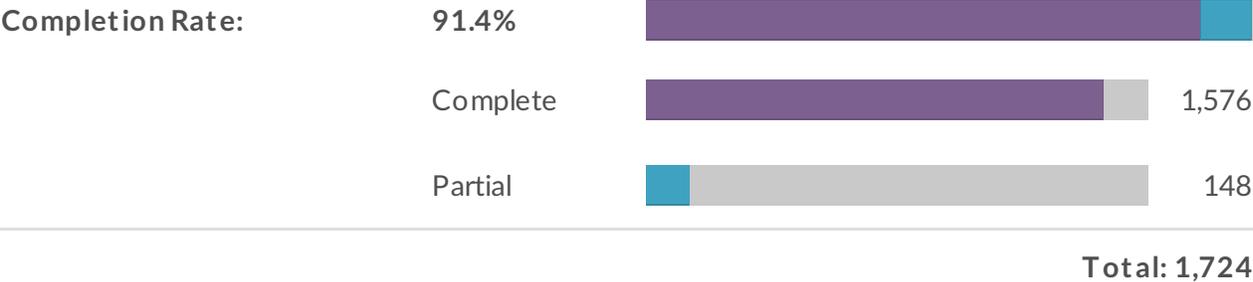


# Report for Talking Points February 2017

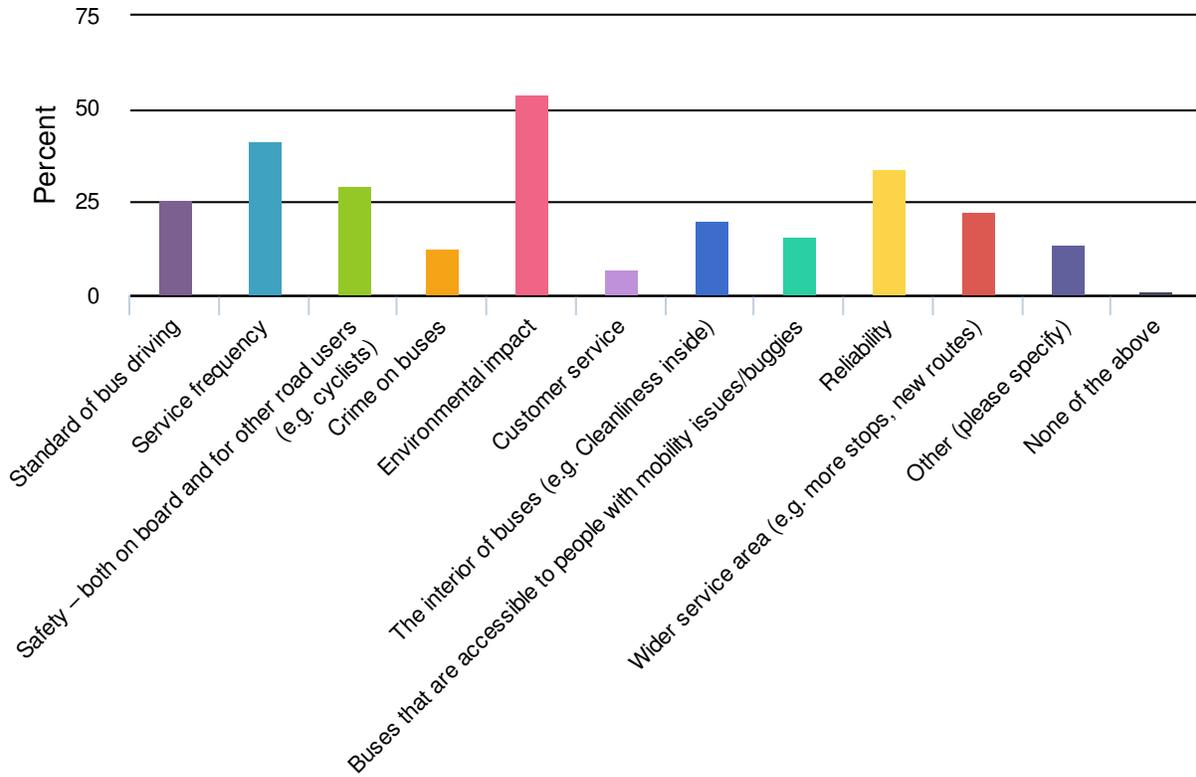
## Response Counts



# 1. How frequently do you use each of the following forms of transport in London?

	Several times a week	A few times a month	Every few months	Once or twice a year	Less often	Never	Don't know	Responses
Bus								
Count	989	484	121	31	16	21	0	
Row %	59.5%	29.1%	7.3%	1.9%	1.0%	1.3%	0.0%	20.1%
Car/van								
Count	451	455	192	144	108	302	6	
Row %	27.2%	27.4%	11.6%	8.7%	6.5%	18.2%	0.4%	20.0%
Cycle								
Count	320	161	110	98	107	857	2	
Row %	19.3%	9.7%	6.6%	5.9%	6.5%	51.8%	0.1%	20.0%
Walk								
Count	1,508	97	15	6	15	16	3	
Row %	90.8%	5.8%	0.9%	0.4%	0.9%	1.0%	0.2%	20.0%
Motorcycle								
Count	21	23	8	6	36	1,551	7	
Row %	1.3%	1.4%	0.5%	0.4%	2.2%	93.9%	0.4%	19.9%
Total								100.0%

## 2. Thinking about London buses in the future, in which 3 areas would you most like to see improvements? (Choose up to 3)



Value		Percent	Responses
Standard of bus driving		25.6%	419
Service frequency		41.4%	677
Safety – both on board and for other road users (e.g. cyclists)		29.8%	488
Crime on buses		12.8%	209
Environmental impact		54.1%	885
Customer service		7.0%	115
The interior of buses (e.g. Cleanliness inside)		20.3%	332
Buses that are accessible to people with mobility issues/buggies		16.1%	264
Reliability		34.1%	559
Wider service area (e.g. more stops, new routes)		22.7%	372
Other (please specify)		13.7%	225
None of the above		0.9%	14

Other (please specify)	Count
Conductors	2
Interior design to accommodate obesity only seats that otherwise take up two 'normal seats'.	2
More Countdown displays	2
More bus lanes	2
Speed	2
<b>Total</b>	<b>225</b>

Other (please specify)	Count
people standing in doorways and blocking the exit, young men not going upstairs to leave the bottom seats for the less able and people eating smelly food on public transport	2
A lot are empty at certain times this should be addressed as clogs up roads	1
A really big improvement in anti social behaviour. Mobile phone use, loud music and videos. Hot food. Rude drivers	1
Ability to pay cash fares or purchase tickets at bus stops.	1
Accurate online info	1
Air con & heating, more buses in peak hours, a conductor/guard	1
Air conditioning	1
Arrival time boards at all stops	1
Arrival times at all bus stops	1
Attitude of bus drivers	1
Awareness raising notices so able bodied allow disabled to use accessible seating.	1
Banning smelly people and passengers eating takeaway food.	1
Better and more considerate bus drivers!	1
Better designed buses like the new routemaster.	1
Better information (Countdown at all stops)	1
Better standards of behaviour from other passengers - that would sort out most of the other issues!	1
Better tfl website tool in planning journeys	1
Better ventilation / cooling especially on new routemasters	1
<b>Total</b>	<b>225</b>

Other (please specify)	Count
Bring back queueing. I am fed up with being pushed out of the way. I am infirm. We used to queue for the bus.	1
Bus Route Revision and rationalisation - there are too many busses that run overlapping route segments. I think running frequent "shuttle" busses between key interchanges would reduce the number of busses that spend ages queuing up behind each other and thus would reduce journey times (albeit with more passenger changes). So for example you could have route segments from Westminster Bridge to Elephant and Castle, another from Waterloo Bridge via Waterloo, and another from London Bridge - and each of these "shuttles" would run every few minutes and just do their segment and then at Elephant and Castle you would have further segments to Denmark Hill, down the Old Kent Rd etc	1
Bus conductors so that children and the elderly and infirm have access	1
Bus drivers attitude to wheelchair users	1
Bus priority measures	1
Bus stops should be recessed to stop causing traffic bottlenecks	1
Buses aren't functional. Too narrow. Front door too close to rear door and stairs. Take lessons from US buses.	1
Buses obeying rules of the road; setting an example to others (speed limits, not encroaching ASLs)	1
Buses stopping when hailed	1
Buses with fewer seats to allow people to board and unboard quickly.	1
Buses working to the published timetable	1
Busses stop too often, fewer stops would improve journey times	1
Clean exterior/windows	1
Clean the windows!	1
Comfort, the seats are too small and a poor shape, cramped, can be painful when sitting for any length of time.	1
Total	225

Other (please specify)	Count
Congestion	1
Consideration for users, do not drive away when someone is at the door!	1
Coodination of bus design across the network to reflect comfort/lighting/softer colours	1
Customers being more respectful to drivers	1
Drivers pull in at designated stops and to pavement so the buses are accessible.	1
Ease of access to information about routes when in an area you are unfamiliar with	1
Easier to use timetables	1
Efficiency, not too many of the same number close together	1
Ending the multiple times a bus will randomly terminate short of it's stated destination - this is infuriating and too common	1
Fare evasion	1
Fares	1
Fares freeze	1
Faster journey times	1
Fewer buses down Oxford/Regent St	1
Get rid of the "boris buses" with no opening windows, no leg room and non-working air conditioning. Also, I see SO many fare dodgers now the "conductor at the back has been taken away. People enter at the back door and don't touch in.	1
Greater capacity on 244	1
I find busses quite often empty without any passengers. I think busses should have peak and off peak times which would positively influence traffic.	1
Total	225

Other (please specify)	Count
I think bus services are already pretty amazing but - manners for passengers would make a huge improvement. People always think it's the driver who needs to be in charge but - the driver is driving. It's the passengers who need to BE EDUCATED as to how to be more considerate.	1
I would like them to be penalised when they jump red lights	1
Improved seating plan!	1
Improving passenger behaviour -eg. stamping out on antisocial behaviour (noise, eating, littering, harassment, feet on seat etc...) being the norm on buses and removing intrusive CCTV screens	1
Information	1
Internal noise - they rattle badly	1
Introduce tram in oxford st to replace all traffic. This could apply in all major shopping high streets.	1
Joined up routes - the 125 and W6 could provide a much needed E-W route but there is a gap of about 1k. Buses too often terminate early at stops that are a long way from anywhere when if they had terminated sooner alternative buses would have been available.	1
Journey times	1
LESS OF THEM ON THE RD..	1
Larger buses on routes currently using small, single decked buses	1
Layout of buses (i.e. with exit in the middle) means that passengers dont move through the bus to allow more space and more people to get on.	1
Less Buses, clogging up the roads	1
Less buses	1
Less buses on bishopsgate, more on the 143 route	1
Total	225

Other (please specify)	Count
Less cars delaying buses therefore faster service and less need for so many empty buses on road	1
Less congestion so buses can move faster and not just sit in traffic	1
Less delays due to private vehicles	1
Less frequent stops	1
Less short running and fewer driver change delays en route	1
Lighting at busstops	1
Live update info at ALL bus stops so I know when a bus is due. Clearer way of working out where various bus routes go	1
Maintenance of Countdown boards	1
Make them single deck, make them white so less of an eye source.	1
Maps at stops on connecting bus routes	1
More room for wheelchair and bus drivers asking bugs to get off if a wheelchair gets on	1
More 24 hour services	1
More New Routemaster Buses	1
More bus stops with info showing when the next bus is due.	1
More conductors	1
More convenient routes for journeys I make	1
More electronic timetable displays at bus stops	1
More information for 'next bus' at stops and bus stations	1
More inspectors or close the middle and back doors to stop the huge numbers of people I see using the Boris buses but not tapping in to pay	1
<b>Total</b>	<b>225</b>

Other (please specify)	Count
More luggage space; people encouraged to fold buggies	1
More new Routemasters	1
More obvious up-front notification of route changes - don't want to find a bus is on diversion after getting on and paying	1
More overheads at bus stops	1
More power for driver to exclude antisocial people	1
More signs giving real time information on next bus arrival times	1
More single deck buses. I travel frequently and am struck by how many people are reluctant to go upstairs including myself. many passenger have mobility problems and there are lots of mothers with small children who cannot climb the stairs.	1
More stable buses (ie, not the new "routemasters" which are horribly bumpy)	1
Newer and reduced emission buses	1
No cycles in bus lanes	1
No cyclists on pavements	1
Noise	1
Noise pollution	1
Not having a smart phone I would like to see more boards displaying times expected	1
Not jumping red lights	1
One type of single and one type of double-decker throughout London. Maybe the Mayor shouldn't have stopped the beautiful new Routemasters.	1
Open platforms	1
Total	225

Other (please specify)	Count
Open up the doors on the new routemasters!	1
Organising crowds at busy stops	1
Overcrowding is a major issue for commuters, morning and evening. Service frequency, reliability, etc. and buses (even new buses) having to stop due to faulty doors are a daily problem.	1
Prevent overcrowding, especially during commutes and school days.	1
Prices	1
Pulling up behind other buses some distance from stop and expecting people to walk down to bus and then not stopping on the bus stop for people less able to run past two other buses in pouring rain	1
Quality of realtime data about bus times.	1
Quicker journeys - less time stuck in traffic	1
Quieter	1
Real Time Information	1
Real time accurate info on arrival times at bus stops, to facilitate getting to the bus stop to meet the bus as opposed to having to wait at the stop.	1
Reduce bus noise late at night	1
Reduced numbers running empty off peak and causing congestion	1
Reducing journey times	1
Reinstate the hop-on/off option - keep the rear doors open, even if there is no conductor. It is silly that these are not allowed to be operated by customers wishing to hop off between stops (when traffic permits).	1
Reliability of tracking	1
Replace main bus routes with trams	1
Total	225

Other (please specify)	Count
Retain transfers, more express services like X68	1
Road layouts to facilitate buses = opposite of situation now at Archway	1
Route shown, same as on tube. Only the destination is shown, not the places on the way. These should be shown as well, as on the tube	1
Running when empty	1
Safety for STAFF members	1
Seat Comfort	1
Seat at more bus stops	1
Seats at stops	1
Service speed (bus only lanes)	1
Services with fewer stops for improved travel times	1
Smaller buses - large buses cause congestion	1
Smoother less jerky drivingt - on occasion I'm surprised nonone has been hurt.	1
Social issues	1
Speed of journey should be MUCH MUCH MUCH SHORTER	1
Speed or journey time	1
Speed or time to destination	1
Speed up, stop driving at walking pace. People are trying to get places	1
Stop people boarding with rucksacks, make them take them off as I've had my face cut and bruised by them as the passengers turn around unaware they are causing harm to other passengers!	1
Stop the fraud, new RM buses are "free" buses	1
Total	225

Other (please specify)	Count
Stopping close to kerb	1
Stops further away to each other (buses are pulling in too often, making them slow)	1
Stricter rules and enforcement on parking in bus lanes.	1
Temporary stops instead of complete closures so you have to walk	1
That cyclists were more appreciative of bus passengers	1
The new 'Boris buses' are much more suited to Londons narrow roads, do not get rid of them, but have many more.	1
There are too many buses	1
Ticket Price	1
Timetabling ....on a route with 4 different bus routes e.g. Shepherd's Bush to Hammersmith they all seem to come at same time. Could they be spaced out a bit?	1
Use of new Routemasters as originally intended, with rear doors left open at all times	1
Ventilation and organisation of seats	1
Wheelchairs take priory over buggies	1
Wi-fi at bus stops	1
WiFi	1
accept cash	1
accessibility	1
accessibility to people with mobility not buggies	1
air conditioning in summer	1
air quality	1
Total	225

Other (please specify)	Count
all drivers to realise they have humans on board and not slam brakes on, speed or allow more than 2 buggies on at a time	1
anti social disturnaces like music and eating	1
ban eating on buses like other cities.	1
behaviour of secondary school pupils	1
being firmer about people drinking alcohol on busses (eg refusing to continue with the journey until people stop drinking etc)	1
better control at school finishing times	1
bus stops that do not hold up traffic, cause congerstion and increase polution	1
bus stops too often - i believe journey times would've been faster if stops were less frequent	1
buses used to have handrail above/on ceiling, these are not on the newer buses, think it can be helpful for passenger stability and ease when getting in and out of seats	1
buses with more standing room and less seats or pull down seats to accomodate more people at peak times	1
cleaning up	1
comfort (i.e. routemasters not overheating)	1
comfort - either better suspension or fewer potholes	1
controll of behavior	1
cost	1
drivers stopping at compulsory stops	1
fastness	1
Total	225

Other (please specify)	Count
fed up with routes being changed due to building works - esp London Bridge where there are so few buses (2) that I can get and 1 of them now doesn't got to London Bridge	1
find a way of taking empty buses off the road	1
friendlier and respectful drivers	1
keep the 465 route into Surrey	1
layout of seats	1
less adverts of junk food on stops and buses, less frequent bus stops they are so close together its ridiculous	1
less buses at off peak times	1
less congested roads	1
less pollution for cyclists	1
lower fares	1
micro-buses in cycle superhighways	1
minimum leg room for all seats	1
more checks of tickets	1
more electronic info boards	1
more real time indicator boards at bus stops, especially Elephant & Castle and Mornington Crescent southbound.	1
more use of bus lanes	1
more widespread use of dynamic signs at stops	1
newer bus's EG No 370 they are ancient	1
no other complaints	1
<b>Total</b>	<b>225</b>

Other (please specify)	Count
noise reduction	1
noise reduction inside the bus, including noise from vibrations of the bus specially in single decker buses	1
only one open baby buggy on each bus in case a wheelchair user need to get on	1
real time tracking	1
reinstate all the bustop indicators that have been removed	1
restrict size of buggies,not mechanical	1
ride comfort	1
road capacity	1
seats for elderly/disabled	1
service from bus drivers	1
sometimes they can be over crowded	1
speed - better bus lanes	1
speed - way to slow in London traffic	1
speed, less stops	1
speeding up the service (less stops at high proximity)	1
standardised seating. The legroom varies hugely per bus and sometimes it's difficult to get your knees behind the seat in front	1
sticking to timetable - too much other traffic	1
stop wasting money on expensive mayoral buses	1
<b>Total</b>	<b>225</b>

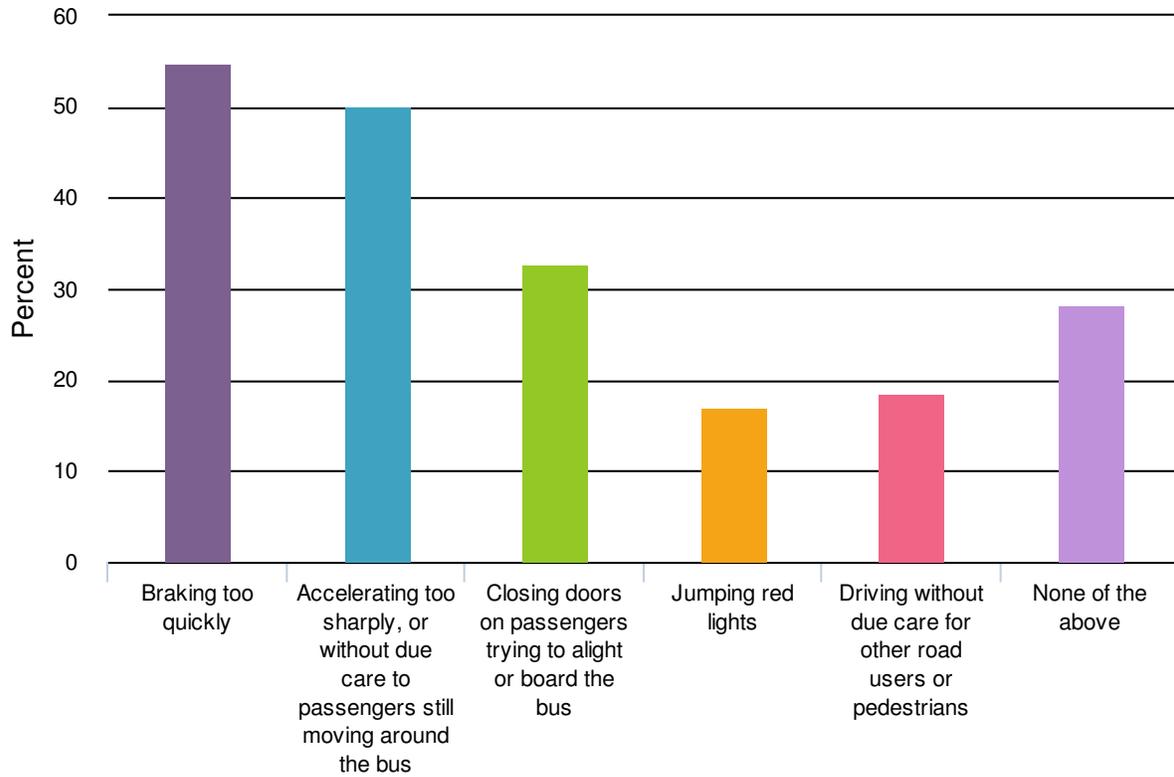
<b>Other (please specify)</b>	<b>Count</b>
time vojage in central area	1
ventilation (windows)	1
we need more new buses, those doubledekers with three doors are the best ones but nothing for single Decker buses	1
windows that open, fewer beeping noises for no good reason	1
<b>Total</b>	<b>225</b>

### 3. To what extent do you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know	Responses
As a bus passenger, I feel safe getting on and off the bus Count Row %	675 42.1%	744 46.4%	87 5.4%	65 4.0%	26 1.6%	8 0.5%	22.9%
As a bus passenger, I feel safe when on the bus Count Row %	532 33.1%	813 50.7%	154 9.6%	77 4.8%	22 1.4%	7 0.4%	22.9%
As a driver, I feel safe sharing the road with buses Count Row %	231 17.5%	469 35.5%	189 14.3%	116 8.8%	39 3.0%	276 20.9%	18.8%
As a cyclist, I feel safe sharing the road with buses Count Row %	39 5.0%	173 22.2%	134 17.2%	242 31.1%	125 16.1%	65 8.4%	11.1%

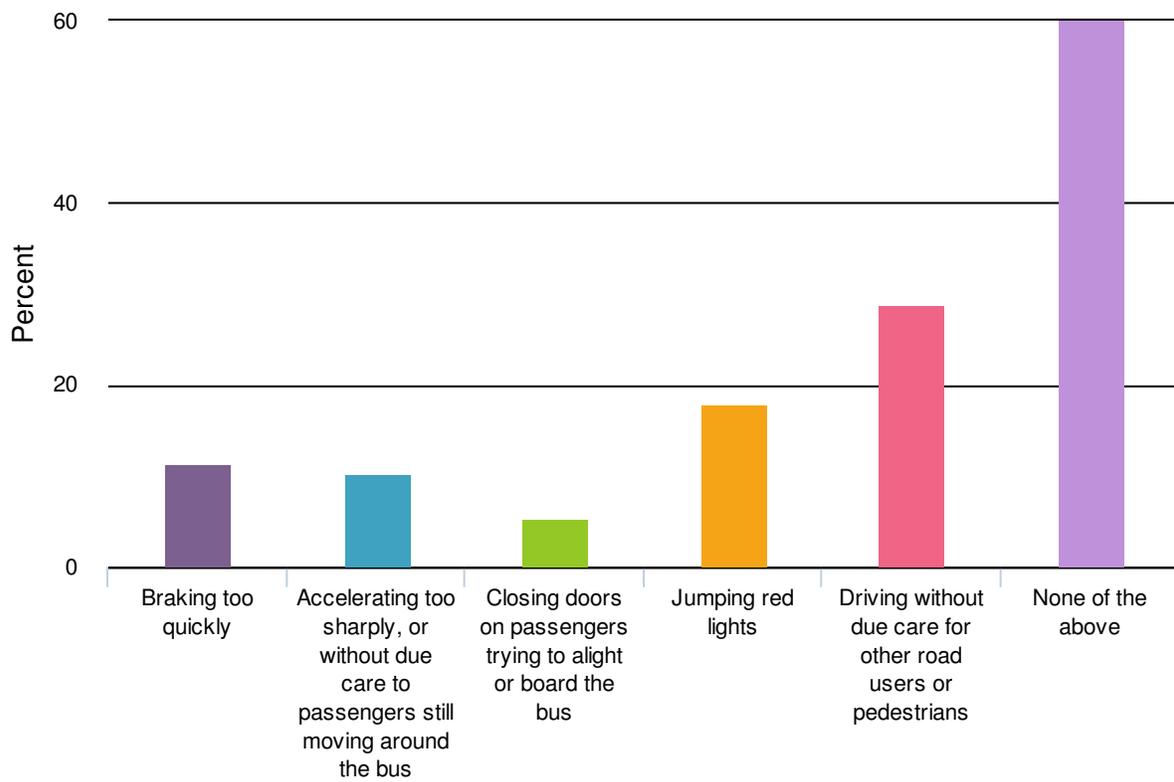
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know	Responses
As a pedestrian, I feel safe from buses when crossing the road Count Row %	368 22.9%	790 49.2%	229 14.3%	162 10.1%	54 3.4%	3 0.2%	22.9%
As a motorcyclist, I feel safe sharing the road with buses Count Row %	13 14.3%	22 24.2%	18 19.8%	18 19.8%	9 9.9%	11 12.1%	1.3%
Total							100.0%

