Received On	Core Motivation	Explanation Category	Explanation Sub-Category	Explanation	Status Reason	Queue	Bus Route	Description	Contact Type
09/07/2024 17:17	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Comments: I am appalled with the poor design of your new electric bus on route 58. The front external design has a lack of red paint, especially around the destination and route number, it does not look like an iconic bus, especially it's too boxy. The inside has a poor colour scheme for handrails and wall coverings. The stairwell area is too dark because the exterior windows are missing. I would like you to start making improvements to your bus fleet because it is important to improve the attractiveness and accessibility of your electric buses. I recommend that you include all the design features from the New Routemaster bus as standard, as it helps improve the attractiveness and accessibility of your new electric bus fleet. Please make it happen ASAP!	Complaint
30/06/2024 23:50	Staff	Bus/Train/Tube Driver	Bus/Train/Tube Driver	Refuse Pick Up	Resolved	Buses - Resolution	58	Comments: Hello! I was waiting for the bus to arrive and once i see it i raise my hands for a few seconds and then let it down , the driver completely speeds by me even though I kept my hand up for a good amount of seconds , he does eventually stop a bit further from the station only for him to start scolding me because I need to raise my hand before the bus arrives, which I did! I would like you to also keep in mind that along that route no other bus runs but 58 so when would the confusion be with someone waiting at midnight in a bus station, standing up waiting for the bus ? In the past Ive had multiple amazing drivers stop in remote areas even when i DIDNT raise my hand! Instead of admitting mistake he indeed starts arguing with me and telling me off for something I wasnt even at fault for! I do understand the abuse people in jobs like this get and I will always be polite and nice to them but when I act abuse I do not think it's fair to tolerate it! Thank you very much .	Complaint
29/06/2024 15:22	Built environment (on and off-board)	On-board: Built Environment	On-board	Design	Resolved	Buses - Resolution	58	Comments: I'm disgusted with the poor design of your new Volvo electric bus on route 58. The exterior design does not have an iconic representation to your London Bus services because it's nothing but a square box on wheels. The interior design is appalling because the colour scheme for handrails and walls does not suit your London Buses branding. The stairwell area is too cramped because the exterior windows for them is missing. The handrails at the top deck are missing, which prompts a health and safety issue. I would like you to update your bus specification and require all new electric buses to use the New Routemaster design as standard to make your bus services more attractive. You stated in your Bus Action Plan to improve customer experience, you already have done with the New Routemaster bus and you must revive the project as part of your new zero-emission bus fleet. Please note my message as it will help improve your bus services.	Complaint
24/06/2024 16:21	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Comments: I'm disappointed with the poor design of your new electric bus on route 58. They are not iconic at all, and the front of the bus has a lack of red, especially around the blind box which makes it unattractive. The interior design has a poor colour scheme, especially for handrails. But I praise the moquette on seats as they look like the New Routemaster bus. The staircase area feels cramped because the diagonal glazing is missing. I prefer all the design features of the New Routemaster to be included as standard for all new zero-emission buses, this includes the diagonal glazing by the staircase to increase natural daylight, and to improve accessibility with three doors and two stairs, as they benefit wheelchair users. Please take note of my comments and forward them to your design team as it is important to help make your new electric bus fleet more attractive and to encourage people to travel by bus.	Complaint
27/06/2024 15:33	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Comments: I'm writing to comment about your new electric bus on route number bs. I am disgusted that they are badly designed, the front of the design lacks a red paint because it does not have an iconic London bus design. The staircase looks cramped because you have not included windows by the staircases. The latest double-deck buses in the UK and Hong Kong already have windows by the staircases to make their bus services more attractive. TfL and bus operating companies must understand that customer experience and accessibility is more important than getting advertising cash. Take a look at the tweet by 'Best Impressions', that user made a good point https://x.com/creatingideas/status/1803549553469119704 As for the rest of the interior, I prefer the colour scheme from the New Routemaster to be used on all double-deck buses as they suit your branding very well. As promised in your Bus Action Plan to improve customer experience, I request that you specify all double-deck buses for London to include that design because natural daylight will help me go up and down with ease. This includes standardising your interior colour scheme with the New Routemaster design. Regards XXXX XXXX 	Complaint
