████████,

Thank you for your email on 23 May, regarding compensation. Please accept my apologies for the delay in my reply.

I can confirm that we do not offer a compensation package like London Underground. This is because all bus services run along the public highway and are subject to factors outside of our control such as traffic congestion, road works and road traffic accidents. For this reason we do not offer compensation as neither London Buses nor its operators can guarantee that delays and cancellations will not occur.

Bus services are an important part of public transport and we take every customer complaint very seriously. We do our best to provide a service our customers can have confidence in. Please let me reiterate that your complaint has been passed onto the operator who will be able to identify the driver from the information you have given, and will follow this up with remedial action.

Thank you again for your email. Should you have any further queries please do not hesitate to contact me.

Yours sincerely,

Ciranne Muir  
Customer Services Advisor  
Transport for London Customer Services

**2701564**

**Customer (phone call notes):**

(H25) Driver Refused Scooter on Bus

Mop said a passenger ( a mobility scooter user) asked another mop to tell driver he would like to board the bus that driver should lower the ramp. Mop said driver responded he is not allowed to take mop using mobility scooter on board the bus. Mop said he was amazed driver shut the doors and drove off leaving the man in the scooter at the bus stop.

**Response:**

No response required

**2703954**

**Customer (phone call notes):**

16.05.2012 16:13:55 [REDACTED]

MOP has called in again and requested that we hold the CCTV footage for the bus is question.

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Notes

15.05.2012 12:02:56 UNDERHRO01

The customer says his wife was trying to board the bus but says as she did the driver just closed the doors on her trapping her in them.

The customer says his wife's arm and umbrella were trapped inside the bus but the rest of her body was outside of the bus . The customer says the driver was going to driver away and says this put his wife's life in dangerous.

The customer says his wife has her hand and says this is not acceptable and says she has suffered an injury due to this drivers behaviour.

The customer would like to bring this matter to your immediate attention.

Please investigate, no reply needed to csa or needed to customer.

Many Thanks

[REDACTED]

**\*\* PLEASE RETAIN CCTV FOOTAGE\*\***

**Response:**

No response required

## **2706859**

### **Customer (phone call notes):**

(H25) Service Reliability

Mop said she experiences this scenario three days out of five in a week. Mop said she arrived at the bus only to see the tail light of the bus going away from the bus stop. Mop said apparently the bus was two minutes earlier than its scheduled time. Mop said the 10:51am bus did not turn up at all and by the time the 11:06am bus arrived the bus was crowded and there were already two buggies on board. Mop said she had two children and it very inconvenient with the children getting restless when buses don't arrive.

Mop said buses either arrive earlier or don't turn up at all usually between 9.30am and 11:00am most mornings. Mop suggest an observer be placed along that route to observe the trend.

### **Response:**

No response required

## **2726854**

### **Customer:**

The bus did not stop for four people waiting. I had less than ten passengers standing.

This route has frequent missing / late buses and quite often will not stop when it is only slightly full (i.e. less than the maximum number of passengers).

Direction : towards Hatton Cross

### **Response:**

Thank you for contacting us concerning the H25 bus route.

I am sorry to hear that the bus did not stop for you and the other passengers on 21 May. I can understand how frustrating it must have been when the bus didn't stop for you and I apologise for the inconvenience caused. Our drivers are trained to stop when a passenger presses the bell or hails the bus from the bus stop. It is disappointing to hear that this basic procedure wasn't followed on the day concerned.

London Buses monitors driver behaviour through its regular, network wide monitoring, such as Customer Satisfaction and Mystery Traveller surveys. In addition, the Driver Quality Monitoring programme, carried out for TfL by the Driving Standards Agency , checks for safety and also assesses the overall quality of driving standards.

Details of your experience have been passed to Abellio, who operate route H25, for further investigation. The operator will endeavour to identify the driver from the details you have provided and follow this up with appropriate remedial action. I have also asked that all drivers on this route are reminded of the need to serve bus stops properly. I have also asked Abellio to look into the delays you have been experiencing

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

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

Our ref: 1010682193

Date: 08.06.2012

Dear Ms [REDACTED]

Yours sincerely,

Jose Rosario  
Customer Service Advisor  
Customer Service Centre

**2727941**

**Customer:**

I pay just under £100 pounds a month on zones 1-4 and unlimited buses. I work in Richmond 5 days a week and 3 days out of them 5 days the bus drives past my bus stop due to being too busy. However today the bus could have fitted me on but the driver decided to not acknowledge me. I am sick of this happening and making me late to work so you either need to get more buses on in the mornings or figure out some other way of solving this. I spend alot of money on TFL and completley not satisfied of this service. Please if there are any sugesstions you can offer me, call me on [REDACTED] If it happens again I would appreciate a refund.

Thank you

[REDACTED]  
Direction : Feltham Station

**Response:**

Dear Miss [REDACTED]

Re: Route H25

Thank you for your email dated 24 May. I was concerned to learn of your experience in attempting to travel on bus route H25, and I am sorry for the inconvenience caused as a consequence.

While there are no no current plans to increase the capacity or frequency of route H25, I would like to assure you that the capacity and frequency of all London bus routes are routinely assessed in relation to the demand for a service.

Every 12 weeks we carry out Quality of Service Indicator (QSI) surveys. These measure the reliability of a route and focus on regularity and punctuality. Mystery Traveller Surveys and Customer Satisfaction Surveys are carried out monthly and monitor the quality of service from a customer perspective.

We may also commission extra surveys if we are concerned about particular problems on a route, such as crowding. These surveys can help us decide what changes may need to be made to improve a service.

I am sorry to learn that a route H25 driver did not allow you to board when there was space available. I can understand how frustrating you must have found this. The very nature of a driver's role is to stop and pick up passengers and it is disappointing that this basic requirement has not been met.

The details of your complaint have been sent to Abellio London, who operate route H25 for us. The Abellio London management are in a position to remind all drivers of their responsibility towards customer care, and of the need to ensure that all designated bus stops are served in the appropriate manner.

Thank you for your correspondence on this subject. Please feel free to contact me should you require further assistance.