4. In the last month when travelling on a bus, have you witnessed any of the following? (tick all that apply)



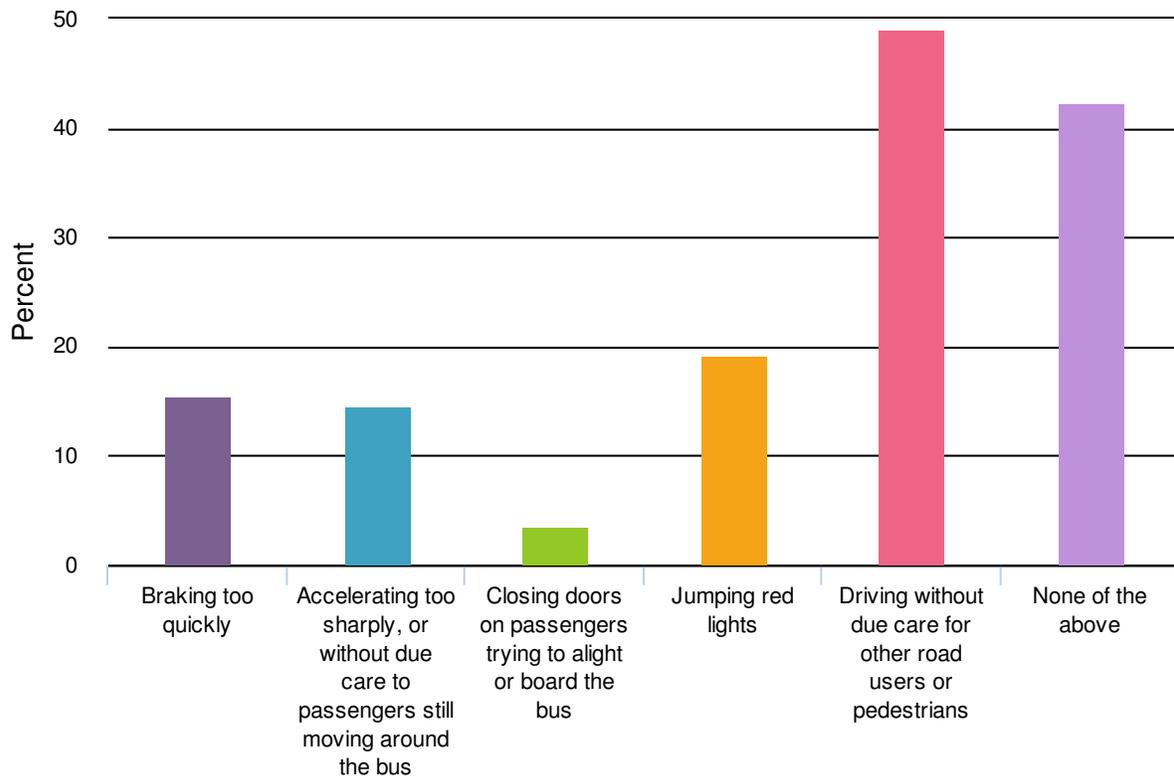
Value	Percent	Responses
Braking too quickly	54.9%	783
Accelerating too sharply, or without due care to passengers still moving around the bus	50.2%	716
Closing doors on passengers trying to alight or board the bus	32.7%	466
Jumping red lights	17.0%	242
Driving without due care for other road users or pedestrians	18.5%	264
None of the above	28.3%	403

5. In the last month, thinking about your experience as a driver, have you witnessed any of the following issues with buses? (tick all that apply)



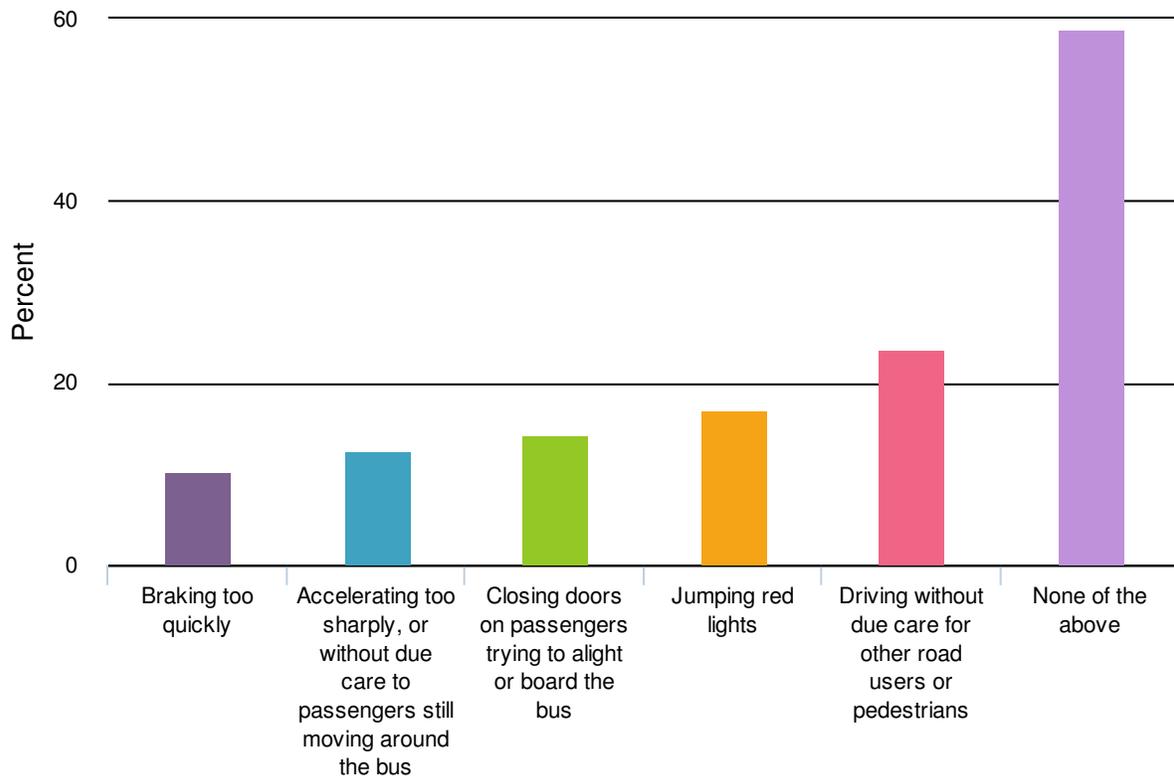
Value	Percent	Responses
Braking too quickly	11.4%	99
Accelerating too sharply, or without due care to passengers still moving around the bus	10.4%	90
Closing doors on passengers trying to alight or board the bus	5.3%	46
Jumping red lights	18.0%	156
Driving without due care for other road users or pedestrians	28.8%	250
None of the above	59.9%	520

6. In the last month, thinking about your experience as a cyclist, have you witnessed any of the following issues with buses? (tick all that apply)



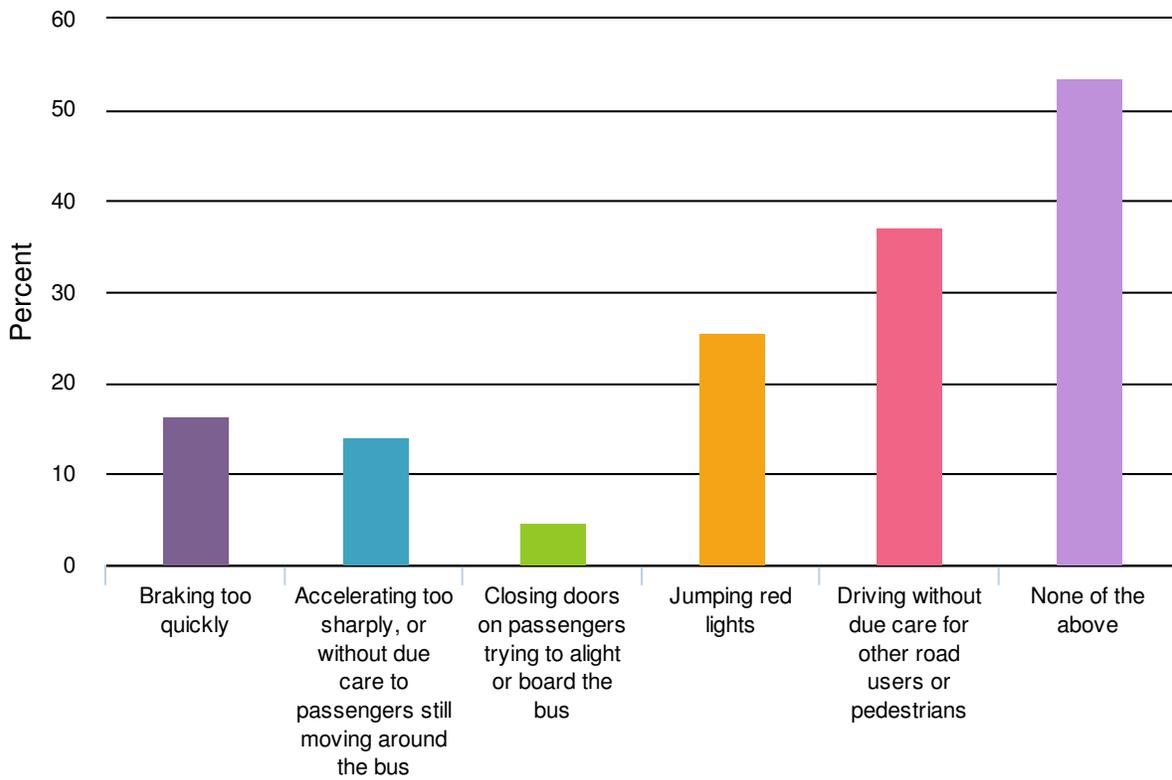
Value	Percent	Responses
Braking too quickly	15.4%	72
Accelerating too sharply, or without due care to passengers still moving around the bus	14.6%	68
Closing doors on passengers trying to alight or board the bus	3.6%	17
Jumping red lights	19.3%	90
Driving without due care for other road users or pedestrians	49.0%	229
None of the above	42.4%	198

7. In the last month, thinking about your experience as a pedestrian, have you witnessed any of the following issues with buses? (tick all that apply)



Value	Percent	Responses
Braking too quickly	10.4%	162
Accelerating too sharply, or without due care to passengers still moving around the bus	12.5%	194
Closing doors on passengers trying to alight or board the bus	14.3%	222
Jumping red lights	17.1%	267
Driving without due care for other road users or pedestrians	23.7%	369
None of the above	58.9%	917

8. In the last month, thinking about your experience as a motorcyclist, have you witnessed any of the following issues with buses? (tick all that apply)



Value	Percent	Responses
Braking too quickly	16.3%	7
Accelerating too sharply, or without due care to passengers still moving around the bus	14.0%	6
Closing doors on passengers trying to alight or board the bus	4.7%	2
Jumping red lights	25.6%	11
Driving without due care for other road users or pedestrians	37.2%	16
None of the above	53.5%	23

9. Is there anything in particular that concerns you about the safety of London buses? Please note that this survey is not the place to report that an incident has happened. If you would like to report to TfL the details of a specific incident or safety issue regarding the bus network, please call 0343 222 1234.



Count	Response
13	No
10	no
3	n/a
2	None
2	Overcrowding
1	Taking a bus when school children are leaving school, they often have no regard for the welfare of older or infirm people using the service.
1	
1	.

## Count Response

Count	Response
1	1) The risk of falling when going up or down stairs on a double-decker. 2) The impact on passengers of speed tables on main roads - risk of causing a fall as the bus jolts over the speed bump.
1	1, Very poor signalling either very late or not at all in an effort to keep in front of cyclists. 2, Cutting in front of cyclists then ramming on brakes to pull in at a stop.
1	1. Pull out and then signal - this happens all too often. 2. Going through red lights. 3. Drivers understandably will not confront passengers being troublesome.
1	1. WHEELCHAIR DESIGNATED AREA SAFETY For safety a TLF notice instructs wheelchair users to sit in the wheelchair space facing backwards. This can be a tricky manoeuvre as a wheelchair user has to come up the ramp forwards and then turn around almost full circle to reverse into the space as instructed. Sometimes this is made difficult by a lot of other passengers (who are usually happy to move), but as a wheelchair user I must report that about half of drivers do not give enough time to manoeuvre into the wheelchair space and drive off before I am safely in position, and in the middle of a turning manoeuvre. This is really frightening as the whole wheelchair sways from side to side and becomes very unstable and difficult to control. Bus drivers MUST be instructed not to pull out until the wheelchair user is safely in position facing backwards. After all, the instruction comes from TFL and I must further add that many drivers do not enforce this rule. They allow wheelchairs to sit sidew
1	1: Busses pulling away from bus stops without due regard for cyclists & cars in the middle of overtaking/passing them. 2: Busses overtaking each other!!!!
1	A few bus drivers are unaware of cyclists or actively aggressive towards cyclists. For example: my son (then aged 8) and I were having a lesson with a Cycle Confident instructor in her official vest. A bus driver honked at us to hurry up although we were in single file on a busy street. At other times, buses have aggressively forced their way ahead of me through pinch points, once forcing me onto the pavement.
1	A minority of bus drivers seem unable to communicate clearly in English...
1	A person I know was stuck in the back door of a new route master as he was trying to get off and the door closed on him. I have been told another woman was dragged along when the same type of door closed on her and she lost her leg as a result of her injuries.
1	A reminder of signal protocol from bus stops.
1	Ability of drivers to deal with drunk or violent passengers
1	Acceptance that speed limits apply to bus drivers too.

## Count Response

1	Additionally buses 104, 474 park at Manor Park illegally in cycle lane on double yellow lines and do not switch off their engines. Genrally buses do not keep out of cycle lanes.
1	After an incident concerning an 82 year old gentleman I helped and a near miss of my own, I am concerned about buses as they approach a stop - the pavement side wing mirror striking someone waiting at the stop.
1	After stopping at bus a stop they indicate and pull out immediately even when I am half way past them causing me to have to brake hard and almost get the front of car swiped. Also forcing me into the way of vehicles comming the other way.
1	Aggression or drunkenness on night busses, particularly. That said, I would rather someone got on a night bus drunk and got home safely, than were refused access to the bus and couldn't get home.
1	Aggressive attitude of bus drivers
1	Aggressive driving style causing passengers to be thrown about and in a way dangerous to other road users. Several drivers seem to have no finesse when it comes to acceleration and braking.
1	Aggressive driving. Unnecessary and dangerous overtaking of cyclists. Visibility. Overcrowding.
1	Agressive shouting and swearing by passengers.
1	All bus driver aware of disabled and lower bus for them and pull in close to kerb.
1	All campaigns so far on the dangers of cyclists undertaking busses especially while turning left and squeezing between busses or busses and other vehicles has it would seem been totally ignored.. More can be done to save lives and prevent serious injuries.
1	Allow more time for sitting down before bus starts up
1	Almost all bus drivers brake and accelerate too hard, throwing people around whether seated or standing. Feels too dangerous to get down stairs until the bus is stationary. As if the driver has to go as fast as possible.
1	Almost all drivers do not drive smoothly, they brake too hard and too late when stopping and accelerate too harshly when taking off. This makes it dangerous for passengers especially when going up or down stairs on a double decker.
1	Anti social behaviour of passengers on buses

## Count Response

1	Anti social behaviour. Feet on seats Intimidating behaviour by other passengers Playing music out loud
1	Antisocial behaviour on the bus, I can cope with during the day but at night it worries me. Also, they are taking bus shelters away, early in the evening and late at night it was nice to have the shelter and light.
1	Area for disembarking is too small leading to congestion and people not being able to get off in time.
1	As I understand it, TfL contracts require buses to keep to a timetable not to pick up passengers. This promotes racing and poor discipline at bus stops. Buses with conductors were driven better as the driver concentrated on the road and conductors dealt with passengers concerns - a productive division of labour.
1	As I use buses a lot in central London, I have noticed a few instances of disruptive behaviour (smoking in the upper deck, unruly teenagers, (possibly mentally ill) large adult being very intimidating. Bus drivers should take note and action. Also drivers should strictly be banned from using mobile phones incl hands free when driving.
1	As a buggy user I sometimes find it unsafe to disembark as buses always seem to stop really far away from the pavement. I have also seen bus drivers drive aggressively - overtaking cyclists too closely if they think that cyclists are in their way. They don't seem to have been trained to drive carefully with regard to cyclists. They think that the safest place for the cyclist to be is hugged against the kerb when this is incorrect.
1	As a cyclist I often feel that buses overtake me without leaving enough space between me and the bus. Something else that happens sometimes is that a driver overestimates the distance to the next bus stop, and decides to overtake me only to then move in front of me to stop at the bus stop.
1	As a cyclist I would like more cycle lanes which are separate to the road so that I'm not affected by buses pulling into stops, e.g. those available on St Pancras Way or Pancras Road, which go around bus stops
1	As a cyclist sometimes buses try to get around you and pull in to a bus stop as soon as they've overtaken which is annoying and dangerous.
1	As a cyclist, I have been close passed by buses on countless occasions, often with the bus driver very quickly coming to a stop at a bus stop. This is both frightening and pointless. Drivers should drive much more considerately, and I feel that the current system encourages this behaviour as it incentivises speed and punctuality over safety.

## Count Response

1	As a cyclist, buses are my major safety concern. Some drivers are respectful, but many cut you up, pull out as you are trying to overtake them at a stop, and fail to leave adequate space for bikes at traffic lights.
1	As a cyclist, the major concern is emissions from buses which may have become cleaner since 2008 but when cycling behind a bus the quality of air I breathe is terrible, a health hazard. Unfortunately even hybrid buses tend to use the diesel engine to boost acceleration when they pull away from stops, and therefore spew out nasty fumes.
1	As a daily cyclist in central London: There are issues with buses using cycle lanes that are not yet enclosed; unfortunately at present, the majority. Ruts and road damage is another issue. Another is impatience by some drivers trying to stay on schedule on the really 'busy' routes. This only deteriorates further during the more pleasant months, when casual cyclists take to the roads.
1	As a driver buses often pull out in front of you. When I use buses I generally find the driving ok.
1	As a driver, I find they too frequently pull out the second they start to indicate, and as a bus user I find they almost always pull away fast while I am still trying to get a seat.
1	As a elderly person our local bus service(370) is important but we have to hold on very strongly when they stop .
1	As a person who mostly walks everywhere, I constantly see busses queuing in traffic in a way that blocks pedestrian crossings. Hard/ impossible to see when the free man says we can cross, having to dodge round in front or behind traffic - especially at ST Giles, often have to walk into the stream of oncoming traffic to get round the vehicle (not just buses but Expect buses to set a better standard as public servants). Darned glad I don't have a wheelchair or pushchair. As a bus user, biggest problem is being thrown around and banging bits of me when the driver sets off before I've sat down / having to get to the stairs and down the stairs while the bus is still moving or the driver won't wait ...
1	As a regular bus rider it seems clear to me that frequently a bus driver is driving very slowly because they are ahead of schedule or driving very fast because they are behind schedule.
1	As a teacher, I have had children and parents suffer injury and upset on several separate occasions due to buses braking or accelerating too quickly or unexpectedly. This included a child whose mother had a serious accident falling down the stairs on a double decker bus immediately prior to her daughter's SATs examinations. This was extremely distressing to the child. Issues particularly seem to arise with passengers transferring between the lower and upper decks on double-decker buses.

## Count Response

1 As an asthma sufferer, the emissions, particularly in central London when buses are often nose to tail

1 As i mentioned before Passengers with bulky rucksacks should be made to take them off their backs and carry them so as not to harm other passengers onboard as I was once happened to me and I've seen others being bashed by them as they turn inside the constricted spaces inside a bus!

1 As my replies to the previous question shows, some drivers are quite careless and represent a danger to both passengers and other road users. I don't know what can be done, but it seems the problem is getting worst.

1 As someone with mobility issues, I find the vast majority of drivers are considerate, lowering the bus for example or allowing me to get seated before moving off. I do wish something was done about, multiple, Chelsea Buggies having seen wheelchair users left at the bus stop and the legal judgement enforced. Action also on footrest users, they are seats after all. Finally installing Countdown over the entire network, starting with all sheltered stops.

1 Aside from issues regarding traffic and overcrowding, long wait times, inconsiderate driving (splashing people waiting at bus stops, running red lights, failing to indicate clearly before pulling out into traffic, road rage incidents, etc.), the bus network seems so stretched at present during peak hours that there is not enough time for passengers to get on and off. Doors are frequently closed without warning during boarding and alighting. There is never enough time for passengers on the top deck to get downstairs once the bus has stopped. The overcrowding frequently means passengers queueing to get off anticipating a stop are stood on the stairs and cannot get to the bottom deck. This is dangerous. I have seen young children and elderly passengers trip while ascending and descending the stairs when the bus has moved unexpectedly, and I myself lost my balance and fell down the stairs on a new routemaster earlier in the year (while pregnant). Greater frequency of service, more b

1 At night many buses don't have the rear bus service number illuminated. perhaps as many as 30% I find that laziness very annoying. A few don't even have the front destination display illuminated either, but probably only 5% There was a time when all buses leaving the garage had these things checked. Now there is no checking any more the drivers become lazy. So many don't illuminate the rear display that it makes me wonder if there is some ulterior motive involved.

