

Service Manager
Abellio London Ltd.
301 Camberwell New Road,
London,
SE5 0TF




5th February 2012

Re: Bus Service H25

I am one of the many unfortunate passengers who rely on the H25 service during the daily rush hours.

The H25 service must be the most unreliable operating in the Feltham area, one can never be sure whether a bus will arrive as timetabled or, as regularly happens, will arrive at a time that leaves one unsure if it is either very late or very early. Most recently on the 2nd and 3rd of February the 07.23 was cancelled, a not unusual occurrence and I say 'cancelled' because the alternative explanation can only be that the driver/s took the decision not to take the bus out. I am a realist and understand that breakdowns and staff sickness can happen but it appears that someone within your organisation made the decision to inconvenience and punish the same passengers on consecutive days.

In the almost five years that I have been using this service I have only once seen an Inspector, she arrived at my stop (Charleston Close) one morning and several people spoke with her as we waited and waited... Initially she would not accept that the service was irregular but as time passed and the scheduled bus did not arrive she began to understand and made a call; she was then able to tell us when the bus would arrive but not the reason for the delay. When the bus arrived it was so crowded that she said she could not allow anyone to board and this despite several people alighting. I did ask her for the number she had called but it was not one that could be made available to the public. However, for some weeks after this the service did run as scheduled.

Since the timetable and route changed in November 2011 the punctuality has further deteriorated and the change in route, which was undertaken so that buses are no longer held up when the barriers are down at Feltham Station, has also had no impact on the reliability of the service and now a regular occurrence is that two buses are following each other or just minutes apart.

I understand, from my partner, that the service is often unreliable during the course of the day i.e. after and before the rush hours. She has told me that it is advisable to go to the bus stop at least one bus earlier than the one she needs when she has an appointment and one day in December waited an hour mid-morning for a bus to arrive.

At other bus stops in the Feltham area there are electronic indicator boards with service updates, I am unaware of any on the H25 route so would like to suggest that they are introduced.

I feel that your reaction to this letter will be trot out statistics showing that this service is the best in the area, and that might be the case very late at night, but what you will not do is supply any concrete assurance of how the service will actually run to timetable. I am sure that you appreciate how important a reliable bus service is to those going and returning from work, particularly as the H25 services two stations and a major transport hub.

On Friday morning one of the people waiting suggested that the least your company could do would be to fix a crystal ball to every bus stop, but as a public service provider I am confident that you will want to do more than the least.

I look forward to receiving your comments.

Yours faithfully,

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Cc: Leon Daniels, TFL
London Buses Customer Services
Abellio Ltd, Twickenham Garage