

Reference ID	Title	Description	Source	Complaint Type	Remedy
C1501063383	Buses (Links Park & Rides and Other Routes)	My concern about the changes that is to take place regarding the Local Link L9 Bus. I understand that as from the 1st of March 2015 I will not be able to use my Pink Easy Rider. I am extremely disappointed that Nottingham City Council did not see it necessary to consult with the commuters who uses the service. I personally used this bus 5 days per week to get me to work and back and so do many other working class people. Once again we the service users have been penalised and are restricted to use the bus-pass that you have created. At 1st we weren't allowed to use it on the Trams now a bus that is "Supposing to be for the COMMUNITY!" "Local Link" is going to be out of our reach. My question to the powers that be is when are we the service users going to be informed of the alternative? there have been no consultation that I am aware of or even any information leaflets to let us know about this big change. I think the clue should be in the name e.g COMMUNITY where ACCESSABILITY should mean AFFORDABILITY also. I have spoken to several other service users that will be affected if this change comes into force at the beginning of March 2015! who feels the same so I am speaking on their behalf. We are all hoping that this is not a done deal and we will be waiting anxiously with thanks in advance for your reply. Sincerely S. 40 (2)	Citizen Web-form	Not Upheld	
C1501154904	Buses	On Thursday 150115 my wife and I visited Nottingham. We parked in the Queens Drive park and ride and went into the city centre for a few hours. To return we waited at bus stop no M3 in Maid Marion Way. At approx. 2.15pm a C1 service bus for the Queens Drive park and ride came along. The driver was female. I hailed the bus. The driver looked at me and I thought that she was going to pull in. She did not. My wife and I are certain that she saw us. We are both in our late sixties. The temperature was approx. 4 degrees C and there was a very cold wind blowing. After a further 10 minutes another bus came along stopped and picked us up. I would like the driver who failed to stop to be made aware that we were very sure that her actions were deliberate that it has left us with a very poor opinion of her the service she represents and does reflect upon Nottingham as a whole to think that this was behaviour that would go un remarked.	Citizen Web-form	Upheld	
C1501195105	Buses (Nottingham City Transport)	Citizen's comments: I am having a lot of problems with the service run by Nottingham City Transport. I have tried repeatedly to address them however they either refuse to take any responsibility or simply ignore me. I understand that they are a private company but they are being allowed/licensed to run across the city so I was wondering if you could point me in the right direction of who to contact about them.	Email	Not Upheld	
C1501205493	Buses (Links Park & Rides and Other Routes)	I have just seen the announcement regarding the changes to ticketing on P&R service from 1 March. For a council that goes out of it's way to utilise every publicity opportunity available to promote it's work to create a joined up public transport system I find the changes don't match the picture you paint. As a regular user of both the P&R and regular NCT routes in a normal week I am faced with having 2 payment methods. Access to the new scratchcards is hardly user-friendly with limited outlets and the need to revisit after every 10 trips. Surely access to the tickets at the P&R site would at least make it easier for bus-users although the introduction of a scratchcard in this day & age is unbelievable.	Citizen Web-form	Not Upheld	Other
C1501225813	Buses (Links Park & Rides and Other Routes)	The date is 22 January 2015. Once again the 6.50 Centrelink bus between Broadmarsh and Victoria Centres has failed to turn up. To say that these buses run every ten minutes throughout the day is a joke - they run at the driver's whims and convenience no effort is made to adhere to any kind of timetable. When questioned the drivers always come up with "some problem on the other bus". I know this service is free but I would gladly pay for it if only it would turn up! The unreliability of this service frequently adds half an hour to my journey home because of missed connections.	Citizen Web-form	Undetermined	Specific Action
C1501276303	Buses (Nottingham City Transport)	Hi The bus time display at the Perry Road and Leonard Avenue stops heading towards the city have not been displaying bus times for the past 10 days. If they could be fixed so we know when our busses are due that would be great. Thanks.	Citizen Web-form	Upheld	
C1501276464	Buses (Links Park & Rides and Other Routes)	I have complained about the Centre link bus service between Victoria Centre and Broadmarsh and vice versa within the past week. Today is Tuesday 27 January and we have waited forty minutes for a Centrelink bus. If it isn't going to run it should not be advertised as an available service! People rely on this bus to make connections to buses at Vic Centre if it isn't going to turn up people should be told in time for to make alternative arrangements. Charge fares if necessary Just please run this service as advertised!	Citizen Web-form	Undetermined	
C1501286577	Buses (Links Park & Rides and Other Routes)	What's the reason behind removing the link buses from easy rider passes? Apart from fleecing the general public again. Upsetting school runs etc... Is there no end to your incompetence? Anything to make a quick buck	Citizen Web-form	Undetermined	
C1501296820	Buses (Links Park & Rides and Other Routes)	I have to use the L9 with NCT buses on the same journey and pay £3.50 for an all day ticket now I'm told I have to buy a kangaroo ticket at £4.50 which is a big jump for a 1 1/2 mile journey. Also the short hop ticket of £1.10 is now £2 which is ridiculous. I often use the short hop ticket as I have a problem with my hip. These charges seriously need looking into otherwise you will be losing passengers.	Citizen Web-form	Undetermined	
C1501296936	Buses (Links Park & Rides and Other Routes)	This is about Dial-a-Ride. I paid a one-year fee several years ago in the middle of that year. Around six months after I'd paid the fee I was asked to cough-up more money due to the next year's fee being due. I was unable to access this service at any time my fee was valid. I was told that a) I was making the request too early for the date I wanted b) the bus was too full to take me or c) there wasn't a bus in my area at the time I needed it. I made a complaint at the time but I never heard back from Dial-a-Ride nor was I offered a refund of the fee that I paid but couldn't use. The information given on how to use the service wasn't very clear and looking at the page today I see that little has changed apart from the fee - which has risen by no small amount. Also I see that VAT is charged yet when a person who is registered as disabled buys an aid or device to help manage their disability VAT is waived. I wasn't contacted by Dial-a-Ride therefore have no reference number.	Citizen Web-form	Not Upheld	
C1502027324	Buses (Nottingham City Transport)	I am writing to you with regards to the buses on Bracebridge Drive. In the past few weeks they have been waiting at the bus stop outside my house (probably to make up time). They can often be waiting there for up to 8-9mins with their engine running. As you can appreciate our windows are not completely sound proof and the heavy sound of the engines either wake me up early in the morning or disturb my sleep at night. Both myself and my husband are working professionals who rely on a good nights sleep in order to function the following day. We would requests that if buses do need to wait could they do so with their engines turned off?	Citizen Web-form	Undetermined	
C1502068057	Buses (Nottingham City Transport)	Hi parts of Thorneywood Mount are now under a 20 mph speed limit which your buses aren't adhering to. I assume that the new speed limit applies to buses? I have also witnessed buses going over the old 30mph speed limit. I look forward to your response. Thank you.	Citizen Web-form	Undetermined	
C1502088389	Buses (Links Park & Rides and Other Routes)	my bus pass costs me enough as it is to use the link2 bus to Morrisons I use the pass virtually every day on NCT and require the use of more than one route to now have to purchase a kangaroo ticket on top of my pass is an expense i could well do without your new 44A does not go as far as Victoria Retail Park but i have noticed it still goes to Mile End Road covering the factories down there presumably this is because NCT does not want to miss out on the revenue generated by the number of workers who presently use link2 well the 44A eventually go as far as Victoria Retail Park i have always thought NCT was fair value for money providing excellent service but not any more	Citizen Web-form	Not Upheld	
C1502139179	Buses (Nottingham City Transport)	The 40 stops at a timing stop (Stop code 33905A42) opposite Walter Halls school. This BLOCKS the road until he moves. The buses put on their hazard lights to indicate they will not be moving soon. Drivers are forced to wait or break traffic laws by contravening the keep left sign. As this is near the school this is even more dangerous during school opening and closing. The timing stop simply needs moving to where it does not cause an obstruction. Please advise if NCT, the Police or yourselves can sort this out quickly. Drivers risk a fine and 3 points children risk death or injury if a driver goes to the wrong side of the road to get around the bus. I have photos but the form will not let me upload them. They are only 400KB each.	Citizen Web-form	Undetermined	
C1502139221	Buses (Nottingham City Transport)	Can you please tell me why the L7 3.15pm bus did not go right to the top of Charlbury Road today leaving me stranded in the rain? There were no obstacles in the way. An elderly neighbour was also waiting for the bus too. This was very inconsiderate. It turned around three quarters of the way down the road and drove straight off.	Citizen Web-form	Undetermined	
C1502199870	Buses (Links Park & Rides and Other Routes)	Hi I just wanted to suggest on behalf of all the people frequently waiting 25 minutes to catch this bus from QMC to City that somebody reviews the route and time scheduling of the service. Waiting for a bus from QMC to City hospital of an afternoon you are likely to see the circular pass twice sometimes three times and also two park and ride buses sometimes three. I would propose that having 4/5 buses running the circular and the park and ride route defies logic when the city hospital journey has the same number but equals twice the distance of the circular and park and ride combined. If you simply merged the circular and park and ride options and run 3 buses on that line adding the bus freed up to the QMC/City route waiting times for people would be greatly improved. Regards S.	Citizen Web-form	Not Upheld	
C1503031616	Buses (Links Park & Rides and Other Routes)	On the 3/3/15 at 07.50 my daughter tried to get on the city link 1 from parliament street she showed the driver her all day ticket and was told she could not use this she explained she had got a all day ticket yesterday still no my daughter then had to get a 87 back into Arnold to get some more money to go back into town to catch the city link she was 2 hours late for work don't think this is acceptable the drivers yesterday could of told passengers the day before that they could not use those tickets from 3/3/15 hope to hear from you	Citizen Web-form	Not Upheld	Other
C1503041738	Buses (Links Park & Rides and Other Routes)	Today Wednesday 4 March I arrived at the Queens Drive P&R site at 9.30. Half of the car park had been roped off for Uni visitors and Park and Ride customers were left to their own devices to TRY to find a space of which there were none. Many vehicles had inconsiderately parked in two spaces which made finding anywhere to park even more difficult. It is disgusting that paying customers are unable to park on this site. Also the buses were very delayed because of congestion of traffic entering the site. There were no staff to help or advice us where to park or what to do. A totally bad experience of an otherwise excellent facility. You will lose many customers if this problem is not addressed. I was not alone in feeling so frustrated and disappointed. Obviously a rethink is needed to find a solution to this ongoing problem. Regards S. 40 (2)	Citizen Web-form	Not Upheld	Apology