1 At peak hours, the buses are too infrequent and therefore always overcrowded (and in some-cases, dangerously so!). If there was to be an incident on/involving one of these overcrowded buses, then the potential number of injured is not worth thinking about

## Count Response

1	At very busy stations asides from the typical crush of people boarding the bus (I would love some oversight on this) the amount of people that board a bus and crush into the lower deck and leave the upper deck empty.
1	Bad driving generally which results in passengers not being able to move to and from their seats safely. Why aren't seat belts required? I was thrown off my seat once when a bus braked sharply.
1	Behaviour of other passengers especially school children in the afternoon and inebriated/intoxicated adults on late buses at night.
1	Behaviour of other passengers sometimes
1	Behaviour of young passengers being obnoxious and intimidating with drivers showing next to no interest in conditions.
1	Better efforts are needed to get rid of passengers who are drinking alcohol & creating nuisance
1	Big lorries/transporters tend to use narrow roads. This causes serious traffic problem when facing Buses. The local council and/or the police do not seem to use their power to minimise it.
1	Blind spots
1	Blocking yellow hatched junctions especially in such a way that other road users are inconvenienced and/or fined for getting blocked on said junctions.
1	Braking too quickly and accelerating too quickly, without due care for passengers is my greatest safety concern on London buses. I use buses with my three children and getting them safely to seats before the bus zooms off is a concern. Equally - on the odd occasion where I think there is enough time to get them to the upper deck, where they want to go, getting them safely down and off again is a concern. They always seem to be in too much of a rush (timetabling?) to drive considerately and safely in terms of the above and I suspect red/amber light running and inconsiderate driving towards other road users.
1	Braking too quickly. Not waiting for elderly passengers to sit down before driving off.
1	Braking/accelerating while passengers are on the stairs
1	Bullying driving and the "air" of your in my way

## Count Response

1	Bullying drivers use size to push through
1	Bus drivers (some, not all) are often a law iron themselves. Because they're the biggest thing on the road, they sometimes drive in an aggressive manner. They can also be rude, though granted, many are also very kind. It'd be nice to have recognition of who's who, the good, the bad and the downright dangerous!
1	Bus drivers allowing people to stand in the bus entrance where there are few handholds
1	Bus drivers are scum.
1	Bus drivers are too pressured to meet headway targets and as a result the standard (and legality) of driving is degraded. This is especially true in crowded areas of central London where there are many people
1	Bus drivers do an incredibly difficult job with none of the benefits that tube drivers get. All bus companies should be brought under tfl control so there are common standards as well as parity for drivers. Behaviour of car drivers seems to have worsened. No one gives way to buses anymore.
1	Bus drivers do not understand the difference between "white Bus stops" and "Red request stops" and a lot of the drivers seem very incompetent drivers (constantly hitting curbs and not being able to judge whether they can get through gaps) and too many buggies are allowed on at one time. In Brighton the buses have a policy where they only allow one open buggy (with the child still in it) at a time on board so that if a wheelchair user needs to get on they can. It also means that the other passengers can move about the bus freely.
1	Bus drivers often don't seem to know or care how to drive a bus safely with standing passengers. I sometimes use a walking stick and at times they take off so quickly before I've taken a seat that I'm nearly knocked over.
1	Bus drivers trying to catch up time because of traffic and speeding and braking heavily.
1	Bus drivers who believe all other road users especially cars, should give way to them and who pull out without giving car drivers time to choose safely what to do
1	Bus drivers who think the rules of the road do not apply to them, using their vehicle to intimidate other drivers. This behaviour could result in an incident which could endanger passengers

## Count Response

1	Bus driving appears to vary between companies e.g. the old red arrows route appear to have little regard for other road users
1	Bus stops are too readily closed when there's often a perfectly good place for a temporary stop. I feel very strongly that the needs of passengers isn't anywhere in the priorities: I've had to walk much further than I'd like, but many people find walking more difficult than I do.
1	Buses ALWAYS drive far too close behind cyclists - if the cyclist fell off, the bus would hit them. They should be two seconds behind - as they would be behind a car
1	Buses and cyclists sharing bus lanes, there is no space for buses to overtake. Buses also need to be more aware when pulling out at bus stops to look for cars and cyclists.
1	Buses are good generally.
1	Buses congregate in groups of 2/3/4 in a row and one or more will try to pull out and get in front of the bus in front (perhaps rival companies?) but, with the turning circle they require to get out from behind the bus in front of them, they are a real danger to oncoming traffic, particularly cyclists
1	Buses do not pay enough attention or give enough space to cyclists. It's very dangerous, particularly for children cycling to school. Junctions are the worst places. Why not allow child cyclists to start crossing during pedestrian green man signals as often already happens when there are bicycle green man signs ? These junctions are much safer for children.
1	Buses do tend to shake a lot so when getting to or from seat when moving you get thrown about a bit, not always the driver's fault, poor roads and shock absorbers
1	Buses driving too fast
1	Buses follow cyclists way too close without realising or caring how dangerous and stressful it is for cyclists and they pull out of bus stops without looking at their rear view mirrors for approaching cyclists.
1	Buses frequently fail to stop close enough to the kerb to enable easy step off, this is nearly always due to sloppy driving NOT badly parked cars or other factors, for anyone with decreased mobility this makes it difficult to get off the bus.

## Count Response

1	Buses generally shouldn't have an accelerator that can be stomped on and should generally be more careful about braking sharply. Otherwise too dangerous for passengers who are standing. And parents with prams should have to fold them up to make room for wheelchair users (as signs always say but no one does).
1	Buses need to observe the speed limit. When I'm doing 20pm in a 20 zone, I regularly get overtaken by buses.
1	Buses need tracker they driver very badly half the time not even in there bus lanes and hog main fast lanes just to quickly make it to there next stop.they dont wait for passangers even if they see them coming towards the bus.drivers r very rude they driver so badly moving the bus around like crazy.buses should now have seat belts.they misuse the law to give way to buses.as a passenger i have fallen down myself personal and my son hit the front rod and the braking is the worse as one goes flying upfront i have given up on buses and rather use train or cycle.very bad service
1	Buses no signlength when the pull out for other road users
1	Buses often pass cyclists too close (though they are usually better than other road users like taxis). Additionally they frequently stop in the middle of a junction so when the lights change cyclists have to do dangerous manoeuvres around them in order to get past. This may be because they are under such time pressures.
1	Buses out of service travelling too fast.
1	Buses pouring out pollution can hardly be called safe
1	Buses pulling out and trying to bully other road users
1	Buses seem to be relatively safe as vehicles. However, I am concerned about the safety of passengers from other passengers and in particular hear many a story about the abuse and harassment of disabled people particularly those wishing to access the mobility space and people with learning disabilities when there is a preponderance of school children using the bus
1	Buses seem to consistently break the 20 mph speed limit. - which then affects the motorists speed. They drive too closely cyclists They are also massively polluting.
1	Buses that accelerate/brake sharply while people are on the stairs.

## Count Response

1	Buses that stop in heavy traffic at crossings so even when the green light is on for pedestrians often the bus blocks the way, likewise a zebra crossing on North End Road often has a bus stopped on the crossing for ages in traffic making crossing the road impossible
1	Buses too noisy, with a lot of vibrations and emissions. When the buses are very noisy it creates a confusing atmosphere for pedestrians.
1	Buses will often pull out from their stops in an aggressive manner, without due regard for other road users.
1	Buses with better suspension - many throw passengers about especially when braking, as they lurch and sway far more than older buses which had better centres of gravity.]. And of course conductors would make them much safer again,especially at night.
1	Busses can be aggressive towards cyclist. Often overtaking them and then cutting them off at the bus stop.
1	Busses leap-frogging each other out of bus lanes often swing across multiple lanes. They give way for cars but not cyclists.
1	Busses often stop either a distance from the kerb or right adjacent to an obstacle (e.g. rubbish bin or post box) making it difficult to get off the bus. I am able bodied and sometimes I have trouble stepping down from the exit - especially when it has been raining and the gutter is full of water. I also would love for more awareness to be highlighted for people using the priority seats. Young adults especially seems to go straight for them and when distracted by headphones or phones, do not even notice others to offer the seat.
1	Busses putting on the indicator and bullying their way into the road without care whether a cyclist is half way in overtaking them.
1	Busses still force their way into the traffic stream when leaving a stop. Most motorists will let a bus out, I have been along side a bus in stationary traffic when it has pulled out forcing me into the oncoming traffic lane. It would be nice if busses let motorists out of a side turning rather than obstruct the turning
1	By far my biggest concern is as a cyclist. Bus drivers seem to have a need to use their vehicles as a barge to push out into traffic. This could be damaging to a car but fatal to a cyclist. I can't count the number of times a bus has aggressively overtaken me (cycling) to swerve in front and stop at a bus stop, forcing me out into moving traffic from a standstill.

## Count Response

1	CASH HUNGRY PRIVATE COMPANIES RUNNING THEM.
1	Cameras and video displays are useful to combat anti-social behaviour etc - it's disappointing to see a large number of these malfunctioning.
1	Certain bus stops are placed in awkward locations making it difficult for the bus to pull right up to the curb.
1	Colliers Wood; Bus route 219 There is a bus stand on the main road that is NOT recessed and therefor cars have to pass the stationary bus at a point where the road is not very wide. The bus stops for several mins to change drivers while the passengers wait on board. the general standard of car driving means that this is often the site of near misses as drivers do not anticipate the speed of approaching cars or the width of the 'gap' available. This is clearly not a safe situation given the volume of traffic at this point on the A24. The stand outside the Merton Garage is dangerous and should be recessed or moved about 150 yds to recessed bus stops. The stationary bus also causes tail backs of traffic outside a large supermarket and through crossing lights
1	Completely ignoring right of way at roundabouts, generally ploughing through motorists at any given moments, total lack of due care and selfishness generally on the road.
1	Concerns when going home late at night as there could be some bad elements on the bus, but there is only the driver who feels frighten to take any actions.
1	Crime
1	Crime committed on buses.
1	Crime rate in buses.
1	Crime reliability cleanliness and hygiene animals especially dogs are allowed on public transportation
1	Crowding in the aisles while I was pregnant and unable to reach the seating area and or had to get past people to reach the doors - felt unsafe for me and my baby.
1	Crowds of youths

## Count Response

1	Cyclists attempting to undertake a bus when the bus is about to stop; Cyclists attempting overtake a bus when not safe to do so and in the blind spot of the bus driver; Owners of prams/buggies, leaving them unattended in the wheelchair space and sitting on upper deck; Bus drivers braking too hard when approaching a stop, causing passengers to lose balance/fall
1	Cyclists who insist on trying to squeeze between the bus and the kerb when the bus is in the bus lane provided (mainly stationary), can not pull out due to traffic on it's right hand side and then blaming the driver because they are too close! These "people" are utter twits and I guess put unnecessary pressure on your drivers who are just trying to get us home, work or just going out.
1	Danger to passengers of acceleration and braking while using stairs on double decker buses
1	Dangerous when stopping and starting. Have fallen downstairs myself when getting off and also witnessed other falls
1	Definitely jumping red lights, a lot of the time. Pulling out sharply in front of traffic behind.
1	Depending on the model and layout London buses are not comfortable enough to spend an hour in them, in particular the various Routemaster knock-off type buses - and 1h is just average bus journey time for me. The air conditioning in new 63 and 363 buses is so loud it's mind boggling, and the draft caused by the air-conditioning systems on most buses is hugely unpleasant. Seats for disabled passengers often don't offer enough legroom, in particular if the passenger is wearing casts and alike or cannot bend the leg fully.
1	Deprived areas are more likely to see safety problems.
1	Diesel fumes are now proven to be considerably toxic to humans.
1	Difficulty of descending the stairs especially with bags or small children. Some drivers are very considerate but you can't rely on that. Consequently I sometimes stay downstairs when the bus is crowded and I could go upstairs.
1	Driver carelessness
1	Drivers accelerating away quickly from a bus-stop whilst passengers are still climbing the stairs (on double-deckers): extremely dangerous and potentially lethal.
1	Drivers accelerating from bus stops before elderly or infirm people have been able to seat themselves

## Count Response

1	Drivers accelerating hard from a standstill under electric power when people are descending the stairs. As a passenger you get no warning - i.e. engine noise - that this is about to happen.
1	Drivers advancing beyond stop lines at lights.
1	Drivers allow too many buggies on the busses. I use a walking stick and sometimes it is impossible to get through the sea of buggies to get off the bus or to even get a seat.
1	Drivers are not trained for the safe carriage of passengers, we might as well be skittles to be bowled over whilst the driver race their way round london obstacle courses. Only very few exceptions and you so much notice and appreciate it when the driver takes care for driving considerately to passenger needs.
1	Drivers are particularly bad at pedestrian crossings. It seems to be very common for drivers to drive into the crossing whenever the light is green, ignoring whether there is space for the whole bus on the other side of the crossing. This means buses are often left 'straddling' pedestrian crossings, leaving pedestrians to thread their way through traffic away from the crossing either side of the bus. This is particularly dangerous for people pushing prams etc, as they can't peer round the bus easily, and especially on multi-lane roads.
1	Drivers are too fierce when stopping and starting and do not have sufficient concern for the safety of passengers.
1	Drivers are too scared to confront anti social behavior because they have no backing when something happens. I lived in the US its much different. The drivers aren't encased in a glass box either.
1	Drivers attitudes towards other road users and Pedestrians
1	Drivers braking sharply and/or not driving smoothly, so that people standing are knocked off balance, especially people with parcels or children and people like me begin to feel sick! I often take the Tube for a longish journey instead, for this reason.
1	Drivers can be rude (though some are great), and almost never wait for everyone to be seated or holding on before they start. They often don't lower the bus to let older people on and off at stops to reduce the kerb height.
1	Drivers do not allow enough time for passengers to go/come to/from upper deck before they move on.
1	Drivers don't always wait for vulnerable passengers to sit down before driving off.

## Count Response

1	Drivers don't do anything about people fighting or arguing on the bus or generally misbehaving
1	Drivers don't pay attention to passengers. Unlike train drivers; who generally look outside to check the area is clear, drivers go without checking people are all off the bus if requested or that people can sit down / hold on it standing. They constantly run red lights and block pedestrian crossings and junctions. Often they are in bicycle lanes unnecessarily.
1	Drivers frequently ignore incidents that occur on buses. Passengers often become aggressive when challenged about behaviour that causes inconvenience to other passengers such as smoking/ carrying smelly cannabis, playing music on phones without headphones, eating smelly food, littering, blocking access while staring at mobile phones and putting feet on seats. Each of the above are easily fixed with bold signage/ driver intervention etc... Also, some buses have screens that show images from CCTV cameras. Rather than increase safety on buses, they are highly-intrusive and make it easier for those intent on committing crime to identify potential victims. For example, someone may be on their expensive phone and be shown to be of slight build. Once shown on the screen, it is easier for a criminal to plan to follow them off the bus (without their knowledge) and mug them. Only the driver should be able to see images from the CCTV otherwise it seems the general public are being ask
1	Drivers have such tight schedules to adhere to that when delayed the temptation to speed up or move away when elderly passengers are not yet seated, is too great
1	Drivers look in a lot of stress. I think their work conditions should be improved. Because when they hate their jobs, we passengers and/or pedestrians are suffering. Also a lot of drunk, high (drugs) and mentally unwell people cause problems in the bus in comparison to tube journeys.
1	Drivers not allowing you to reach a seat/hand rail safely before pulling away from stops
1	Drivers not always mindful of the danger their vehicles can be to people. Pedestrians in particular can often be incredibly reckless and drivers don't anticipate that and some seem to have a policy of carrying on regardless of whether pedestrians are in the road. What I'm saying is - pedestrians are often in the wrong in the way they walk out in front of buses etc, but even so drivers still need to stop for them etc. Not all of them do.

## Count Response

1	Drivers not willing to get involved when young people are running riot on upper floor. Drivers not willing to get involved to request EMPTY buggies be filled even though a wheelchair user needed the space. Buggies in general being too big for the area designated and drivers not willing to advise that the buggy is too big for the bus... Drivers of the 'one tick' school of driving .. one tick on the indicator might as they pull out
1	Drivers of cars often pull out to pass a stopped bus without due care and attention to passengers getting off the bus, or cars coming from the other direction. I have seen many near-misses of head-on collisions. If the bus is stopped, drivers should wait until it is safe before passing.
1	Drivers often accelerate and brake sharply without checking if passengers, especially elderly ones, are safely seated. Also, I have noticed that less drivers will lower the bus, even when they can see an elderly or infirm person is trying to get off the bus and struggling with the distance to the ground or pavement.
1	Drivers often accelerate or stop violently. In the past two days I have been badly hurt because of a driver accelerating really violently just after I boarded the bus. I have cancer in my spine and although I'm generally ok getting around I was hurt. The incident last night has left me with a badly sprained knee which means it's very difficult for me to go up and downstairs in my flat. (Having read the note above, I will report these incidents.)
1	Drivers often don't care about the wellbeing of passengers standing or going up and down stairs
1	Drivers often not having enough time to make the journey (and rushing to make up time) or having too much time during quiet periods and needlessly obstructing other traffic often stopping for minutes at a time usually half a metre from the kerb.
1	Drivers pulling out from stops without seeing cyclists. Drivers cutting up cyclists close to bus stops - that is overtaking and then braking almost immediately forcing the cyclist into the middle of the road.
1	Drivers really ought to take more care. They should display the highest standards of driving, and look to make the journey safe & comfortable for passengers. They need to obey speed limits and accelerate and brake gently. Drivers should be observed and their standard of driving evaluated.
1	Drivers seem to be less professional than they used to be
1	Drivers should show more care towards their passengers with shopping bags, by way of allowing them to sit or find a safe place to stand before accelerating.

## Count Response

1	Drivers sometimes give the impression of being under pressure to drive rapidly between stops. Drivers sometimes follow cyclists too closely or do not give them room to move out at pinch points.
1	Drivers tend to disregard passengers' safety when using stairs on double deckers, often speeding when we are going up or down, which can lead to a serious accident.
1	Drivers who drive buses as though they are cars. I have been on some buses that have driven so fast that I have got off because I have felt unsafe. It also bothers me when drivers chat to passengers while driving or when they use their mobile phones while driving
1	Driving standards are not as good as they used to be
1	Driving standards too poor
1	Driving standards. Very very worried to see many drivers texting, using iPods and chatting on their mobiles. Lives at risk. Far outweighs service frequency etc . Very big trend and I see it every day. :(
1	Driving too fast and braking sharply. I am sufficiently concerned that where possible I sit facing backwards and avoid the front, particularly the front of the upper deck. Occasionally I press the stop button to force the bus to stop even when not needed, to reduce built-up speed.
1	Drunk passengers, rude passengers, passengers who don't care about other people all of which the driver (only one person) cannot do anything about.
1	Drunks/ anti-social behaviour. You can feel trapped in a bus. I have never seen a driver come to intervene, only sometimes shout from their cab
1	Emissions causing air pollution. Overcrowding and refusal to move down the bus. Intimidation from people taking up two seats by sitting on the outside or putting their bags on the seat next to them.
1	Erratic driving eg braking too quickly, sending passengers flying.
1	Erratic starting and stopping, jerky driving, careening around corners, and any driving that doesn't consider the elderly or standing passengers with nothing to hold on to
1	Essex Road is awful.

## Count Response

1	Excessive speed, including exaggerated acceleration / braking. The TfL fleet needs to set an example and also use its presence to regulate flow of other traffic.
1	Excessive speed. My borough has a 20 mph limit throughout but I have often seen buses exceeding that. The schedules should allow adequate time for the drivers to moderate their speed. Speeding buses are much more dangerous than cars. In streets with substantial numbers of pedestrians and cyclists buses should be limited to 10-12 mph and they should be emissions-free.
1	FARTOO MANY-EMPTY- ON THE RD...the service would be far better with less
1	Failure to pull up alongside the proper bus-stop kerb with result that passengers have to descend into road. This is sometimes the fault of surrounding vehicles eg parked cars.
1	Figures from bus collisions and injuries should be published regularly. There should be a whistleblower service for anyone with concerns.
1	Find that buses tend to stray into cycle lanes at junctions.
1	Frequency late in the evening, for example the number 78 is very infrequent when it's late you don't want to be waiting over an hour at a bus stop that is not on a busy main road, it's dangerous.
1	Generally I think they are safe although every now & then a nutter gets on in Streatham but that can't be helped. That's the only time I don't feel safe.
1	Generally no. However drivers should always drive carefully. They should not be put under pressure to drive quickly and should be protected from passenger aggression. I think that generally this is managed well but perhaps there is room for improvement. They should also be made aware of the vulnerability of cyclists. It should be repeatedly made aware to them how easy a cyclist is hurt; the slightest touch and they are injured.
1	Generally the bus drivers in my area (W7, W3) are excellent.
1	Given that there is only a Driver, if a member of the public attacks the driver he/she has little help being alone, and nowt from others. I have muscled in to help myself on occasions.
1	Groups of youths at any time of day and the ridiculous situation where you have a sign clearly stating that buggy users should vacate the space for wheelchair users but they won't which leads to unnecessary confrontations. The driver never shows any interest whatsoever and doesn't want to get involved.

## Count Response

1	Hard braking ,not opening the doors to allow people off at stops,allowing to many getting on the bus free , allowing school children to commit anti social behaviour , school children who don't have or show s pass , allowing people with buggies to command to enter through rear doors no matter if the bus is full or not and thinking they have priority over everyone. People eating on board and leaving buses like mobile trash cans and leaving the stink of cooked food . Passengers with feet on seats. No where for luggage . People who spit out chicken bones . Crisps every where and where buggies have been . Drivers who leave the bus to go to a shop. Take over drivers arriving late Do you really want to know it all annoying terminating buses before the terminus regardless of bad weather the controllers have no thoughts to the passengers and as some people work shifts and rely on night service buses are left to wait on their own as the bus that should have turned up sales passed with no servic
1	Harsh acceleration and deceleration, together with stairs is dangerous. Single-decker (bendy) buses work very well in many European cities. Why not in London?
1	Having a regular, reliable, punctual service is more important. I don't want to be waiting 20 minutes for a bus that is meant to arrive every 6-9 mins (and when it does arrive, it's so full I can't get on).
1	How close they drive to the payment at considerable speed, seemingly oblivious to the danger of their wing mirrors hitting pedestrians in the head & potentially killing them
1	I LOVE the new buses with the rear doors and am very disappointed you will not be using these as standard in the future- they should be used in the centre especially. They are a fabulous design and really comfy
1	I am a very fit person in my 60s but due to the poor quality of driving, I will soon have to abandon travelling upstairs. On a number of occasions I have nearly been thrown down the stairs head first because of violent movements of the bus.
1	I am concerned about the standard of driving of buses.
1	I am concerned about the traffic jams that constantly delay journeys and therefore keep passengers prisoner for extended times. Particularly bad area is Russell Square, north of Kings Cross, Strand. Also, moving from top deck to ground is always a dangerous time due to poor break and acceleration of drivers.
1	I am concerned because some drivers seem to delight in accelerating then braking sharply and repeatedly when people have just got on with shopping trolleys or bags (so no hand to support themselves). It would help if they waited until unsteady, older people sat down or leaned against something.

## Count Response

1	I am concerned that drivers routinely ignore bus stops, often stopping way out in the road so older people and those with buggies have to negotiate a steep drop, risking falling. It happens really frequently and is frightening. They need training to use the feature letting the bus drop to pavement height and to notice and take care of frailer passengers alighting.
1	I am concerned there are not enough routes to serve some areas.
1	I am disabled, and I live in central London. I am constantly worried and angered by buses blocking pedestrian crossings at intersections and running red lights.
1	I am full of admiration for the bus drivers who have to drive in often difficult conditions with unpleasant passengers.
1	I am getting more and more worried about some passengers that use the bus that are obviously suffering a mental illness of some sort, often shouting abusive language and showing aggressive behaviours - and not necessarily toward anyone in particular, either. In the situations I have witnessed both the driver and other passengers, including myself, just try to ignore it and silently hope that the said person alights sooner rather than later, however, that doesn't make you feel safe while travelling on the bus. I am also worried because I feel as though it is becoming more and more common in London.
1	I am more concerned for the bus drivers, with pedestrians stepping out in front of the bus and car drivers being inconsiderate.
1	I am more concerned with reliability
1	I am most concerned about the safety of cyclists when nearby a bus. There needs to be a way to make both parties safer particularly during congestion.
1	I am often impressed by the good and skilled standards of driving and would like to see more women drivers
1	I am old and often nearly fall with jerky driving
1	I am unhappy about being regularly thrown about on buses, either through sharp braking or pulling away. I have to carefully time getting up and moving around the bus. I recently fell on the stairs because of bad driving. The driver blamed the mechanical condition of the bus.

## Count Response

1	I believe that the standard of driving of some drivers is appalling and I believe this is down to those companies that recruit staff directly and then train them and allow them to drive, after passing a test, with little or no experience of driving a bus on roads. I would also be certain that some may have not even held a Car Licence for any substantial time, meaning total driving experience is low
1	I believe there should be conductors who can call police if there is a problem and help passengers with questions etc. often passengers are impatient when the driver is held up dealing with passengers, Some drivers refuse dogs and this should not happen, wheelchair users should always have priority over pushchairs. Able bodied People who take up seats for disabled/elderly should be fined. Patents should be required to fold up their pushchairs
1	I can understand sometime driving a bus in London isn't the best of job, but a bus driver get more money that most work people so at the very least a bit of professionally would go a long way
1	I do fine travelling on buses safe especially in the night. However, I've notice an increase of unprovoked arguments on the buses between customers. The drivers don't have the powers to intervene so the conflict just continue until it fizzles out. The whole process can be quite frightening to witness and must be unpleasant for the drivers.
1	I do not feel safe standing up whilst the bus is still moving because of erratic driving (especially sudden braking).
1	I do not feel that cyclists are safe travelling on the same roads as london buses, in particular the large double decker ones
1	I do not like that extremely drunk people are allowed on buses.
1	I do observe buses drive way too fast in my opinion, the drivers do not realise they sheer weight which is being moved at that speed is a massive risk. If they lost control, the impact upon pedestrians is unthinkable. I would like to see speed limiters and automatic recording.
1	I do think that some buses go too fast particularly around roundabouts.
1	I don't have issues with safety per-se but sometimes you wait ages at a bus stop and then when the bus arrives it doesn't bother stopping. That is very annoying!!