Yours sincerely

Paul Lawley  
Customer Services

**2730693**

**Customer:**

I get on H25 bus from Feltham station, however, the bus driver asked his friend to run to a local chip shop, and all passengers had to wait about 5 minutes or more until his burger was delivered.

I took the bus, because it is quick to get to my destination which is 3 stops away from the feltham station. However, if I knew the driver behave like that, I certainly walk rather than paying for the ticket. And in this situation, it was quicker if I walked.

This is not an acceptable behaviour. We are paying quite expensive fare for the transport, so I appreciate more punctuate service for all the time. I tried to write to you sooner it happened, but the website did not work at that time. Also I cannot forget this incident after some while, and I must say I was really disappointed by the bus driver.

Regards,

Direction : Towards Hatton Cross

**Response:**

No response required

**2762485**

**Customer (phone call notes):**

(H25) Driver Refused Buggy

Mop said she boarded the bus at Feltham Asda along the High street. Mop held he grandson and she put her shopping bags in the buggy. Mop said driver asked she must fold the buggy and removed the shopping bag. Mop said driver did not allow enough time for her to stack both buggy and shopping away in luggage area before the bus pulled out of the bus stop. Mop said she is very angry and wondered why driver asked her to fold the buggy because the was not crowded not was there a buggy on board.

**Response:**

No response required

**2762685**

**Customer:**

I went to board the bus with my 3 year old grandson & a buggy with a bag of shopping in the seat, the driver told me to fold the buggy even though the bus was not packed & there were no other buggies on board. whilst i was doing this he drove off, my shopping spilling on the floor & my grandson wobbling. A kind lady then put my grandson on her lap. After a few stops another pram got on and he shouted at me to move to let her on saying that the only reason he had asked me to fold the buggy was because my child wasn't in the seat. Why didn't he say that in the first place as this would have saved alot of trouble as I would have put my child in the seat and the shopping on the handles. This caused me a lot of stress and mt grandson could have been fallen over when he drove off. I do not usually complain but I am sick and tired of rude, obnoxious drivers who think they can get away with it because no-one complains. I travel by bus almost everyday & nearly all bus drivers are this way, it's very rare to have a driver that is polite & cheerful. It's about time they realized if passengers didn't use buses they would be out of a job. I did try complaining by phone but we are having problems with our house phone, however I did get a ref no: 2762485, the lady I spoke to did try ringing back but my phone still cut out. Thank you for your attention to this matter & look forward to a prompt response

Direction : hanworth

**Response:**

Dear Mrs [REDACTED]

Re: H25 Driver

Thank you for your email dated 7th June, reagrding your journey aboard the H25 service recently with your grandson. I was concerned to learn of your experience whilst travelling on this route recently, and apologise for the obvious inconvenience caused to you by the driver's handling of the situation.

Transport for London (TfL) endeavours to provide its customers with the highest possible standard of service provision, and it is always disapointing when we are deemed to have fallen short of expectation. As our bus drivers are considered to be the public face of London Buses, we believe that it is of uppermost importance that they conduct themselves in a polite, professional and accommodating manner at all times. When passengers with buggies and wheelchairs enter a bus, we would hope that the driver would make every reasonable effort to accommodate them before driving off.

If the bus driver in question was deliberately unhelpful, and drove off before you were settled, then I apologise for this. TfL expects its drivers to behave politely, and to drive responsibly, at all times. As such I have forwarded the details of your complaint on to the management of Abellio London, the operating company that runs route H25 on behalf of TfL, and asked that they endeavour to identify the driver based on the information you have provided.

If the driver can be identified, then he will be interviewed by a member of the management, and an appropriate course of action, based on the company's own internal disciplinary policies and procedures, will be followed as a result. With this in mind, I hope that your future journeys on the H25 pass without similar incident. Should you have further cause to contact me again, however, regarding the H25 service or any other aspect of London Buses' services, then please do not hesitate to do so.

Many thanks again for your email.

Yours sincerely

David Greaves  
Customer Service Advisor

## **2803178**

### **Customer (phone call notes):**

Customer said there as traffic on the road and the driver decided to climb the pavement.

Customer said the front of the bus hit her son who was walking on the pavement with friends.

Customer said the bus almost hit a lady with her daughter, but instead the bus hit her son from behind turned him around and knocked him on the floor.

Customer said her son has bruises on his hands and leg.

Customer will contact the bus company if she decides to take it further.

Please investigate and take appropriate action.

Regards.

**Response:**

No response required

**2804321**

**Customer (phone call notes):**

Customer would like to make a complaint.

Yesterday she was on the bus from hatton cross station heading towards Hanworth, she was aware of possible strike action following day so she asked driver if bus route would be affected driver told her no.

So she came to bus stop today and had to wait 40 minutes before then having to pay £10 for cab.

She advises she is 7 months pregnant and did not appreciate waiting 40 minutes in the cold with the belief that the bus would be running.

I asked customer for details of driver but she couldn't remember what he looked like

Please respond to customer

**Response:**

Dear Mrs [REDACTED]

Thank you for contacting us 22 June in regards to the industrial action taken by the Unite union. I am sorry to hear of the inconvenience that you have undoubtedly been caused and please accept my apologies for the delay in responding to you.

Unfortunately we were unable to tell what buses would be running until the day of the strike. 30% of buses were running on this day, but I apologise that you were given incorrect information. I can appreciate how frustrating this must have been for you.

I will pass your comments on to Abellio, the operating company who run route H25 on our behalf and I will ensure that they remind their drivers of the importance to assist customers to the best of their ability.

Thank you again for contacting us and please do not hesitate to get in touch again if you have any further comments or queries.

Yours sincerely

Daisy Williams



Customer Services Advisor  
Transport for London Customer Services

**2809045**

**Customer:**

I'm fed up of this bus service being late every morning. The bus is now nearly 15 minutes late, I've missed my train for work and am now going to have to call managers to explain lateness but the excuse of this bus running late again is starting to wear thin.

What are you going to do about it? This isn't acceptable

Direction : towards hatton cross

**Response:**

Dear Mr [REDACTED]

Thank you for your feedback on 25 June, concerning the length of time that you had to wait for the buses on route H25. Please accept my apologies for the delay in my reply.