C1503062005	Public Transport	On 6/3/15 at 16:12 bus driver of the medlink i am currently on said turn the music down when there was no music playing whilst standing up looking around for someone to have ago at. After he parked up at park and ride and drove off a driver pulled off in front of the bus with plenty of time and the driver beeped his horn later on the dual carriage way he opened his door and decided he was having ago at the driver of the car which and I'm writing the complaint because I think it's totally unacceptable for somebody to enjoy bullying a member of the public when the person was totally apologetic. The bus drivers attitude is one of the worst I have come across in a while and am totally beyond belief. I don't know the bus drivers name but he has extremely short hair if not bald and is wearing dark sunglasses with a 9 o'clock shadow. Thanks.	Citizen Web-form	Undetermined	

C1503092370	Buses (Nottingham City Transport)	I would say that 9 days out of 10 the 14 02pm bus 44 into town from trent road is not in service so many days we have been late for work and have to pay for a taxi when I pay <del>£333</del> for a 6 month kangaroo pass it seems to be getting worst today I got to the bus stop at 13 55 pm and the bus didn't come until 14 25 a lady at the stop had been waiting 40 mins when I rang up to ask why I was told there was a five min delay how can that be when I waited 30 mins has the route been streamlined if so why has the timetable not been changed I feel that you are not providing the service that I have paid for also if there was destination boards at the stops on cowick rd passengers would be able to see if the bus is running late and could start walking the man who I spoke to said the lady couldn't have been waiting 40 mins but I know that she was there before me along with another lady	Citizen Web-form	Undetermined	
C1503102507	Buses (Links Park & Rides and Other Routes)	Last month my wife and I visited Nottingham being new residents in Carlton in Lindrick. My wife is a bus pass holder due to age and I am not yet. We chose to use park and ride to try the system out but found that she had to pay to get into Nottingham we had to use a team and a member of staff said there was no alternative. I would have thought you would encourage shopping in Nottingham by making a bus route available from a park and ride facility. We could shop equally well at Sheffield about the same distance to us from Nottingham and parking free at Meadowhall. Please let me know why bus pass holders are not catered for in this service and if there is a park and ride with bus routes rather than Trams as we might travel into Nottingham to give it a second chance this Thursday. I look forward to your contact or <del>S.40 (2)</del> Many thanks <del>S.40 (2)</del>	Citizen Web-form	Not Upheld	
C1503102598	Buses (Links Park & Rides and Other Routes)	DATE 10/3/15 SERVICE L11 TESCO BULWELL TRAVELLING TOWARD BEECHDALE TIME DUE 1710 APPROX TIME ARRIVED 1730 ME AND ANOTHER PASSENGER BOTH CLEARLY HAND SIGNAL FOR THIS VEHICLE TO STOP IT DIDNT EVEN SLOWED DOWN AS IT DROVE PAST THE STOP . I HAVE REPORTED THIS TO NCT AND HAVE REQUESTED THEM TO COVER MY TAXI FARE HOME AS THIS WAS THE LAST L11 HOME TO BEECHDALE BUNGALOWS. I KNOW THIS IS A TENDER SERVICE FUNDED BY NOTTINGHAM CITY COUNCIL AND YOU SHOULD KNOW WHAT SERVICE IS BEING PROVIDED FOR YOU MONEY I WOULD LIKE MY TAXI FARE OF 6.30 REFUNED AND A WRITTEN APOLOGY	Citizen Web-form	Undetermined	
C1503163146	Buses (Links Park & Rides and Other Routes)	Twice in two weeks I have arrived in ample time to the bus stop for the L14 at 8.02 and twice it has not arrived. I struggle with Asthma in winter and medical issues with walking any distance quickly. So having realised the bus had left massively early or was not on at all meant considerable stress using the tram and having to complete an uncomfortable walk and this time a <del>£6.50</del> taxi fare.I understand that this service struggles to be on time and I'll accept that but for it to be so early I can't catch it is a joke.	Citizen Web-form	Undetermined	
C1503183557	Bus Real Time Displays	Bus stop 3390SN19 Colwick Crossing about two months ago I complained that this bus stop display had been displaying incorrect bus info for services that do not run this route this display has changed but is still displaying incorrect information it has now been displaying NCT route 48 City due in 11mins for the passed 3 weeks could I also ask why the bus stop displays on Sneinton hermatage and colwick road where only put up on the out of city stops and not the inbound ones which would have been more benefit the ones that have been out of use outside the QMC forecourt (not used since 23rd May 2013 and all the ones along Station Street (unused since the rail blockade Summer 2013) could be used for this purpose and the info would be more benifit people of Nottingham traveling into the city.	Citizen Web-form	Partially Upheld	
C1503204018	Buses (Links Park & Rides and Other Routes)	At around 5.10 this evening (Friday 20 March) a Citylink bus on Castle boulevard (heading towards Beeston) signalled to come into my lane and then immediately crossed over. My car was parallel to the bus. I sounded my horn but he kept coming and I had to brake. Traffic had been crawling but had just speeded up and I had nowhere to go. I was terrified. I signalled to move out around him and drove on. About five minutes later I approached traffic lights which changed to red. The same bus came up on my left and deliberately drove through the red light when he had plenty of time to stop (I did). It was a number 18 bus and there was a number 607 in grey on the right side of the back of the bus. This driver was driving dangerously and he also broke the law. It boggles belief that passengers' safety is entrusted to a driver like this. I could have contacted the police but decided to contact you. At the very least I would expect him to receive a formal warning. I was absolutely appalled. This man was not a good ambassador for Nottingham. He's also not too bright if he thinks he can get away with it in (mostly) slow moving traffic.	Citizen Web-form	Undetermined	
C1503254785	Buses	Tonight I caught the 89 from town at 8.58. Driver <del>S.40</del> . The bus was busy and the last two passengers to get on were two black youths. Both loud and one was wielding a belt up & down the bus on the lower deck. Two people protested as it nearly hit them.the 2nd youth started to be agressyvd towards one passenger looking at him shouting out "what you looking at are you gay" when the bus got to Vic centre anith youth got on did nothing but his presence clearly agitated the first two and there behaviour worsened. I got if the bus and walked home to scared to stay on the bus. I understand the bus driver may not Wang to have got out his cab but by ignoring and not calling the police he endangered everyone. this incident really frightened me I can't imagine how other with less confidence must have felt. Please check the CCTV and you can see for yourself how this incident could have escalated - maybe it did ?	Citizen Web-form	Undetermined	Not NCC Service
C1504086668	Buses (Links Park & Rides and Other Routes)	In general the service is excellent. But today I had to go back to the city centre and when trying to get back to my office your 14:00 bus just did not stop at the M3 stop. There was a bus parked at the stop as there were people getting of that bus. When you C1 service saw that he just drove away leaving me waiting and making me arrive late back to the office.	Citizen Web-form	Undetermined	
C1504188319	Buses (Links Park & Rides and Other Routes)	Arriving at Nottingham racecourse P&R we found it was closed today. Being a regular user and having come from Lincolnshire we checked Nottingham City Council website and the only date for closure was Saturday 4th July and the Racecourse web site stated that today's meeting was an evening start. There was no indication at the bus stand that the P&R was closed. Having a disabled passenger I had to drive into the city centre and use the Victoria Centre car park at <del>£9</del> in order to cover the length of time needed to complete our business in Nottingham. We have always found the P&R excellent with very considerate and helpful drivers. I do hope that this lack of information re closures will not be repeated putting us to unnecessary expense. I understand that the car par must be closed for race meetings but forewarning of that closure would have allowed us to make arrangements to travel on a different day.	Citizen Web-form	Undetermined	Specific Action & Apology
C1504239136	Buses (Links Park & Rides and Other Routes)	Travelled on a the 44 this morning ok travel went to use the c12 this afternoon unaware that the tickets had been changed had to pay again to travel was very unhappy as I have used this service a few weeks ago and got on with my all day ticket I think this is wrong to be charged for a service that is still being driven by nct	Citizen Web-form	Not Upheld	
C1505111934	Buses (Nottingham City Transport)	I'm very disappointed with the service of one of your bus drivers, on Sunday 10/05/20105 I caught a 39 bus from outside Boots on Parliament Street at 7.35am and my card came up as red I placed it again and the card reader still lit up red the driver said that it would be alright I asked the driver "wi l the card be ok?" and the driver said yes. On my return back into Nottingham my bus card kept lighting up red on two busses and the driver said that I need to go to have the card reset. This isn't the first time it's happened a couple of weeks ago the same thing happened. As you can imagine I was furious I work full time and with the travel centre closing at 5pm I would need to leave work early so this means I would lose another hours pay and with this happening on a Sunday I've had to wait until Monday to having the inconvenience again when I caught the bus to work with the driver saying that it says I have no credit on my card I did explain that I have direct debit taken out every month. I think that you should have all the drivers who do not know how to reset the travel cards to go on training to show them how to reset travel when the card lights up red on the machine when this accrues this would save wasting my time and losing an hours play at my work I have been using Nottingham City Transport buses for years now and I'm really disappointed with the service. Regards <del>S.40 (2)</del>	Citizen Web-form	Undetermined	
C1505152773	Concessionary Bus Pass (Disability & Elderly)	Citizen is complaining that his Concessionary Travel Card has not worked for several weeks. He has tried to sort this out on 6 occasions and feels he has been fobbed off with inaccurate information no-one has got back to him and his card is still not working. he would like a new card that works issued immediately.	Letter	Partially Upheld	Apology
C1505172917	Buses (Nottingham City Transport)	To whom it may concern Today (17th may) I waited for the 10c bus from outside Nottingham train station at approximately 15:20. When the bus arrived I boarded and politely asked the driver for a single ticket to addn on Loughborough road. Giving him a ten pound note he rudely replied 'we don't accept ten pound notes.' I replied 'so I can't get on then?' And he said 'no' in the most unsympathetic tone and facial expression. I'd like to know why buses don't have change for their customers and if I do get on the bus next time do I need the exact change is a five pound note acceptable or does it depend on the driver? I find this ridiculous considering I was trying to be environmentally friendly and surely bus drivers and companies should make sure they have enough change to give to customers? I proceeded to get a taxi which can I got out of and the exact same bus drove straight past me so you can understand my frustration. Please let me know the answers to my questions and I think it is vital that you train your staff to be polite and courteous to your customers so that they have a clear understanding of what is needed and you will ensure that yours customers are treated Witt respect. Yours sincerely <del>S.40 (2)</del>	Citizen Web-form	Not Upheld	