## Count Response

1	<p>I don't think drivers can always see the doors properly when a bus is crowded and don't always bother to check them even when they do have good sight of them. I was badly injured several years ago when an angry bus driver deliberately shut me in the old-style hydraulic bus doors (an incident which I reported and for which I received compensation), but just the other day a bus driver was closing the doors without looking and nearly trapped me in the doors as I was getting on the bus near to where I live. I've also been a passenger on a bus which hit a pedestrian on the edge of a pavement, another which collided with a motorbike and yet another which was driven at breakneck dangerous speed - an accident waiting to happen - which indeed went on to collide with a car. I also not infrequently ride on buses where passengers are literally holding on because the driver is speeding. It's also extremely common to be on a bus where the driver drives jerkily and slams on brakes, which is very</p>
1	<p>I don't believe that Bus Drivers are adequately trained. I was nearly run over on a pedestrian zebra crossing by a bus. The bus managed to stop in time. The bus driver got out and yelled that buses have right of way over pedestrians. I didn't file a complaint as I see this happen often and it seems widespread that drivers don't know road rules or if they do they don't respect them.</p>
1	<p>I doubt that I'm the only cyclist who has experienced a near miss when a bus has pulled away from a bus stop into my path without warning, after I am already committed to overtaking it.</p>
1	<p>I fear that issues about accessibility for elderly and disabled persons are being overtaken by access for children &amp; buggies. I know of wheelchair users who will not use buses.</p>
1	<p>I feel buses have too much of a battle with London's indisciplined cyclists. The Mayor and GLA should make sure cyclists understand and accept that they do not own the roads and the many other users have as much priority as they do.</p>
1	<p>I feel buses in general are quite safe, both in feeling safe when inside, or regarding the driving of most drivers.</p>
1	<p>I feel drivers need to drive more defensively. They don't seem to think far enough ahead.</p>
1	<p>I feel safe on buses and the bus network generally works well. I would like to see more done to combat levels of air pollution in London as it has such a detrimental effect on health, particularly noticeable after spending time away from the city.</p>
1	<p>I feel sorry for the bus drivers who have to deal with teenagers who have forgotten/or haven't got passes.</p>

## Count Response

1	I feel that drivers don't have the passengers on their mind: they do break hard, they speed when turning. I'm not sure if they are overworked and/ or underpaid but they don't care. I'm also not sure who is responsible for the cleaning of the buses but it is nonsense that there are bottles rolling around, newspapers are left on seats and there are fast food packages thrown on the floor. I do understand that passengers have a responsibility here too, but maybe just by adding bins on the buses could improve the overall cleanliness. Shooting the stars here but I'd also consider adding tissue-dispensers/ hand sanitizer on buses instead of newspaper trays.
1	I feel threatened by gangs of both youths and shrieking badly-behaved schoolgirls. Also It's not unknown to be approached by beggars while sitting on the bus.
1	I frequently stand by lights waiting to cross the road and watch buses accelerate through orange lights (when it would have been safe for them to stop) and sometimes absolutely and blatantly drive through red lights. In some places in London (and this applies to other road users too) the lights are almost regarded as an optional stop point rather than a mandatory requirement.
1	I generally feel safe on the bus but I am aware of poor behaviour of some passengers - usually children!
1	I grow more concerned in the last few years at the way people automatically stand around the exit doors (even when the bus is not full) and block others getting to seats at the back of the bus or off at a request stop (despite the many written warnings not to stand in that door opening area). Please note I am not talking about the wheelchair/pram areas which does not cause such problems.
1	I have MS and walk with a stick. Usually bus drivers will not lower the bus for me, stop too far from the kerb for me to get on and off and often start before I have sat down causing me to fall. I fear I will have a serious accident when taking the bus in London.
1	I have a friend who was nearly killed by a bus on Oxford Street. I am in favour of pedestrianising or restricting traffic on Oxford Street.
1	I have been driving in London for over 30 years. Bus drivers used to be very skilled and courteous but that has really deteriorated. A lot of bus drivers seem quite arrogant and uncaring of other road users. Often, they don't stop at the bus-stop correctly and cause untold congestion while passengers board and alight. Bring back conductors.

## Count Response

- | Count | Response  |
|-------|---|
| 1     | I have been engaged in conversation by aggressive people before on buses and I did not feel safe. I don't know what the bus driver could do about this sort of behaviour other than ask them to get off, but that didn't happen. I am very concerned about the environmental impact of buses (and all vehicles). More public money should be going into bringing clean transport onto the roads as we are facing a public health crisis.  |
| 1     | I have been on the receiving end of a lot of abuse from bus drivers as I cycle commute. Some drivers do something stupid and then attack when filmed or challenged.   |
| 1     | I have come across some bus drivers who go through red lights or speed up when lights are about to go red and it is unsafe for pedestrians like myself crossing the pelican crossing. Also, sometimes the bus drivers just park the bus on the pelican crossing when they know the vehicles ahead are not going to move forward so we have to cross around the bus which I have found extremely dangerous. What if I get hurt or the bus crushes me.  |
| 1     | I have felt sometimes like the driver drives too fast and breaks sharply when I am a user. When driving I keep well away from buses. Never had a problem with them. Night buses are very scary. I guess it depends where one lives. I live in a rough area so I avoid getting into night buses. I prefer to pay a cab.  |
| 1     | I have found that bus drivers' level of English - both spoken and comprehension - is poor. They drive recklessly, unable to give travel advice and seem completely indifferent to their passengers. I've experienced drivers not stopping at bus stops, despite ringing the bell in good time and the bus stop not being closed. Thereby forcing passengers to walk further than required, in many cases around road works, in the dark and poor weather conditions.  |
| 1     | I have frequently encountered buses driven on the crown of the road attempting to force other road users off the road on a road which is wide enough for a car and a bus travelling in opposite directions to pass if the bus had stayed on its side of the road. Buses also often pull out in front of other traffic. In general the standard of driving of buses has markedly worsened in the past couple of years in my corner of London: SW18, SW19, SW20, SW15. I would like TFL to take action to enforce good standards of driving and courteous driving of their bus drivers. |
| 1     | I have had a couple of near misses with buses as a cyclist, and have to say that TFL customer services have been excellent in responding to my complaints, and I feel that my complaints were taken very seriously, especially one that very nearly caused me a serious injury/risk of fatality. However, I wish I'd not had the incident in the first place!   |

## Count Response

1	I have had extremely uncomfortable bus rides due to poor driving, poor condition of the bus and something that has been happening more and more is driver road rage. I think they are overworked, the road traffic is becoming worse and worse and cyclists are out of control most of the time. I think bus drivers can benefit from counseling services to avoid road rage progressing. Some cyclists are beyond dangerous! It is scary!
1	I have had the experience that Bus drivers don't want to get involved with passengers who misbehave or threaten or harass other passengers. They just want to stay in their safe area and keep out of trouble. Sometimes our local buses can be quite dangerous or at least uncomfortable places to be.
1	I have noticed that bicycles are a problem for buses when they want to approach the stops. I always wonder why bicycles that have the option of going through other streets with less traffic use the bus lanes and many times without caring that they have a bus behind that has had to brake with danger to the passengers. I imagine that cyclists want everyone to ride a bicycle and do not respect traffic rules or public transport, and often not even pedestrians.
1	I have reduced abilities in walk up or down high steps. I often find myself rushing and feeling uncomfortable getting on and off the bus because I'm slow, and have to turn on myself when exiting the bus. The ramp could be put done to help febble walk even when your not in a wheel chair.
1	I have regularly encountered drivers with an aggressive approach to both passengers and other road users: adversarial / rude / unfriendly / lack of customer care / driving too fast when pulling up at stops / ignoring bus stops altogether Women bus drivers tend to me much more considerate.
1	I have seen people be rude to drivers. This is unacceptable and is likely to introduce additional driver stress which will not improve safety.
1	I have travelled today with my elder Mother and my observation of just today's trips are as follows:- 1. Children seating in bus seats and elderly people having to stand and hold on for dear life. 2. The bus drivers did not lower the floor of the bus and I had to help My Mom up, most of the time. A couple of them dropped the floor whilst she was already on the bus - too late! Only one driver in the 10 times we got on and off buses lowered the floor when he seen my Mom with a walking stick at the bus stop. 3. There are a lot of pot holes on the road thus making the journey a little bit jerky which is not a fault of the drivers. 4. Why are passengers taking their children out of their buggies And putting the babies on the seat for the baby. This is unsafe as on a number of occasions I have observed when the bus brakes the child falls off the seat or hits their head on the bus railings etc. This practice should be discouraged immediately the child is safer in the buggy then they

## Count Response

1	I have witnessed hostile and angry behaviour by bus drivers towards passengers while driving. Failing to use empty bus lanes and creating more traffic bottlenecks by driving between two lanes (bus lane & non-bus lane). I have seen bus drivers texting on their mobile phones and being distracted.
1	I have, on a few occasions since Christmas, actually had to dash out of the way of a bus which failed to give way to me when I was using a pedestrian crossing. I sympathise with drivers having to keep to timetables but breaking the law/endangering pedestrians is unacceptable. It isn't a particularly rare occurrence, it happens so often that if I see a bus anywhere near a crossing I keep my eye on it in case it doesn't stop, expecting it not to
1	I just think some drivers should be more careful on the roads and consider both the passengers and pedestrians/cyclists
1	I live in Hackney. When crossing Amhurst Road, walking either to or from Hackney Central Station I frequently see bus drivers accelerate very hard to get across orange lights (when they could have stopped safely in line with highway code rules) and sometimes they blatantly drive across red lights. Whenever I've confronted drivers who've done this it's normal for me to receive verbal abuse and/or obscene hand gestures. Given that this is coming from professional drivers I think it's utterly outrageous. Having said this, since I've lived in London, and especially over the last five years I've watched a steady decline in all drivers level of respect for traffic lights. In the morning I take my son to school (in Tufnell Park), go to work (Euston) and in the evening I leave work and pick him up before journeying home in the process of these journeys I cross or pass nine sets of traffic lights. In any given five-day week, during my journey, I see cars, vans, trucks and buses pass at le
1	I live in an area where the % of residents over 60 is the highest in London, far too often, the buses are 'moving off' before these folk have been seated.
1	I love the bus, probably drivers who accelerate when people still on stairs is the most annoying
1	I need to hang on tight when walking up and down the stairs when the bus is slowing or accelerating
1	I notice a lot of buses being very aggressive when driving behind/around cyclists. Since cycle lanes are often shared with bus lanes, this is the main thing that puts me off cycling in London.
1	I often have to sit on the upper deck. I am often worried that if I don't make my way downstairs before my stop that I may not get off in time. But equally it feels unsafe coming down the stairs while the bus is still moving.

## Count Response

1	I often travel with my daughter in a buggy on the bus and worry about other passengers with large luggage in the buggy area and this falling on her as the bus moves
1	I really think the driver should have some experience of being driven so they can see how they are affected when drivers slew the bus in and out of, say, bollards, or narrow spaces. It is so easy to get thrown off balance.
1	I recently broke my arm and saw how badly people who need a seat or space are treated. This concerns me. As a cyclist, buses should be given specific training on how to share the road with cyclists. There are too many close calls. Cyclists should also be educated on how to share the road with buses (eg: right of way when signalling and pulling out).
1	I saw a bus jump the lights today in Clapham who turned left very wide into opposite traffic where I was waiting at the light and had started to go, at least 5 seconds after our light turned green! On most days I see buses driving well over the 20 mph limit in my area, braking too sharply and honking at me and other residents when we indicate in good time to park in a space on my street. Very poorly trained and rude drivers (especially Bus route 170, who frequently speed and drive aggressively).
1	I see buses following slower cyclists far too closely and feel they could not stop in time were the cyclist to crash. Contraflow bus lanes should be marked as clearly as possible, especially at junctions where dopey pedestrians fail to look properly.
1	I think bus drivers are under a lot of pressure to get to the next stop at the right time - not too quick, not too slow - and that makes them take risks to get through traffic lights. Its the traffic lights that are more of the issue. Some of them can take four minutes or more to come around to your turn.
1	I think bus drivers could have better training around sharing the road with cyclists - there are so many in London and numbers are increasing, and yet bus drivers are way worse than taxi drivers for cutting up cyclists and not being aware of what it is like being on a bicycle sharing a lane with a huge bus.
1	I think drivers should be more aware and considerate of passengers who are trying to get to seats or not seated when pulling away. Driving too fast on bends and throwing passengers around on the bus.
1	I think electric buses are good but some of them need to start from standstill more gently.

## Count Response

1 I think it's dangerous for buses and cyclists to share the same lanes so frequently. This is not because the bus drivers aren't careful, but more because some cyclists are unpredictable.

1 I think that I feel quite safe on a London bus. There are other things that I find disturbing, such as the frequent delays and leaving the passengers stranded in bus stops with no apparent reason.

1 I think that bus drivers in general are fairly good, however, I have definitely witnessed buses rushing when they are running behind schedule, in a way that is dangerous to other road users, particularly pedestrians crossing the road - e.g. when buses cannot stop at a zebra crossing. Generally I feel very safe on the buses, though it can be a little bit different at night when the buses are quieter. My only other safety concern is when someone gets on a bus late at night (e.g. a lone female) without enough Oyster credit to commence the journey. I think that drivers ought to be more considerate of the situation in this case and allow a passenger to board the bus.

1 I think the service and standards are generally very high - when I have seen the things I ticked I really only noticed them because they are out of the ordinary.

1 I think they're pretty safe

1 I trained to become a Bus Driver with Arriva. Simply as a way to fill my time in Retirement. I found there was a Culture of Bullying from Management and no regard for Staff in respect of home life or work/life balance. Wages for new entrants were derisory and Arriva were particularly vague when asked questions about working conditions, almost to the extent you could consider their actions as deceptive at worst or disengenious at best. The Buses were in a poor state of repair, often filthy, mirrors where not sufficient for modern road conditions, doors where either slow to operate or slow to begins to operate, with the delay resulting in passengers attempting to board or alight after the button is pressed. Heaters often didn't work, emissions lights were often illuminated resulting in the Bus polluting more than it should and also making the Buses dangerously slow. New staff were not informed that they would only be paid overtime rates above scheduled hours, not hours abo

1 I travelled via bus every day for the last year but I now have a job which means I get the train instead. 50% of the drivers were really poor - they braked too hard and had no consideration of the passengers. Once I got whiplash and a bruised knee after a bus had to brake suddenly but this wasn't the drivers fault.

## Count Response

1	I work in Mile End and for the past four months the frequency of buses has reduced massively towards canary wharf. This means there are up 40 people waiting at the bus stop which leads to over crowding and aggression when the bus does arrive. I have lived here four years and never before experienced this.
1	I worry about frail elderly people on buses - there's a lot of jerking and I would think a number of falls. I'd compliment bus drivers on how they deal with cyclists- invariably courteous and thoughtful in my experience
1	I worry about school children travelling when it is dark in the winter months
1	I worry more about other people on the bus, such as being stabbed, etc.
1	I would like more emphasis on the front seats being reserved for older and disabled people
1	I would like to see the bus brake at stops gradual Being elderly it would make it easier to get off without hanging on for dear life.
1	I would like to think that the driver ensures that all elderly people are seated safely before closing the doors and driving the bus forward, but appreciate that this would probably cause delays to services.
1	I would say that sometimes buses can get very busy, particularly when there is a long gap between the previous service. This makes it feel quite unsafe when getting on the bus as many people are all pushing. Also, there is no queuing system as bus stops. Most of the time this isn't an issue but I've seen people jump in front of others and can cause anger between people.
1	I'd like to see better handling of anti-social behaviour - things that are not illegal, but which make other bus users uncomfortable
1	I've been on 2 buses recently when three prams were let on when there is only room for two. This has meant it's been difficult to get off the bus because the prams are blocking the aisles and doors. Drivers need to be stricter on the 2 pram rule.
1	I've seen large dogs being let on, which could be frightening for passengers sitting directly in front or behind.
1	If a bus driver is tired, it is sometimes hard for them to have to deal with passengers in the bus and also to drive safely.

## Count Response

1	If an incident occurs on board a bus, there is only the driver to sort it out, and s/he may not be in a position to act quickly and/or to actually sort the situation out.
1	Ignorant drivers
1	Ignoring pedestrian crossings. Bunching, ignoring bus stops.
1	In general, Drivers tend to accelerate and brake too sharply, which is of particular danger to the elderly, or disabled passengers.
1	In some places there are many buses stopping in the same place I.e Lewisham station and high street and by the bus garage in new cross. This can be dangerous for anyone crossing the road near the stops because the drivers Are looking at passengers and overtaking buses and pedestrians can get hidden and sometimes its hard to see\get to the correct bus
1	In the area where I live (near Baker Street NW1/W1), I see buses every day going through red lights at the Baker Street/Marylebone Road junction and Gloucester Place/Marylebone Road and Gloucester Place/Dorset Square junctions creating serious danger and difficulty for pedestrians trying to cross the roads. Also, the left turn from Gloucester Place into Dorset Square (number 2 route) is wholly inappropriate and most of the buses drive onto the pavement when making this turn which is a very serious risk and wholly unacceptable. This turn should be stopped immediately as TfL will be liable for any injury to any pedestrian at this turn since it is clearly foreseeable and the buses should NOT be routed this way.
1	Inability to hold on a pole, doors opening indoor rather than sliding outdoor, amount of exhaust gas
1	Inappropriately-sited bus stops in main carriageway, obliging other motorists to pull out and then back in front of a bus, to e.g. drive straight on, or turn left - to avoid being in the the "wrong" RH turn only lane.
1	Inconsideration for other road users
1	Incorrect usage of signal indicators
1	Individuals talking on their phones loudly, or on loud speaker. Listening to music via their phone's speaker so everyone else hears it. Passengers leaving garbage on the buses.

## Count Response

1	Insufficient consideration of cyclists. Sometimes not sure if they are going to stop in time for pedestrian crossings. Accelerating and braking when people are standing on the bus, especially when young children going up and down stairs.
1	It is increasingly the case, in my opinion, that buses use cheapest labour possible. Bus drivers are messy, reckless, and absolutely do not care about passengers. It is all about making the timetable. Too many times the buses stop midway and go back because they are late. This is a service to get passengers home, this is NOT a service to gloat about being on time. I think bus services have seriously declined over the past 5 years. Sad really. I have seen appalling speeding and appalling service on routes 407 and 410 in particular.
1	It may be the pressure of keeping to time but some drivers do not take account of people moving to find seats and in anticipation of getting off, including those who may not be so steady on their feet.
1	It seems as though travel in London has become a class issue. There is a noticeable difference between the passengers using the bus and the passengers using the trains. There seems to be a lot more anti-social behaviour on key routes, through certain areas on the buses. Bus drivers don't seem to want to deal with it, for fear of repercussions. The behaviour of school children, not regulated is also an issue.
1	It would appear that bus drivers (particularly those operating the 90 (Feltham-Northolt-Feltham) route) are on some sort of mission to complete the journey as quickly as possible. I have experienced several instances of braking too late/sharp and aggressive acceleration with no thought, whatsoever, to passenger comfort or safety. I do honestly wonder whether these drivers have PSV licences.
1	It would be better to separate cycles altogether from motorised transport
1	It's difficult to stand up before the bus has completely stopped and often the bus jolts. A driver told me that this was because of the 'retarder' and not the driver's braking, but I don't know. Either way buses are not easy when you're older.
1	It's very dark at a lot of bus stops
1	Lack of apparent suspension means it's painful for me when they go over speed bumps and potholes. Also either the drivers don't care or the accelerator/brakes only have on/off settings, it's all sudden acceleration and stopping. Especially difficult if you are on upper deck.
1	Lack of appropriate driving discipline, leading to dangerous acceleration levels and abrupt braking

## Count Response

1	Lack of concern for passengers with mobility problems. Drivers taking off quickly from stops before less mobile passengers are seated. Stopping well away from kerbs so less mobile passengers are at risk from falling. Free newspapers covering floor and causing a slip hazard.
1	Lack of consideration by drivers of other vehicles including cars, taxis, delivery vans and cyclists, cutting in, obstructing bus stops, overtaking ( or cyclists passing on the pavement side) in dangerous positions.
1	Lack of respect for other road users by drivers is increasingly worrying, particularly when pulling in/out of bus stops.
1	Lack of respect for passengers by mobile phone users( others passengers) . The pollution by buses.
1	Large buses should only be on wide roads. More narrow buses on narrow roads
1	Late night buses are unsafe due probably to taking on drunks. If drivers have direct access via 'panic buttons' to police then they should use them more often, if not then they should have them made available
1	London Buses should maybe be aware of other drivers on the road more and not just push in as they sometimes do. They also drive very careless when they are running late which leads to sharp breaking and passengers going flying in the bus.
1	Lots of bus drivers are excellent but there are some that I wonder about, as they seem to drive to fast and start /stop very quickly and routinely on their drive.
1	Main concern would be from speeding buses - both for passengers thrown around on the inside and potential collisions. I regularly use buses in Rotherhithe and they frequently show no regard for the 20 mph limit.
1	Mainly driving standards - I realise that it is a stressful environment to work in, but drivers should be selected for their calmness, patience and good nature. No-one should have to experience incidents of road rage or poor/dangerous driving from bus drivers.
1	Mainly driving which does not take into account old people or those not quick on their feet. For example trying to get upstairs and find a seat when the bus driver takes off suddenly and erratically.

## Count Response

1	Many London bus drivers drive too fast when approaching bus stops then brake harshly this causes people on the upper deck to wait until the bus has stopped causing congestion on the stairs anybody leaving their seats get thrown around alarmingly, drivers also tend to tail gate cyclists which is very alarming.
1	Many bus drivers accelerate rapidly to try to get through lights and then brake extremely sharply, which is dangerous if you are a passenger on the bus or another road users. As a cyclist, buses frequently overtake me and then immediately stop in front of me, drive too close and pull out from bus stops when I am already cycling alongside them. I am aware that the Highway Code says that other road users should give way to a bus pulling out, but bus drivers need to apply their common sense when cyclists are passing them. I am extremely concerned about public health and buses - the amount of fumes they belch out is disgusting and I often feel physically ill when cycling behind a bus because of the fumes
1	Many bus drivers are excellent but perhaps as many as 10% have stop/starting issues of safety and in my opinion red light jumping is unforgivably dangerous and I see this perhaps once a month.
1	Many bus drivers are fine and I think it's a hard job but some seem to have no respect for red lights or for cyclists, the first is largely just irritating but the latter is intermittently really scary and occasionally clearly quite a serious burning hatred in the driver (twice in the last 18 /12 I've had encounters with drivers who were extremely verbally abusive after their own dangerous driving).
1	Many bus drivers do not appear to know where 20mph limits have been introduced, and continue to drive at 30 or more.
1	Many bus users are older and need time to get safely on and on buses and find their seats before the bus pulls off, some drivers are not considerate of passengers, or other road users.
1	Many drivers habitually ignore the bikes only box at traffic lights. There is a main road that I regularly cross in Uxbridge which is at an angle so when the drivers go too far over the stop line they block the pedestrian light so you have no idea whether a green or red man is showing.
1	Many drivers seem to have poor standards of English. Perhaps they should pay £180 to prove they can speak the language correctly.
1	Many of the passengers are very aggressive. With no British Transport Police ever visible, the buses are often unsafe.

## Count Response

Count	Response
1	Merging back into cycle lanes when pulling into a bus stop.
1	More care needed by bus drivers when the lanes are narrow, for example The Strand is very narrow and as a cyclist I have to be very alert.
1	More concern for pedestrians and cyclists
1	More on board staff required on late night services.
1	More time needed for people to board /get off buses . Understand would slow the service . Reduce service levels in Central London during the middle of the weekday
1	More to do with the ignorance of people not moving bags and being considerate. Some bus drivers don't have as much care to their passengers as others.
1	Most bus drivers are great - but there is a small minority who are rude
1	Moving off before seated. Getting on and off with young children - not sure they've seen the children, feeling rushed.
1	Moving off too quickly before all passengers have sat down or found a place to stand and hold on. Moving off and swinging out to the right while a car is already in the process of passing or overtaking on the right..
1	Muslims covering faces.
1	My biggest concern relates to reliability and punctuality, since buses are often lifelines for many people who have no other real means of getting around.
1	My husband was nearly ran over by a bus recently when cycling to work.
1	My main concern about safety on buses relates to over crowding. I travel via North Greenwich Station on my daily commute to work 5 days a week (Routes 161 or 472) and the crowds at bus stop A at North Greenwich bus station on my way home (usually between 17:30 and 19.30) are always concerning. I often feel crushed by a surge of people attempting to get on a bus and there's always aggressive people understandably aggrieved at being pushed/squashed by others, I am surprised a mass brawl has never broken out. There are never staff available to supervise the crowds either. The design of the station does not facilitate people queuing in an orderly fashion and if you need to get on the bus behind the first bus to pull in you have no chance of getting through the crowd without walking out into the road and around the bus in front. There are multiple large residential developments under constructions in the borough of Greenwich which will put increasing pressure on the already

## Count Response

1	My main concerns are as a cyclist. I worry when I am travelling or stopped behind a bus because of the exhaust fumes. I generally fear all large vehicles when cycling (great where cycle highways are separated from bus lanes)
1	My main issue with buses is the NO2 they produce; spending any time at all at a busy bus stop is really having an impact on my breathing. This is my most important issue.
1	N/A
1	N/a
1	Narrow lanes can, especially at traffic lights with pedestrian islands, mean that buses come very close to the pavement. A bus came very close to me recently whilst I was waiting at lights on the pavement.
1	Need for more time for passengers to sit down safely - bus drivers are too "quick off the mark".
1	Needing to stand/walk when the bus is moving to prepare to disembark, especially upstairs.
1	New style Routemasters that no one pays for - I think the safety on those buses is worse. Maybe just perception. Always seem to be busier with people streaming on the back not paying at Elephant and Castle.
1	Night buses don't feel safe due to the amount of drunk people taking them, some seem to have an aggressive behavior.
1	Night buses in particular get a lot of drunk people causing trouble and need their security improved significantly.
1	No - the service is generally safe and reliable
1	No generally the standard of driving is good but other road users could pay more respect to buses.
1	No safety concerns, but bus services are too slow. Perhaps ways could be considered to keep the rear door of the new routemasters open (without extra staff) to speed up boarding/alighting. Articulated buses allowed speedier boarding/alighting and better acceleration, too.
1	No, I think bus drivers have incredible skills and are very good at anticipating danger.