I was concerned to learn of the events you describe. We aim to provide easy to use and reliable services for our customers. I am sorry you have been experiencing delays to your journey, and apologise for the inconvenience this has caused.

While delays in service will occur from time to time, it is disappointing to note the length of time that you had to wait for this route. This must have been very frustrating for you. Unfortunately, many delays are beyond our control, congestion and road works being the two main factors.

I have contacted Abellio who operate route H25, and asked them to look into the problems you have been experiencing. The operator has informed me that there has been various road works affecting this route which have caused delays along to the service resulting in your bus to run behind schedule. The operator will make sure its buses are sticking to the timetables wherever possible, and will continue to work with us to reduce late running buses.

Bus services are an important part of public transport and we do our best to provide a service our customers can have confidence in. We will continue to monitor this route and take action where appropriate to ensure passengers receive an efficient and reliable service.

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

Yours sincerely,

Ciranne Muir  
Customer Services Advisor  
Transport for London Customer Services

**2809205**

**Customer (phone call notes):**

The bus seems to be late all the time.

The bus is supposed to be at Feltham Brookway 7.36 and arrive at Feltham Station at 7.45.

The trains from the station normally come on time, they are never early, but sometimes late.

The train comes at 7.46. MOP has mentioned that it is possible to get from the bus and on the train

This morning the bus came at 7.40.

Normally, this is ok for some going to Hatton Cross as the trains are more frequent.

When the bus comes late, this means that there is 30 minute gap with the overhead train service.

This means that the MOP is late for work.

MOP has requested for feedback regarding this matter.

Could you please investigate.

**Response:**

Dear Miss [REDACTED]

Thank you for contacting us regarding the reliability of buses on route H25. I am grateful for the time you have taken to express your concerns.

I was sorry to learn that you are unhappy with the timing of these buses in relation to trains departing from Feltham Station. As a commuter myself, I fully appreciate how annoying it can be to miss your connection and have to wait for a long while. However, I have checked with Abellio, who operate route H25, and can confirm that, from 25 June - 6 July, the service you refer to did not arrive late in to Feltham Station, although on several occasions it did arrive slightly early.

I understand that you have been informed that the H25 departs from Felthambrook Way at 07:36, and arrives at Feltham Station at 07:45. In fact, the bus is scheduled to depart from Felthambrook Way at 07:37, and to arrive at Feltham Station at 07:46. Please accept my apologies for the incorrect details you received. I would be very grateful if you could let me know the source of this information, so that I can ensure it is updated.

In the meantime, I have attached copies of the H25 timetables for Felthambrook Way and Feltham Station. I hope that you will find these useful.

In order to reliably make the connection with your train, I would advise catching the 07:22 service from Felthambrook Way, which is scheduled to arrive at Feltham Station at 07:31. This will hopefully help you to avoid a lengthy wait.

Thank you once again for your feedback. I hope that this information has been useful to you, however, if I can be of any further assistance please do let me know.

Yours sincerely

Angharad Morgan  
Customer Services

**2809856**

**Customer:**

My name is [REDACTED] and I am emailing to complain about the h25 bus driver I had this morning, from feltham at 11am towards butts farm hanworth, I asked the driver if I could get on at the back with my 3 month old in her buggy fast asleep plus shopping to which he said yes, when I got to the back doors and got the front wheels of her buggy on the bus he shut the doors meaning my 3 month olds buggy was trapped in the doors, I had to shout 3 times to get him to open the doors again, reg RL02 FOT, I got of at shore grove on butts farm.

I have a witness who saw me ask to get on at the back and heard him say that was fine and also she saw him shut the doors on my daughters buggy and have ago at me when he finally open them again.

Thanks  
[REDACTED]  
[REDACTED]

Sent from my iPhone

**Response:**

Dear Ms [REDACTED]

Thank you for contacting us regarding a driver who trapped your buggy in the doors on route H25. I am grateful for the time you have taken to get in touch.

Let me begin by saying that I was extremely concerned to learn of the incident you describe. I appreciate that this must have been alarming for you, particularly as you were travelling with a very young child. Please accept my apologies for the distress you suffered as a result of this.

With the exception of double buggy users, all passengers are required to board the bus using the front doors. It is therefore disappointing to hear that the driver in question offered misleading advice when you were looking to board. To then close the doors whilst you were trying to get on with your buggy, and to refuse to open them again, is completely unacceptable.

I've contacted Abellio, who operate route H25 for us, about this incident. They will interview the driver in question about his conduct, and follow this up with appropriate action in line with their internal procedures. For confidentiality reasons, we never release details of an interview and any subsequent action taken. But please rest assured that both we and our operating companies take complaints about poor staff behaviour extremely seriously. The behaviour you experienced is not tolerated and the driver will be in no doubt of the consequences of any such conduct in the future.

Thank you once again for bringing this matter to our attention. I sincerely hope that you will not experience any further problems when travelling by bus, however, if I can be of any assistance in the future, please do let me know.

Yours sincerely

Angharad Morgan  
Customer Services

**2815517**

**Customer:**

I was driving home from work behind the bus when the driver decides to stop in the middle of the road and have a chat with a woman on the path, causing a back log of traffic, after a few moments I sounded my horn which he choose to ignore so I sounded it again ,  
Im pretty sure this is not what he should have been doing.

Direction : Butts Farm

**Response:**

Dear Mrs [REDACTED]

Re: Route H25 Driver

Thank you for your email dated 26 June. I was concerned to learn of your experience involving a route H25 bus driver, and I am sorry for the inconvenience caused as a consequence.

Our drivers are considered to be the public face of London Buses. As such, they're expected to behave in a professional manner at all times. To drive a bus in an inconsiderate and obstructive manner, such as you have described, is completely unacceptable. I apologise again for the inconvenience caused.

The details of your complaint have been sent to Abellio London, who operate route H25 for us. I have asked that the Abellio London management endeavour to identify the driver in question and interview them. Please rest assured that appropriate action, in line with the company's internal procedures, will be taken as a result.