29/06/2024 01:27	Staff	Bus/Train/Tube Driver	Bus/Train/Tube Driver	Late arrival	Resolved	Buses - Resolution	58	Comments: I got the 58 bus at Claremont road, it's the bus stop before Forest Gate station. The bus driver was scheduled to come at 12:15am, the bus came very late, that's ok the bus driver does this every Friday, I've had to wait long waits after 12:00am for the bus the past three Fridays. The driver was driving so slow, it was different to the other drivers who'd leave the bus stop 5mins ahead of schedule, another issue with TfL at night time. Then once the driver got to Grange Park road he terminated the bus, after two buses went past, the 58 that caught up to him and the 158, at no time did he signal to us that we would be waiting for another bus, I'm quite sick as it is I just wanted to get home on time and rest. Now I feel so agitated and upset. Im not sure what you can do for this but I feel that everyone on that bus was slighted by your incompetent driver	Complaint
05/07/2024 15:56	Built environment (on and off-board)	On-board: Built Environment	On-board	Design	Resolved	Buses - Resolution	58	Comments: I'm disappointed with the horrendous poor design of your new electric bus on route 58. They are not iconic at all, and the front of the bus has a lack of red, especially around the blind box which makes it unattractive. The interior design has a poor colour scheme, especially for handrails. External body design Interiors Windows next to the stairs three doors and two stairs This will help enhance customer experience and accessibility. Please make it hacoen ASAP! Regards XXXX XXXX pronouns 	Complaint
05/07/2024 15:56	Built environment (on and off-board)	On-board: Built Environment	On-board	Design	Resolved	Buses - Resolution	58		Complaint
11/07/2024 13:40	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Comments: Your new electric has disproportionately dissatisfied me. I have issues going up and down the stairs because the staircase area lacks a natural light as they don't contain diagonal windows next to them. I recommend that all double deck buses whenever they are old or new must contain diagonal windows next to the stairs as they enable me to go up and down with ease. This is why I prefer the New Routemaster because they have them, especially with the third door and second stairs at the back which allows me to exit the bus with ease.	Complaint
11/07/2024 13:40	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Customer has been emailed 	Complaint
12/07/2024 18:33	Built environment (on and off-board)	On-board: Built Environment	On-board	Ambience	Resolved	Buses - Resolution	58	Comments: Dear London Buses Your new electric buses on route 58 has met me with dissatisfaction. The external design is too poor because its nothing but a square box on wheels. The staircase area is too dark and cramped because you haven't included the exterior windows next to them. A third door and second staircase at the back is missing. I prefer the New Routemaster bus as they are better designed buses and I would like you to include all the design and accessibility features of the NRM as standard for all new electric buses. Regards XXXX 	Complaint
14/07/2024 17:03	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Comments: Dear TfL I'm a neurodivergent person. I'm disgusted with the design of your new electric bus on route 58 and it has seriously offended me! The exterior bodywork design is appalling, they don't look like an iconic double-deck bus, the diagonal windows next to the stairs are missing, the colour scheme for the interiors are appalling and the third door and second stairs at the back is missing. The London Taxi uses an iconic design to make your taxi services attractive, then why not London buses? My recommendation is for you to standardise your double-deck fleet with New Routemasters in zero-emission as it will help improve the attractiveness and accessibility of your bus services. This includes diagonal windows next to the stairs as it will help me go up and down with ease. Regards XXXX XXXX 	Complaint
14/07/2024 17:03	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Email sent and handed off to BD Team 	Complaint
23/06/2024 17:59	Built environment (on and off-board)	On-board: Built Environment	On-board	Ambience	Resolved	Buses - Resolution	58	Comments: I'm disgusted with the poor design of your new double-deck electric bus on route 58! I pay high council tax and yet these awful designed buses does not provide value for money! The exterior design is too boxy, the diagonal windows next to the stairs are completely missing, the colours of handrails and coverings are in the wrong colour. The windows next to the stairs are unique for your double-deck buses, it is part of the high-specification buses, and I recommend that you read page 135 of the Connected Southampton document. https://transport.southampton.gov.uk/media/2182/southampton-zebra-full-business-case-final-redacted.pdf They require all new zero-emission buses to include diagonal windows next to the stairs, not only to improve customer experience, but it does help people that are disabled such as neurodivergent and vision impairments, as they are able to go up and down the stairs with ease. Public owned bus companies in Blackpool, Edinburgh (Lothian), Reading, etc. as they have buses with design features from the New Routemaster includes windows next to the staircase, then why are you allowing London to fall behind? The exterior front of the bus should be more red, just like the New Routemaster as they look more attractive! You regulate the bus services, therefore you must regulate the design of buses by using all the design features from the New Routemaster as standard as it will guarantee to improve customer satisfaction! Regards XXXX 	Complaint
