

**From:** [REDACTED]@hillington.gov.uk]  
**Sent:** 07 February 2019 15:34  
**To:** West Dave (ST)  
**Subject:** Uxbridge Station - Buses Double Parking

Dave

Please can you respond to me before close of business today.

Thank you

[REDACTED]

Senior Transport Planner  
Residents Services  
London Borough of Hillingdon

Tel: [REDACTED]

**From:** [REDACTED]@hillington.gov.uk >  
**Date:** Tue, 5 Feb 2019 at 19:12  
**Subject:** Fwd: Uxbridge bus station  
**To:** [REDACTED]@hillington.gov.uk >

[REDACTED]

Can you or [REDACTED] deal with this please.

Kind regards

[REDACTED]

Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED]@hillington.gov.uk >  
**Date:** 5 February 2019 at 08:53:25 GMT  
**To:** [REDACTED]@hillington.gov.uk >  
**Subject:** Fwd: Uxbridge bus station

Dear [REDACTED]

Another email from [REDACTED] regarding Uxbridge Station from which you will see that he is asking that you contact TfL on his behalf.

Kind regards

[REDACTED]

[REDACTED]

[REDACTED] | [Cabinet Support Officer](#) | [London Borough of Hillingdon](#) | Tel: [REDACTED] (Ext [REDACTED])  
| Email: [REDACTED]@[hillingdon.gov.uk](mailto:hillingdon.gov.uk)

----- Forwarded message -----

From: [REDACTED]  
Date: Mon, 4 Feb 2019 at 18:10  
Subject: Uxbridge bus station  
To: [REDACTED]@[hillingdon.gov.uk](mailto:hillingdon.gov.uk)>

Hi [REDACTED]

Following recent e mails please see below two that have been sent to TFL's accessibility department

As you have specific instances please ask [REDACTED] to contact them as I am a concerned resident given the health and safety and accessibility issues which it highlights

Regards

[REDACTED]

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From: [REDACTED]  
Sent: 04 February 2019 18:03  
To: [tflaccessibility@tfl.gov.uk](mailto:tflaccessibility@tfl.gov.uk)  
Subject: Re: Uxbridge bus station

Just to advise that the same problem happened between 20 10 and 20 30 on Sunday 3rd Feb 2019 at Uxbridge bus station

Please advise how this is compatible with the Mayor's publicity that 95% of London's bus stops are now fully accessible and that the wilful actions by the drivers of Metroline Uxbridge are reducing this

So much for the caring image of bus drivers which is being promoted

I would suggest that Metroline's management are ineffective on requesting their drivers from carrying out any instructions that have been as a result of previous complaints

Regards

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 26 January 2019 11:01  
**To:** [tflaccessibility@tfl.gov.uk](mailto:tflaccessibility@tfl.gov.uk)  
**Subject:** Uxbridge bus station

Wish to advise you of continuation problems at Uxbridge bus station where bus drivers leave their out of service buses parked at bus stops so passengers who have mobility problems so incoming buses are forced to double park making all passengers go into the road to board their bus

Most of the time the bus driver does not lower the front of the bus causing real problems for people with mobility problems and wheelchair and buggy users

This also is a safety issue which is mainly overlooked and have actually witnessed an accident between a passenger walking out in the road to board a bus

Specifically on the 19th Jan approx 22:45 all four main stops K L M and N were covered by out of service buses making it very difficult for all passengers

This has been brought to the attention of the Metrolink bus garage manager through prior TFL contact but the drivers seem to ignore the managers comments if indeed they were ever passed on as the routes that park buses there belong to Metrolink, there are Abellio buses as well that start from Uxbridge but they do not park their out of service buses at the bus station itself

It also depends on the strength of communication from TFL and as it has been going on for at least 2 years I doubt if it was strongly worded Also TFL have no enforcement measures which is very disappointing and hope you can ask them more strongly to make bus stops free for buses so passengers can board safely

Please advise

Regards

[REDACTED]