C1505264379	Buses (Links Park & Rides and Other Routes)	I purchased the 10 tickets for <del>£25</del> booklet. This morning 26/5 I boarded the city link 2 at Victoria retail park to go to Nottingham. When returning home on the 6pm bus I showed my ticket and the driver pointed out that it was the wrong date. I had obviously scratched the 25/5 off by mistake. The driver was a bit rude about this and I tried to explain that it was fine this morning and I had not been at work yesterday on a bank holiday. No matter what I said he just repeated "I don't care" and "not my problem". Fair enough I had made a genuine mistake but I felt like I was being treated as a criminal. For this silly error it has now cost me double the usual cost to go to and from work. Might I suggest a system where the driver stamps a pre paid ticket on the first use of the day as this would have prevented this happening to me today? Also asking your drivers to have some common sense and actually listen/speak to a customer with an issue rather than just responding with the same thing would go a long way. I didn't catch the drivers name but it was the city link 2 leaving Nottingham around 6pm. Reg number yn54 ahf	Citizen Web-form	Undetermined	
C1506015141	Buses (Nottingham City Transport)	On Friday 29/05/2015 just as an example as this is happening regularly at 17:03??? This service left the hillary's bust stop at 17:03 when it is supposed to leave at 17:06 the bus driver looked at me as I was shouting not to leave and completely ignored me. This is also happening every morning the citylink 2 is supposed to leave the stop outside Wilkinson at 7:56 and has been leaving from 7:52 onwards. FRIDAY I missed a Dr's appointment and had to get on the nct 44a which is disgusting when I have had to purchase a citylink card to use the service who's drivers feel they can come and go as they please I rely on this service for work and am very unimpressed.	Citizen Web-form	Undetermined	
C1506046099	Buses (Links Park & Rides and Other Routes)	Seriously? For me to get to work at Boots on the buses from my house in Mapperley and then to visit my wedding reception venue in Woodborough with my fiancée tomorrow evening is going to cost me <del>£17</del> in bus fares since the CityLink fare change. How is that good value for 5 bus journeys within Nottingham? <del>£14</del> for the Outer Group rider and a further <del>£3</del> to get to work and back. Bus fares are making it impossible for people to travel within this city without their own transport. No wonder the roads are always at gridlock nowadays! I'm so glad I normally cycle.	Citizen Web-form	Not Upheld	

C150617069	Buses (Links Park & Rides and Other Routes)	On Wednesday 10th June at approx 3pm I caught the Citylink 1 bus back to Queens Drive Park and Ride from The Broadmarsh Centre. I had my 4 month old in his pram and we were the last to board the bus. As there was already one pram on board my mother checked with the driver that it was OK for us also to be on board and he said it was fine. However before I was able to position my pram and put the lock on he began to drive off. I then had to attempt to position the pram whilst the bus was in motion as did the other lady who had to move her pushchair so that mine would fit in. Thankfully my mum was able to take my bags from me. I was able to safely secure my son no harm occurred however I would appreciate it if you could remind a drivers to refrain from pulling off until all passengers are seated. A disabled passenger who was on their own may not have fared as well.	Citizen Web-form		
C150623858	Buses (Links Park & Rides and Other Routes)	C2 bus driver failed to stop at bus stop on maid marion way despite 2 people putting their hands out to stop it. Driver did not look at stop. Time today at 16:33	Citizen Web-form	Undetermined	Not NCC Service
C1506269210	Buses (Links Park & Rides and Other Routes)	Lady caught for the first time the city link from queens drive to the city she asked the driver where to catch the bus back from he advises three stops down? on returning she went to that stop and got on the bus she showed the driver her ticket as she checked she was on the correct bus he said yes go take a seat she asked if her ticket needed punching he said no. the journey was long due to road works not knowing Nottingham very well but she saw a sign which she didn't think was on the way to queens drive after 45 mins she got off at what she thinks is victoria retail park in colwick stranded she was supposed to be at a family meal as her brother is leaving today for the Falklands she feels let down if she hadn't asked for the correct bus it would have been her fault but the driver clearly said yes she didn't get home until very late please can someone ring her.	Telephone	Not Upheld	
C1507030572	Buses (Nottingham City Transport)	Bus number 77 78 79 doesn't wait until the wheelchair is parked my husband called the driver 3 times loudly and the driver was pretending that he couldn't hear my husband was trying to tell the driver to wait until the wheelchair is parked at its place and also the bus driver should keep the wheelchair place empty because it's for wheelchair not for buggy sometimes I don't get a place in the bus therefore I missed an hospital appointment which isn't good enough I really am not happy with that.	Citizen Web-form	Undetermined	Not NCC Service
C1507121865	Buses (Nottingham City Transport)	12/7/2015 Bus 10c leaving Ruddington Green at 1203. I was travelling with my two year old grandchild. Driver had to brake on Nottingham Knights roundabout because of speeding car at which point he shouted 'you tw...'. He then drove up to rear of car at the next traffic lights and shouted 'you fu...g idiot ....' Driver needs anger management training.	Citizen Web-form	Undetermined	
C1507162534	Buses (Nottingham City Transport)	Hi I am [REDACTED] stay near silverdale... there Link buses L1 L22 L23 which comes to the area. But it seemed to be there deviations of timings at when it comes to pick. Old people wait for an hour to use the link buses. It would help if you can do some help to have those buses operate on the timings mentioned so that people have less time to wait...	Citizen Web-form	Undetermined	
C1507172771	City Card & Kangaroo	Saturday [REDACTED] came into the Broadmarsh travel centre to complain that a card is not reading on the bus we checked his card and it was working and he pays by direct debit the driver on the bus was really rude and would not let him travel unless he paid the fare which he did he wants NCT to apologise to him and get their machines sorted	Email	Undetermined	
C1507203026	Buses (Links Park & Rides and Other Routes)	Stood waiting with large group of people for QMC medilink bus this morning. No bus at 10:40 or 10:50 no bus at 11 either - they whizzed past and stopped at their depot for driver break or changeover. Eventually a bus came by at 11:10 meaning people including me were late for hospital appointments. Not impressed by this service and meanwhile a number of drivers appeared to be on their coffee break.	Citizen Web-form	Partially Upheld	
C1507314720	Buses (Links Park & Rides and Other Routes)	On Friday 31st July I was waiting at beeston bus station for the L11 bus towards Arnold which is due at 20past the hour I was waiting for the 8.20am bus along with another couple of people when the bus still hadn't arrived by 8.35am people decided to go by other transport i.e. rang for a lift or got on a bus to Nottingham I however decided to wait 5 more minutes as on Monday the bus was late due to roadworks so I thought maybe that was what had happened again! After a couple more minutes I decided to check the internet on your website to look for updates as the board with bus times had now said it was due at 9.20am! After not finding anything about the bus running late I found the phone number to ring I rang and spoke with a lady at about 8.37am to which she checked the bus for me to then tell me the bus WAS NOT RUNNING this morning as there was NO driver! I am extremely angered by this matter a lot of people rely on this bus as it goes to Arnold from Beeston it doesn't run every 10mins like most buses to which it wouldn't matter if one of them didn't turn up! It runs every hour! I find it a very poor excuse that there was no driver! and the fact there was no warning anywhere about it not running! It is one of the poorest excuses I have ever heard I was then late for work for having to change my plans and get 2 NCT buses which were running normally! I am really angered by this matter and I find it unbelievable that you can just not send a bus!	Citizen Web-form	Undetermined	Not NCC Service
C1508045465	Buses (Nottingham City Transport)	On the 3rd of August 2015 when driving home with my children in the car I sat in my car at the bottom of Basswood Park Drive road west waiting for the traffic lights to change in the left hand lane was a 79a bus registration ym33 dfl. As the traffic lights change the driver of the bus cut into my lane leaving me unable to move and he was an inch away from my passenger side if he continued to move forward he would have taken out my whole passenger side. As a result had to reverse as much as I could. Later that evening when my husband arrived home he noticed green paint and a lot of scratches on my left side front bumper. He wiped the car and got as much as possible off but as a result the driver has left my car damaged.	Citizen Web-form	Undetermined	
C1508055602	Buses (Links Park & Rides and Other Routes)	We found out yesterday 4/8/15 that the Medilink bus from Queens Drive no longer travels round QMC but instead you have to get off at main entrance and wait for the Medilink shuttle bus to come round. Why is there no indication on the Medilink route details information or the Medilink buses themselves to this effect. The driver told us this change has been in place for months. Like us many passengers were very confused to be told they had to get off and then wait for another bus. Whilst we did not have to wait long for the shuttle there is no excuse not to publicise this change to the route so we can all be prepared! Can I also suggest that you remind your drivers that the passengers on board are often suffering from an ailment or incapacity of some sort so treating the Ring Road as a race track with bursts of acceleration and then hard braking is extremely unpleasant let alone Dangerous! I await your response [REDACTED]	Citizen Web-form	Undetermined	
C1508055693	Buses (Links Park & Rides and Other Routes)	I have been using the city link 1 for some time to travel to and from work today I have been most disappointed with the service as the city link 1 from Mount Street either did not turn up or was very early I had been at the stop from 19:13 5 minutes before the bus was due (as signposted on the bus stop) to still be waiting at 19:25 for an out of service city link 1 to drive past me! At this point I have had to then catch and pay again for another bus to get me back in time to collect my car so it would not be a loss to the premises it's disappointing to see the stop stop bus is due for the time to disappear and only an out of service bus to drive pass you	Citizen Web-form	Not Upheld	Not NCC Service
C1508065779	Buses (Links Park & Rides and Other Routes)	Very poor with my disabled grandparents the driver refused to have her disability scooter on the bus despite the fact this should not be an issue. The driver was incredibly rude point blank refused us on the bus. Simply saying to another passenger "tell them" that we couldn't enter despite the fact we offered to collapse the scooter to make room for others. We were asked for alternatives he simply ignored us and drove away. If my grandparents had been on their own they would be stuck the attitude from the staff member was disgraceful simply because he couldn't be bothered to help a disabled older lady. The gentlemen selling tickets on the ground was lovely and incredibly helpful more staff should be like this the following driver had no issues with the scooter. I hope this does not happen again to another member of the public.	Citizen Web-form	Undetermined	