## Count Response

1	No, I think they are very safe.
1	No, my experience with bus travel in London is extremely positive - I have recently moved from Essex where the bus service was poor with frequent bad driving
1	No, on the whole and with one or two exceptions (drivers on the 91 route keen to get back for tea?) I think all the bus routes are very good. The only problems I can see are roadworks, white vans stopping where they shouldn't technically (but how else can they deliver?) and permitting building sites to spill over into roads, thus reducing their width by one whole lane.
1	No-one to protect passengers from antisocial behaviour
1	No.
1	No. My main concern with London buses is that Countdown seems to be available at fewer and fewer stops. I'm not prepared to use buses if I have to face an unpredictable wait.
1	Normally safety on buses is good but in the last few days there have been verbal and physical altercations between passengers and on one occasion a driver was continually shouted at by a passenger for no good reason.
1	Not about safety but about the reliability of some buses.
1	Not all drivers demonstrate an awareness of their responsibilities towards both passengers and other road users and an alertness to events around them.
1	Not at the moment, but seeing as inspectors are hardly seen around there is a chance safety incidents might happen more often in the future.
1	Not at the moment, but the bus boarders and bus bypass bus stops will make life significantly more dangerous in the future. I know of two women who were about to get off a bus when a cyclist came whizzing through between the bus and the pavement. Why on earth is TfL encouraging these dangerous arrangements?
1	Not at this time.
1	Not enough personnel. They should have an extra staff member (like the ones on the "Boris buses" who have been taken away) but people who can intimidate the many fare dodgers.

## Count Response

1	Not enough space for buggies - I often (almost everyday) have to wait for the next bus(es) to be able to board with my child and buggy :(
1	Not especially. I think the issues with the rear doors of the Heatherwick-designed buses are a shame - the way they open inwards and are at best a nuisance, at worst dangerous, especially as they never seem to be able to function as perhaps was once intended - to enable people to hop on and off like the old routemasters.
1	Not having awareness of cyclists and not stopping for disabled and blind
1	Not leaving enough space when passing cyclists - occurs regularly throughout London.
1	Not often but some drivers may drive with too much acceleration, cornering speed and hard braking which can unbalance passengers especially if standing. Other road users (usually private cars) cutting up the bus.
1	Not particularly
1	Not really, I fell rather safe in the buses
1	Not really, it is more about care by the driver (better training and more inspection) Cyclists can be dangerous, overtaking on the nearside, as the bus pulls over for a bus stop or to turn left. Too many people do not appear to validate their cards.
1	Not really. I like the cameras on the busses. I have never witnessed any incidents. I just wish people would move up more often. There should be signage for that
1	Not really. In my experience as a car driver, bus drivers are generally very considerate to other road users. My one concern as a bus passenger is coming down stairs from the upper deck whilst the bus is moving in order to get off at the next stop.
1	Not since bendy busses were withdrawn from service
1	Not so much with buses but some of the driving.
1	Nothing in particular.
1	Nothing specific.
1	Nothing.

## Count Response

1	Occasionally a bus is driven too quickly, with excessive acceleration and braking, even when the bus is filled with passengers standing, who include small children travelling to their schools.
1	Occasionally a driver will seem not quite on top form - overtired or just careless
1	Occasionally taking corners too fast when there are standing passengers
1	Often see buses jumping red lights
1	Often, they overtake cyclists and then obstruct them by pulling in at a bus stop in front of them. they should just hold back for a few more seconds.
1	Older people don't always get to a seat before the bus pulls away.
1	On some occasions, there seem to be too many, all stacked up end to end. Its very difficult to cycle past buses in these situations.
1	On some routes it does not feel safe to travel on the upper deck, because a lot of misbehaved teens travel there. Also on weekend evenings some people get rough and the driver never tells them to calm down.
1	On the Boris buses, if you're on the inside seats of the four seats together, when you want to get off there's nothing to hold on to and a big step down which is difficult to negotiate on a moving bus.
1	Only the problem of descending from top deck while bus in motion - maybe advise passengers to descend at the stop before theirs, then be ready to get off rather than either descend while the bus is on the move or rush down at their stop, both of which are risky.
1	Only when they break suddenly or drive in a stop and start jerky style.
1	Other road users do not appreciate the needs of buses, and so often make them brake suddenly or block their path
1	Overall I am very pleased with the service
1	Overall I have not experienced any traumatising event on a bus. However, travelling late or nights makes me realise that if anyone with less than good intention gets on board, you are stuck inside with little chance to escape. Overcrowded buses tend to make people react badly sometimes. Drivers are the only 'authority' to deal with any issue on board.

## Count Response

1	Overcrowded at bust times especially school pupil use; aisles between seats too narrow for people and buggies and wheelchairs; many people ignore queues it's a free for all making it very difficult for frail and disabled customers; design for luggage and shopping etc is really bad on most buses especially double deckers; capacity should be increased sharply with smaller acessable single decker 20 -30 seat mini buses more of them and morte new routes with adequate room for shopping/luggage/ wheelchairs buggies shopping trolleys etc
1	Overcrowded buses. For instance the 108 to and from Stratford is a single decker over utilized service that does not run frequently enough in busy times and the bus itself is simply not big enough. I have had to wait in a queue at the O2 for 3 108 services to arvrive before being able to get on one of them. Also drivers need to ensure that people are sitting down or stabtionary before moving off - difficult on a service like the 108 that is rammed with standing passengers at rush hour. Finally you service operators need to react to complaints. I remonstrated with a driver at a bus stop who was f- Ingels and blinding in front of passengers including tourists and children. I wrote to the bus operator and copied T FL I had a response from the operator saying they would pass it to a manager locally to deal with and T FL said they would investigate. Nonthing since so why do I bother.
1	Overcrowding - particularly at school times
1	Overcrowding at peak times - especially at school chucking out time. Doubled - up (or more) services should be run. Planners should try to avoid building new schools near existing ones (as has just been done in Kingston).
1	Overcrowding at peak times.
1	Overcrowding at peak travel times.
1	Overcrowding during rush hour - services aren't frequent/reliable enough on certain routes e.g. 29 so some drivers let too many people on to bus, while others don't let people on when there's clearly enough space. Can be a struggle to get off the bus when the downstairs is packed and people often miss their stops or feel they have to push others out of the way to get off
1	Overcrowding in rush hour and when the service frequency is poor
1	Overcrowding on a lot of buses. If there was an accident how would this impact those standing in particular
1	Overcrowding on buses. gangways full of people as not enough buses running at peak times.

## Count Response

1	Overcrowding on some routes; Speeding, especially in the evenings + 30mph (the late shift drivers), and in 20mph limits. VERY dangerous if you're trying to get off on a crowded upper deck. Some bus drivers getting far too close to cyclists in front. Drivers still often do not get close enough to the kerb at stops for vulnerable passengers to alight safely.
1	Overcrowding on the lower deck. Drivers not communicating enough to passengers to move down the aisle or take up seats in the upper deck.
1	Overtaking bicycles on bus lanes is sometimes risky for the cyclists if the bus driver doesn't leave enough space when overtaking
1	Overtaking is a significant issue for London cyclists, particularly from large vehicles, including buses. Highway Code rule 163 states: "give motorcyclists, cyclists and horse riders at least as much room as you would when overtaking a car ". I rarely see this rule adhered to by buses overtaking cyclists. Also, this rule does not appear to be enforced for other vehicles, particularly vans and lorries.
1	Parents with buggies refusing to move to accommodate wheel chair users.
1	Passengers in cars etc must by law wear seat belts but on buses (and also coaches) there are no seat belts and many passengers have to stand. Why is this OK?
1	Passengers standing next to the doors when there are plenty of seats upstairs are a hazard; they make getting off the bus difficult, for instance, I tripped on someones foot the other day and nearly fell off. The bus should not move off if the exit is not clear.
1	Passing too close to cyclists. I know this can be challenging at times, but I have had several experiences where there was room for the bus to go a good distance around me, and it passed within inches.
1	Pedestrians in Oxford street
1	People on the bus are driven around like cattle by a lot of busdrivers, instead of as a customer. Breaking abruptly, ignoring traffic rules, pushing the break, gas, pushing the break, gas, pushing the break, gas Causing customers to be stirred like a margaritha.
1	Persistently pulling out in front of bicycles and cutting bicycles up

## Count Response

1	Please explain why the driver do not, or are reluctant to lower the bus to enable the elderly, very young or disabled to get on and off the bus easily. I am constantly told that the bus can not be lowered when I request it, but I should not have to ask - it should be done as a matter of course. Also - why do drivers not keep note of how many pushchairs are on the bus - I have seen up to 4 all blocking doors and aisles!!!!
1	Pollution they cause is unsafe.
1	Poor Driving Standards. Drivers having to meet deadlines.
1	Poor attitude of drivers to protect their passengers
1	Poor behaviour from, mostly, youngsters.
1	Poor drivers. They stop and start without any concern for their passengers.
1	Poor driving throwing standing passengers around
1	Poor engine maintenance causing noise and pollution (black exhaust).
1	Poor standard of drivers
1	Poor suspension on the buses means that if haven't had time to sit down properly (or find a safe place to stand), you get really thrown around. Also, I find it very irritating that the priority seats are taken by people who do not need them and who deliberately chose not to notice that older/disabled people or those with young babes in arms are standing. People are so rude. This really needs an education campaign.
1	Poorly lit bus stops
1	Pressure on drivers to maintain timetabling causes dangerous driving at busy times. Similarly constant long stops at quiet times is extremely irritating. Emphasis should be placed on maintaining frequency rather than specific timings.
1	Primarily the design of the bus and the manner of driving, which requires the bus to 'swing' across the road - very dangerous for standing passengers.
1	Programme to reduce pollution needs to be completed asap
1	Protection from hostile individuals. Bus driver interest in passenger wellbeing
1	Pulling out from stops and thinking they own the road they think they have priority over other users

## Count Response

1	Pulling out from stops without consideration for other road traffic
1	Putney high street is a nightmare : too many buses, delivery vans and lorries (truck), plus the buses coming from fulham back to their depot have to cross the high street to turn right towards chelverton road ... bus drivers also have to avoid cars and pedestrians trying to pass delivery guys. As a consequence, lots of red lights crossing, sharp changes of directions (not even talking about the pollution). Maybe it could be worth finding a way for local business to get their deliveries without blocking the high street (why not have delivery parking spaces in side streets). Have a look at traffic to/from bus depot too. An please get electric buses, as you know there is a massive pollution problem in putney high street.
1	Quality of driving is way below standard. When 2 or more buses get to a stop they sometimes cannot be seen so leave without picking up passengers. Drivers take no notice of bad behaviour of passengers. Never insist people go upstairs.Let more than two prams on. Stop way off pavements. etc etc etc
1	Quality of driving seems much more variable than say 10 years ago.
1	Reckless cyclists cause bus drivers to have to brake too quickly. Every day I witness appalling behaviour from cyclists which means that the bus drivers have to react in a way which is not good for the passengers. To be clear these are not incidents that the driver should have to anticipate.
1	Reliability is terrible - often buses do not show at the predetermined time. This creates a risk for people waiting for long time at bus stops and ultimately will force them to walk through less than desirable paths in order to reach the final destination.
1	Responsibility of the driver to intervene in a situation is not clear.
1	Roads too narrow for some cycle paths and buses to share. Buses pulling out in front of cyclists Buses allowing passengers to alight mid road
1	Rowdy behaviour
1	Rude youngsters

## Count Response

1 Rudeness or ignorance of SOME bus drivers. They ignore or mumble and are plain rude - to passengers getting on/asking questions. I have witnessed passengers getting frustrated when drivers blatantly ignore them (when they haven't yet left the bus stop!) so they are not driving. Also many a time myself or other passengers have told people which stop, road to get off - as the drivers again ignore or say they don't know - which is odd when many drive the same route daily! A bit of common courtesy wouldn't go a miss - but as I say there are those drivers that are constantly pleasant, helpful and polite - sadly too few though.

1 Standing space inside is often dominated by unfolded buggies so it's difficult to move around a moving bus.

1 Safety at bus stops - particularly from persons who are impaired by alcohol or who engage in minor antisocial behaviour. Safety on buses from school children trying to impress friends e.g. by barging around

1 Safety for our and our kids health in terms of pollution, yes. Road safety, no.

1 Safety of elderly passengers when getting ready to get off and getting off bus.

1 Safety of people upstairs - if the bus is fairly empty or if it's late at night I always sit downstairs. Safety for elderly/less mobile people/ people with small kids getting to seats and getting off the bus. Drivers don't always seem to pay full attention to this.

1 Schoolchildren impeding access to areas of the bus by congregating around the exit door and stairs.

1 Shared bike & bus lanes can often cause concern. Particular when you see bikes overtaking buses at bus stops, and then then buses overtaking those same bikes in between stops. That sort of leapfrogging can repeat the whole way down a road and each overtaking increases the chances of an accident.

1 Should be more hand rails appropriately positioned on buses. The fact that there is only one staff member i.e. the driver responsible for bus load of passenger.

1 Should leave more space for cyclists and, as a rule, don't overtake a cyclist only to stop in front of him/her 100m down the road.

1 Simply that some drivers seem to have only 2 speeds - fast and stop - which means passengers are often thrown around the bus. This is hard on older passengers in particular

## Count Response

1	So many people get on the bus from rear door without swiping oyster card. So many people get off bus by pressing an emergency exit button.
1	Some bus drivers (minority) seem to think that their bus is a race car and the passengers are just an inconvenience. Some bus drivers are driving way too close to cyclists even when there is enough space available.
1	Some bus drivers are excellent, but you also see bus drivers breaking many rules. Running red lights, blocking intersections for pedestrians when the light changes colour, driving too aggressively, etc.
1	Some bus drivers are simply careless and seem to think they transport freight and not passengers
1	Some bus drivers can be very aggressive, with hard acceleration and braking.
1	Some bus drivers leave a right indicating signal on when stopping at a bus-stop. Creates uncertainty and frustration; unacceptable practice.
1	Some bus drivers seem to be not bothered about passengers safety and can get irate with other road users
1	Some bus drivers seem to take pleasure in driving erratically. Particularly route 157 seems to be affected by this.
1	Some bus models seem to have had the indicators removed as a feature. On the other end of the scale, considering the new laws regarding giving way to buses indicating, it is sometimes applied without actually getting underway for a significant period of time.
1	Some drivers are excellent. Others seem to be unaware of the danger imposed on other people - cyclists and pedestrians, by excessive bursts of speed. This also acts as an overall deterrent to others choosing to walk or cycle. The bus is a heavy vehicle. There can be insufficient attention given to 20mph limits as well as the fact that speed bumps, potholes and uneven surfaces all impact passengers far more greatly at higher speeds too. On a separate note - Bus lanes should be ideally 24 hours, to enable passengers to both board and alight more safely as well as enabling steadier progress that would eliminate the need some drivers may feel to meet deadlines having been delayed by traffic congestion. Far too much provision is given to private car users.
1	Some drivers are very mindful of where their passengers are and they drive safely without being too slow. Others (most!) jerk about when passengers are boarding or standing. I have good core strength but even I have been thrown into handrails trying to walk up and down stairs

## Count Response

1	Some drivers close the doors on passengers. It is hard for the driver to see what's going on when the bus is crowded. We need a conductor/guard on all buses.
1	Some drivers do not make sure vulnerable passengers are seated before driving off. They should ask children and younger people to give up their seats for the elderly, disabled and pregnant etc. Also some buses have very few seats that do not have a large step to access them. Buses often stop too far from the curb or the exit doors are right next to an obstacle e.g. rubbish bin, making exit hard for those with movement problems or carrying shopping, buggies etc
1	Some drivers do not seem to have a basic level of compassion, customer service, or awareness of problems on buses around violence and thieving. I accept it is a stressful job, but responsibility, basic manners and courtesy are essential.
1	Some drivers don't know how to drive around corners. Some drivers do not stop at a bus stop even when the bell has been pressed and the "stopping" light is illuminated.
1	Some drivers don't seem to pay much attention to passengers who need to sit down before the bus moves away from the stop. Rural buses, with a higher proportion of older passengers are much better at this.
1	Some drivers go far too fast.
1	Some drivers seem to believe "might is right" and are so beholden to meeting their schedule that safety goes out the window
1	Some drivers seem to have a lower threshold to cope with other road users challenging behaviour than others do...
1	Some drivers seem to have a total disregard for the general public at large both their passengers as well as other road users and pedestrians.
1	Some drivers seem to take a delight in stopping anywhere at a bus stop, rather than where passengers are queuing.
1	Some of the drivers are inclined to go quite fast on long/straight stretches of road, which can be disconcerting. Also, overcrowding is a cause for concern sometimes, when people end up standing on stairs and there's no room to move around downstairs without pushing or stepping on people.
1	Some of the drivers are very good but some seem very aggressive in their driving
1	Sometime bus is too full

## Count Response

1	Sometimes I'm concerned about how packed the bus is at rush hour in case the driver has to make an emergency stop.
1	Sometimes buses change the route at random. This is very annoying. buses shouldn't be allowed to change the last stop while on the journey. It's happened several times in the last two months, where suddenly the route has changed.
1	Sometimes it's quite difficult to get off the bus if you're on the upstairs deck as the buses jolt around quite a bit and sometimes brake suddenly. The staircases vary a lot per bus and it's not always that easy to hold on with both hands when going down the stairs. The drivers should take this into consideration when accelerating and decelerating.
1	Sometimes the driver does not lower the platform when you are getting on. So its too big a step up- ( you expect it to be lower) I have seen someone land hard on their knees in this situation.
1	Sometimes the school kids on the bus can be abit intimidating cause they all just crowd together and don't move down the bus
1	Sometimes the speed they turn round bend seems excessive. One slip or misjudgement could have grave consequences
1	Sometimes there are rowdy people on the busses, and I'm not sure if there's anything that the driver can do to enhance the safety of the passengers
1	Sometimes there isn't time to get from a seat upstairs off the bus without rushing. I'm also sometimes concerned about the behaviour of other passengers e.g. Playing music or messing about also arguing with other passengers.
1	Sometimes too many buses on the road.
1	Sometimes you get the feeling that your bus driver is in a hurry and will take corners etc. too quickly. I find this a problem when I commute as I have to carry a lot of things and will sometimes loose my balance. As a cyclist I am often pushed into the curb by buses cutting across me because they've misjudged my/their speed or they just don't care about my safety. That wasn't a question earlier. And as a cyclist I really appreciate that drivers only let off passengers at designated stops. That was a great change some time ago.
1	Speed that drivers can adopt sometimes - possibly close to their shift finish or oi they are running late

## Count Response

1	Speed that is frequently far too fast - especially at night when it seems the drivers have no limits on their speed.
1	Stacking at bus stops
1	Standard of Drivers. They have very little genuine regard for their customers.
1	Standard of driving, particularly around bus stops.
1	Tailgaiting cyclists in bus lanes.
1	Tend to run lights and drive through zebra crossings, presumably to try and stick to timetables, thereby endangering pedestrians
1	The 2 pedestrian crossings beside Bond Street tube are death- traps because they have long delays on them and then, when they finally turn to amber, bus drivers regularly accelerate so that by the time the green man is flashing the bus is still on the crossing. This isn't a one-off, I use these crossings every day and it happens repeatedly that buses go over those lights on red. A slight lack of concentration by a pedestrian and they would be dead. I think buses should either be restricted to 10mph on Oxford Street ( with cameras and actual penalties for bus drivers) or they should be banned.
1	The Bus I was on had been cut up by a van so the Bus had to brake sharply to avoid a collision.
1	The ability of the driver to see people coming down the stairs/from upstairs when they stop at a bus stop. Maybe there needs to be a slightly better mechanism to ensure all passengers are off at their appropriate stop.
1	The acceleration from bus stops before vulnerable passengers are seated. I've seen 2 falls this month.
1	The amount of space they take up to turn corners - often they use both lanes, so oncoming traffic risks being hit.

## Count Response

1	The attitude of a lot of bus drivers stinks. Total arrogance, and lack of respect for any other road users. They often think they have total right of way over anybody else, and clearly couldn't care less what anybody thinks or whether they cause an accident. I have often been subjected to abuse by bus drivers, when they are clearly in the wrong and driving dangerously. I have been crossing in front of a stationary bus which then decided to just start moving and run into me, and when I shouted and asked what the hell he was doing he just said that he wasn't looking and then ignored me. I have been sworn at and told that as a cyclist I shouldn't be in the a car lane, when a driver has just pulled out and sideswiped me. My partner was in a bus last week which just pulled out and sandwiched a cyclist against a wall narrowly avoiding another fatality, and the driver just started giving the cyclist abuse! These are just a couple of examples of what are regularly occurring offences, and quite
1	The back door of the Heatherwick Routemaster is unsafe ... On some, the opening mechanism can be dangerous when standing next to it ... Also, One recently closed too quickly and really hurt me ... I had a massive bruise for weeks!
1	The bus is such a large vehicle, sometimes there appears to be an expectation from drivers that buses should rule the road, pulling out, cutting in etc. Because buses and cycles often use the same space (lane next to the curb) this can be a challenge
1	The bus system in London is great. The main safety impact is on air quality - better to have people in buses than individual cars, but still need to keep an eye on the bus emissions. I know the Mayor is pushing to increase the proportion of hybrid and now electric buses, please keep moving on this as fast as possible.
1	The carcinogenic fine particulates in the diesel for everyone. For drivers and passengers the inability to open windows on the horrible 'Boris' buses, leading to temperatures way above safe working levels.
1	The clouds of black exhaust often coming from them.
1	The current level of pollution in London is my primary concern in relation to transport
1	The driver cannot see cyclists properly. I wear hi-viz and bright lights but they still miss seeing me. It needs mirrors and cameras
1	The driver need to be professional and well mannered if upset with other road users. I was verbally abused by one of the young drivers.
1	The drivers Ned to have a good standard of English so they can understand what passengers are asking them. Sometimes the drivers just blank the person and the other passengers have to help out.

## Count Response

1	The drivers appear to have a blatant disregard for the rules of the road
1	The drivers can sometimes be very impatient when people are trying to get on/off, to a point that it becomes stressful for no reason
1	The drivers in London don't always pull up next to the kerb. This makes it difficult for less mobile people who can't do steep steps and is also difficult for people with buggies or cases on wheels. Curiously this doesn't happen in Brighton where the drivers are presumably better trained.
1	The drivers need more training. I get the impression that part of the problem is the need to keep to a schedule rather than drive safely.
1	The drivers often accelerate or brake very sharply without concern for elderly or very young passengers.
1	The drivers: not indicating properly, cutting corners, not giving way to pedestrians who are already crossing a side road into which the bus driver is turning, running red lights (by starting to enter a junction when the exit is not clear), overly aggressive language towards black buggy users from white drivers.
1	The fact there is only a driver on board
1	The fact they are largely diesel.
1	The fierce accelerating and braking of drivers. I'm surprised that more people don't fall over on the bus because of this.
1	The frequency with which drivers ignore local 20mph zone limits.
1	The increase in bus drivers that don't give enough consideration to how their driving affects passengers. Too many drive on just on their brakes and accelerator.
1	The interior design of some buses does not include rails which passengers seated downstairs, at the back, can hold on to when leaving their seats in order to move towards the doors.
1	The lack of bars or things to hold on to when standing on the lower deck.
1	The lack of courteous queuing is really bad. Respect for people who arrived before you would be a great improvement, maybe as a poster campaign. It gets like a rugby scrum sometimes for buses with one entry door, not so bad on the new route masters.

