

From: [REDACTED]@hillington.gov.uk]
Sent: 11 February 2019 13:21
To: West Dave (ST)
Cc: [REDACTED]; Hart Mark
Subject: Re: Complaint - Uxbridge Bus Station

Hi Dave,

Thanks for the update.

I will await your further update and the outcome of the meeting which I understand is taking place tomorrow, before responding formally to our resident.

Best wishes,

[REDACTED]

[REDACTED]
Principal Access Officer

Planning Specialists Team
Residents Services

London Borough of Hillingdon
Civic Centre - 3N/02
High Street
UXBRIDGE UB8 1UW

[REDACTED]

PLEASE NOTE: This e-mail may have been written using voice recognition software. Whilst every effort has been made to eliminate errors and omissions, I apologise for any that remain.

On Mon, 11 Feb 2019 at 08:00, West Dave (ST) <[REDACTED]> wrote:

Dear [REDACTED]

Thank you for your email and the points raised..

The issues at Uxbridge Bus Station are not new and go back many years, The evening operations are extremely challenging due to the lack of bus stand space. I will be meeting with Metroliner Garage Manager later this week to review how the bus garage operates in the evening and whether there are any changes that can be made.

During the day terminating buses are permitted to stand inside Metroline Bus Garage, this changes in the evening when the available space is used for fuelling washing and parking buses overnight.

I am also currently looking at stop allocation at the Bus Station and on Bakers Road as we have had a number of service changes over recent months where routes have changed operators. This has led to some buses not operated by Metroline have difficulty serving their stops as they are approaching from a different angle and not direct from the garage.

There are no easy or quick solutions to the issues and problems we face at Uxbridge that won't impact the travelling public but I am committed to making improvements.

Kind Regards

Dave

**Dave West | Service Delivery Manager (North Region) Hillingdon & Harrow
TfL Surface Transport | Bus Operations | Service Delivery**

Uxbridge Bus Station, Bakers Road, Uxbridge, UB8 1RJ

Tel: [REDACTED] | Mob: [REDACTED] | Email: [REDACTED]

 Please consider the environment before printing this e-mail



From: [REDACTED]@hillingdon.gov.uk]

Sent: 07 February 2019 19:44

To: West Dave (ST); [peter.bradley](mailto:peter.bradley@hillingdon.gov.uk) [REDACTED]

Cc: [REDACTED]; Hart Mark

Subject: Complaint - Uxbridge Bus Station

Dave/Peter

Can you please help resolve a complaint that we have received here at the Council.

1. The first issue relates to 'out of service' buses being parked at the Uxbridge Bus Station bus stops. Incoming buses are then forced to double park, making it difficult for people with reduced mobility to board or alight a bus. Specifically, on the 19th Jan at approx 22:45, all four main stops, K, L, M and N were reportedly occupied by 'out of service' buses, making it very difficult for all passengers

2. Secondly, the complainant believes that safety issues are mainly overlooked, and they have witnessed an accident that involved a pedestrian stepping into the road to board a bus.

3. The complainant also reports that drivers, when serving Uxbridge Bus Station, do not lower the bus, causing a real problem for passengers, particularly wheelchair and buggy users.

I am told that these issues have been raised previously, over a period of two years, with the Metrolink bus station manager, but it would seem that procedures, or driver behaviour, have not improved.

It would help greatly if you could investigate, hopefully resolve, and provide the Council with an official response that I can feedback to our resident.

Best wishes,

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[REDACTED]

Principal Access Officer

Planning Specialists Team
Residents Services

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Civic Centre - 3N/02

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UXBRIDGE UB8 1UW

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