Thank you for bringing this matter to our attention. Please feel free to contact me if I can be of further assistance.

Yours sincerely

Paul Lawley  
Customer Services

**2818923**

**Customer:**

i WAS GETTING ONTO THE BUS WITH MY DAUGHTER & GRANDDAUGHTER (WHO WAS IN HER BUGGY). THER WAS A QUEUE AT THE FRONT OF THE BUS SO MY DAUGHTER GAVE ME HER OYSTER CARD TO PAY WHILE SHE GOT ON THROUGH THE BACK DOORS. THE DRIVER, WITHOUT GIVING ME CHANCE TO TELL HIM, SHOUTED AT MY DAUGHTER THAT SHE NEEDED TO PAY. I THEN TOLD HIM THAT I HAD HER PASS & HE SHOUTED "WELL YOU SHOULD HAVE TOLD ME". I THEN TOLD HIM I WAS ABOUT TO BUT HE HADN'T GIVEN ME CHANCE. WHILST ON OUR JOURNEY THE DRIVER ALSO ABUSED ANOTHER LADY SHOUTING DOWN THE BUS THAT SHE HAD PRESSED THE BUTTON TO STOP, WHEN SHE HAD, THEREFORE HE MISSED HER STOP. WHEN WE REACHED OUR STOP, THE DRIVER THEN WENT TO CLOSE THE DOORS AS MY DAUGHTER & THE BUGGY WERE HALF ON & HALF OFF THE BUS.

I FEEL THAT THE DRIVER WAS EXTREMELY RUDE SHOUTING & ABUSING CUSTOMERS IN THE WAY HE DID.

Direction : TO BUTTS FARM

**Response:**

Dear Mrs [REDACTED]

Thank you for your email concerning your unfortunate experience including the conduct of a route H25 bus driver. I am grateful for the time you have taken to get in touch.

I was concerned to learn of the problems you experienced when travelling on our services on 27 June 2012. Let me start by saying how sorry I am for any distress you suffered as a result of this incident. Our bus drivers are the public face of London Buses. As such, they're expected to behave in a polite and professional manner at all times.

It has always been our policy on one person operated buses that all paying passengers must board by the front doors in order to pay the driver or show a valid pass. Consequently, single buggies must be able to be wheeled through the front doors and into the wheelchair space. If a buggy is too wide to do so, the passenger must fold their buggy before boarding. By doing so, the bus driver can assess whether or not there is sufficient room for unfolded buggies to board the bus safely. However, for a driver to behave in the manner you describe is unacceptable. Again please accept my apologies. I have contacted Travel London, who operates route H25 for us. They will interview the driver in question and take any necessary action to prevent t incidences such as the one you describe from happening in the future.

Once again, thank you for bringing this matter to our attention. If I can be of any further assistance please let me know.

Yours sincerely,

Gemma Joseph  
Customer Service Advisor

**2821939**

**Customer (phone call notes):**

Mop said he was at the stop with other passengers, driver came and drove past quickly without stopping at all. Driver was in the middle of the road as he didn't pull into the bus stop and they didn't see if it was a male/female driver but mop thinks its a male driver. No other details are known of driver/bus

No response needed,  
Regards,  
Yemisi.

**Response:**

No response required

**2827583**

**Customer:**

WHEN GETTING ON THE H25 (VIA THE BACK DOOR - DUE TO GETTING MY PRAM ON) MY MUM GOT ON THE FRONT AND TOUCH MY OYSTER ON AS WELL AS HER OWN. THE BUS DRIVER THEN RUDELY ACCUSED ME OF NOT PAYING AND GETTING ON THE BUS WITH 2 GIRLS (WHO I DID NOT KNOW) I THEN HAT TO GET MY OYSTER AGAIN AND BEEP IT TO PROVE IT HAD ALREADY BEEN TOUCH IN - AND MY MUM HAD TO COME TO THE FRONT OF THE BUS TO SHOW IT WAS HER WHO TOUCHED IN MY OYSTER FOR ME... I HAD TO LEAVE MY NEWBORN BABY ALONE DUE TO THE BUS DRIVER NOT DOING HIS JOB PROPERLY AND SEEING HOW MANY OYSTERS MY MUM TOUCHED IN. I WAS ABSOLUTLEY APPALLED WITH THE WAY I WAS SPOKEN TO. I WOULD ALSO LIKE TO SAY THAT I WAS DISGUSTED BY THE DRIVING OF THE BUS, GOING TO FAST WHEN NEEDING TO STOP AT THE NEXT BUS STOP AND THEREFORE HAS TO BRAKE HARD AND SENT A NUMBER OF PASSENGERS FLYING!  
Direction : towards butts farm

**Response:**

Dear Miss [REDACTED]

Thank you for your feedback regarding an unfortunate experience you had on a H25 bus as a result of a bus driver's rude behaviour towards you. I am grateful for the time you have taken to get in touch.

I was concerned to learn of the problems you experienced when travelling on our services. Please accept my sincere apologies for any inconvenience or distress caused by this regrettable incident.

You will not be surprised to learn that we expect the very highest standards of driving, courtesy and behaviour from all of our staff. This is this especially true for bus drivers as they are in many ways the face of the organisation.

We realise how important it is that our drivers are polite and as helpful as possible and that passengers have smooth, comfortable and safe journeys. Any interaction with passengers should be polite and courteous. I can assure you that this type of behaviour is not tolerated by Transport for London.

The details of the bus in question are greatly appreciated and has assisted me in identifying the relevant operating company. With this in mind, you'll be pleased to know that I've made Travel London (who operates this vehicle on our behalf) aware of your complaint. They will try and identify the correct driver, if successful, they will interview the driver in question about their conduct, and follow this up with appropriate action in line with their internal procedures. For confidentiality reasons we never release details of an interview and any subsequent action taken. But please rest assured the operator will endeavour to ensure that a repeat of this does not occur in the future.

I can sympathise with how you must have felt after this experience. We appreciate your concern regarding the driver's behaviour.

Please feel assured that we are working with the bus operators to improve the quality of our services, through positive attitudes, courteous behaviour and attention to proper standards of service. This requires a strong emphasis on staff training and we are liaising with the bus operators in order to continue achieving real improvements across London.