C1508126803	Buses (Links Park & Rides and Other Routes)	You would have thought that if you were 2 steps away from the bus it would wait for you... Unless he didn't see me of course in which case the driver is probably in the wrong job.	Citizen Web-form	Undetermined	
C1508259402	Buses (Nottingham City Transport)	Every night we sit in road works along Penny Foot Street. For up to 40 mins. If the council organises digging up the road surely they know the traffic will be gridlocked and change the bus route. This seriously needs to be looked into. Being on a bus for almost an hour with nausea due to being pregnant isn't ideal.	Citizen Web-form	Undetermined	Not NCC Service
C1509010387	public transport	On bus no. 736 on the 24 & 25 routes there is an awful irritating noise near the rear of the bus on the lower deck? No it is not anything to do with the driver or any passenger!! It would seem to be one of the columns that link the base of the seats to the roof!!! Perhaps when this vehicle is next in the garage it could be seen to!!!	Citizen Web-form	Undetermined	Not NCC Service
C1509040971	Buses (Nottingham City Transport)	I am a resident of Compton Acres in West Bridgford. I regularly use NCT buses 8 9 and 10 as these are all convenient for me. The Trent Barton Ruddington Connection service is too far away to be useful. I would also like to use the tram and indeed did so yesterday. To continue to use NCT buses and the tram I will have to do one of the following: Pay a single fare for each separate journey Buy a day ticket for the bus or a day ticket for the tram and make sure I use only one or the other Buy a Mango card for the tram in addition to my Easyrider Anytime card and make sure that I use only one or the other on any one day Buy a Kangaroo ticket to allow use of all services but this is more expensive Buy a carnet of 10 kangaroo tickets which is still more expensive than my Easyrider card. I was under the impression that Nottingham was aiming to create an integrated easy to use public transport system that would encourage increased use and reduce the number of cars on the city's roads. This complicated ticketing system will certainly achieve neither of these objectives. It beggars belief that it is not possible to have a single smart card which allows access to all services and which automatically charges the appropriate fare depending on which service has been used and up to a maximum daily amount. I look forward to hearing your response [REDACTED]	Email	Undetermined	Other
C1509071324	Buses (Links Park & Rides and Other Routes)	I can find no map of the park and ride bus routes on the website. It's a rather silly basic omission if it is the case or if it is not obvious. It was very frustrating as I couldn't make a decision whether to use the service or not. In the end I decided to take my car as I had an important appointment which defeats the object of having park and ride!! This was very disappointing and unnecessarily frustrating!!	Citizen Web-form	Not Upheld	Service Request
C1509091920	NCT	On 08/09/015 I realised within seconds of getting off 16C brown line city bound bus that I had left my iPhone 6 mobile phone on the bus. The bus had departed from the bus stop and I would not have made it to the terminal point on Milton St. I stopped a no. 28 bus which was almost behind it and asked the driver if it was possible to ask if it could be radioed through to the driver to check if it was still on the bus or to see if it was handed in. The driver stared blankly at me paused and then refused - no explanation. He rudely sent me to the contact centre. I had to walk through city risking the phone being found and kept by the finder. When trying to report it to customer services - x4 people all talking and chatting until I asked if I was going to be served. I explained the issue and asked if it could be radioed through immediately. The lady serving me made no effort to report it until I asked her to hurry up - it was a brand new iPhone!! Eventually "wandered" into the back...having to return to ask me for alternative contact details then said someone may be in touch then continued to chat to the other staff!! I am unhappy at the total lack of interest by the bus driver and the contact centre staff. I have not been contacted by NCT to say if the phone had been handed in or if it was not found. A courtesy call was all it takes.	Citizen Web-form	Not Upheld	Not NCC Service



C1509234376	Buses (Nottingham City Transport)	Bus stops by and opposite New College Mansfield Road. Buses heading into town often won't stop if the stop is occupied but I often want one terminating in Milton St or as opposed to Parliament St - or vice versa. Perhaps the stop and shelter could be moved a bus length or two south allowing room for another to stop after Redcliffe Rd? Anyway the shelter there is completely useless. On the other side with buses through Sherwood split over more than one stop buses often come from the Nottingham Rd island too fast for us to stop them particularly if they are not in the inner lane. They should not pass these stops in the outer lane and at too fast a speed.	Citizen Web-form	Undetermined	
C1509285024	Buses (Links Park & Rides and Other Routes)	Recently I have noticed that the bus drivers that work across the city are particularly aggressive drivers especially considering they are driving huge vehicles which are quite potentially lethal. I usually tend to stay out of their way because of this however today I unavoidably ended just in front of a bus before merge lanes. When I went to merge in the bus driver sped up causing me to hesitate as it reduced the gap I could move into he then continued to speed up cutting me straight off and forcing me into the lane of oncoming traffic whilst I slammed my brakes on to get behind the huge vehicle. I found this to be completely unacceptable there was no reason for him to need to speed up and I was unable to do the same as I would of hit the car in front it quite possibly could of ended up being a serious head on collision when I was forced into the other lane and I can only be thankful to the other drivers for being considerate enough to slow down when they realized what was happening. The incident occurred at around 7:30 28th Sept 2015 on the A6002 Woodhouse Way and the registration number of the bus involved was "YD63 V8K" If you have image recording technology on the buses which I'm aware many do then this incident should be clearly visible from it. I would appreciate a response informing me whether you can do anything about this.	Citizen Web-form	Not Upheld	Not NCC Service
C1509285343	Buses (Links Park & Rides and Other Routes)	I was disappointed at the lack of information for passengers at Victoria Bus Station on Sunday morning about the disruption caused by the marathon. The information desk is apparently always closed on Sundays there appeared to be no members of staff on duty and the information screen only told us to contact our service operators. I realise that the marathon was making things very difficult for everyone but to be offered no up-to-date information of any kind was simply not an acceptable level of service.	Citizen Web-form	Undetermined	
C1509285398	Buses (Links Park & Rides and Other Routes)	Medalink service - QMC to/from Queens Drive Park and Ride This is a fantastic service but has become a victim of it's own success. The buses during peak times are often full to bursting making the service unreliable. In particular this is an issue from QMC to QD P&R in the evening between 5-6 pm. Three buses passed me by this evening because they were full; in the end it took an hour for me to get to the Park and Ride and I had to make alternative arrangements for my children to be collected from nursery. There has to be some flexibility to make this service work. Please recognise that you need more buses at peak times or use a double decker for just a few services in the morning and evening.	Citizen Web-form	Undetermined	
C1509295580	City Card & Kangaroo	At inception Nottinghams transport policy was sold to the public with words like "big wheel" and "hub" and other enticing things about an integrated transport system. At first there was one card all buses and trams like an Oyster card in London and as it worked on everything. These days not so simple different cards and different operators. I work in the city centre and my year long paid in advance bus ticket allows me on to less and less. Why were the L routes and the C1 and C2 annexed from my card? Who has gained from you taking them away from NCT? Who operates them? Are there any more bus routes which you are going to "fine tune"? Whilst I'm questioning your efficacy I asked in 2011 when inbound stop BA37 on Sherwood Rise was going to get an electronic arrival board I was told that due to a technical difficulty not just yet. I was wondering if you had solved yet?	Citizen Web-form	Undetermined	
C1509295650	City Card & Kangaroo	I am a student at Nottingham Trent University. I bought a ravel academic card on 29-th of September 2015 and the Travel Centre charged me £199. When I was returning home by using the bus no 45 the bus driver told me my smart ID card with the travel ticket inside does not work for that bus line . However I had been specifically consulted a couple of times at the travel station that the travel card will work for the bus no 45.	Citizen Web-form	Undetermined	Not NCC Service
C1509305887	Buses (Nottingham City Transport)	Hi I have just been informed that the number 3 Clifton bus will no longer be running up hartsness Road after Nov 22nd and instead serving Ruddington. I find this extremely unfair as this is our only bus to [redacted] and town I live near the last stop and have no other means of transport. My son relies on this bus to bring him home from school as it is right outside school and being [redacted] it helps with the daily routine he has to do. This bus has already been altered so he couldn't catch it in the morning so he's on the 53 which only just gets him to school in time. now what are we supposed to do for transport? My son already struggles with changing times buses so he has [redacted] to help but this will cause so much upset for him and everyone else who will have to wait a long way just to catch a [redacted] Needs dealing with immediately as it will leave many people stranded and house bound. I think as we also pay the highest council tax rate we should have a much better service!	Citizen Web-form	Undetermined	
C1510026311	Buses (Links Park & Rides and Other Routes)	sorry to see there is no park and ride from cowlick race course to goose fair. How are residents living between Newark and Cowlick supposed to get there. The train is useless for this area.....We feel very left out in the cold.	Citizen Web-form	Undetermined	
C1510077041	Buses (Links Park & Rides and Other Routes)	I would like to complain about the bus service that is run between 21:45 - 22:00 I was on my way to work when I had to steal clear of a bus leaving boots. The bus also did not give way to me as I was in right of way. The bus carried on with no thought about myself driving and I nearly hit the curb. Thank you	Citizen Web-form	Undetermined	Agree to pass on compliment
C1510178508	Public Transport	We are fed up of y28 buses have there rest breaks in there buses right outside our house all times of the day and especially weekends we have complained to them but they ignore us can you help us.	Citizen Web-form	Undetermined	Not NCC Service