## Count Response

1	The lack of enforcement of the no alcohol law.
1	The lack of monitoring of passenger comfort and safety. With all the electronic systems on board a bus now there must be an opportunity to install monitoring on all buses and log a drivers driving over time.
1	The lack of visibility due to poor design of the buses is dangerous for cyclists.
1	The large numbers of people standing / crammed onto buses. There seems to be no limit of people standing.
1	The main issue is reliability last night, for example le, I waited for 35 mins for a W13 at New Wanstead and in the end gave up and took a cab. If managers do not put the passenger first then they will loose passengers.
1	The main issue is the poor standard of driving which puts non seated passengers in danger
1	The majority of drivers are very considerate & professional. There are a number who are, well dangerous. Examples are speeding, using a phone, stopping at bus stops at almost 45 degrees(front of the bus in the kerb with the rear on or over he white lines to hold traffic back). Also very jerky driving as in accelerating & braking. It needs to be addressed.
1	The manner in which they are driven. The majority of bus drivers seem to be arrogant, ignorant of the rules of the road and the standard of the driving I have witnessed leaves a lot to be desired
1	The much-touted replacements for the old Routemaster buses are unsafe now they regularly run without conductors - one of their 'selling points' . . .
1	The new Boris Buses jump on jump off doors are dangerous
1	The ones that don't have windows that open on the top deck, too stuffy.
1	The only point regarding safety I feel is lack of lights/reflectors on the front of the bus. Sometimes on the outer zones of the city, with dim street lights or bad weather, it's hard to spot a bus from a distance. Maybe something can be done to improve that.
1	The pollution they give off - particularly when stuck in traffic for ages. Being thrown around when on board and driving

## Count Response

1	The poor standard of driving is my main concern, including pulling into bus stops too far from pavements, making it difficult to leave the bus safely. I've also had to get off buses on many occasions due to safety concerns such as speeding.
1	The problem with driver only buses is that he or she cannot be expected to look in various directions at once, more inspectors should be available to patrol buses, especially upstairs where most of the problems exist.
1	The seating plan gets ever more ridiculous & is clearly not tested under real conditions ie a full, moving bus. So many seats, especially the set of 4, 2 facing front opposite 2 facing back, are so hard to get out of when all seats are occupied. There are staggered steps, nothing to hold on to whilst trying to clamber over your neighbours' feet, bags etc, no bell within easy reach, you have to try & ring one & edge towards the door while the bus is moving. The suspension is rubbish, the buses are bone-shakers & even if you are fit & mobile, coming downstairs while the bus is moving & braking feels like an attempt to shake you free & throw you down the stairs. As for drivers' safety standards, I feel they mostly do their best in congested conditions & any sudden braking or swerving incidents I've witnessed have been due to the stupid actions of others, usually cyclists or motorcyclists.
1	The standard of bus driving as atrocious, no care or consideration to other road users at all. I am particularly concerned when I am cycling and on my scooter.
1	The standard of bus driving is lower than it should be.
1	The standard of driving is getting worse. It is a welcome relief when I recognise a good smooth driver
1	The standard of driving is very variable.
1	The standard of driving seems to have gone down in my opinion
1	The straight staircases are a nightmare - I am thrown back when ascending - espcailly when carrying bags it is dangerous. The old curved ones gave you something to brace against
1	The survey didn't let me tick up to 3 in Q2 as was supposed to so here my other 2: I am concerned with environmental impact of buses and Driving standards. Also the fact that either the blue button doesn't work (to ask the driver to stop AND unfold the ramp) or drivers are too distracted to notice it because I frequently find that I have pressed the button, heard the siren which sounds when you press it, made sure I didn't do that too far from the actual stop and the driver still doesn't put out the ramp and tries to blame me for not pressing the button... Tedious!

## Count Response

1	The tendency of the bus drivers to pull away before passengers are seated.
1	The tendency to pull away before passengers are seated.
1	The tourist busses behave in an outrageous way, blocking buses and the road, their drivers just pull out and completely inferior to bus drivers. Whom is controlling them?
1	The undersize mirrors should be replaced with a digital camera system so there are no blind spots - this would be a logical extension of the CCTV already fitted throughout buses for crime recording. I also want the environmental safety of buses addressed, they belch out huge clouds of diesel fumes which are disgusting, even the ones with labels saying they are "greener" buses, it makes a mockery of TFL.
1	The way they take over cyclists
1	Their appalling driving skills and their rudeness.
1	There are always going to be some issues driving in such a busy city - I feel in general the buses are driven to a good standard, and as a cyclist I feel more comfortable around buses than around any other road vehicle.
1	There are concerns about the speed that buses travel at even where it is supposed to be 20mph; they often accelerate to get around me as a cyclist either to turn left thus cutting me up at junctions which feels particularly frightening but also to get to a bus stop even though this means I then need to overtake the bus as it has stopped at the bus stop. I have also witnessed buses accelerating before passengers are sitting this is particularly noticeable for elderly passengers though also I saw a visually impaired person struggling with this. Though my answers suggest grave concerns about buses on the roads there are some drivers who are absolutely fine the difficulty is the variability in the standard of driving. It also is difficult for them as when there are no cycle lanes it is very challenging especially when the cycle lanes are in between to lanes rather than being on the inner one.
1	There are definitely too many buses being driven way too speedily as if the bus is a car..hard acceleration and braking make too many journeys and best not very enjoyable and at worst, stressful.
1	There are far too many on the road outside rush hours. They delay other traffic and create congestion and pollution
1	There are just too many buses in the West End. At approximately 10.30 am this morning I took a number 6 from Marble Arch to Regent Street and there were less than six people on the bus at any one time.

## Count Response

1	<p>There are new buses on the 39 route: on the first day of operation, I was thrown to the floor by irresponsible braking after an horrific ride- being thrown backwards and forwards. The driver told me that the new buses have "difficult brakes": what I suspect he meant was that he hadn't been trained on how to operate the new razor sharp braking, and this was confirmed when I spoke to the best driver on this route- a woman- who told me that it's a "nightmare" getting used to the new braking. WHY haven't the drivers been trained- so obvious, yet we "oldies" get thrown to the floor, get very painful wrists and bash into others when trying to deal with the mega-sharp braking and acceleration of these buses- it's a NIGHT MARE. I was a chauffeur as my first post-uni job and I KNOW that training can mean that an egg on the bonnet can remain there intact if training is given. Please do it, and also improve your space given to cyclists. My wrists and ankles won't stand much more of this.</p>
1	<p>There are too many empty buses during day time. Otherwise there are too many buses in cramped areas like Holborn, Westminster Bridge, Lambeth Bridge and the drivers are increasingly aggressive and trying to intimidate other drivers. There are more and more of them not sticking to their lanes but using two lanes and blocking the traffic. It feels like they are not appropriately trained.</p>
1	<p>There has been a deterioration in the courtesy and standard of driving of bus drivers and occasional rudeness to passengers.</p>
1	<p>There is a big variance in the standard of bus driving and this needs to be addressed. Some drivers are very good and some are not very good</p>
1	<p>There is little regard from some drivers for passengers boarding. There can be a 'queue' of people trying to get up the stairs and many drivers accelerate quickly causing people to trip/fall. I understand that they have a schedule to keep to but I'm sure most would rather spent 30 seconds more at a bus stop to make sure everyone was safely situated before the bus pulled away.</p>
1	<p>There needs to be stricter enforcement of warnings/penalties for smoking and littering in bus shelters. Buses are often dirty, how about banning the consumption of food?</p>
1	<p>There seem to be a small number of 'rogue' drivers who use the size of their vehicle to drive in an intimidatory way.</p>
1	<p>They add to pollution so should be electric or hydrogen powered</p>
1	<p>They are badly managed, badly designed, badly driven and badly carer for. They are worst form of transport in London, that treat customers as third or fourth class passengers.</p>

## Count Response

1	They are mostly too big to fit many roads.
1	They are too jerky and can cause people to fall when bus is topiing abd starting
1	They are very big and heavy machines and even though most driver are very competent and excellent, there is a small minority who compromises safety. I still think that bus driver should be treated with utmost respect and offered ll the help possible as it is a nightmare job.
1	They expect to be able to join the traffic after being at a bus stop, but very rarely give way to other road users, maybe a good thing to get your bus drivers to ride a cycle or motorbike around London and other buses, they may see the problems that arise.
1	They get too close to pedestrians and cyclists.
1	They hv become more aggressive... there is absolutely no need for this and with such a bulky overwhelming piece of metal on the road it is bullying to intimidate cyclists particularly.
1	They signal and just move. they need to check for scooterists and cyclists!
1	They're limited view of passangers and bikes - people getting hit by buses. Groups of people at the top of the bus being anti social. Drunks on the bus late at night. I dont have faith that drivers would help you if you had trouble or were bothered by someone else on the bus.
1	This week on Monday, 13th, at the corner of St.Johns road and St. Johns Hill Clapham Junction around 8.10am, I was cycling to work (as I do everyday) and I almost got hit by a bus. I was going towards Falcon Road coming from St.Johns and when I went to cross the intersection (unfortunately a bus was in-front of me at the time), with a green light, a bus turning down St.Johns ill/ from Falcon road almost hit me. Lucky I veered of road and into the Falcon pub else I would have been hit. Sometime's I wish all drivers of vehicles in London had to cycle for a week or month to/from work because they would understand how dangerous it can be and show more respect.
1	Throwing passengers around and not allowing people enough time to sit down before leaving the stop
1	To few buses at peak times, causing overcrowding, which causes delays to the bus moving off and difficulties in exiting the bus
1	Too many appearing empty all of the time-better regulation

## Count Response

1	Too many breakdowns, some of the buses on the main route next to my home are very old.
1	Too many buggies per bus and not enough concern for the elderly or disabled that need seats. Large groups of teenagers running amock on buses
1	Too many bus drivers are way too dangerous around cyclists - probably frustrated that they have been stuck in traffic due to too many cars on Londons roads. Many bus drivers do not use indicators correctly in an effort to stop cyclists over taking them. Too many bus drivers cut up cyclists on the approach to stops. More driver education needed
1	Too many crashes happening - is this down to pressures on drivers or poor training?
1	Too many muslem women (that's if they are women as cant tell) wearing coverings on face. They look like terrorists.
1	Too many pull in and out without signaling. Very dangerous
1	Too many times I find drivers go too fast for safety. They pull away and stop as if their own car, not a PSV.
1	Too much standing on lower deck of bus. Sometimes the driver ends up taking more people than he really should, especially when the tube is not working. This means that people end up standing too far forward in the drivers line of vision and there are not many things to hold on to in the front either. Sometimes it also feels like the safest place to stand is in the bottom of the stairs even though we are told not to.
1	Too slow to be dangerous...
1	Top deck at the back of the old style buses. Furthest point away from the driver and only one route down to get out if something happens upstairs. Also although CCTV never usually has the anti-deterant screen on the top floor so feel less safe than downstairs. Also stops - the ticker is too far away when on the top deck so have to get phone out to check where I am, which insights thieves.
1	Traveling late at night can sometimes be cause for concern.
1	Travelling on 213 through Worcester Park is a nightmare my journey to work by one bus can take 30 mins to 2 hours. The most frustrating thing is that tfl bus alerts never cover delays on this route in fact they seem to ignore south of the Thames

## Count Response

1	Two of the roads I cycle on frequently in Kingston - Park Road & Tudor Drive - are not safe to be used by cyclists, buses and cars. There are no segregated cycle lanes despite the extensive green verges on Tudor Drive and there are vehicles parked along the road which cars, bikes, buses and lorries have to negotiate round, specially when dealing with central reservations. It's not the speed of buses that is a problem - it's that the shared space is not well planned. Parents on the school run use their cars all too often and very few cycle - no doubt because they feel unsafe. Until you sort out suburban cycling people will continue to use cars.
1	Unable to get off easily due to not being close to the footway.
1	Uncomfortable crowding with 'standing room only'.
1	Unreliable shit service especially London United RAT P, too dirty, envirnomentally horrific, drivers who don't understand you, and threaten cyclists, really bad and lousy for a European big city, reminds me more of a Third World country what we have here in London to be honest.
1	Unruly passengers more a hazard than the buses themselves (with the exception of health safety due to emissions). Dirty buses an issue for someone with mobility issues, as easy to slip on old food, cans etc. Use buses all the time as no car and find drivers generally fantastic - motorists who think they have rights above any other road users are the biggest safety hazard.
1	Unsavoury characters at the back of the bus snd those with strong body odour
1	Very difficult to get a pushchair off the bus safely. Drivers will pull up on stop against a dustbin so its almost impossible to get a pushchair off or won't pull up close enough to kerb- there should be a seperate buzzer for pushchairs to push so that driver knows pushchair coming off at next stop. When get on rear of bus with pushchair. Drivers often start moving as im moving up bus to use oyster card leaving pushchair unattended.
1	Very occasionally a bus will be blocking pedestrian crossings.
1	Very un-smooth driving - lurching along, causing standing passengers and people on the stairs to lose their footing
1	Vulnerability late at night
1	Vulnerability to physical violence when travelling on the upper deck at quiet times and overnight

## Count Response

1	Walthamstow Bus garage is not safe at all
1	When braking or accelerating and in the stairwell it can be dangerous if you forget to hold the railing. Buses usually take care when around cyclists which is good. Not regular user enough to know of any major problem.
1	When buses are full it is not easy for driver to see when everyone has alighted. I have seen a passenger caught in a door, luckily somebody shouted to the driver, who released the door before pulling away.
1	When buses stop for minutes at a time as ahead of schedule, passengers get furious.
1	When cycling on roads, bus drivers still insist on dangerously overtaking cyclists when approaching bus stops. They often overtake me when I'm cycling and pull over just in front of me, causing me to brake quickly or force me onto or near the pavement (to avoid being crushed by the bus). Many bus drivers seem unaware of the size of the vehicle they're driving and often don't respect painted cycle lanes. When confronted about their bad driving, they are often very rude and abusive. Every bus stop should have a bus stop bypass for cyclists to avoid conflicts in these areas.
1	When driving my car behind a bus at a stop, some drivers tend to put their right hand indicator on when intending to move off AND THEN DON'T! When I learnt to drive it was Mirror, Signal, Manoeuvre. They should not indicate until they are ready and able to move off. Secondly, I regard myself as agile enough to travel on the top deck of buses (where available!). However, I find it particularly difficult to negotiate the stairs whilst the bus is moving. I would feel awkward to wait for the bus to stop before descending thereby delaying the bus and causing inconvenience for other passengers.
1	When my children are waiting to get a bus to/from school and it doesn't arrive. Also, when there are no lights at bus stops my children get scared, especially in the winter.
1	When traffic is not heavy some drivers tend to drive very quickly - possibly to make up time- and as a passenger one can be thrown around the bus
1	When walking on the stairs to or from 2nd level of the bus, I feel that I always have to grip the handle bar, in order not to fall down from these stairs in case a bus suddenly accelerates or brakes. If someone doesn't pay attention too much or has their hands full without ability to hold on to the railing, it may end badly.
1	Where I work (Elephant and Castle), there are many times when buses jump red lights. This is partly down to the appalling layout of the road.

## Count Response

1	While there are many very good bus drivers, there are also a lot of very poor ones. In particular, red light jumping has become more frequent, as had aggression towards other road users, particularly cyclists.
1	Why are tfl allowing animals such as dogs that are dangerous and could carry diseases on our public transport also the cleanliness and reliability for buses and passenger's safety
1	Why don't the buses stop at the bus stop when there is room. Sometimes there is such a rush that the vulnerable are left behind and it can be quite dangerous.
1	With timetable constraints I understand that drivers don't want to be delayed, however if somebody drove a car in the same manner they'd suffer by Law..
1	Worry about theft/crime. Having a conductor helps us to feel safer. The big wing mirrors that have hit people in the past, I always stand back when a bus is approaching.
1	Worst issue is the lack of bus lanes in Barnet meaning buses are slow and unreliable and in conflict with other due to lack of dedicated space for them to use safely. Bus lanes in Barnet please!
1	Would like more police as it is difficult with racial abuse and gangs. As I am white english so should not feel discriminated against. However, I do.
1	Yes one issue aka me a wheelchair user. Priority access need i say more? :(
1	Yes, a few young people intimidating users ,therefore I don't go to the top of the bus anymore. I feel that free access has help to increase this situation.
1	Yes, bus drivers seem to not have any consideration for cyclists, specially when drivers seem new and just put behind the wheel on a hurry. Bus drivers seem to want to race the cyclist and overtake them at the first possible opportunity.
1	Yes, drunks and disorderly people getting on the bus, making everyone uncomfortable/ potentially unsafe. They should not be allowed on buses or asked to leave as soon as it's clear that they are endangering passengers.
1	Yes, the drivers do not take charge of the bus or their passengers, they do not get involved when some passenegers are rude, aggresssive and threatening to others. I have seen them let aggressive people board the bus for free

## Count Response

1	Yes, the engine idling at final stops, pouring out pollution. The "Boris buses" introduced to replace the bendy buses are the worst offenders. You also have not mentioned badly designed buses, such as the Boris bus.
1	Yes, the standard of driving is appalling. The driver just wants to get from a to b as quickly as possible with no consideration for anyone else.
1	Yes, there all belching toxic fumes and make sharing the bus lanes a difficult option for cyclists
1	Yobbish behaviour. People shouting on their mobile phones. Complete disregard for other passangers
1	You need to pay drivers better - you'd then perhaps get better quality drivers. They all need paying equally whichever garage they're based at Tube drivers are well paid ,why not bus drivers? Aren't they doing an equally important job.
1	You should have anti-bacterial/virus surfaces. If you make the poles copper alloy / coating you could help cut down the spread of colds and 'flu viruses. Think of the cost savings!
1	You should pass a law that buses always have the right of way when exiting a bus stop
1	Your survey presumes everyone drives, please amend or your data will be very skewed as non-drivers can only report that they have had no problems rather than not answering.
1	aggressive behaviour of some drivers, feeling like they are rushed, not leaving enough time for elderly people to sit down, not anticipating road conditions (e.g. overtaking a cyclist then pulling into a bus stop immediately afterwards)
1	apart from the dirty seats etc bus drivers use their 'give way' to busses like a bully and cut up people/cars etc.
1	apart from the occasional weirdo late at night, no
1	as a disabled passenger, bus nor announcing that child buggies should be folded
1	as a disabled person Igin the ang.e of the slope to get on the bus makes it dfficult to negotiate and can't travel alone
1	because buses tend to be so full during the rush hour, the driver's view is often restricted do he can't see the doors properly.

## Count Response

1	because they have free travel large groups of older children on buses are unruly and intimidating
1	braking sharply when approaching stops when many passengers have already stood up ready to leave the bus. quite jarring when walking down the stairs
1	bus drivers do not react if unsocial behaviour noted
1	bus drivers seem pretty powerless to tackle antisocial behaviour or aggressive passengers
1	bus drivers should drive softer, not break like crazy or speed too much - there are people sitting inside or trying to get to the doors before a stop and i wonder how i will manage one i am older and less flexible and strong. also, more consideration and care e.g. by looking out for passengers who want to get on the bus or stopping at a bus stop and not far before because of traffic or whatever. unfortunately i have the impression that a lot of bus drivers have no idea how it feels as pssenger - perhaps they should need to use public buses on a regular basis to make these hilarious experiences. also, cleanness and heating (either it is too hot or too cold but hardly ever a good temperature) should be improved.
1	bus stops in the middle of the road.....dangerous for having to pull out
1	buses late in the evening being driven too quickly and with disregard for passengers who are standing/walking
1	buses share lanes with cyclists but seem to push cyclist out the way
1	climbing upstairs when bus is moving
1	drivers not allowing time for passengers to reach seat safely
1	drivers pull out regularly into the path of motorbikes and cars/vans without any indicators I see it daily !! T hey think they are a law unto themselves and think they have the right !
1	drivers rarely insist that standing passengers go upstairs to empty seats if they are able to do so.
1	driving too fast is an issue. It would be great to see buses speed-limited.
1	due to their size it can be impossible for car drivers or pedestrians to gauge what is happening traffic wise on the far side of the bus.

## Count Response

1	failing to indicate properly when stopping and pulling out.
1	feeling safe on board especially with people using mobile devices and having inappropriate conversations or viewing inappropriate web sites
1	getting way too close to cyclists pulling out as cyclist is overtaking if they are pulled into a stop, trapping cyclist in outside lane,
1	habitually blocking box junctions
1	i would like to see a conductor on some of the routes. i.e. to make sure people pay to ban eating food on the bus. re disable and pushchair access could someone explain why is there a pole right in the middle of the push chair wheel chair place.
1	if they need to make up tie they can be driven like rally cars.
1	ignoring passengers trying to alight, not waiting long enough at buses to allow passengers to board
1	improving driving skills. having better regulations to stop drunk or abusive people on the bus. ensuring wheelchair passengers are given priority over buggies waiting for people who are running for the bus to get on.
1	it concerns me that at school end of day, its made impossible to get on a bus due to crowds of school children pushing their way on, many only go one or two stops which could easily be walked.
1	lack of training for bus drivers around disabled people's safety getting on and off the bus
1	many of the drivers try to intimidate other road users including pedestrians.
1	moving off before passengers are safely on.
1	nil
1	no.
1	none
1	nope

## Count Response

1	not enough buses in service, making them packed like sardine can, cannot stand and hold on safely
1	not getting close enough to the pavement for ease of alighting
1	not really
1	not stopping close enough to curb so passengers have to step into road to get on and off
1	not sure
1	nothing, if the passengers are causing the problems then it's society and mostly the parents to blame
1	ok
1	on some buses, the wing mirrors overhang the footpath dangerously, and nearly hit people. mostly a problem when buses are pulling in at speed, which they frequently do. some drivers do not allow adequate space between us when i'm on my bicycle, but the majority are good.
1	overcrowding
1	overcrowding of some routes even at 7am
1	overcrowding on the bus too many buggies at once, should be maximum of 2 a time passengers not being told to move down the bus causing arguments and crushing drivers jamming brakes on speed to stop then slamming brakes on drivers not stopping at stops when space on bus for more passengers is easily seen
1	passengers get thrown around by jerky driving
1	passengers who use their phones playing loud music, usually youngsters who travel in a group are intimidating....
1	pollution from older buses affecting air quality
1	pollution level is too high, I suspect.
1	racing past bus stops even white [compulsory ones]

## Count Response

1	really don't feel safe on buses with the other passengers especially when riding on upper decks
1	safety for cyclists, it's one of the things that puts me off cycling
1	some of the drivers act like they are driving in their own race car. As a passenger with a back injury not only it is uncomfortable and dangerous, for me it can also cause pain.
1	some people behaviour, when they shout and fight on the bus (mostly young people), insult others, or too loud their music or whatever they listen without headphone
1	sometimes I get the impression that speed is the most important thing. And to that end they wil skip stops or close the doors on me as I come up to the stop
1	sometimes they brake really sharply, so it is easy to go flying...
1	space
1	speed at which some drivers travel on certain roads (too fast), especially early in the morning when it's quiet out
1	standard of driving and aherance to the highway code, seems more prevalant in the younger drivers. And the ongoing reluctance to intervene in disputes over the issue of buggies and wheelchairs
1	steep stairs; driving accelerating away from stops before people are seated Large kiddy buggies blocking gangways
1	that a lot of the drivers don't seem to know how wide the bus is or how to turn a corner without hitting every kerb
1	the driving standards - they act like they have the right of way at all times and the signalling is virtually non existent. Talking of which the busses need to have larger and more indicators on them.
1	the inability of drivers to deal with offensive /abusive behaviour of passengers
1	the lack of road safety/knowledge of driving rules of other road users, particularly cyclists and drivers. Cyclists go through red lights/zebra crossings etc & everyone uses the bus lanes. Also some concerns with the amount of building work going on - we all get confused as to which way traffic is coming due to diversions etc