23/06/2024 17:59	Built environment (on and off-board)	On-board: Built Environment	On-board	Ambience	Resolved	Buses - Resolution	58		Complaint
02/07/2024 15:19	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Comments: The design of your new electric buses have appalling design and accessibility features. Such as: Lack of red at the front external design, especially around the route number and destination. Lack of windows next to the stairs as they bring natural daylight. Missing handrails at the top deck. No third door and second staircase at the rear. I would like you to include all these features as standard for all new double-deck buses to help make bus travel more attractive. It is important that you include the design features from the New Routemaster as standard for all new electric buses to help improve customer experience and accessibility.	Complaint
02/07/2024 15:19	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Customer has been emailed 	Complaint
06/07/2024 17:05	Built environment (on and off-board)	On-board: Built Environment	On-board	Ambience	Resolved	Buses - Resolution	58	Comments: Hello TfL I'm disappointed with the design of your new electric buses on the number 58. They do not look like an iconic London bus from the outside. The staircase area is too cramped because there's no exterior windows to bring in natural daylight. I prefer the New Routemaster design to be used on all new electric buses to help make bus travel more attractive and accessible with 3 doors and 2 stairs. I'd be grateful if you can cet mv suggestion delivered.	Complaint
09/07/2024 18:39	Fares and Ticketing (Oyster)	Refunds	Refund Requests	Incurred further costs due to service terminations	Resolved	Buses - Resolution	58		Enquiry
16/07/2024 16:29	Built environment (on and off-board)	Other	Other	Request	In Progress	Buses - Resolution	58	route 58 is not fully EV's yet but can it be on half BZL's and half Gimini 2 B9TL please? kind regards 	Enquiry
24/06/2024 11:52	Service performance	Other service issues	Other service issues	Doors closing too quickly	Resolved	Buses - Investigations	58	The customer is Visually Impaired - registered blind and walks with a white stick. On multiple occasions the buses are pulling into the stop too far away from the kerb. The drivers are refusing to lower the ramp so that the customer can board easily board. The customer cannot see to get down into the kerb and then step up safely into the bus. The customer is afraid that due to the poor driver understanding of their disability issue, that they could have a serious fall. The customer has also found that when there are many buggies they have a problem in finding a seat. The buses in the area are NEWHAM (Green Street area) Plashet Grove. The drivers seem unwilling to lower the bus on boarding and de-boarding. 	Complaint
24/06/2024 11:52	Service performance	Other service issues	Other service issues	Doors closing too quickly	Resolved	Buses - Investigations	58	The stop outside TESCO is on Green Street, mainr and Stratford to de-board. 	Complaint
24/06/2024 11:52	Service performance	Other service issues	Other service issues	Doors closing too quickly	Resolved	Buses - Investigations	58	I am sending a PLEASE OFFER ME A SEAT badge 	Complaint
24/06/2024 11:52	Service performance	Other service issues	Other service issues	Doors closing too quickly	Resolved	Buses - Investigations	58	No sent to Accessibility for Data Entry to send her one of these badges. 	Complaint
25/06/2024 16:58	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Comments: Your new Volvo BZL double-deck buses has met me with dissatisfaction. The exterior design is too poor because it has a lack of red at the front, the interior colour theme is wrong as they don't have a London bus branding, the windows by the staircase are completely missing, which makes the area dark and cramped. The handrails at the top deck are missing, and most importantly, the second staircase and a third door is completely missing! I would like you to start requiring all new electric buses to use the design features of the New Routemaster, as they should be the standard designed zero-emission bus to help improve customer experience and improve accessibility. The windows by the staircase is very unique to all double-deck buses and I want you to specify that design for all new electric buses as standard! Please forward my message to your bus design team because it is vital to get the improvements delivered as promised in your Bus Action Plan!	Complaint
25/06/2024 16:58	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	>Email sent to customer highlighting design changes</p>	Complaint