In addition to this our drivers receive comprehensive training to enable them to perform their duties to the highest standard. As you would expect, safety is a vital part of this training. To drive a bus erratically or at excessive speed is totally unacceptable.

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

Please be assured, we at Transport for London (TfL) have a very good safety record and are totally committed to upholding this. Driver behaviour such as you witnessed is not tolerated.

To ensure that our drivers are meeting the high standards we expect, we regularly carry out a number of different monitoring exercises.

Over 6500 Driver Quality Monitoring (DQM) surveys are carried out on our behalf each year by independent examiners from the Driving Standards Agency (DSA). These covert assessments are designed to highlight problem areas from the passenger's point of view. The two main assessment criteria are Passenger Consideration and Driving Ability. In addition, we carry out around 2000 Mystery Traveller & 800 Customer Satisfaction Surveys across the bus network every month. These assess other aspects of a driver's abilities.

I think it's fair to say that the majority of London's 21,500 bus drivers carry out their jobs in manner expected of them, and the evidence we collect from our various monitoring exercises suggest that customers are starting to find bus drivers more helpful and professional in general. Nevertheless, we recognise that there is always room for improvement, which is why we encourage passengers and other road users to report instances of poor driver behaviour to us.

I hope this incident has not dissuaded you from using our bus services in future. We work hard to ensure that our high service levels are met. Overall, the majority of London's bus drivers do an exemplary job, and it is regrettable that isolated drivers cause this reputation to be called into disrepute. Therefore we greatly appreciate you taking the time to raise such incidents with us, as it allows us to take action in the hope that we can continue to improve the level of service provided to our customers.

Once again thank you for taking the time to bring this matter to my attention. I hope your next experience is more pleasant. If I can be of any further help in the future, please feel free to get in touch.

Kind regards

Lee Hall  
Buses Customer Services

## **2840478**

### **Customer (phone call notes):**

\*\*\*\*Call received 05/07/12 1514\*\*\*\*

Please investigate, speak to driver and take appropriate action, in response to the H25 driver's alleged failure to ask the buggy user to move or fold her buggy or to allow the customer to board, noting that this is allegedly happening regularly on routes 235 and H25. I explained to customer that we would not be able to respond to her about any action taken with the driver but customer would like a response about the matter. Please respond to customer.

See notes below.

Thanks

Stephen Hosking

Customer says this occurred at 1406 (she says the timetable shows a bus at 1409 and she is not sure if this bus was late or early - she says the next bus turned up at the timetable time)

Customer says she is a wheelchair user and travels daily on the 235 and H25, changing at Feltham Tesco onto the H25 as it is easier to change here than at the previous stop(s) as pushchairs are more common at the previous stop.

Customer says she had got off the 235 and that as the bus pulled in the driver waved at her, opened the front doors and said "I've already got a pushchair on". Customer says that the lady with the pushchair had already got up ready to move it out of the way but that driver said (?) "there's already one" (?). Customer says driver did not ask the lady to move the pushchair.

Customer says driver closed the doors and drove off and told her to wait for the next bus and customer said she would complain.



Customer referred to the iBus message "Please clear the disabled area" which she is aware is available for use bus says driver didn't use this.

Customer says she got on the next bus and that at the next stop a pushchair got on OK which is inconsistent.

Customer says this seems to happen a number of times on the 235 or the H25 - she says this was probably about the 5th or 6th time in the last couple of months. She gave a couple of earlier examples, including where two Monday mornings in a row this had occurred on the H25 at about 1030, and where another wheelchair user had to wait for 3 buses as the customer got the second one as a pushchair had been on the first one. Customer says wheelchair has priority according to the label. She says it is worse at school run times as the pushchairs are empty as the children are taken out and sit on a seat.

I explained that drivers should ask buggy owners to fold or move their buggies if a wheelchair needs to board (see Big Red Book p6), although there is no particular priority between the two groups, and said I accepted there can be some conflict now all buses are low floor.

Customer says drivers do not ask buggy owners to fold or move them - she says she gets some lovely drivers but that then the others don't care. She says drivers need to be reformed.

**Response:**

Dear Miss [REDACTED]

Re: Route H25 – Accessibility

Thank you for your telephone call on 5 July, regarding a bus driver on route H25.

I am sorry to hear of your recent experience when you intended to board a service on the above route. I realise how frustrating this must have been, and I do apologise for the upset caused.

One of our key aims is to make our buses as accessible as possible and the driver should have dealt with your request to board in a helpful way. If the wheelchair space is already occupied by buggies, as you have described, the driver should ask if they can possibly move or fold their buggy down to let the wheelchair user in. Most passengers do comply with such requests. However, if a passenger will not move, unfortunately the driver cannot force them to do so. I am particularly concerned as you have suggested that the driver made no attempt to ask the passenger to move and informed you there was nothing he could do.

We expect the very highest standards of courtesy and behaviour from all of our staff and this is especially true of bus drivers. We realise how important it is that our drivers are polite and as helpful as possible, and that they act in a professional manner at all times. Regrettably, the incident you have described does not reflect this.

In light of your comments, I have contacted Abellio who operate this route on our behalf and made them aware of your experience. From the information you have provided, they will identify the driver concerned and take the appropriate corrective action. They will also remind all drivers of the correct procedure in such circumstances, in order to eliminate the possibility of a future recurrence.

Once again, I would like to thank you for bringing this matter to my attention and reiterate my apologies for the upset and inconvenience this caused. Should you require any further assistance in the future, please do not hesitate to contact me again.

Yours sincerely

Felicity O'Keeffe  
Customer Services

**2849352**

**Customer:**

Dear Sir,

It is not the first time I found your H25 services unacceptable. Yesterday, 14 June 2012, I arrived with my wife from London at 15.15 and waited at Feltham Bus Station from 15.15 until 15.30. The H25 bus, towards Hatton Cross, drove straight pass the bus stop. The 15.50 H25 stopped, but did not let any passengers board, despite having sufficient space for a few people. Eventually we started walking towards Bedfont and picked up a bus a long way down Bedfont Lane (16.10). We are both in the late sixties and could well do without such hassle.