C1510199273	Buses (Nottingham City Transport)	Incident which occurred Friday 2nd October at approx.11am on the No 17 bus route from Nottingham to Bulwell Bus Station at the Cantrell Road bus stop. My mother lives in the [redacted] and was waiting at the bus stop to travel into Bulwell- the driver approached and parked away from the kerb -she had to step off the pavement the bus platform was not lowered to accommodate this - she tried to step up on the bus but did not manage to hold the rail and fell backwards onto the pavement. An ambulance was called and a couple of ladies got off the bus to assist her. She was left waiting for over an hour before the ambulance arrived. My mother is less than 5 foot and is 89 years old - the driver should have ensured that the bus platform was lowered and that as he approached the stop her access was from the pavement rather than the road. Luckily she has since recovered but very nervous of getting on a bus on her own. Some foresight from the driver would have prevented this accident. I am sure from a health and safety perspective that bus drivers are trained and reminded about appropriate access onto your transport for all customers but a reminder in this instance would certainly help.	Citizen Web-form	Undetermined	Not NCC Service
C1510270417	Buses (Links Park & Rides and Other Routes)	Been catching the L64 bus for about three months to get to boots on thane road however yesterday me and my friend got the same bus just before 12.30 and the bus driver went straight over the bridge instead of going down the slip road so we could get at our stop when ask the driver said they always go that way we replied we Been catching it for along time and it always go that way he put extra ten minutes walking time making us late for work and we got the bus stop we get off on the sign said l64 & l53 so you need to. Up date your driver before anyone else is late for work because it's same driver normal all week	Citizen Web-form	Undetermined	
C1510280450	Buses (Nottingham City Transport)	I was at bus stop in Meadow at 7.24 with a friend (Sudan Drive) it was raining and I stop the bus but unfortunately the driver did not stop at my bus stop and we had to run to the next bus stop. I feel like I did not get the correct customer care. I always take the bus at his 7.25 if it is on time and had never had a such problem. Can you please check with the driver and remind him that it very important to slow down when you are near a bus stop and stop for people waiting for bus and when he is wrong to apologise. we all make mistake but it make a difference when you make a mistake and apologize	Email	Undetermined	
C1510290828	Public Transport	I catch the TrentBarton number two & this week my bus stop has moved from the Elite to the Cornerhouse (T8). There are no seats to rest & no live updates to know if a bus is due/late. Last night I had to stand 30 minutes as my bus fa led to turn up plus there is no shelter from the rain. I understand why Trent Barton are avoiding the bottle neck of Milton Street but the T8 bus stop needs updating urgently. Its like going back in time-so basic	Citizen Web-form	Undetermined	
C1511051907	Buses (Nottingham City Transport)	Almost more than 40 minutes waiting for bus 77. It's not 11pm but 18:20! Saw 4 77 buses on the other direction. This is unacceptable. Please make sure you improve this not the first time it happens. Bus stop ST07 ASDA @ Strelley Road.	Citizen Web-form	Undetermined	
C1511072177	Buses (Nottingham City Transport)	On 6th nov there was no bus was at the bus stop 40mins was late for work its not good that the first bus of the day is a no show it was meant to be there at 6.16 it didn't get there t l 6.46 the 39 bus is a poor service always late not a good service at a I not happy	Citizen Web-form	Undetermined	
C1511102609	Buses (Nottingham City Transport)	Bus Stop number 3390BU54 on St A bans Road/Kerstal Drive Bulwell - since powercut on 3rd November the light and CCTV at the bus has stopped working and has not been repaired.	Citizen Web-form	Undetermined	
C1511122870	Buses (Links Park & Rides and Other Routes)	I was waiting for the bus at stop sn 53 poulton drive for the 8.15 bus saw the bus driver right past me in the other lane didn't even stay in the correct lane to pick me up which has made me late for work even though I was here on time waiting	Citizen Web-form	Undetermined	
C1511133168	Buses (Links Park & Rides and Other Routes)	13 11 15; The site will not tell me the routes from the racecourse Park and Ride. I wish to get to the City Hospital and nowhere do you provide easy accessible information/ .	Citizen Web-form	Undetermined	
C1511133256	Buses (Links Park & Rides and Other Routes)	Waited an hour for a bus and the bus driver saw me and refused to stop. This was the driver stopping at jubilee campus at 4:45 on Friday the 13th. I am incredibly unwell and this is appalling behaviour. I assume it was because he was a few minutes late and didn't want to fall behind. Please inform this driver that a minor inconvenience for him means another hour waiting for me.	Citizen Web-form	Undetermined	
C1511163488	Concessionary Bus Pass (Disability & Elderly)	Date 16/11/15 1241 [redacted] : Complaint regarding accessibility of travel centres as focal point for concessionary travel pass applications. Dictated by [redacted] 40 (29) . The policy of not accepting postal applications (as they do in the county) discriminate against myself and my disability. It is uncaring and unreasonable to expect people in my situation to have to physically attend the travel centre in person. Additionally following a visit and making my application I received a letter (dated 13/11/15) requesting to attend a referral. On further investigation I was informed my personal information (PIP letter) has been lost may even be believed to be stolen.	Telephone	Undetermined	Comment put into action
C1511183871	Public Transport	5 nights a week I have to get the 15/16 bus from Milton Street to Top Valley. I finish work at 6pm from QMC walk to Milton Street and queue like some people. My complaint is some people take the liberty of not queueing and going straight to the front of the stop because they know this bus gets full and a lot of people have to stand for the duration of their journey. This is rude and disrespectful to people who have been to work or being who have queued to get on this bus. I feel if a polite notice was put up in these bus shelters telling passengers which way to board the bus from this might help. I also feel that if a notice was visible people could confront the passengers that have the indecency to push in. I have no problem confronting people who do push in front of me but not everybody else would (plus it is not advisable to confront these people for fear of retribution. I know I am not alone in this matter but feel the need to address this matter because as I said I catch this service at these 5 evenings a week.	Citizen Web-form	Undetermined	

C1511255211	Buses (Nottingham City Transport)	Dates & times are numerous currently waiting for the number 10 bus on Greythorn drive West Bridgford due at 17:54 still not due for 10 minutes time is now 17:59. This is the case with the number one 10 at this time every night. Either chage the timetable or sort it out by having number 10 buses when the timetable says. It's ridiculous to be waiting for 25 minutes when buses are due. Oh & the due time keeps getting put back. This really is very frustrating. I am going to start taking photos of the due times & the timetables and posting them on various websites because I feel that this service is unacceptable. How many people do you want to keep waiting in the cold? The elderly? Pregnant women & children It's about time you sorted out the number 10 service in the evenings.	Citizen Web-form	Undetermined	
C1511265315	Buses (Links Park & Rides and Other Routes)	The W2 bus service is supposed to leave Market Square at 7.45am for the past few weeks it has been arriving at 7.50 or 7.55am this has made me late for work and has cost me money	Citizen Web-form	Undetermined	
C1512117042	Buses (Links Park & Rides and Other Routes)	My sister and I used the park and ride service from Queens Drive into the city on December 11th at approximately 9.45am. Unfortunately we somehow lost our ticket between paying the fare and getting off the bus. We told the bus driver this and he advised us to explain to the return bus driver that we had lost our ticket and he assured us it would be no problem to return to our car later. However on trying to catch a bus back to the car park at approximately 3.15pm from Broadmarsh Centre despite our polite explanation the driver refused to allow the return journey and was most officious in his manner. In the end we paid again as his attitude was causing embarrassment! I realise that strictly speaking we were required to produce the ticket however in reality we were hardly likely to be catching a bus back to the park and ride car park if we had not parked there earlier and paid to get into the city! This incident was upsetting unnecessary and embarrassing. We ended up paying for a return ticket twice! It has put us off using the park and ride in the future. I feel some training for your drivers in customer service and applying common sense when dealing with such situations would be a good idea!	Citizen Web-form	Undetermined	
C1512167542	Buses (Nottingham City Transport)	As usual the 1735 L10 service did not bother to come into beeston interchange but went past the white lion and on it's way up wollaton road without picking up the waiting passengers on Monday 14th December this is always happening???	Citizen Web-form	Undetermined	
C1512167603	Buses (Links Park & Rides and Other Routes)	I work at QMC and am not sure what has happened to the medlink. It used to be on time and a reliable service. Now it is a complete gamble whether or not a bus will turn up and I've been late for work many times as my bus just hasn't arrived at all or has arrived late. I understand there are roadworks en route which are creating problems but if so maybe the timetable should be revised to reflect the longer times and give a better idea of when the bus is realistically going to be running. I've also often seen a bus driving off early and so been late because I missed it even though I myself was on time. This morning two buses arrived at the same time to Wilkinson Street; we all piled on the first one and then he waited at Crown Island for ages to correct his timetable - surely he could have mentioned that it would be better for us to get on the second one which left Crown Island straight away if he knew that he would be stopping for a while. I use the medlink instead of driving to work as we are encouraged to do so to be both environmentally friendly and ease car parking issues at NUH but if it doesn't improve soon I will have no choice but to stop using it which would be a real shame. I must say that by and large the staff are extremely friendly courteous and professional and I don't think the issues are their fault most of the time. I think they are struggling to try and keep to a timetable that clearly isn't realistic at the moment.	Citizen Web-form	Undetermined	
C1512308662	Buses (Links Park & Rides and Other Routes)	Please extend the Medlink to weekends and possibly bank holidays. People who do not own their own transport find it extremely difficult and expensive to visit their loved ones in hospitals at weekends- not to mention the long arduous journeys. For working people weekends are the only time they can spare to visit the patients.	Citizen Web-form	Undetermined	
C1601069393	Buses	The 8:12 bus missed the stop outside wilko in the town centre. I was there from 08:06 and have caught this bus for 10 years. It is the c2. I am now on the 08:27 and will be late for work. A colleague catches this service and it arrived at Collin street around 08:19. Did it come before time and park up or miss the stops? I have never missed this service before. If it is coming early it should park at the first stop until it is due. The buses regularly leave when they like so I'm always early.	Citizen Web-form	Undetermined	
C1601079707	Buses (Links Park & Rides and Other Routes)	Could you tell me why the Medilink is picking/dropping off schoolkids on-route? This service made me late for my appointment yesterday! It took 50 minutes to get from Queens Drive to the City Hospital. I thought the idea of Medilink was that it linked the 2 hospitals!	Citizen Web-form	Undetermined	Not NCC Service
