

[REDACTED]

Chris Hodgkins
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[REDACTED]
LONDON
[REDACTED]

London Buses
Customer Services
4th Floor – Zone G7
Palestrine
197 Blackfriars Road
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27th January 2013

Dear Customer Services

On Sunday morning 27th January 2013 at the Bedford Road bus stop, at approximately 09.45, I attempted to catch an E8. The bus had pulled up behind an 83 that was at the bus stop when I arrived. The E8 then pulled out and passed the 83. I tried to flag the E8 down and in return the driver waved his thumb over his shoulder at the 83.

Since when has this service been in operation where your drivers indicate the bus the passenger should catch? Or perhaps they are practising a telepathy act for the X Factor and have an intimation that although the bus the passenger is waving down is not the bus they want to catch as they are confused? Judging by some of the extraordinary stuff on the X Factor labouring as entertainment they could go far; that or they will land a part as the bus driver in the remake of the remake of the Village of the Damned.

This is not the first time this has happened and I would like to know what actions I need to take to enable me to board a bus of my choice? Do I need to erect a barrier at the bus stop? Perhaps I could hire some ex guards from the Berlin Wall to operate it.

What are the skill requirements for your bus drivers?

1 Drive like Stirling Moss?

2 They are able to test at frequent occasions Newton's first law of motion -" Every object in a state of uniform motion tends to remain in that state of motion unless an external force is applied to it" - such the brakes with abandon at bus stops to let a passenger off in case they have not gone through the windscreen

3 Passengers are to be ignored especially if they are indicating they would like to catch a bus.

I trust something will be done about this matter.

Yours faithfully

Chris Hodgkins



Wednesday, 06 February 2013
Ref AH13/0043

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Dear Mr Hodgkins

I am writing in reply to your letter of 27 January 2013 to London Buses Customer Services (Ref No. 3316305) concerning difficulties you experienced when wishing to travel by Route E8 on 27 January 2013, 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 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.

Our bus drivers are also the public face of London Buses. As such, they're expected to behave in a polite and professional manner at all times.

Unfortunately from the information supplied, I have been unable to trace the member of staff concerned; however, the opportunity has been taken to remind drivers in the area at the time of the standards required of them.

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

Yours sincerely

Alison Duberry
Operations Support Manager

A member of

COMFORTDELGRO