As I mentioned before this is now the third time this happened during the same time slot. I am also certain this happens every day during the school periods.

Why can you not arrange for an additional bus to run during the busy period just when the school children travel home? It would be beneficial to you, the passengers and most probably, also to the school children.

I would appreciate your comment.

Thank you and kind regards

██████████ (Mr.)

**Response:**

Dear Mr ██████████

Thank you for your feedback regarding an incident where a driver failed to follow the correct stopping procedures. I am grateful for the time you have taken to get in touch.

Please accept my sincere apologies for the obvious inconvenience and distress this matter has caused you. As a regular bus traveller myself, I can imagine how frustrating this must have been for you.

You will be pleased to know that we have changed the stopping procedures, with a view to removing the distinction between compulsory and request stops. This means that drivers will have to stop at all stops where there are waiting passengers. If another bus is blocking the stop, the driver should wait until it has moved away to ensure he doesn't miss any waiting passengers. Drivers are instructed and constantly reminded of the need to keep a sharp lookout for intending passengers at all times.

The above will simplify stopping procedures and remove any confusion for both drivers and passengers. It is disappointing to hear that these basic procedures were not followed on the day concerned.

The details of the bus in question are greatly appreciated and has assisted me in identifying the relevant operating company. With this in mind, you'll be pleased to know that I've made Abellio (who operates this vehicle on our behalf) aware of your complaint. They will try and identify the correct driver, if successful, they will interview the driver in question about their conduct, and follow this up with appropriate action in line with their internal procedures. For confidentiality reasons we never release details of an interview and any subsequent action taken. But please rest assured the operator will endeavour to ensure that a repeat of this does not occur in the future.

I can sympathise with how you must have felt after this experience. We appreciate your concern regarding the driver's behaviour.

Please feel assured that we are working with the bus operators to improve the quality of our services, through positive attitudes, courteous behaviour and attention to proper standards of service. This requires a strong emphasis on staff training and we are liaising with the bus operators in order to continue achieving real improvements across London.

I hope this incident has not dissuaded you from using our bus services in future. We work hard to ensure that our high service levels are met. Overall, the majority of London's bus drivers do an exemplary job, and it is regrettable that isolated drivers cause this reputation to be called into disrepute. Therefore we greatly appreciate you taking the time to raise such incidents with us, as it allows us to take action in the hope that we can continue to improve the level of service provided to our customers.

Once again thank you for taking the time to bring this matter to my attention. I hope your next experience is more pleasant. If I can be of any further help in the future, please feel free to get in touch.

Yours sincerely,

Tess Lotter  
Customer Service Advisor

**Customer:**

Dear Tess Lotter,

Thank you very much for your answer and I am grateful for the action, that will be taken.

Unfortunately you omitted to answer the other critical problem. I mentioned the overcrowding of the H25 Buses around the time shown. From about 15:00 Hour until 16:00 Hour the School Children "take over" the buses which causes a problem for the other travellers. The drivers have their buses filled to capacity and know there is no space for more passengers. The obvious will happen. They will miss the next stop and carry on until some children disembark.

The answer is simple. Use additional buses during the period. I know this is not an easy option, because it means additional costs for the carrier. It would also help if the H25 would drive to the shown time table. I know this does not happen, because we can see three 285 buses drive into Feltham station, before a H25 appears!!

We will still use the buses, but simply at different times. We will also use a different route out of London to ensure we miss the School run.

Looking forward to see a solution to the ongoing problem.

Thank you and kind regards

[REDACTED]

**Response:**

Dear Mr [REDACTED]

Thank you for your further email regarding overcrowding on bus route H25.

I understand your frustration regarding the H25 service, and am glad of the opportunity to address your concerns.

As you can appreciate, the buses run to a timetable and aim to leave each stop as scheduled to avoid any further delays. The frequencies of our bus services are dependent upon the identified patronage figure, and working with this a decision is then taken as to how many buses to put onto a given service per hour.

Transport for London (TfL) conducted surveys at both Feltham and Hatton Cross and quite recently the entire route, to identify overcrowding issues. TfL found the busiest point is at Bedfont heading towards Hatton Cross but there is considered to be enough capacity. Unfortunately we could not justify any increase or additional vehicle at this time. We will however record your concerns regarding this matter for any future development in this area.

We are constantly looking at ways to reduce instances of delays, as well as investing heavily in technology which is also aimed at providing a more consistent and efficient bus service.

Please be assured that we do want to provide you with the very best service, and your comments are very welcome in helping us to achieve this.

Once again, thank you for taking the time to contact me. If I can be of any further assistance, please feel free to get in touch again.

Yours sincerely

Tiffany Profke  
Customer Service Advisor

**2895699**

**Customer (phone call notes):**

Customer said she was about to board the bus with her push chair.

Customer said there were 2 push chairs in the bus already, so she told the driver that she will fold the buggy and carry her child.

Customer said the driver shouted at her "Do it outside, I'm in a hurry".

Customer said she refused to get off the bus knowing she could fold the buggy on the bus.

Customer said the driver then asked her, "Where are you going"?

Customer said she told the driver she was going to Feltham.

Customer said the driver then replied her, "In my days, I would walk that distance".

Customer said she told the driver that it was none of his business if she decided to board the bus.

Customer said the driver shouted at her "You Fat Bitch".

Customer said she asked why the driver is calling her names, then the driver said "I am Pissed".

Customer said the driver then shouted again, "Get off you fat Wore.

Customer said everyone was shocked on the bus and from the driver's words and attitude, he was drunk so everyone got off the bus.

Customer wants this driver investigated and she wants a response back in writing regarding this complaint.

Please investigate and take appropriate action.

Regards.

**Response:**

Dear Miss [REDACTED]

Thank you for your comments on 27 July concerning the behaviour of a bus driver on route H25.

I was deeply concerned to learn of the events you describe. We expect drivers to promote a positive image of London Buses and to act professionally at all times. I am sorry the driver behaved in this way towards you and apologise for the upset this caused.