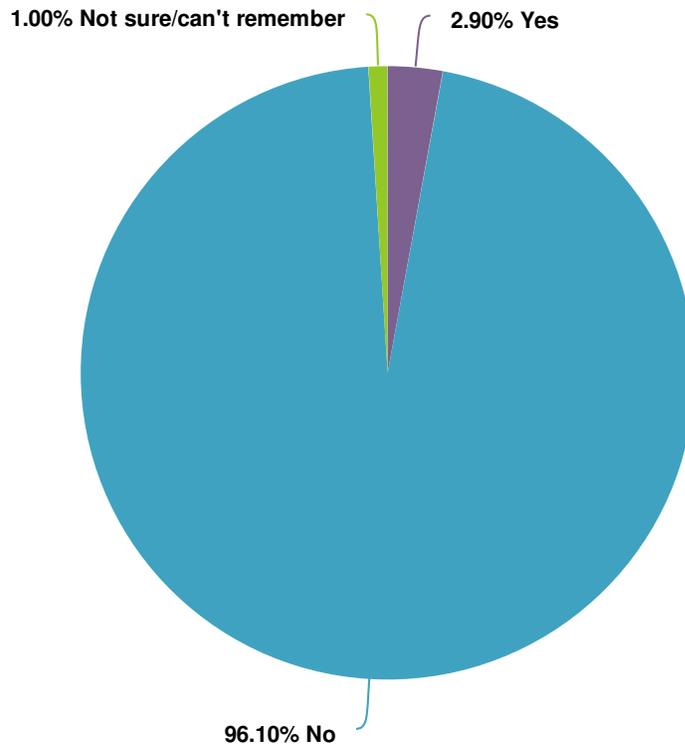
## Count Response

1	the standard of driving is poor. Significant lack of consideration taken for standing passengers or little regard for passengers moving around the bus. They are generally driving as if they were a car, sharp braking and no consideration for passengers
1	they don't care enough about cyclist and bikers
1	they drive too close to the pavement especially where there are elderly people or children and this makes me nervous, in particular when they pull up to bus stops. they also quite often pull up a few metres before the actual bus stop.
1	they pull out to fast with no care for other users. and im sorry to say they think they own the road.
1	they very often block access to side roads, so if im trying to turn into a side road from other side of main road i have to wait so does the traffic behind me. They block the pedestrian crossing bit at traffic lights making it unsafe to cross or not enough room for wheelchairs etc and appear to be able to park in box junctions when going straight.
1	too many of them
1	too many passengers on buses drivers driving too fast, not stopping at bus stops but earlier in the road
1	too much harsh jolting braking and accelerating which makes moving about the bus very hazardous, especially when using stairs on double deckers and getting to exits generally so that I can get off of the bus in a timely manner at stops.
1	vintage routemasters for private events should be banned, or at least made to turn engines off when stationary. A pub opposite my flat regularly hosts weekend wedding receptions, so nearly every Saturday I have a bus parked outside my flat spewing out diesel fumes for half an hour while people pose for photos.
1	when getting on the bus I feel that the driver does not generally allow enough time for the passengers to sit down

## Count Response

1	yes they brake harshly . There is no room for luggage for routes going to st pancras, people who use the rear door with buggies regardless of size of wheels on the buggies they think they have priority of other passengers. School children who dont have their passes and are rude to others on the buses, they misbehave. people who eat on buses especially fried chicken.What really annoys me is the mess they leave behind ,I saw a woman change her babies nappy on a bus putting the dirty nappy in a bag and dropping the bag onto the floor. A woman next to me took out an orange peeled the orange and spat out the peel . Some buses look like mobile trash cans . You adopted the american way of paying one fare how about adopt the no eating too. School children after school with their fried chicken and chip, it stinks and when I go on the upper deck I don't want to move chicken bones, just because its a public service bus its not a chicken shop or a mobile trash can, Feet on seats we need more insp
1	the only thing that concerns me about safety on buses is the lack of a conductor when there are problems like inconsiderate behavior, people not paying or giving the driver a hard time.
1	young people causing disturbance

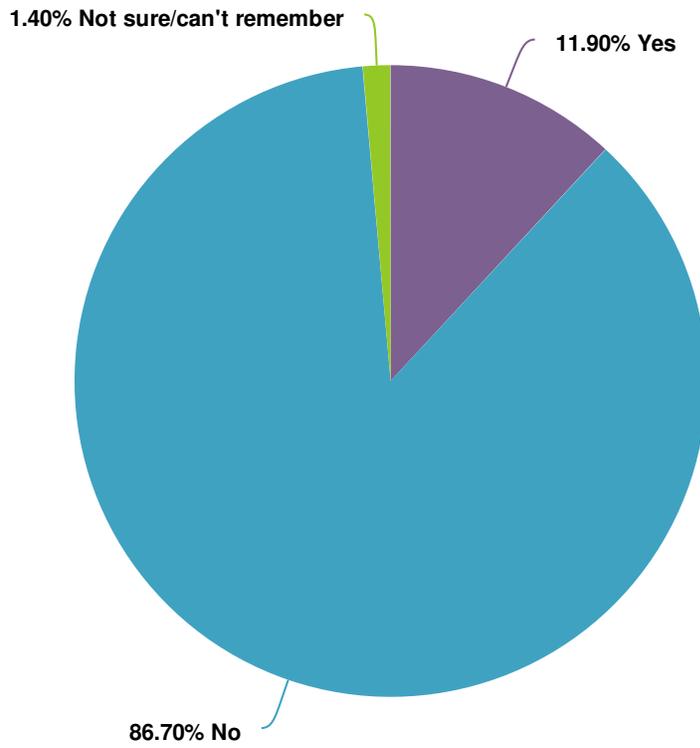
## 10. Have you ever been injured in a collision with a London bus?



Value	Percent	Responses
Yes	2.9%	46
No	96.1%	1,539
Not sure/can't remember	1.0%	16

Total: 1,601

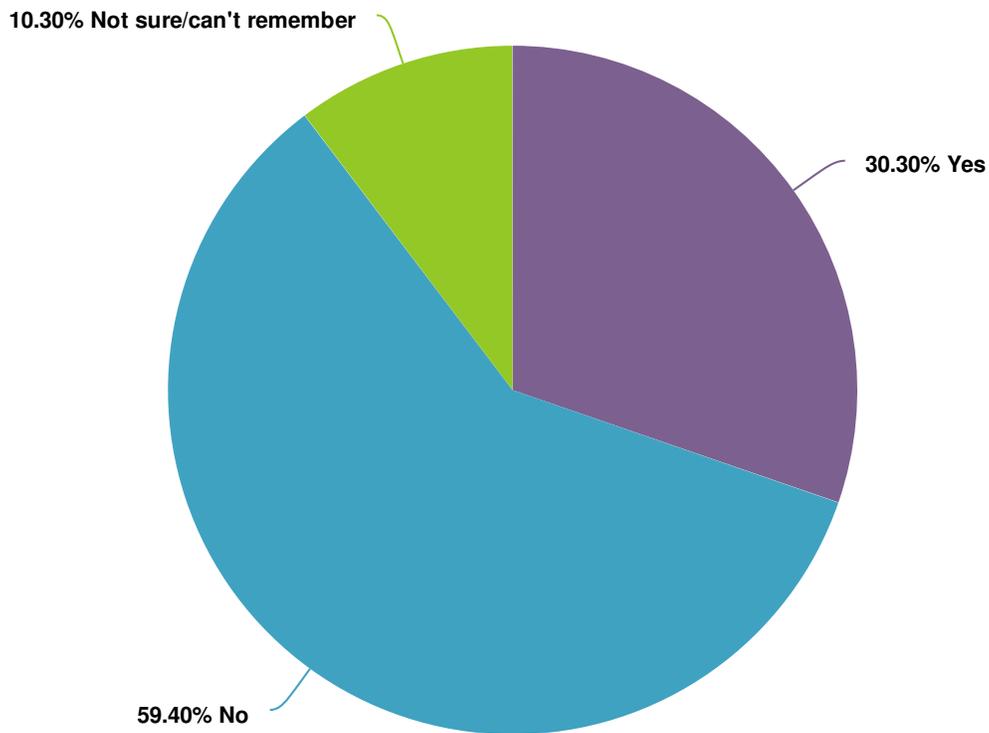
### 11. Have you ever been injured while using a bus as a passenger?



Value		Percent	Responses
Yes		11.9%	190
No		86.7%	1,388
Not sure/can't remember		1.4%	23

Total: 1,601

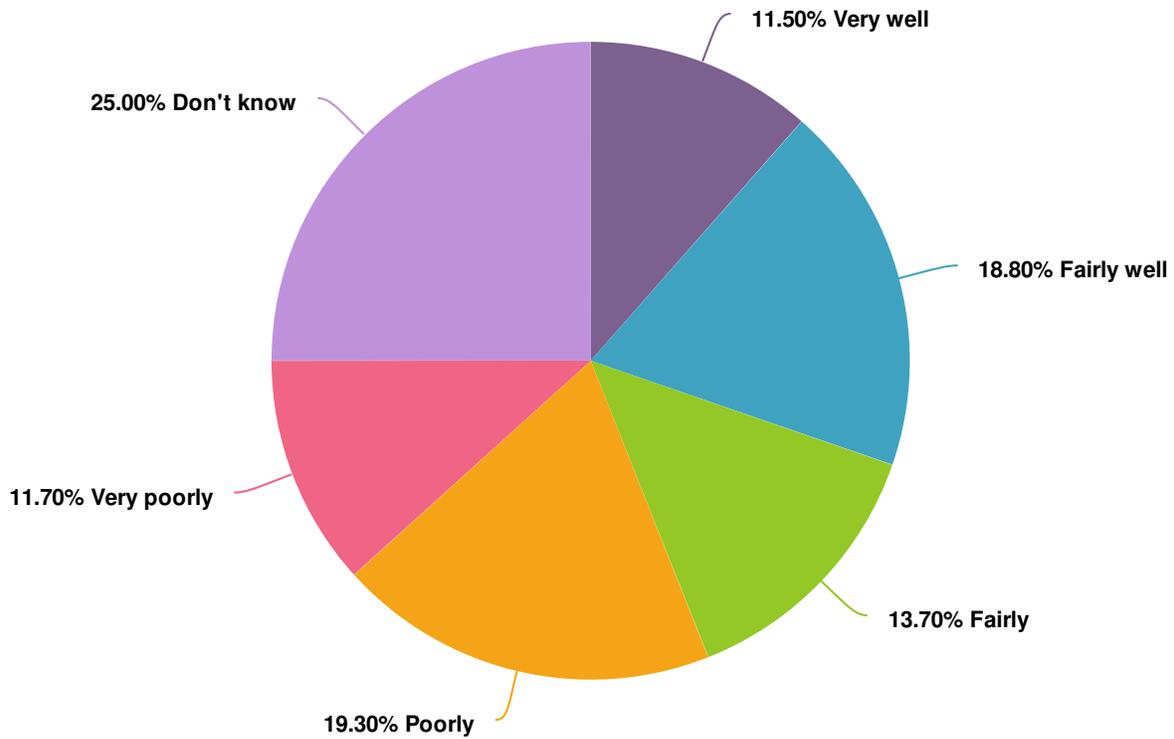
12. Have you ever witnessed an incident in which someone else was injured by or on a London bus?



Value		Percent	Responses
Yes		30.3%	485
No		59.4%	951
Not sure/can't remember		10.3%	165

**Total: 1,601**

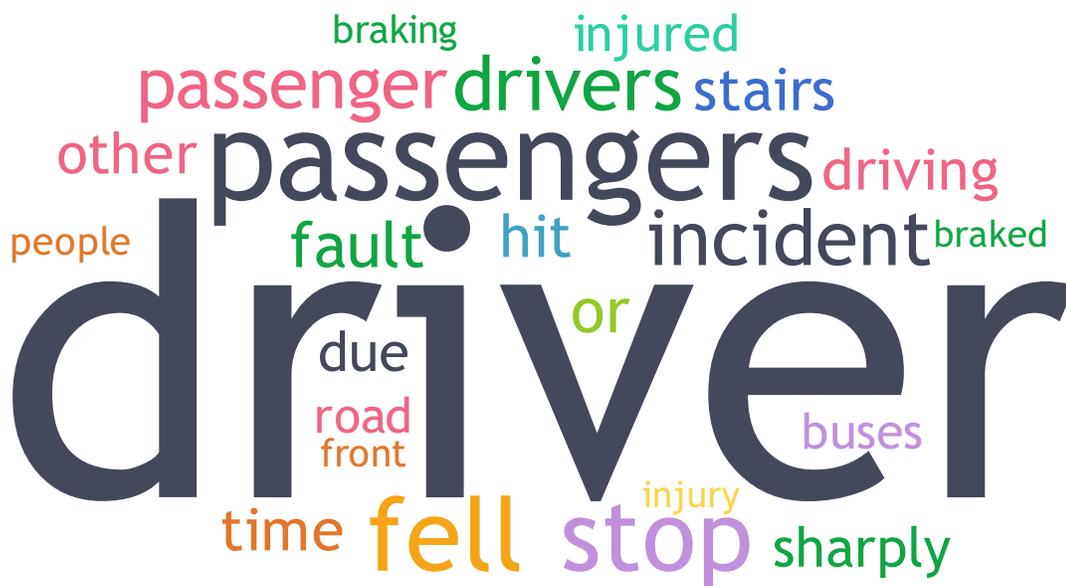
### 13. How well or poorly did the bus driver and other TfL staff handle the incident?



Value	Percent	Responses
Very well	11.5%	65
Fairly well	18.8%	106
Fairly	13.7%	77
Poorly	19.3%	109
Very poorly	11.7%	66
Don't know	25.0%	141

Total: 564

14. If you would like to add any more information, please comment in the box.



Count	Response
3	No
1	.
1	382 bus at mill hill east stn never stopped at bus stop but a little further on a hilly grass where I got off and sprained my ankle. I did complain but no response. last year august it happened. bus driver was driving too fast even though I pressed bell!
1	A boy verbally started to abuse a girl. It escalated very quickly. It resulted in him slapping her and him being ejected from the service. The doors opened not at a bus stop and she kicked him off with her foot. Just before she did this the driver began to walk through and was shouting to break it up or he would call the police. It was all a bit late though, he should have done this sooner. People asked the girl if she was ok. She was visibly shaken and tearful.
1	A bus driver hit a pedestrian at oxford circus (pedestrian at fault) and rather than check if the man was ok, the busdriver called the man an idiot and asked why he would walk out on the road when a bus was coming.
1	A driver was going too fast and driving roughly in Muswell Hill- A baby was tipped over from his buggy to the floor

## Count Response

1	A few months ago, the bus I was on broke sharply due to another road users bad driving. A child's buggy on the bus turned over with the toddler still in it, and the driver remained in his cab, shouting to the passenger to ask if the child was ok. I thought it was inappropriate.
1	A few years ago an old lady wasn't in a seat when the bus pulled away so she fell luckily she was just shaken up and not hurt, other passengers and the driver helped her
1	A huge push in safe driving and customer care would make this service world class. More women drivers and trainers would reduce aggressive behaviour in drivers and passengers (chicken and egg)
1	A lady fell down the stairs after the driver accelerated sharply as she ascended. She fell backwards and screamed out. However, the driver did not leave his cab to assist her. It was left to the passengers to do so
1	A passenger fell. Other passengers picked up the person and seated them. The driver did stop, but did not leave his seat
1	A person fell down badly as a result of harsh braking. The driver did not even come out of his cabin and carried on. The person was helped by other passengers
1	A person fell down the stairs and hurt themselves and it was a fellow passenger that helped. The bus driver didn't acknowledge the incident
1	A scooter rider had been knocked off his scooter and was in the road who could not get up (did not see who was at fault) - regardless, the driver was sitting apathetically in his bus whilst waiting for ambulance. I had to stop to shield the fallen rider with my scooter to prevent cars who may not have seen him from running over him! Another bus driver coming down the street honked at me to move my scooter as he could not see I was protecting the fallen rider. It turned out when ambulance arrive the rider had a broken ankle!
1	A woman fell down the stairs however the driver did not get out of his cab to help, he just carried on driving.
1	All they would say is you should have held on, when the bus is full not vey easy thing to do.
1	An elderly friend fell because driver accelerated so hard.

## Count Response

1	An elderly lady fell getting off the bus near Westferry. She was crying as the bus pulled away but the driver didn't notice the incident until passengers yelled at him. He didn't get out to check she was ok.
1	An elderly lady was trying to get up the stairs because none of the schoolkids filling the seats downstairs would give up their seat. The bus had to brake when a van pulled straight out of a side road, she fell backwards down the stairs. The driver called an ambulance, emptied the bus except for two medical students who could help, and sat with her until it arrived. The incident was not the driver's fault.
1	An elderly passenger was thrown to the ground when the bus pulled away before they had a chance to sit down. The driver seemed unconcerned.
1	As a boarding passenger I have been hit (not injured) on head by extending buss mirrors that are located head height on nearside of many busses. I have witnessed passengers hand knocked when extended to indicate bus to stop.
1	As a cyclist I once had to throw myself on the pavement to avoid the back end of a bendy bus. I voted to get rid of them as none of the drivers were trained properly and the bendy buses were not designed for London streets. Driver didn't notice. Also a few years ago I saw a bus hit a pedestrian and not stop, I was so shocked I was unable to do or say anything, I just froze. To this day I do not know if the pedestrian survived.
1	As someone with mobility problems, if I cannot get a seat I am always at risk of injury. The incident I witnessed was when a woman fell and possibly broke her leg. While the driver called an ambulance, he did not offer her first aid.
1	Back injury made worse when bus crossed a speed bump
1	Being thrown by a bus starting to quickly. Driver shrugged shoulders and when spoken to rebuked me for speaking to him. I was upset and bruised but didn't report the incident
1	Better safety/protection measures for passengers and bus drivers is needed. There needs to be zero tolerance regarding anti-social behaviour and the culture of turning a blind eye.
1	Both incidents were the bus braking suddenly which caused myself to fall over and a woman and pram with a baby in to also fall.
1	Bus braked suddenly and small child hit their head as they fell forward. Child screamed and incident ignored by driver, This was on a small single decker on a hail and ride route.
1	Bus didn't stop, probably didn't notice the bicycle

## Count Response

1	Bus driver accidentally shut the bus door with me only half-on the bus, trapping my head between the doors, even though he seemed to be looking in my direction as he closed the doors. He was very apologetic and checked I was alright before continuing the journey.
1	Bus driver drove off as my mother was alighting. When alerted by other passengers he denied incident. When questioned by police and management he lied. He made no attempt to call for first aid or other assistance. My mother eventually died as a consequence of her injuries, compensation was agreed but there was never an apology from driver or bus company. An incident I am trying to forget.
1	Bus driver hit a cyclist. I think he thought he was in the right. The bus driver kept going and did not stop to check on the passenger.
1	Bus driver hit cyclist... did not know what to do. Passengers had to make him stop, take cyclist on board, wait, and call police
1	Bus driver showed no concern for elderly man who fell because of sharp pull away..
1	Bus driver was quick to call ambulance and then stay with injured person.
1	Bus driver's actions could not have been better. A culture of making a claim for one's own complete stupidity has emerged in recent years
1	Bus going too quickly to stop and too near the kerb when a pedestrian stepped into the road
1	Bus had to brake sharply due to motorist pulling out without warning. I was on crutches and fell forward into the glass partition. Driver was amazing - concerned and helpful, offered to call ambulance/report but as injuries only bruising I did not.
1	Bus vs. my car: The bus driver tried to claim it was my fault even though she had pulled out without checking over her shoulder and had collided with my car which was stationery in traffic at the time. Bus runs over pedestrian: The bus driver was indifferent to the situation even though the pedestrian was injured and trapped under his bus. The fire brigade had to jack-up the bus to rescue the pedestrian but the driver was only concerned about his shift finishing late (I was one of the firefighters who performed the rescue). Bus vs. cyclist: I witnessed an incident of road-rage between a bus driver and a cyclists where the bus driver drove at the cyclist and forced him off the road.

## Count Response

1	Buses not stopping at bus stops in one of the following cases; • Bus stop obscured slightly by parked vehicle and bus driver not checking to see if any passengers are waiting there. • Following another bus that follows route for a little while even though passenger at bus stop is attempting to hail the bus.
1	Called emergency services and liaised effectively with the other passengers
1	Considerate
1	Cyclist crushed by bus against a roundabout.
1	Cyclist rode out in front of bus without looking. She was wearing headphones and riding her bike across a pedestrian crossing when road traffic had the right of way. If the driver had not braked she would have been knocked off her bike. As a result I hurt my ankle. The cyclist rode away totally oblivious of the incident.
1	Difficult situation: old lady tumbled and fell of the stairs when alighting. No really driver's fault!!! But he seemed a bit out of depth when reacting to passengers telling him to stop the bus!!!!
1	Driver blamed condition of the bus.
1	Driver braked sharply, woman fell on stairs. Other passengers helped but driver didn't get out of cab.
1	Driver braked suddenly which meant my young son crashed into the handrail. I'm not sure it was the drivers' fault but I don't remember him stopping to check we were ok or apologising.
1	Driver braked very suddenly just after starting off from a bus stop. I was moving down the bus and wasn't holding on hard enough. I fell into the horizontal bar that runs across the front of the bus. I fell on my pelvis and was in considerable pain. I could not walk properly, climb stairs or bend over for several days.
1	Driver couldn't care less.
1	Driver didn't notice or stop to check on injured passenger.
1	Driver had to brake suddenly due to a taxi pulling out in front of him, just as I got up from my seat ready to get off. The force of breaking shot me down the aisle until I hit the front of the bus by the driver. The driver apologised but didn't ask if I was alright.

## Count Response

1	Driver pulled away with such force that a toddler in our party, still walking to a seat, was thrown towards the back of the bus.
1	Drivers are not proactive enough to avoid possible incidences nor quick enough to report/response to incidences.
1	Drivers are often abusive to cyclist or drive aggressively to prevent cyclist moving through the traffic.
1	Drivers have ignored the fact that passengers have fallen while the bus has pulled off before people have made it to seats
1	Drivers opening the exit doors before reaching a bus stop. All three occasions were during rush hour. However although I understand why, on the occasion when I was personally involved, the two women alighted without looking and landed on top of me. 'Wipe-out' and no little pain! I didn't report this as my bike was unharmed.
1	Drunk? pedestrian
1	During a breaking action from the driver I was catapulted through the bus and hit one of the benches, causing a hurting knee and elbow. Also an old lady was catapulted and was hurting herself while falling on the floor.
1	Elderly gentleman fell in bus, possibly due to driver accelerating from stop.
1	Elderly passenger went flying when driver pulled away sharply before he was seated. Driver ignored situation and kept on driving.
1	Example: The bus moved off too quickly and an elderly person fell. Customers on the bus helped her. The driver asked if everything was OK and didn't move off until she was safely seated.
1	Fallen twice because driver pulled out sharply before allowing time to be seated. Driver got out and started shouting at car driver who was intimidated (not car at fault).
1	Fell back when standing and driver braked sharply - bruised but OK.
1	Fight, a long time ago. Driver not interested.
1	Foot caught in door of crowded bus. Driver initially unaware because of crowding.
1	Have not witnessed an incident involving injury on a bus, so cannot comment on how it was handled.

