

Chris Hodgkins

[REDACTED]
West Ealing

London Buses
Customer Services
4th Floor – Zone G7
Palestrine
197 Blackfriars Road
London
SE1 8NJ

18 August 2011

Dear Customer Services

On Sunday morning 7th August 2011 at the Bedford Road bus stop, at approximately 09.45, I attempted to catch an E8. Despite the fact that I flagged the bus down it went sailing past the stop – I should add that an 83 bus had just pulled out from the bus stop. I managed to get the licence plate number which was LK58 CT2.

This has happened on a number of similar occasions. What does it take to hail a bus – dancing in the middle of the road; prostrating oneself in front of the bus? Or is this a change in policy whereby the new deal is that passengers are encouraged to walk to keep fit?

I trust something will be done about this matter.

Yours faithfully

Chris Hodgkins



Brentford Garage
Armchair House • Commerce Road
Brentford • TW8 8LZ
T: 020 8380 8610 • F: 020 8380 8622
www.metroline.co.uk

Wednesday, 31 August 2011
Ref AH11/0287

Mr C Hodgkins
[Redacted]
West Ealing
London
[Redacted]

Dear Mr Hodgkins

I am writing in reply to your letter of 18 August 2011 to London Buses Customer Services (Ref No. 2017935) concerning difficulties you experienced when wishing to travel by Route E8 on 7 August 2011, which has been passed to me for attention.

I can understand how frustrating it must have been when the bus didn't stop for you.

Our drivers are trained to stop at all white compulsory stops. They should also stop at red request stops when a passenger presses the bell or if there are passengers at the stop. If another bus is blocking the stop, the driver should wait until it has moved away to ensure he doesn't miss any waiting passengers. It is disappointing to hear that these basic procedures weren't followed on the day concerned.

The incident you report is currently in the process of being investigated and followed up with the member of staff concerned. You can be assured that arising from our findings a suitable course of action will be taken to deal effectively with the matter.

I should like to apologise for the annoyance and inconvenience caused on this occasion.

Yours sincerely

pp J Gayler

[Redacted]
Operations Support Manager

Chris Hodgkins
[REDACTED]
[REDACTED]
LONDON
[REDACTED]

[REDACTED]
Operations Support Manager
Metroline
Brentford Garage
Armchair House
Commerce Road
Brentford TW8 8LZ

22 September 2011

Dear [REDACTED]

Many thanks for your letter of the 31st August 2011 with a helpful explanation. Regrettably, on the 1st September at approx. 7.35am I had just missed an E8. A 207, a 427 and an 83 all pulled up. I then saw an E8 coming along the road and I jumped between two buses waving my arms. The driver lifted both hands off the steering wheel, shrugged his shoulders and went sailing past at a happy rate of knots.

I would be very grateful if something could be done to ensure the rules of the company are adhered to. This has happened to me on more than one occasion. With the antics of the driver on the 1st September I am inclined to ask if your drivers are former circus acts – the no hands was redolent of a number of clowns cycling in the ring.

Yours faithfully

Chris Hodgkins

Tuesday, 18 October 2011
Ref AH11/0287

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Dear Mr Hodgkins

I am so sorry to hear of the subsequent incident you were involved in on the E8 on 31 August 2011. I apologise for the delayed response.

Unfortunately there is insufficient information to trace this specific driver concerned. However, I should like to advise that drivers regularly have mystery passengers on board and driving examiners to assess their driving and behaviour. Drivers are regularly reminded of their obligations and any adverse behaviour will be dealt with through the internal disciplinary process.

I should like to apologise for the unacceptable behaviour of the driver on this occasion.

Thank you for taking the time to bring this to my attention.

Yours sincerely

A handwritten signature in black ink, appearing to read "M. Gaylor".

[REDACTED]

Operations Support Manager