03/07/2024 16:29	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Comments: I suggest that the new electric buses on route 58 use a New Routemaster design because the current design by Volvo is appalling. They have missing features including: Iconic red at the front Colour scheme from the New Routemaster Rounded shape Diagional windows by the staircase Hand poles at the top deck A third door and second stairwell at the rear I would like you to standardise your new electric bus design by using the New Routemaster, as they help make your bus fleet more attractive and accessible to encourage people to use public transport, and to help reduce car usage which is important to tackle climate change. Better bus designs are vital, and you need to restore the New Routemaster project ASAP!	Complaint
15/07/2024 15:54	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	>Undelivered due to invalid email</p>	Enquiry
12/07/2024 13:04	Built environment (on and off-board)	On-board: Built Environment	On-board	Ambience	Resolved	Buses - Resolution	58	Comments: I would like to leave a comment about your new electric bus on route 58. I'm disappointed that you have missed out the most important feature for all double-deck buses, which is the diagonal shaped windows next to the stairs as they bring natural daylight into the bus. I would like you to make all new electric bus purchases to include that design as standard as it makes your bus services attractive, and to allow people to go up and down the stairs with east. Please forward my message to your bus design team. By the way, I love the moquette on the seats inside the new electric bus as the roundels matches your brand quite well, I want to see that on all new electric buses.	Complaint
28/06/2024 16:03	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Comments: Hello You need to make improvements to your double-deck electric bus fleet because the current design provides no satisfaction to my experience. The reason is: The front exterior design lacks red paint, especially around the blind box and above the top deck windows. The colour scheme is poor, as they don't match your branding. (But the moquette on seats actually do as they have roundels on them which is great and suitable for your branding). The staircase area is too cramped as the windows next to them are missing. A third door and second staircase at the rear is missing. I would like you to improve your double-deck designs by using the New Routemaster design as standard for all new electric buses. This will guarantee to improve customer satisfaction and to make your bus services more attractive and accessible. I hope my comment helps get the improvements delivered.	Complaint
28/06/2024 16:03	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	>HYO sent & customer emailed </p>	Complaint
12/07/2024 14:55	Service performance	Service Delays	Service Delays	Gaps in Service/Long Waits	Resolved	Buses - Resolution	58	Comments: Without fail, the 58/330 have always been an unreliable service. Even when the bus is due, it's about 15 minutes before it arrives. This bus route has always caused me to be late which has forced me to seek an alternative route because my daughter is pretty much late to school due to incorrect bus times. There is no frequency with these bus services either. Please can this be sorted.	Complaint
12/07/2024 14:55	Service performance	Service Delays	Service Delays	Gaps in Service/Long Waits	Resolved	Buses - Resolution	58	Need further information 	Complaint
26/06/2024 19:57	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Comments: I'm dismayed with the design of your new electric bus on route 58. I'm expecting them to have windows by the staircase in which the New Routemaster and various electric buses already have. This helps me to go up and down with ease as I have vision impairment, and I can see natural daylight better than electricity light. I recommend that you fit windows next to the stairs for all new and existing double deck buses as they help me with my disability.	Complaint
26/06/2024 19:57	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	>Email sent to customer highlighting design feedback</p>	Complaint
04/07/2024 17:22	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Comments: I would like to comment about your new electric bus on route 58. I'm appalled that they are badly designed; they don't look like an iconic London bus. The staircase area is too cramped because the diagonal-shaped windows are missing. The colour selection for handrails and wall coverings is inappropriate. I prefer the New Routemaster-style design to be used on all new electric buses; this includes a rounded shape, red around the front, diagonal windows next to the stairs, interior design, etc. This will guarantee to help make your bus services more attractive and encourage more people to travel by bus.	Complaint
07/07/2024 15:56	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Comments: I'm appalled with the poor design of your double-deck electric bus. The design of them needs a major tweak, this includes the bodywork, interior and staircase area by adding diagonal windows next to them. I recommend that you include all the design features from the New Routemaster as standard for all new electric buses as they help improve the attractiveness, customer experience and accessibility (including three doors and two stairs) of your bus services. I hope my comment helps.	Complaint