C1601100247	Buses (Links Park & Rides and Other Routes)	On 6/1/16 I visited the travel centre in broadmarsh with the intention of buying tickets for the park and ride. The lady on the counter very abruptly told me that we don't sell them anymore and offered no alternative! When I asked if there was any other option she literally 'shoved' a leaflet at me and told me to read it adding that it was nothing to do with the travel centre. Her attitude was dreadful I was causing her a problem even asking for help and options. I observed that she was the same with all customers!	Citizen Web-form	Undetermined	Specific Action & Apology
C1601130789	Buses (Links Park & Rides and Other Routes)	My wife and daughter have been waiting over 50 minutes from 4.30pm today. In that time they have seen only 2 buses drive straight past. As a result of this I have had to cancel our reservation for a family meal to celebrate my 40th birthday which is today. I really hope you are proud of the service you offer. You've managed to ruin what was a lovely evening planned with my wife and daughters. At the very least I want the money my wife had paid to take advantage of your 'service' refunded. Please don't blame traffic conditions I have been looking at Google maps and if anything traffic is lighter than an average Wednesday round the ring road. Many thanks again for your service taking the shine off a day I wanted to hold dear for ever. I look forward to hearing back from you <b>S:40 (2)</b> .	Citizen Web-form	Undetermined	
C1601151092	Buses (Links Park & Rides and Other Routes)	To whom it may concern at the Nottingham City Council transport team: I work at Boots and we've just been told that "The current Monday to Friday the bus runs every 10 minutes for most of the day and from the start of February this will be reduced to every 12 minutes." If this is being applied at peak hours this is patently ridiculous. People who work at Boots and who don't drive have no choice but to use the C1 bus to get to work and we have had to put up with the price hike of the Kangaroo card change last year already. So are we now paying more money for fewer buses?! In the past 6-12 months it finally seemed like there were enough buses in service to handle the demand - I no longer had to watch full buses zoom past without stopping at the station. I thought there was hope that the council had actually responded to the needs of C1 users... But now this? Sure make it every 12 minutes between 10 and 4 fine. But reducing service during rush hour is the most shortsighted unwise thing that can be done and since the C1 has a monopoly on public transport going to Boots we just have to sit back and take it! Surely the extra <del>A&amp;E</del> £20 per month of everyone who has to take multiple buses and has no choice but to buy a Kangaroo card can at the very LEAST cover a reliable service that's enough to meet the needs of the people forced to use the C1 to get to work. Thank you for your time and I look forward to your response <b>S:40 (2)</b> .	Citizen Web-form	Undetermined	
C1601191638	Buses (Links Park & Rides and Other Routes)	I am disappointed to find that from 1st February the CityLink 2 service will be reduced to every 20 minutes. This comes at the same time the pre-paid Carnet scratch cards are also removed. Now I am effectively having to pay more for a reduced service. Please could you explain the reasoning behind these two steps.	Citizen Web-form	Undetermined	
C1601283115	Buses (Links Park & Rides and Other Routes)	The City Link 1 to Queens Park and Ride and Boots is supposed to come every 10 minutes but yesterday and today I had to wait nearly 20 minutes. A friend who catches the same bus at this time more frequently tells me that the buses that are supposed to show up around 20 to 9 & 10 to 9 rarely do. Can you tell me why? I have to pay more for my bus card to use this service than before when it was run by nct and the service only gets worse. As of next week they are only to come ever 12 minutes instead of 10. Is our fare going to be reduced as you're providing less buses? I know many people who aren't even able to get on the bus by the time it gets to the station because there are too many people to get on one bus and they should have been spread 1, 3, I feel this is unacceptable when many people rely on this service to get them to work (on time) and think it's appalling. The bus is often late leaving the Boots site as well in the evening as it sits across the site and doesn't bother to turn up to the stop where it's due when it's due.	Citizen Web-form	Undetermined	
C1601303394	Buses (Nottingham City Transport)	bus stop RP06 bestwood park drive west Rise Park.information display only showing one side now for several days	Citizen Web-form	Undetermined	
C1602013610	Concessionary Bus Pass (Disability & Elderly)	I've just been granted a "gold card" (bus pass) from Derbyshire County Council in the past week due to my being prohibited from driving due to vision issues. On the same day that I received my gold card I read that Nottingham City Council are planning to withdraw the concessionary passes from the Red Arrow for journeys from Nottingham to Derby. ( <a href="https://www.trentbarton.co.uk/news-and-media/our-news/article/changestoonconcessionarypasses">https://www.trentbarton.co.uk/news-and-media/our-news/article/changestoonconcessionarypasses</a> ) I frequently use the Red Arrow to get to and from QMC for all of my hospital appointments. Is there anything that you can do to retain the funding for this service for people who have the "disabled" variant of the concessionary bus pass? I appreciate that there are other buses which would remain free but they take considerably longer and as I do still manage to work full time despite my disabilities minimising any time I have off work is essential.	Citizen Web-form	Undetermined	
C1602095137	Buses (Links Park & Rides and Other Routes)	You are contemplating cutting the Red Arrow from the routes a concessionary card holder can use for free. TrentBarton should not be penalised for providing a top grade service to people unable to afford a car or who wish to use the bus because of it's environmental benefits. If Nottingham City Council are serious about the environment helping disadvantaged people and encouraging top grade bus services then the policy to stop concessionary card use on the Red Arrow should be avoided.	Citizen Web-form	Undetermined	Service Request
C1602115440	Buses (Nottingham City Transport)	On the 10/02/2016 at approx 21.10 at the Hartley road bus stop my 16 year old daughter was waiting for her bus (78 or 79) to get home from her <b>S:40</b> when the light shade in the bus shelter swung down and hit her in her face and head knocking her unconscious she managed to call me after 15 minutes very confused didn't no where she was or what had happened. My farther raced to pick her up as we was very frightened for her he picked her up to bring her back to me when they returned the state she was in was shocking ... Being sick very confused drifting in and out of consciousness and shaking uncontrollably we put or back in the car and raced to the Nottingham qmc a&e department we where first seen my a nice who my I add was very concerned about my daughter she said my daughters body had gone in to shock due to the incident we was then seen by a doctor who wasn't prepaid to send her home at he point as she was showing signs of serous concussion my daughter continued to shake and be confused and I was worried sick. At 01.15 <b>S:40</b> was examined again the doctor said <b>S:40</b> could either stay in and be observed in hospital or I could take her home and could observe her at home I chose to bring her home as leaving her alone in the hospital all night would of added to her anxiety we was informed that if we could wake her or she's sick again to call an amberlance I was up all night with her due to head pain and feeling sick. I am disgusted at what as happened.	Citizen Web-form	Undetermined	



C1602156003	Buses (Links Park & Rides and Other Routes)	My name is S. 40 (2). I take the W3 to work every morning. In December I used to pay 2.50 a day using the link tickets. In January you brought in the Robin Hood card took the link tickets out and made statements about how efficient and cheaper it is. Well it isn't. The Robin Hood card stopped working after 3 uses as it happens. I also only use this bus alone. It is 67p more expensive than before. It was cheaper to buy a return from the driver which I did. Until this morning that is when the driver told me he isn't allowed to sell returns anymore I needed to purchase a 3.50 all day ticket. So you have done this over the weekend!!! I gather there wasn't much thought put behind the whole robin hood cards at least not for users that need only one bus! For someone like me living on my own paying a full rent and all bills from a receptionist's salary you have increased my monthly transport bill from 50 to 63.5 that is almost 30%. That amount is ridiculously high my salary isn't increasing, the petrol prices are going down you aren't improving your service in any way so I am slightly confused and angry about this bill increase from one month to another and this short notice regarding purchasing return tickets. You are literary taking food out of my mouth for the next 2 weeks so I can travel to work. I would love a decent explanation for all this and a solution please. Regards	Citizen Web-form	Undetermined	
C1602186776	Buses (Nottingham City Transport)	My bus stop opposite the Vale Pub on Mansfield Road Sherwood has recently been moved close to Qu kfit but the information read-out has not been moved with it. We used to have this when the stop was lower down the road could we please have it reinstated? Thank you.	Citizen Web-form	Undetermined	
C1602237469	Buses (Links Park & Rides and Other Routes)	I understand the need to save money so I wasn't surprised at the increase to the bus fare for the P&R Citylink 2 service. I was a little disappointed at the reduction in service to 3 buses and hour though. However the reason I am writing this is because you must spend lots of money on producing timetables and yet the 7.40am bus sailed out of the P&R at 7.38 this morning meaning i now have to wait 22 minutes for the next bus. What's the point in having timetables! As i'm writing i might as well provide feedback on my other major issue with the P&R service why are there so many stops on the route it's more Park ride stop ride stop ride stop.... I can sometimes walk to the P&R quicker than catching the bus. Anyway I know that this won't make any difference but as i had lots of time to spare waiting for the next bus this morning I had to fill the time somehow...	Citizen Web-form	Undetermined	
C1602237645	Concessionary Bus Pass (Disability & Elderly)	The decision to withdraw support for concessionary travel on the Red Arrow bus service is shortsighted. Many active older people use this service and spend money at the Theatre Royal and in the shops. You should also consider those who have to attend the Queens Medical.	Citizen Web-form	Undetermined	Service Request
C1602257986	Buses (Links Park & Rides and Other Routes)	I would like to complain about the medlink bus. for several weeks now I have noticed that the buses are not on time. i can understand that there is several road works around down crowne island. but not at half past 8 in the morning. if i set out for the earlier buses then these are full (again not your fault) but this is then followed up by a 20-30 minute wait for the next one. 10 minute wait..... this is not just in the morning as it happens after i finish work to. again i understand that there is traffic during this rush hour but waiting 30-40 minutes for the city hospital is not good. i never see the problem in the opposite direction (towards queens drive) this morning (25/2) i had to walk as the queue at wilkinson street was a mile long. whilst walking i didnt see any buses come in the direction of qmc and this is atleast a 25-30 minute walk and again i saw 6 going towards the city. i cant help but think there arent enough buses at the hours of need.	Citizen Web-form	Undetermined	
C1602268159	Concessionary Bus Pass (Disability & Elderly)	On behalf of a considerable number of local Southwell/Newark (including U3A & Business clubs etc) Nottingham & Derby contacts we wish to register protest at an apparent proposal to cancel the Nottingham to Derby (1 way only) Red Arrow concessionary free bus pass. Of particular concern is the adverse consequences on disabled & very elderly persons visiting QMC & Derby. We intend to pursue this vigorously with local MPs / Councils.	Citizen Web-form	Undetermined	
