

Hand- off : Information

Bus -12713858- For Investigation

Type – Buses

Priority – Normal

Recipient – Metroline Harrow Weald

Response Required – Yes from any recipient

Request Details

Request Details can you advise if the ramps on buses are solely for the use of wheelchair passengers only or for any passengers that use a wheeled device for walking assistance If the ramps can be used by any passenger can the drivers on routes 186 be reminded of this as I have seen several drivers on these routes not doing this which makes it very difficult for these to board unaided Many of these passengers are unable to lift the device onto the front step of the bus and the drivers make it clear that pressing a button to lower the middle door ramp is very difficult for them to do What makes it worse is the real uncaring nature of the drivers which adds insult to injury so please look into this problem and arrange to put a stop to this unhelpful practice

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Response Details

Hi, Ramps are only to be used for wheelchair users as specified in the red handbook. .

Hand-off Notes

We have passed this complaint to the relevant manager for further investigation

Hand-off : Information

Bus-12713858- For Investigation

Type – Buses

Priority – Normal

Recipient – London Sovereign Harrow

Response Required – Yes from any recipient

RequestDetails

Can you advise if the ramps on buses are solely for the use of wheelchair passengers only or for any passengers that use a wheeled device for walking assistance

If the ramps can be used by any passenger can the drivers on route 142 be reminded of this as I have seen several drivers on these routes not doing this which makes it very difficult for these to board unaided

Many of these passengers are unable to lift the device onto the front step of the bus and the drivers make it clear that pressing a button to lower the middle door ramp is very difficult for them to do

What makes it worse is the real uncaring nature of the drivers which adds insult to injury so please look into this problem and arrange to put a stop to this unhelpful practice

Response Detail

Kindly note that the ramp purpose is for wheelchair uses, with regards to other wheeled aid users, the driver is supposed to lower or kneel the bus for that person to enter safely, but, passengers can also asked the driver if he or she can extend the ramp for them to enter there.

Hand-off : Information

Bus-12713858- For Investigation

Type - Buses

Priority - Normal

Recipient - Arriva

Response Required - Yes from any recipient

Request Details

Hi team,

We've received the below from a customer in relation to lowering of ramps for bus passengers.

Can you add the 340 to this list as this happened on the 340 going to Harrow at approx 3 20 pm on Friday when the driver refused to lower the middle door ramp for the disabled passenger .

why cannot the front ramp be lowered or are the drivers too lazy to get out of their cab as I think this is the problem

It also makes a mockery of the helpful drivers posters called 'More than a bus driver' which are now shown.

Could you please investigate

Response Details

Hand-off Notes

NOTES

This case cannot be investigated to any particular driver as there is insufficient details to trace them. We can only send as a general reminder to the garage that not all mobility issues are visible and that if a passenger requests the ramp then the driver should oblige - customer should be advised that in the future they take as much details as possible date time location bus registration number driver description and report as soon as possible so we can view CCTV of the correct bus and deal with the individual driver on a one to one.

NOTES & ACTIVITIES

21/01/2019

Golders Green station complaint - 12909610

Bus complaint -12873114

SAR - 12908720

Resolving this case.

12/01/2019

Copy of Handoff/Case notes Request

Customer called and requested a copy of the case notes.

Customer requested copy of our communication with the bus operators in this specific case (ie copy of handoff).

Customer would like to distribute this to members of his team who have difficulty using the buses.

Customer would like this copy sent by EMAIL.

Customer is making informal request and is prepared to make formal FOI request (if necessary).

Email sent to CS Exec Team

05/12/2019

[REDACTED]

Originating complaint email

02/12/2019

Ramps for Non-Wheelchair bound Users

Can you advise if the ramps on buses are solely for the use of wheelchair passengers only or for any passengers that use a wheeled device for walking assistance.

If the ramps can be used by any passenger can the drivers on routes 186 and 142 be reminded of this as I have seen several drivers on these routes not doing this which makes it very difficult for these to board unaided

Many of these passengers are unable to lift the device onto the front step of the bus and the drivers make it clear that pressing a button to lower the middle door ramp is very difficult for them to do

What makes it worse is the real uncaring nature of the drivers which adds insult to injury so please look into this problem and arrange to put a stop to this unhelpful practice

16/01/2019

Hand-off: Information

Bus-12873114- For Investigation

Type – Buses

Priority – Normal

Recipient – Metroline Harrow Weald

Response Required – Yes from any recipient

Request Details

As per the big red book, the driver should have lowered the ramp for the passenger. The customer would like the CCTV to be held and reviewed. Please see the details of the complaint below.

■ called to say that his friend wanted to board the 186 bus at Northwick Park Hospital. His friend had ■

His friend asked the driver to open the double doors for him to enter the bus and the driver refused.

■ would like the CCTV to be held, so that the bus driver's actions may be viewed.

■ said he is not making a formal complaint, because he does not do this on Fridays, ■ said that an official complaint will follow shortly.

Response Details

The complaint is now in the process of being investigated this will include CCTV footage being obtained; once this is completed, the matter will be followed up with the member of staff concerned. You can be assured that arising from the findings a suitable course of action will be taken from within our internal disciplinary procedures to deal effectively with this matter.