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

Drivers receive comprehensive training to enable them to perform their duties effectively, a central part of which is customer service. Clearly, this kind of behaviour is unacceptable and I am disappointed to hear that it came from a London bus driver.

Thanks to the information you have provided, Abellio, who operate route H25 for us will be able to identify the driver involved. An interview will take place and this will be followed up with appropriate action in line with the operator's company procedures. For confidentiality reasons we never release details of an interview and any subsequent action taken. However, please rest assured that both we and our operating companies take complaints about poor staff behaviour extremely seriously.

We are dedicated to ensuring that all our operators adopt a positive and proactive attitude towards our customers. We will continue to work with them to improve the interface between drivers and our customers through attention to proper standards of service.

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

Yours sincerely

Tom Bowes  
Customer Services Advisor  
Transport for London Customer Services

## **2910659**

### **Customer:**

I would like to know why your drivers are never able to pull on the stands at Hatton cross the times they should.

Today there was 3 h25 buses parked up till gone 15.20 when there should have been one ready to depart at 15.12. I also have photos of the buses just sitting there which is very frustrating not only for me but other passengers aswell. Direction : Butts Farm

### **Response:**

Dear Mr [REDACTED]

Thank you for your email regarding route H25.

I am sorry to hear that buses on the above route have not been departing Hatton Cross Bus Station as scheduled. I know how frustrating it can be when a service does not run as scheduled and I do apologise for the delay and inconvenience caused.

In light of your comments, I have contacted Abellio who operate this route on our behalf, and made them aware of your comments. The Performance Manager for route H25 will address the issues you have raised, monitor the reliability of the service and adhere to the published timetable as closely as possible.

Please be assured that we do want to provide you with the very best service, and your comments are very welcome in helping us to achieve this.

Once again, thank you for bringing this matter to our attention. Should you require any further assistance in the future, please do not hesitate to contact us again.  
Yours sincerely

Felicity O'Keeffe  
Customer Service Advisor

**2917222**

**Customer:**

Sent from my iPadi am not sure who to complain to about an incident that happened to me last Friday 3rd august 2012,  
I was out on a road walk with my pony ,and the h25bus at 12.15pm on Somalis avenue , going towards felt ham ,sped past at an incredible speed,so close I actually thought it was going to squash me ,however the bus driver did not see the oncoming car ,so he actually swerved up on to the pavement right in front of me and was driving on the pavement ,!! I was absolutely disgusted ,he never even slowed down when he was on the pavement!! I took a photo of him and am willing to pay to get it blown up so that we can figure out the number of the bus , I am so sick of the absolute total disregard of these h25drivers,they pass me all the time on that route ,and hardly ever show any regard for the fact that my horse could spook when they speed past , I am sure that you can look up who was on that route at that time on that day,I don't know who else to complain to ,Please can you advise me ,  
The road travel limit not those roads are 20 mph,and these buses just speed past ,even over the speed bumps , especially on nailhead road ,and elmwood avenue , my stables are directly on that route ,and I have every right to remain safe on the roads as everyone else,its only a matter of time before there is a terrible accident, why is it that bus drivers have this attitude on the road that they can do what they want with no regard for others safety ,this is the second time I have reported this bus route for dangerous driving ,please can you address the problem and give me feedback ,

**Response:**

Dear Ms [REDACTED]

Thank you for contacting us regarding a route H25 bus driver who drove at high speed and mounted the pavement on Somalis Avenue. I am grateful for the time you have taken to get in touch.

I was very concerned to learn that the driver in question had driven past you at excessive speed whilst you were out with your pony. I was also disappointed to hear that he had failed to see an oncoming car and had had to swerve to avoid it. I appreciate that this must have been alarming for you, and would like to apologise for the anxiety this incident caused.

As you would expect, the safety of other road users is an issue we take extremely seriously. Our drivers receive comprehensive training to enable them to perform their duties to the highest standard, and safety is a vital part of this training. To drive a bus at high speed and in a manner which endangers other road users is therefore totally unacceptable.

In light of your feedback, I've contacted Abellio, who operate route H25 for us. They were also concerned to hear about this and will remind their drivers that they should be driving safely and

within the law. They will also interview the driver in question about the incident, and take whatever action is necessary to ensure there won't be a repeat of such behaviour in the future.

I hope that you will not encounter any further problems with H25 buses, however, should you do so, I would be grateful if you could provide me with the time, date and location of the incident. This will enable Abellio to investigate further.

Thank you once again for bringing this matter to our attention. Please do let me know if I can be of assistance in the future.

Yours sincerely

Angharad Morgan  
Customer Services

## **2919189**

### **Customer:**

Hello,

I'm currently serving in the RAF, and have been told that due to the support the armed forces are providing for the Olympic games, we are entitled to free travel on the tube, trains and buses. I very much appreciate this offer, and applaud you for it, however whenever I have got a bus, the driver has no idea about it and makes me pay by oyster. This has happened on more than just the occasion stated above. As I say, I really appreciate the thought, but it becomes a bit empty when you haven't told the drivers, and I'm made to pay anyway. It's been fine on the trains and tube, it only seems to be the bus drivers I've had a problem with.

For reference, here's the article stating the offer:

<http://www.mod.uk/DefenceInternet/DefenceNews/DefencePolicyAndBusiness/FreeTravelForMilitaryPersonnelSupportingSecurityForThe2012Games.htm>

Thank you,

[REDACTED]

Direction : Towards Hatton Cross

### **Response:**

Dear [REDACTED]

Thank you for your email regarding free travel for the armed forces during the Olympics.

Unfortunately, the link you sent me did not work when I tried to open it.

I'm sorry to read that you had to pay for your journey due to misinformed staff.



Free travel has been extended to members of the Armed Services providing they show their Military ID to a member of staff. The member of the Armed Forces does not need to be in uniform or be on duty.

This free travel is available on all Tube, Docklands Light Railway (DLR), London Overground, Tram and London bus services from 21 July until 11 September.

Please feel free to print this email and show it to any bus driver in future who refuses you free travel during the Olympics.

Once again I can only apologise for this misunderstanding. All our staff have been informed of this so hopefully this will not happen again.