C1602298433	City Card & Kangaroo	During my wait to collect my Kangaroo ticket of approximately 40 minutes from 1240-1320 I witnessed 2 members of staff go for their break leaving a queue of 13 people and delaying service time even further. Poor customer service customer service not the focal point from the broadmarsh bus station. Disappointed and unacceptable. Shift management required here to organise staff breaks not during the busy period. The worst point was when the lady returned from her break with a queue out the door she instructed another team member to go on his break instead of going to a till point and helping the other two members of staff with the busy demand. Poor service here.	Citizen Web-form	Undetermined	Service Request
C1603018728	Public Transport	I have been informed by Trent Barton that i can no longer use my Kangaroo bus pass on the Red Arrow between QMC and nottingham as this is a 'premium' service. To us at the qmc it is the only bus service to enter Victoria Centre and as such is just a convenient way to get there. When I bought the kangaroo pass i was told i could catch all services within nottingham ans that was the reason for getting it. Please explain this sudden turn around by yourselves without any notification to your customers.	Citizen Web-form	Undetermined	Not NCC Service
C1603059381	Buses (Nottingham City Transport)	I am contacting you because I am a disabled passenger who has alot of hospital appointments at both hospital I feel as there isn't enough stops between Nottingham city hospital & QMC I live off Northgate I think there should be a couple of bus stops between Wilkinson street & city hospital as there are bus stops between Wilkinson street & QMC when there are buses near there I just feel that it's all one sided I have a few disabled friends that struggle to get to Wilkinson street THANK YOU S.40(2)	Citizen Web-form	Undetermined	
C1603099936	Buses (Links Park & Rides and Other Routes)	Unhappy about removal of funding for concessionary cards on Red Arrow Service from Nottingham. Will no longer be travelling to Nottingham for this reason. Feels it is discriminatory against pensioners who will eventually loose privileges. Would like to speak to sometime regarding this matter/	Telephone	Undetermined	
C1603099954	Buses (Nottingham City Transport)	Date: 4 March 2016 Friday Time: 18:15 Places: Towards T-Junction of Wollaton Road and A52 close to nursery man pub in front of the traffic light right hand lane. The traffic light was red. We (My car and your local link bus) were both waiting to turn right onto A52. That evening I and my two children (aged 4 and 5) were on our way home. When we got to the location above mentioned I stopped my car as the traffic light was red. I had the hand brake on. In front of us was the bus (Reg: V254 JRR). For no obvious reason the bus turned ON its reverse light and started to reverse. The distance between the two vehicles was getting closer and I panicked a little and put my foot on the brake firmly. The hand brake was already on and there were other vehicles behind us. Within seconds the bus bumped onto the front of my car and startled all three of us. I took pictures of the bus. Soon after that the traffic light turned green and the bus drove off. Please look into this matter and make sure the driver in question is all right.	Citizen Web-form	Undetermined	Not NCC Service
C1603099963	Concessionary Bus Pass (Disability & Elderly)	Nottingham City Council proposes to remove the concessionary pass on Red Arrow buses. On what legal basis have you removed this concession? I have heard that you decided this is a coach rather than a bus but the essential feature of a coach is the ability to pre-purchase a ticket which guarantees a seat on a specific date / time. Others may board the coach but ticket holders have priority. By contrast buses works on a first come first served basis. Advance purchased tickets do not state a specific date/ time for a journey. Non-ticket holders who are ahead of you in the queue will have priority boarding. Thus the Red Arrow service between Nottingham and Derby is clearly a local bus service and does not fall into any of the following categories: - Services on which the majority of seats can be reserved in advance of travel (such as coaches) - Services that are run for a period of less than 6 consecutive weeks - Services operated for the purposes of tourism / historical interest of the vehicle - Rail Bus Substitution - Services where the fare charged by the operator has a special amenity element. The Council has not removed the subsidy from all buses to Derby only this one which is entirely discriminatory and accentuates the unreasonableness of your actions. By proposing to withdraw the subsidy for concession holders on the Red Arrow service Nottingham Council appears to be in breach of the Act and renders itself liable to prosecution.	Citizen Web-form	Undetermined	Not NCC Service
C1603100214	Buses (Links Park & Rides and Other Routes)	I am disgusted that you are cutting funding to the Red Arrow coach to Derby my Husband and I are both disabled and elderly and this is discrimination against all people who are the same as us yet Derby are going to carry on with the funding so that we can come back on it but you will not stop us going as there are other buses going that way but what really annoys me is the fact that you have the funding to build a super cycle track and you have also had the nerve to put up the council tax well hear this you will not get the extra from me and where i come from I can wait because all this w i back fire on you I also wrote to you and you have not even had the manners to answer my letter	Citizen Web-form	Undetermined	Service Request
C1603120546	Buses (Nottingham City Transport)	To whom it may concern. Today around 12:20-12:25pm I was crossing the zebra crossing on lower parliament street (next to the Victoria centre boots entrance) when a bus nearly ran me over. I was already walking across the crossing when the bus approached so I was quite visible to the bus driver when he crossed the zebra crossing road markings before stopping. I was quite shocked by this as it was my right of way the bus driver had no reacted did not try to show any apologetic reaction e.g. mouthing sorry or opening his driver window to apologise as I passed. He just looked like I had been an inconvenience. If I had been closer to the edge of the crossing when walking he would have definitely hit me. This was witnessed by my boyfriend and as it was a busy time I'm sure other people would have seen it too. Annoyingly because of this shock I don't have your bus drivers registration number as I have liked to have reported him for his attitude poor visibility and totally lack of road awareness on the zebra crossing. I would appreciate it if this could be investigated further.	Citizen Web-form	Undetermined	
C1603150945	Buses (Links Park & Rides and Other Routes)	15/03/2016-8.40- Nottingham train station SA. I am writing to complain about not being able to get on a city link bus to Boots at 8.40 in the morning - before changes to the timetable I was always able to get a bus from the station before 8 but now lucky to get on one before 8.45- the bus was full at 8.40 this morning and there was 20 people or more left at the station- I have not had to start walking towards Boardmarsh to make sure I get on the next one ... I understand amending the time table for more of the day but before 8.00 am most of us are trying to get to work. This is not a "one" off it happens a lot - just ask you drivers who have to leave us all at the station !.	Citizen Web-form	Undetermined	
C1603293648	Concessionary Bus Pass (Disability & Elderly)	Is it true that my senior citizen Travel pass issued by Rushcliffe BC will not be valid for the Queens Drive Park & Ride as from the 4th April?	Citizen Web-form	Undetermined	
C1603303936	Concessionary Bus Pass (Disability & Elderly)	I would just like to complain regarding the concessionary changes on the Red Arrow on the 1st April I think it's discussing that you can use the Red Arrow into Nottingham but not out and the alternative is to pay FULL fare but I don't understand how you Can't afford to pay for people to use the Red Arrow but it's ok on the Indigo and the i4 to Derby I have spoken to Trent/Barton and they said to contact you I am a disabled passenger and find it difficult to get around but now you've just made my life a little harder thanks for that I looking forward to your reply	Citizen Web-form	Undetermined	
C1604024364	Buses (Links Park & Rides and Other Routes)	Can you please explain the reasons behind your new policy with regard to not accepting pensioner bus passes on the park and ride system from April the 4th ? Can you also confirm if the new rules only apply to boarding at the actual P/R site or stops along the route?	Citizen Web-form	Undetermined	

C1604034468	Concessionary Bus Pass (Disability & Elderly)	I am ashamed and a bit annoyed to live in a city that has withdrawn use of our ( and probably any out of town friends we have with us) senior citizens bus passes on the Red Arrow service to Derby. As the scheme is funded by central government and only administered by NCT I cannot understand why this amenity has been removed in one direction only. I have always been a staunch Labour voter and always vote in local elections. I think I may abstain in future as it was the Tories that were threatening to scrap free travel what a surprise to find that my caring sharing Labour council has sneakily dumped on the council tax paying pensioner - It would seem that it is bashed the pensioner time again. This is the one and only concession we ever used to get us out and about in Derbyshire and the Peaks - now it is gone for some unknown reason. I think I must take this up with the Ombudsman as it is not fair at all. More council tax for less service as usual! I hope it is not something to do with petty rivalry as Derby are certainly looking after us Re. the Red Arrow - unlike you misguided lot who have shrunken our world at a stroke	Citizen Web-form	Undetermined	
C1604064982	Concessionary Bus Pass (Disability & Elderly)	S: 40 (2) called to complain about the number for disabled bus passes (01158762703) the number goes straight to voicemail and she has tried dialling an extension and she has also tried waiting for and an operator and has had no success either way. She has being tried this number on four occasions throughout the week and feels that it simply does not work and isn't being monitored S: 40 (2) in a manager at a centre and has been calling on behalf of vulnerable adults and feels that in terms of accessibility the system is appalling.	Email	Undetermined	Other
C16040735191	Buses (Links Park & Rides and Other Routes)	I am disgusted to find that from 1 April the Park and Ride no longer allows concessionary pass holders who are not resident in the city to use them but must pay. Yet if they park in the site they can then walk out and get the bus for free on the pass. What a ridiculous system. Your publicity on this has been non existent and will cause some aggravation. It will not help attract people into the city either.	Citizen Web-form	Undetermined	
C1604085392	Buses (Links Park & Rides and Other Routes)	Could you please explain why for the second time in recent days the Race Course Park and Ride site was closed this morning. Gates were seen to be locked at 7.30am with the C2 bus waiting outside. I had to find alternative parking due to this.	Citizen Web-form	Undetermined	Specific Action & Apology
C1604085408	Buses (Links Park & Rides and Other Routes)	for five years five times a week the citizen has used the colwick park and ride however three times in the last 10 days the park has not been open at the stated time of 6.45 the buses are struggling to turn as they have not got entry and his car is now parked on the street which isn't what he is paying for. Please can you investigate why the park is not open and rectify this	Telephone	Undetermined	Specific Action & Apology