08/07/2024 16:11	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Comments: Dear TfL I'm like your new electric bus on route 58, but I'm disappointed with the design of them as they don't look attractive, the staircase area is appalling because the diagonal windows got replaced by walls which makes the area dark and cramped. The moquette for the seats is excellent because it has a strong London bus theme with the roundels on them. Many buses throughout the UK have buses with designs similar to the New Routemasters, and they have diagonal windows next to the stairs. I would like you to require all bus manufacturers to use the New Routemaster design as standard for all new double-deck electric bus products as it will help improve the attractiveness and accessibility of the bus services for London and the rest of the UK. Please take note of my suggestions to help improve customer experience.	Complaint
08/07/2024 16:11	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	>Email sent to customer highlighting updated TfL design elements</p>	Complaint
10/07/2024 17:57	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Comments: Hello I'm writing to complain about the design of your new Volvo BZL electric bus on route 58. I'm not suffer from night blindness, and I struggled to go upstairs because the area is too dark and cramped as the diagonal windows next to the stairs are completely missing! Therefore, this is a serious accessibility issue! If you look at the Volvo BZL buses in Cambridge, they actually do have windows next to the stairs. https://www.flickr.com/photos/ian_simpson/53781594716 The reason is, I can only go on certain electric buses and New Routemasters to go upstairs because they have diagonal windows next to the stairs which makes it spacious and to increase natural daylight. I recommend that you require all double-deck electric buses to have diagonal windows next to the stairs as standard. Many cities in the UK already have them, but why not London? You promised in your Bus Action Plan to improve customer experience, and you failed to do that! There's only one feature I like from the new stagecoach electric bus which is the moquette on seats as they have a strong London bus branding. Please forward my message to your bus design team and get it sorted! Thanks.	Complaint
22/06/2024 18:08	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58		Complaint
22/06/2024 18:08	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58		Complaint
09/07/2024 10:48	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Comments: Dear TfL I'm the current designs of your new electric buses on route 58 are awful. I have a vision impairment, and I am unable to go up the stairs because the windows next to the stairs are completely missing. The exterior design does not look like a London Bus and its also an unattractive square box on wheels. You promised from your Bus Action Plan that the new electric buses will have high-spec features, but you have failed to meet my satisfaction. The only buses that I'm more satisfied with is the New Routemasters because they have better design features to make travel by bus more attractive. I would like you to buy more New Routemasters in full electric and deploy them to all double-deck routes to help improve customer experience and accessibility.	Complaint
09/07/2024 10:48	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	>Email sent to customer highlighting updated bus design</p>	Complaint
10/07/2024 17:57	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Comments: Hello I am glad that you are rolling out new electric buses to route 58, but unfortunately I'm too unsatisfied with the design of these buses. They need serious improvement both from the outside and the inside. The windows which follow the staircase is missing, this is a signature part of the double-deck bus to make them look attractive. Other areas in the UK have buses with that design, then why not London. My recommendation is for you to improve your double-deck bus by reviving the New Routemaster project and use the design for all new electric buses. This includes staircase glazing as one local authority in Southampton specify that all new double-deck designs include staircase glazing for new electric buses. Go to page 135: https://transport.southampton.gov.uk/media/2182/southampton-zebra-full-business-case-final-redacted.pdf Also take a read of the blog post which shows a huge number of comments requesting for more New Routemasters. https://londoner92.blogspot.com/2024/01/transport-for-londons-2023-consultation.html Please forward my message to your bus design team because these improvements must be delivered. Yours sincere XXXX 	Complaint
22/06/2024 19:24	Service performance	Service Delays	Service Delays	Gaps in Service/Long Waits	Resolved	Buses - Resolution	58	Comments: Bus 58 LJ17WTW turned up very late 19:22 and until Forest Gate	Complaint
10/07/2024 12:41	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Comments: Dear TfL The current design of your new electric bus on route 58 is awful because they are unattractive and an eyesore. The exterior does not look like an iconic bus, the interior colour scheme is poor as the hand poles does and walls does not have a London bus theme, and the stairwell area is appalling because the windows next to the stairs are missing! I request that you improve your bus designs by including all the design features from the New Routemaster which includes the interior colour scheme and the windows next to the stairs to improve customer satisfaction. It's really easy to do as it will encourage more people to use the bus.	Complaint
