

Bus-13117983- For Investigation

Customer Consents to share details: No

Customer Name	Customer Address
Customer Email	Customer Phone

Case Details:

Date of Hand-off	Created By	Priority	Case Reference
22/03/2019 13:46	Frederick Pike	Normal	13117983

Incident Details:

Date & Time of Incident	Explanation Category	Explanation
	General Data Protection Regulations (GDPR)	Subject Access Request (SAR) / Right of Access
Bus Route	Bus Operator	Bus Garage
N/A		
Bus Direction	Location	Bus Registration Number
Staff Description		
Contact Type		
Enquiry		

Case Notes:

Created On	Incident Description
22/03/2019 13:43	Could you arrange to write to all bus operating companies confirming the telephone conversations that drivers are required to lower the middle ramp for wheeled mobility aids or lower the front of the bus as required Unfortunately there are still drivers from Harrow Weald who refuse

	to do this while drivers from Uxbridge have no problem with this so a reminder to the relevant manager would be helpful
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Handoff Notes:

Created By	Created On	Note

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For Operator Use Only (if applicable):

Employee Name	Employee Number

Brief description of investigation & interview

What is the outcome of this communication?	Place an 'X' in the appropriate box
Founded	
Unfounded	
Untraced	
Not Safety Related	

Action Taken	Name of Manager	Date

Service Communications Only

Duty	Run No.	Schedule Time	Actual Time	Minutes Early	Minutes Late	Scheduled Destination

Report on Service Investigation

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