C1604115806	Buses (Links Park & Rides and Other Routes)	Please can you advise why the colwick park and ride gates here shut again this morning this is unacceptable and has created additional expense for me and my staff Experian offer this service free to their staff and as a result they have had to pay for alternatives or ended up being late for work	Citizen Web-form	Undetermined	Specific Action & Apology
C1604115815	Buses (Links Park & Rides and Other Routes)	Previous complaint S: 40 (2) Further to the above complaint I arrived at the Racecourse Park and Ride this morning (Monday 11/04) at 7:30am to find the gates again locked and the C2 being diverted by an NCTX representative. Why is there a problem delivering this service?	Citizen Web-form	Undetermined	Specific Action & Apology
C1604115879	Buses (Links Park & Rides and Other Routes)	I went to the Queen's Drive Park and Ride on Saturday and was astounded to discover that as of 4th Apr I 2016 County Council residents are no longer able to use their bus passes on this bus and have to pay £3.50. So I have 2 choices. Either I continue to park there and pay £3.50 or I drive into Nottingham and park in the Victoria Centre Car Park for 2 hours which will cost me £3. It is obvious that I will choose the latter which completely defeats Nottingham City Council's policy of keeping traffic away from the Centre of Nottingham and which is why the Park and Ride sites were created. I am not sure and cannot find out whether car parking fees in the Victoria Centre are collected by Intu or Nottingham City Council. If it is Intu well the City Council will lose the £3.50 It is expecting me to pay to use the Park and Ride. If it is NCC you will make a profit of £3.00 by my parking in the Victoria Centre. I am expecting you to receive many complaints about this change in charges and whilst you will say there are notices at the Park and Ride and on the buses there is no mention of it on your website.	Citizen Web-form	Undetermined	Service Request
C1604126060	Buses (Links Park & Rides and Other Routes)	As county people with concessionary passes are not now able to park and board the C2 buses at the park and ride car parks but can do at other stops I queried this with the bus operator who stated that this is supposed to save the city council money. I cannot see the logic in this as there are to my understanding no savings to be made by your actions but will discriminate against elderly and disabled citizens. The council could increase their revenue by charging a let's say a £1-00 car parking fee for concessionary badge holders or is this too difficult to comprehend ?	Citizen Web-form	Undetermined	Service Request
C1604136191	Buses (Nottingham City Transport)	On 9th April 2016 at about 11.40 Waiting to cross the very busy road at the pedestrian crossing from the cinema to the theatre Royal with my grandchildren (along with dozens of other kids and parents en route to a matinee show at the theatre) a bus stopped blocking the entire crossing so when the crossing light went green no one could cross safely. Rather than waiting for the vehicle in front to make enough room for him to completely clear the crossing The driver ignored basic road laws that would have seen other drivers cautioned or even prosecuted. I shouted at the driver to tell him he was endangering kids lives and he shrugged to show how little he cared. After waiting a few minutes for the next green man another bus came along and did the exact same thing! I find such callous disregard for children's road safety utterly sickening in a public employee in charge of a double decker bus. I took pics of the buses and believe their registrations to be YN14 MVE and YT61 FFS. I look forward to hearing how you will be handling this matter.	Citizen Web-form	Undetermined	Not NCC Service
C1604197253	Concessionary Bus Pass (Disability & Elderly)	why has the concessionary pass no longer available to pensioners from the racecourse	Citizen Web-form	Undetermined	
C1604268588	Buses (Nottingham City Transport)	Hi can I please ask you to inform route 48 bus drivers to not be lazy and take the ramp out for me mainly when im leaving the bus (not all drivers) but a lot seem like they cant be arsed to take the ramp put for me to ease my exit as i have back problems and each drop effects me and sends pain to my back on top of that I must take care off the scooter as each damage or scratch I must pay for damage cause so i dont need that too so May i please ask you for this big favor It would really make my day and help	Citizen Web-form	Undetermined	
C1604268630	Concessionary Bus Pass (Disability & Elderly)	I think kits wrong people have to pay on the red arrow going from Nottingham to Derby totally wrong and people with learning disabilities im so mad about it I think its a waste of money if people having to pay one way from Nottingham to Derby on the red arrow. Toally unacceptable council yet again MR Johnson	Email	Undetermined	Service Request
C1604268667	Buses (Nottingham City Transport)	S: 40 (2) daughter S years old and has applied for assistance in paying bus travel to and from her school. The application has been refused based on distance of school being within 3 miles of home - actually 1 mile S: 40 (2) is currently in receipt of S40(2) and therefore it is causing further financial burden. S: 40 (2) finds it difficult to escort her daughter to and from school. S has two other children under S years of age who attend two other schools in the area. Would like her application to be reconsidered under the circumstances.	Citizen Web-form	Undetermined	
C1604289004	Concessionary Bus Pass (Disability & Elderly)	I understand that you have broken a government promise and now charge for concessionary pass holders to use the park and ride buses. I believe this is wrong and will cost the city shops trade I for one will try and shop elsewhere.	Citizen Web-form	Undetermined	Service Request
C1604289138	Concessionary Bus Pass (Disability & Elderly)	I recently used the Park and Ride service in Nottingham from Queens Drive and learned that from April 4th only concessionary bus passes issued by Nottingham City Council are accepted on that service. My card was issued by Rushcliffe BC and was therefore not accepted. Can someone explain to me the logic behind this decision? We are told that the Government is keen to reduce congestion and pollution in cities. Surely people from outside the city have more need of a P&R service than city dwellers. We regularly use the out of town stores for groceries and have used the R&R to shop in the city. Can we assume that the City Council feels that the shopkeepers in the City can manage perfectly well without our business Perhaps we should move our business to somewhere where we are made welcome.	Citizen Web-form	Undetermined	Service Request
C1604299320	Concessionary Bus Pass (Disability & Elderly)	My wife and I are saddened by your recent policy to not honour the Gold Card concession on the Red Arrow service with Derby. I should point out that Nottingham city shops will lose out in the long run and John Lewis and House of Fraser in particular we do not have these stores in Derby. What I cannot understand is that concessionary travel is afforded only in Off Peak times. I could understand if Trent Barton revised the Red Arrow service in off peak times from every 10 mins to say 2/3 per hour. Well done Nottingham the first authority to renege on a national transport agreement your loss is Leicester's gain. I trust you will not expect Derby folk to partake of your proposed Nottingham castle investment A complete waste of money.	Citizen Web-form	Undetermined	Service Request
C1604299339	Buses (Nottingham City Transport)	Yet again one of your buses started moving off whilst a vehicle was already over taking it. A car was coming in the opposite direction so the vehicle had to speed up so they could get back onto their side of the road. The bus drivers must know that by moving off whilst being overtaken they are reducing the distance all the time to oncoming traffic. I had stopped to let the bus pull out so it had no reason to do this. It happened on Sherwood Rise) around 9.15/20am 29th April and the reg number was YT61 GPI or F. I've seen this several times before on this stretch of road on a weekday morning and it endangers everyone in the vicinity	Citizen Web-form	Undetermined	Not NCC Service
C1605070306	Buses (Links Park & Rides and Other Routes)	Date was 06/05/16 place was the link road to Morrisons supermarket in Gamston. A Local link bus pulled out without looking whilst I was passing it nearly running me off the road. I was forced to brake extremely hard and swerve my vehicle. The number on the bus was 929. I would like disciplinary action to be taken against the driver.	Citizen Web-form	Undetermined	
C1605070333	Buses (Nottingham City Transport)	Hi You need to put on your Web site when horse racing is on at Colwick city link 2 does not run	Citizen Web-form	Undetermined	Service Request
C1605111074	Buses (Nottingham City Transport)	E11 bus due 4.30 at foimel court ocxlse lane on 10 may went straight down ocxlse lane leaving us standing in pouring rain.	Citizen Web-form	Undetermined	
C1605111126	Buses (Links Park & Rides and Other Routes)	Why has the free concessionary travel been withdrawn from Colwick park racecourse for county council pass holders?	Citizen Web-form	Undetermined	
C1605131652	Concessionary Bus Pass (Disability & Elderly)	I have just received my replacement concessionary city card. On the accompanying letter it clearly states that " As a Nottingham City resident the following additional benefits also apply funded by Nottingham City Council." FREE TRAVEL AT ANY TIME ON LOCAL BUSES WITHIN NOTTINGHAM CITY BOUNDARY AND ON THE NOTTINGHAM TRAM AND PARK & RIDE NETWORK. Surely this is not true and if it is not then you are guilty of giving out false information and might even be breaking some sort of law by not giving what you offer in the letter.	Citizen Web-form	Undetermined	Service Request
C1605182319	Buses (Links Park & Rides and Other Routes)	Every morning this week the C1 running from the city to Boots is early at the train station arriving anywhere from 8 minutes past to 10 minutes past the bus is expected at 7:12. This forces me to run from one bus to the other the drivers rarely wait and leave before the scheduled time and it causes myself and others to be late to work.	Citizen Web-form	Undetermined	
C1605202835	Buses (Links Park & Rides and Other Routes)	20/05/2016 Good morning This morning I was waiting for my bus the C2 link we canal street as usual. I arrived at 8:17 and the bus is supposed to arrive at 8:20 according to the time table. I had to wait to the next one because this one passed earlier or didn't even pass I don't know. Still usually it arrived around 8:22 and I am always in advance in case it a little bit in advance too. But I do have a work and I arrived late this morning. Sadly it's not even the first time that it happens with the bus. Do you know the idiom who says "time is money" well your service made me lose money. Which is a shame knows from January the day trips were and still are more expensive. So I am asking you to indemnified me for all my useless wait for the time I have been late at work the inconvenience and for the money I lost. Thank you for your understanding and I am looking forward to your answer.	Citizen Web-form	Undetermined	

C1605263942	Pub ic Transport	<p>I used Easy link on Wed 25/5/16 Wed at 13:40 coming back from Mary Potter driver  told me that he'll pick someone from Asda but he'll have to move my wheelchair which I was using to rest my right hand  there's no arm rest on any the seat that lady has also electric wheelchair she was sitting on the chair but there was no place to keep my wheelchair to rest my right hand (arm) from Asda untill to my place place I was holding my right hand with my left hand since there's no other ways to rest my right arm I'm suffering from chronic pain in my both shoulders right is worse than left hand I was feeling very uncomfortable and discomfort all my journey back home I was having pins and needles which normally have but it was worse my journey back wasn't pleasant.</p>	Citizen Web-form	Undetermined	
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