30/06/2024 00:36	Built environment (on and off-board)	On-board: Built Environment	On-board	Temperature - Too hot	Resolved	Buses - Resolution	58	Comments: The vehicle (fleet number 86181, registration LJ24ZNP) made the entire journey between Upton Park and Walthamstow with the climate control system turned off for the passenger area. It got extremely hot on the upper deck. As it is a brand new vehicle, that entered service a few days before, I recommend TfL to investigate whether driver training is lacking in terms of operating vehicle systems or if the system is not working at all. It is completely disappointing that an operator cuts a batch of brand new buses on the road with an issue that affects passenger comfort.	Complaint
30/06/2024 00:36	Built environment (on and off-board)	On-board: Built Environment	On-board	Temperature - Too hot	Resolved	Buses - Resolution	58	>HYO sent customer emailed </p>	Complaint
01/07/2024 15:57	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Comments: I would like to leave a comment about your new electric bus on route 58. I'm appalled that the design of the new electric bus has missing features from the New Routemaster, such as: Red design around the front exterior, especially around the route number and destination. Colour scheme inside the bus, such as handrails and wall coverings. (But I welcome the roundel moquette as they have a London Bus theme.) Diagonal windows next to the stairs. Third door and second stairs I find the New Routemaster buses to be more accessible than the standard two door buses. You proposed in your Bus Action Plan to improve the customer experience, but you failed to do so because you have reverted to using the conventional buses, which have no characteristics or satisfaction for my journey or the image of London. I recommend that all new electric buses contain all the design features from the New Routemaster bus as standard, as it will help improve accessibility and the customer experience. Please forward my comment to someone responsible for the design of your buses. Regards XXXX XXXX ?????? 	Complaint
01/07/2024 15:57	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Email sent to customer. 	Complaint
13/07/2024 16:44	Built environment (on and off-board)	On-board: Built Environment	On-board	Ambience	Resolved	Buses - Resolution	58	Comments: Hello I'm disappointed with the design of your new electric bus on route 58 because they have an important design feature which is missing. That is the windows next to the stairs as it is a unique design for all double-deck buses to have as it makes the bus design more attractive and to enable people to go up and down the stairs with ease with the help of natural daylight. I request that you standardise that design feature for all new electric buses for the reasons stated above.	Enquiry
11/07/2024 17:54	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	Comments: Dear Transport for London I would like to share my experience with your new electric bus on route number 58. I do understand that this is a Volvo BZL vehicle type. When the new number 58 electric bus approached, I was dismayed by its poor external design. The front has a lack of red paint, especially around the blind box area, and a 'staircase glazing' is missing. As I entered the bus, what instantly disappointed me was the colour selection for handrails and wall coverings, which was very poor. I tried to go upstairs, but as I'm a neurodivergent person, I couldn't because the 'staircase glazing' that was supposed to add natural daylight was completely missing. But I do like the moquette on the seats, as they have roundels on them, which match your brand. My solution is for you to improve your bus design by including the design features of the New Routemaster, as they have an attractive external design, including the rounded shape, a brighter staircase area with the 'staircase glazing', and the colour of handrails and wall coverings is suitable for your bus branding. I prefer the New Routemaster bus as they have a better design and a calmer interior design, and I can easily exit the bus by using the staircase and a door at the rear. Please forward my message to the relevant team to get my solutions implemented. Kind regards XXXX 	Complaint
11/07/2024 17:54	Built environment (on and off-board)	On-board: Built Environment	On-board	Customers do not approve of the design/layout	Resolved	Buses - Resolution	58	>Email sent to customer highlighting design changes</p>	Complaint
13/07/2024 19:34	Service performance	Service Delays	Service Delays	Gaps in Service/Long Waits	Resolved	Buses - Resolution	58	Comments: Bus 58 not turning up for nearly an hour. I have to use another bus number	Complaint
22/06/2024 18:40	Staff	Bus/Train/Tube Driver	Bus/Train/Tube Driver	Poor/Dangerous Driving	Resolved	Buses - Resolution	58	Comments: Saw a 58 bus hit a parked van while pulling away. Did not seem to stop to do anything about it but may have reported it I guess. Attach a picture of the vehicle it snapped	Enquiry
22/06/2024 18:40	Staff	Bus/Train/Tube Driver	Bus/Train/Tube Driver	Poor/Dangerous Driving	Resolved	Buses - Resolution	58		Enquiry