Regards

Rosie Wallis  
Customer Services Advisor | Correspondence (Streets & Policy)

**Customer:**

Dear Ms [REDACTED]

I did not email you regarding the above, I emailed you to complain about staff incompetence on London Overground.

If you have lost my complaint please inform me and I shall re-send.

It appears that incompetence is not only limited to London Overground.

Yours

[REDACTED]

**Response:**

Dear Ms [REDACTED]

Thank you for your reply.

I can only apologise for what appears to be a glitch in our system that has sent a response to another customer's email to you instead.

Please reply with your original complaint so I can deal with it accordingly.

Once again, I apologise for the system's glitch.

Regards

**2927126**

**Customer:**

To whom it may concern

I have just had a bus ride from Hatton Cross to Bedfont on the H25 . The bus was about to pull away but opened its doors for myself , my disabled mother in law and my 3 young children . My mother in law boarded using her freedom pass with my 3 young children and whilst getting my money to pay for my fair , the bus driver abruptly said " next time the bus is late " and rolled his eyes at me . I asked what he meant and was told he should of left 2 and half minutes ago . I said I had not boarded the bus 2 and a half minutes ago so was not to blame for the bus being late . I feel his comments were unnecessary and frankly quite embarrassing in front of a bus with passengers . I do not use the bus very often but can safely say I will not use the H25 again . I am also weary of my eldest daughter using her oyster card on the bus In case she is confronted with such rude behaviour whilst travelling alone .

Not sure if you can track the driver from my bus ticket but I will list the details below .

Route H25  
45377 16052 13679  
Fare : adult single £2.30  
Non transferable  
Valid from stage : 16  
Valid to stage : 1  
Hatton cross bus stn  
At 12.43 on : 10/08/2012

I look forward to your response

Regards

Mrs [REDACTED]

Sent from my iPad

**Response:**

Dear Mrs [REDACTED]

Thank you for your feedback on 10 August, concerning the behaviour of the driver on route H25.

I was concerned to learn of the events you describe. We expect drivers to promote a positive image of London Buses and to act professionally at all times. I am sorry that the bus driver was rude to you, and caused embarrassment in front of the other passengers on the bus.

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

Drivers receive comprehensive training to enable them to perform their duties effectively. Customer service is central to this training. Clearly, bus drivers should conduct themselves in a professional and polite manner. It is disappointing to hear that these basic procedures have not been followed.

Details of your experiences have been passed to Abellio, who operate route H25 for us. The operator will be able to identify the driver from the details you have provided and will follow this up with appropriate remedial action. Due to confidentiality reasons we are unable to release details of an

interview and any subsequent action taken. Please rest assured that both we and our operating companies take all complaints about poor staff behaviour extremely seriously.

We are dedicated to ensuring that all our operators adopt a positive and proactive attitude towards our customers. We will continue to work with them to improve the interface between drivers and our customers through attention to proper standards of service.

Thank you again for bringing this matter to our attention. I apologise again for any inconvenience caused. Should you have any further queries, or should problems persist please let me know.

Yours sincerely,

Miss Ciranne Muir  
Customer Services Advisor  
Transport for London Customer Services

### **2933980**

#### **Customer (phone call notes):**

Customer would like report that the h25 bus service had gaps due to the fact that a bus broke down, as a result customer was late for work

Fyi customer would also like to report that the H25 bus runs a very irregular service, customer would like this issue to be resolved

#### **Response:**

No response required

### **2935852**

#### **Customer:**

supposed to start from Hattoncross to Buttsfarm at 18.27, never started and gave rude response to passenger who asked about the start time and shut the door. 2 more H25 buses arrived later for their service on time.

There was sever service disruption even in morning of 16th aug. Why? If its due to breakdown, why do you use such old buses on this route? Some of the buses on this route look like wheels can come off any second.

Direction : buttsfarm

#### **Response:**

No response required

### **2949453**

**Customer:**

Again this bus service is late which in turn has knock on effects for the rest of my journey. How on earth can fares increase yet the quality of service decreases. Nearly everyday this bus is late. I've complained before but can see no improvement to the service. Yourselfes take as long to respond to complaints as long as it takes for your bus services to arrive on time. I have come to the conclusion that walking is more reliable than your bus services or that I should add an extra hour onto my journey time to compensate for the ever latening arrival of your bus services. How can you call this acceptable service? I have now, yet again, missed my train to Waterloo and have to explain to work I am late again as the bus is late but I believe this excuse is wearing quite thin now. This isn't a one off occurrence either, it is a regular occurrence. Could you explain to me the purpose of bus timetables as they seem to have no use to the drivers of this service. I can understand if it was once a week but 3 times a week late isn't really acceptable. Either the bus comes 5 minutes early or 15 minutes late and 2 arrive at the same time?

Direction : Hatton Cross

**Response:**

Dear Mr [REDACTED]

Re: H25 Service

Thank you for your email dated 24th August, regarding the operation of the H25 route. I was concerned to learn of the delay you experienced as a result of this service being late to arrive, and apologise for any inconvenience caused as a result.

I would like to assure you that Transport for London (TfL) makes every effort to provide as punctual, reliable and consistent a service as possible across the bus network in Greater London, and it is always disappointing to read accounts, such as your own, in which we are deemed to have fallen short of expectation.

While we endeavour to maintain a consistent and reliable service, our buses travel on public roads and highways, and as such are vulnerable to delays and disruptions stemming from circumstances beyond our control, and that of our bus operators. Road traffic accidents, broken down vehicles, higher than normal congestion levels, road works and staff shortages can all have a pejorative impact on bus routes across the city.

With regards to the H25 route, we have consulted the route's performance data in response to your complaint, and I can confirm that in the last quarter this service has been meeting its excess waiting time targets, with between 82 and 85 percent of buses leaving on time. I would also like to assure you that we continually monitor all of our bus routes to ensure that performance targets are being met, and that requisite levels of service reliability are being delivered to our customers.

Thank you once again for your email, and please do not hesitate to contact me again if I can be of further assistance.

Yours sincerely

David Greaves  
Customer Service Advisor