## Count Response

1	He asked if everyone on the bus was ok. I was in pain at the time but the whiplash didn't present until the day after.
1	I believe bus drivers need more protection from abusive passengers.
1	I didn't raise the issue with T fL. It was a long time ago - around 1989.
1	I didn't report it to the driver
1	I didn't tell the driver... a short jerk injured my shoulder and face .. no reason to say anything and delay a bus even longer
1	I fell down a few stairs when the bus braked unexpectedly. Driver didn't even bother!
1	I fell down the stairs after a rapid acceleration of the bus out of a bus stop. I hurt myself badly falling onto the lower rail from quite far up the stairs. The bus driver did take no notice
1	I got a fistful from a black woman as I lost my balance when the bus slammed its brakes on.
1	I have too many times seen elderly or somewhat immobile passengers overbalance or be thrown about by buses accelerating or braking too sharply.
1	I have twice wrenched my shoulder as a result of drivers stopping or starting too quickly.
1	I have witnessed a small child fly onto the floor from a seat because of the bus drivers sudden braking. I find the buses scary as many drive like racing drivers. There are speed bumps in the main road near me and every time I am on the bus the drivers fly over this without thought for the passengers trying to stay in their seats.
1	I hit the exit pole on acceleration. Bus driver didn't even stop and ask if I was OK or apologise.
1	I injured my knee descending the stairs from the top deck because the bus braked too suddenly.
1	I just saw it, dont know what happened then

## Count Response

1	I nearly died in around 1983 when a number 31 bus driver pulled away from a stop so violently I was flung onto my back and left hanging off the platform! When I had a scan of my spine in 2015 I was asked when I'd had an operation on my lower spine. In fact what had happened was that the accident had crushed one of my vertebrae. I was young at the time and had no idea the damage that had been done. Sorry -- I know this incident isn't exactly relevant to this survey, particularly since Routemaster buses have been decommissioned. (See my previous answers for incidents that happened this week.)
1	I only remember that a passenger fell while on board, as a result of either accelerating/braking. Myself and other passengers checked that the person was ok.
1	I realize that we should not get up from our seat until the bus comes to a halt but that slows the process up and sometimes you meet the passengers that are getting on the bus. Drivers should take more care when coming to a Bus Stop. Shopping trolleys are becoming a bit of a problem. What with them, wheel chairs and prams that stick right out into the aisle journeys can become VERY uncomfortable.
1	I reported the bad driving once home, as it was quick breaking that caused back pain
1	I saw a bus crashed into the back of a car on goodge st once but don't know any details.
1	I saw a woman's leg being partially run over by a bus. She was in the wrong having run into the road. I'm not sure the bus driver noticed/could have done anything differently but s(he) didn't stop.
1	I saw someone being struck in the head by a bus wing mirror but was already a little way away when it happened so didn't see the aftermath
1	I saw the aftermath of an incident where a bus had driven into a cyclist. The driver appeared to be panicking, and more concerned with convincing people of his lack of liability than assisting the injured cyclist.
1	I sprung my arm because the bus braked violently
1	I suffered injury to my neck and back due to erratic reckless driving. which was so bad people were bouncing up and down on their seats and being thrown about. We left the bus early because of this. I didn't take action as it was not an accident and although I was going to report the driver I was so eager to leave the bus that i didnt get the registration number.
1	I think the bus drivers are very good. They often wait for me when I run for the bus and, generally, they are very friendly.

## Count Response

1	I used to frequently bang my head on the information display panel upstairs at the front of double deckers when standing up or taking my seat at the very front. Didn't feel the need to report it. Not an issue on many newer buses.
1	I was a witness at an Inquest. TfL did not behave as it should towards the innocent bus driver and family of the bereaved leaving both extremely distressed. The effect will continue for many years. Also TfL's recent rearrangement of the road layout has reduced the speed of the buses but removed the pedestrian signage TfL confirmed to the coroner was in place.
1	I was hit on the shoulder by the wing mirror of a bus as it was pulling into its stop at the Vauxhall Bus Station. Due to the angle of the bus's approach, the front of the bus overlapped the pavement on which I was walking. The driver saw he had hit me with the mirror but did nothing to apologise. I did consider reporting the matter at the time, but in the end did not.
1	I was jostled into the gutter in a big queue which surged forward and the bus bumped me. The driver was furious.
1	I was on a bus towards Tottenham on the upper deck and the driver braked incredibly sharply then clipped a parked car. My wrist was VERY painful and I was thrown to the floor and 2 girls behind me screamed with pain. Instead of checking to see who was injured, he instead got into a fight with the owner of the car, then simply shouted for everyone to get off- no concern AT ALL for passengers, and when I phoned TfL, it was all defensive denial- "no accident reported". I spent 3 hours at the hospital waiting for an x ray - luckily it was just a bad sprain but very painful for FIVE days. No apology, just denial from the bus operator.
1	I was once in a bus behind another that had run over a cyclist who was seriously injured - the ambulance was already there but the cyclist was trapped. I could not say how the staff reacted to this. I once fell over on a wet day when on a bus- I had not sat before the bus accelerated but the driver did not seem to notice even though I was downstairs.
1	I was pushed off my bike as a bus pulled out on me - driver was horrified. No serious injury.
1	I was thrown around and hurt my ankle when the driver took off at speed around a corner before I had time to sit or hold onto something to stand - in fact I was offering my seat to someone who needed it more than I did (and I'm 70 and have age-related mobility problems!).
1	I was thrown down the stairs - I didn't speak with the driver.

## Count Response

1	I was thrown forwards hitting my head on the empty seat in front when the driver braked hard good job there was no passengers sitting where i landed , once when I was standing I almost hit the windscreen due to hard braking , some times it cause by jumping red light or driving to close to a vehicle . Hooting at cyclists is not right when the cyclists are in a bus lane .
1	I witnessed a passenger falling down in a bus, because the Driver accelerated away from the Bus Stop too quickly, and not waiting while the passenger found a seat. The Driver merely called out to see if there was any injury, then drove off.
1	I witnessed an accident over 50 years ago, when a careless pedestrian was run over by a bus. The driver was NOT at fault. Emergency services dealt with the incident appropriately.
1	I'm surprised more people aren't hurt through the sudden movements, especially braking.
1	I've been injured and witnessed another person injured in the past 12 months. On both occasions the driver was extremely hesitant to help. The injury I witnessed was a head and back injury and it took several passengers to convince the driver that an ambulance should be called and the bus should be taken out of service. He seemed to think it was an inconvenience to him.
1	I've fallen on a bus and I've seen other people fall on buses - usually due to the driver making some unnecessary acceleration - and the driver had remained completely unaware - or at least has pretended to.
1	I've had a couple of times when I've passed incidents that had involved buses in the last say five years. I suspect that's a realistic rate for the number on the roads and I had no reason to believe in either case that I could see from the road position the culpability of the driver or non-culpability. No obvious reasons to feel it was the driver but it could have been, neither, fortunately, looked serious.
1	I've seen people fall over on the bus due to quick acceleration or over crowding. In both instances bus drivers don't do anything.
1	I've witnessed many aggressive confrontations on buses and the driver has taken no action.
1	I've witnessed three incidents, all due to sharp braking, two of which were due to aggressive driving by the bus driver, the other an emergency stop and no fault of the drivers. After all of the incidents the driver did not communicate with the passenger hurt and just kept going despite it being clear that people had been hurt.

## Count Response

1	Ignored the passenger stuck in the door
1	In One instance the bus driver braked sharply for no obvious reason, causing an elderly passenger to lose her footing. Driver didn't seem to notice.
1	In Sloane Square the bus was cut-up by a car pulling across from the offside lane of traffic and then stopping directly in front of the bus. The bus driver had NO chance inspite of braking to avoid a collision. I gave evidence in support of the bus driver
1	In my case the driver wasn't aware that he'd caused an injury due to heavy breaking, in the other case the driver did check that the lady was ok
1	In the 1950s I saw an accident whereby a pedestrian was knocked down by a bus, but it was not the driver's fault.
1	In the time span of decades I have seen a few accidents involving buses, cars and motorcycles. I was always passing by, but did not stop to see the outcome.
1	In this incident the bus driver appeared to have no basic first aid knowledge.
1	Injured in driver incident on route 188 run by Abellio (in 2014). Reported to TfL, who told me it wasn't their concern and I had to address it with Abellio. Contacted Abellio, to be ignored for long periods and after chasing, they said they could not find the video on the bus, despite me giving the reg number of the bus.
1	It seemed to be handled too quickly to be effective
1	It was a case of braking too sharply which resulted in me attending St Thomas' Hospital with tendon/muscle problems
1	It was a very very long time ago. A routemaster hit a pedestrian in the road on Charing Cross Road.
1	It was an accident with a child on a skateboard but was clearly the child's fault.
1	It was an assault, a long time ago
1	It was in 2004-2006 when fights on the buses was everyday thing, hooligans try to injured drivers and passengers.
1	It was not the bus drivers fault but a car driver. Bus driver had more seriously injure to take care of also he could not leave his cab as a lady had fallen in front.

## Count Response

1	It was people falling over due to the bus acceleration before those passengers had reached seats. After that the driver was a lot more careful!
1	It was some time ago & buses & driving has improved generally. Cameras obviously help.
1	It was totally the cyclist's fault, the bus driver had to brake very sharply and a poor lady was thrown forward and hit her head. The driver called an ambulance straight away and gave the rest of us instructions on catching another bus as he had to stop, and he took brief statements from a few of us in case witnesses were needed.
1	Lack of interest in accident.
1	London's bus services are excellent. I have travelled on several different routes over the years. The accident I had was not the bus driver's fault. I believe that the job they do is hard especially where their routes are limited and when the weather is bad they always there. I always feel safe when I use the bus services.
1	Minor injury when elderly passenger almost fell due to excessive acceleration.
1	My arm got caught in the rear side door, I recovered quickly and didn't report this to the driver.
1	My car slid on diesel leakage from buses at a bus stop on a rainy day and hit a bus. I had to accept responsibility but it was the diesel leakage which caused the incident. The driver said that this was a continuing issue.
1	My daughter cut her hand on a equipment on the bus and the driver ignored us.
1	My daughter was seriously injured in an incident and had life-changing injuries which have caused her much emotional and physical trauma over the past two years.
1	My foot was trapped by the rear door of a "boris" bus. The injury was not sufficient to report. I stand very well clear of the doors now, and I note that some doors have been modified. These buses are so bad for passengers.
1	My friend was travelling on the lower deck and due to road bumps the bus was shaking a lot, suddenly the glass that separates the bus door from the first row of seats broke into pieces. The driver stopped looked back and barely asked if he was ok, but he didn't even move from his seat and promptly drove away again.

## Count Response

1	My husband was run over by a bus, but I suspect it was his fault. Pedestrians need to take more care, they need to look out for themselves, but they CANNOT avoid cyclists, who are the biggest menace on the roads.
1	My injury occurred as a result of a car cutting up the bus and the driver having to brake suddenly
1	My injury was minor and I did not cause a fuss; however, the incident was caused by the erratic driving.
1	N/A
1	N/a
1	No assistance was offered, the driver just let the passenger alight from the bus (a passengers child fell down the stairs!)
1	No comment other than my letters of complaint went unheeded. There should be a clearly defined complaints path. (That actually works!)
1	No it was some time ago and they missed their footing on the stairs whilst not holding the rail
1	No thanks
1	Not clear which question above this relates to. My own injury was pulling a muscle by grabbing a rail and only discovered later. But as someone with a problem knee there are not many seats on modern bus which are safe in terms of having a grab rail and adequate legroom (old people apparently assumed to have short legs, so seats nearest the driver on most buses are horribly cramped for someone who needs to stretch a leg out).
1	Nothing was done, the driver just kept on driving.
1	On all occasions the driver was not interested I was helped by other passengers.
1	On the occasion I collided with the rear of a bus it was entirely my own fault for not being attentive enough.
1	On the whole the standard of driving is good; but there are a handful of drivers who need retraining.

## Count Response

1	Once had hand trapped in door (when it was opened). Driver couldn't hear me and didn't do anything. Separate occasion, Father was hit by side mirror whilst he was on pavement knocking him to the ground. Bus didn't notice
1	Once the victim had been spoken to, how about telling passengers what happened and telling them the bus has stopped and passengers need to find another bus.
1	Only came across the aftermath of the RTC.
1	Other road users may have contributed to the incidents, hard braking being the cause.
1	Passenger collapsed on bus, driver seemed to cope well
1	Passenger fell down stairs when bus braked sharply
1	Passenger twisted ankle as a result of driver braking too sharply. Driver unconcerned.
1	Passenger was taken to hospital
1	Pedestrian struck a glancing blow on attempting to cross Oxford Street.
1	Perhaps it's an exaggeration to say I witnessed the incident - I witnessed the immediate aftermath of a collision between a bus and a motorcyclist on London Bridge. I subsequently learned that the motorcyclist had died. I was in a rush to catch a train at the time and did not stick around to assess how TfL staff handled things.
1	Person tried to cross between buses. Idiot,
1	Sharp braking caused a muscle injury to my arm... Standing passengers are most vulnerable in these circumstances... Anxious looks into the internal rear-view mirror are not a substitute for enquiring of individuals affected, at the next stop, whether they require assistance.
1	Some drivers think they are above the law. They are not audited nor appraised on the job. Driving the bus is a service to the public and customers should be treated with respect who are paying for a service.
1	Some years ago, I fell on the stair of a bus when the driver was taking a sharp curve pretty quickly
1	Somebody walked in front of bus in Oxford Street
1	Someone got hit on the head by the mirror of a passing bus. Bus didn't stop.

## Count Response

1 Stepped out of the bus and did not see the gap between bus and kerb. My foot got trapped in the gap and I twisted my ankle with lasting damage. In parts my fault, it was dark, but bus did not seem to be positioned correctly in the bay either.

1 Stop trying to find fault. They were absolutely brilliant. I could not find a fault with a single member of staff's actions.

1 The bus drive off. Other vehicles stopped to check I was OK and help pick my bicycle. It's a frequent error. Bus drivers turn the steering wheel before moving off, before checking their mirrors and indicating, but just turning the wheel can move a bus a long way across, narrowing the gap to the right.

1 The accident was not the drivers fault but he was amazing even though he was really shaken up

1 The back door of a Heatherwick Routemaster closed whilst I was getting on the bus ... And this was not because I jumped on at the last minute ... I was bruised for weeks! The driver didn't noticed, but fellow passengers did.

1 The bus driver checked the pedestrian he hit wasn't unconscious and then just drove off without alerting anyone, saying it was the fault of the pedestrian for being drunk and homeless. Shocking. Another time when an elderly lady fell over due to their sharp braking (before having had a chance to sit down upon getting aboard), the driver just left it to other passengers to help the lady concerned. I myself was deliberately shut in bus doors by an angry driver despite begging him not to shut them, explaining I was disabled and that I couldn't get out of the way of the doors (due to several shopping bags blocking the way, which I couldn't climb over and which I hadn't been able to see before getting onto the bus). I was badly injured as a result - luckily the incident was caught on CCTV.

1 The bus driver didn't know I was injured. On one occasion I cracked a small bone in my foot but thought I had just sprained it and I hobbled off the bus. The second time the driver had to brake suddenly because a lorry pulled out in front of the bus and I got flung forward and hurt my ribs but I was at the back of a crowded bus and didn't inform the driver as I thought there was no point.

1 The bus driver had to brake very sharply due to action by a pedestrian causing a lady, who was moving forward to alight and had too much shopping to hold on firmly, to fall backwards very heavily. I continue to hope the bus driver was not penalised for this incident.

## Count Response

1	The bus pulled away before people had moved away from the doors and the bus had to break sharply when pulling out (reason unknown but assumed either the driver didn't check before pulling out or traffic was in a blind-spot etc). A woman who had just got on the bus hit her head on the windscreen which was smashed as a result. The ambulance was called and the driver appeared to be comforting her.
1	The driver almost hit a car that was crossing in front of us, the driver made a full stop and instead of being concerned for us passengers he jumped out of the bus and went to talk to the car driver. Luckily the bus was less than half full and nobody was seriously injured (I fell over the handlebars and got several painful bruises) and people started getting off the bus. I was the last one to leave the bus, the driver still hadn't been back to check on us.
1	The driver braked really sharply and we were all thrown to the floor, particularly me who fell into the person in front of me. This was after a journey of bad stop, starts.
1	The driver could not care less even though he caused the injury
1	The driver did not know cos I didnt tell anyone
1	The driver did not seem to notice that I was in pain and I did not say anything to anyone. I am unable to stand as I have arthritis in my shoulders and find it painful to hold the handrails. I don't look ill/old enough to need a seat.
1	The driver did nothing. The depot did nothing and never got back in touch.
1	The driver drove off when a woman with a buggy was getting off. The driver shut the doors on her and she rolled down the pavement with the pushchair and baby trapped in the doors. I also saw a bus driver purposefully overtake a cyclist very closely, swearing and shouting at him.
1	The driver just let passengers deal with the situation.
1	The driver refused to even acknowledge the bleeding woman who had fallen on the stairs due to his erratic driving
1	The driver shouted at the person and didn't get out to help them
1	The driver was calm, assured all the passengers were safe and acted very professionally and help passengers to find alternative transport
1	The driver was completely at fault - he was rushing - after the incident he was rude and aggressive

## Count Response

1	The incident was from breaking too sharply. The driver just ignored that people had gotten hurt.
1	The incidents I will mention were both a very long time ago. Once a bus driver carelessly made me stand up stairs when there was a lack of space on the lower deck and no seats up stairs and he was driving so fast he crushed into another vehicle ( I was fortunate that I was not hurt even though I fell) and the other incident was when I experienced a woman being trapped between the doors of the bus as she embarked on the bus, the driver closed the doors on her and did not even have decency to apologies to her once he decided to allow her on the bus, his actions were obviously deliberate, however both incidents as I said were a very long time ago and trust that since then better training and regulations have been applied to stop such cruel bus drivers disrespecting passengers.
1	The issue with Bus drivers is they have no respect for other road users. I was once involved with bus driver who clipped my door mirror causing damage. I immediately called police who were on scene within minutes as I confronted the driver. Driver response was utter street talk jibberish which turned intelligent when policed arrived. Strange when that happens when authority is present.
1	The knock I was involved in was between a car and bus. The bus driver transferred us all to the next bus, nobody injured. I have been injured (bruising/painful but nothing that didn't eventually heal) by bus driver slamming on brakes or jerking while trying to make my way to a seat
1	The only people who asked about whether I was all right was other passengers. The bus driver was completely unaware.
1	The person injured acted very stupidly, didn't take sufficient care but also the driver didn't help in any way. Other passengers saw to the passenger.
1	There was an old person who got on the bus, with a walking stick, the driver took off too quickly and the old person lost their balance and fell. The bus driver never even noticed.
1	These instances happened over ten years ago, hopefully if it happens now, staff etc will deal better
1	They either hurl abuse at the victim, make it clear they couldn't care less and decide they aren't to blame or simply refuse to even acknowledge it happening at all!

## Count Response

1	They just want to avoid further work and avoid dealing with the problem, just quickly convince the victim to move on and not sue or report the problem. Of course, the union protects all of them .... who the hell cares
1	They should wait until passengers are seated before pulling off
1	They were not serious incidents. The poor driving of the bus caused me to fall against one of the bars on the bus, causing bruising and quite a lot of discomfort. I saw a passenger fall down the stairs when trying to alight from upstairs. The driver, on both occasions was oblivious.
1	This incident was several years ago, my daughter was thrown to the floor in a bus, injured her back.
1	This was a long time ago, but the driver tried to claim compensation for a bad back from me when he had jumped the lights. This was rejected as he jumped the lights, and he was only traveling at about 5 mph.
1	This was a tourist jumping onto a Routemaster while it was moving and falling off onto the pavement. Foolish in the extreme
1	This was in the early 80's when a bus braked sharply and I was getting off as they were terminating the bus at Peckham garage when I fell on to my back and damaged coccyx.
1	This was nearly 30 years ago and TfL were not involved.
1	This was very many years ago, a Routemaster passenger went through the front window, when a child ran in front of the bus. I don't believe the bus companies should be rewarded for punctuality, but penalised when they fail. I also believe they should be penalised for early running, there is no excuse for that, we can all appreciate that traffic can delay a bus, but running early is a cardinal sin and I know that from bus drivers that they have that allowance. Reliability is far more important than punctuality for measuring KPI.
1	Usually minor bumps - wouldn't occur to any one to tell the driver apart from tutting loudly (wouldn't assume the driver would care!)
1	Various times! On the last occasion it was not the driver's fault at all, he had to break sharply to avoid hitting a car which was being driven badly. Several passengers were hurt though, one person at least taken to hospital.

## Count Response

1	<p>We love to see H32 and 482 route buses to have 7.5 minutes gaps between them, between Southall and Hounslow West area. As the current timetable is not well planned because both buses are running 1-3 minutes apart from each other then a big gap. By adapting the suggestion above will/can improve the frequency in the area between Southall and Hounslow West. Bus drivers need to be more considerate when they see someone running towards the bus to catch the bus. Nothing should be more important to a driver than shifting people from A to B safely and on time. By doing this other services can be improved because no one will be getting late due to a person missing the bus because the driver ignored the running passenger and drove off. Handful of drivers are very good and very professional who care about their passengers. Thanks</p>
1	<p>When I fell down the stairs while pregnant another passenger came to my assistance, the bus driver did nothing whatsoever.</p>
1	<p>When I was injured I was walking down the stairs as the bus was approaching a stop at Burwood Place W2. It was due to some wretched child trying to push past me going up the stairs and in and amongst all this I dislocated my little finger at the knuckle. I did not report this to the driver, nor seek medical attention. In the second incident I was on a bus in Lillie Road SW6 and a guy got hit by the bus- it was the pedestrian's fault and the driver did all that he should have done at the time. It was about 2000.</p>
1	<p>When a bus has to suddenly stop and standing passengers go flying, the driver has never asked if everyone is ok. This is awful for anyone, but especially if you are an older person.</p>
1	<p>When hurt on bus it was caused by a pedestrian walking in front of bus and I was thrown into the front windscreen (minor bruising/ not reported). Other incidents witnessed were caused by drivers of other vehicles colliding with the bus. Cars and drivers tend to come off worse if car vs bus. I have given witness statements to support drivers on three occasions, including a collision followed by road rage directed at bus driver by car driver.</p>
1	<p>When we were going down the stairs, the driver braked really violently and my partner fell down the stairs, hurting her wrist. Luckily I was next to her so she didn't fall all the way down.</p>
1	<p>Wing mirror hit me on the head as I was walking on the pavement</p>
1	<p>Woman slipped on wet surface getting on to bus carrying coffee. Driver was sympathetic, but didn't get out of his cab to help her. That was left to passengers.</p>
1	<p>Woman was hurt, bus driver stopped the bus to help</p>

## Count Response

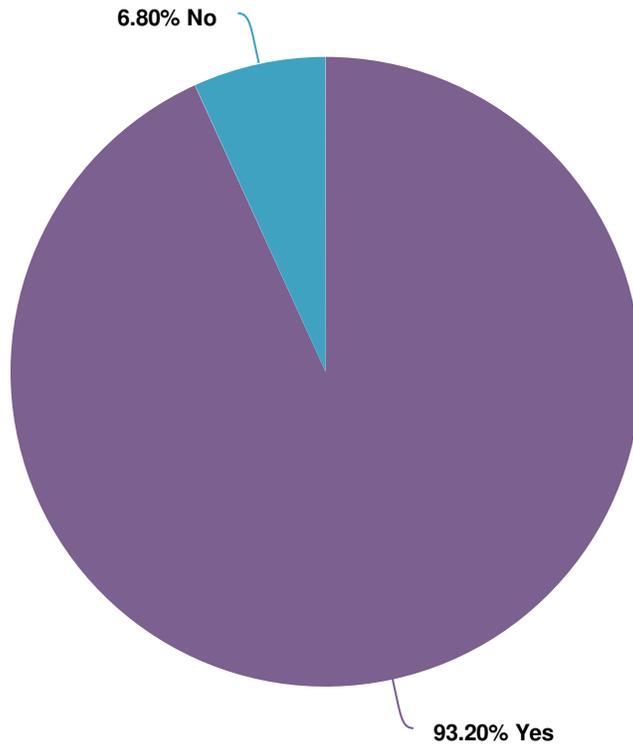
1	You could slip fall or whatever the driver doesnt care its worse then a robotic service so rushed and drivers are so rude and edgitated they only take the job cause of the good pay but customer service sucks and many time i have reported drivers but service only declines and worsens with traffic even with cyclist or motorist they have zero regard and need to be retrained
1	You need to limit the routes that use Oxford St central London
1	a passenger fell over due to sharp braking. In another incident a bus went through a red light. I reported this to TFL, they told me it had been dealt with but i got no detail as to what this meant.
1	did not leave the cab to assist ... left to me and other passengers respectively
1	didn't say anything except details for insurance
1	difficult to answer as responses were different by staff on the different occasions
1	driver completely ignored bleeding woman who had fallen on stairs due to his jerky driving - even when challenged by passengers
1	driver justifying slamming brakes on causing me to fall and incredibly the entire load of passenger berating him, when i complained got an email saying they had checked cctv and seen nothing but I made it clear i was on the 36 at Kennington park going to Peckham and they looked at the 36 going to Queens Park!!! I replied pointing this out and heard nothing back not even a basic apology
1	driver more concerned at losing time!
1	fell from stairs on double decker because of sharp braking. pulled my wrist and got some scratches, have not bothered to argue with the driver or complain to TFL. I recovered fine, but such accidents could even be fatal for more vulnerable people.
1	in one incident I saw a man hit by a london bus. the driver stopped but the man staggered off to the side of the road and the driver continued on driving and did not stop to check on driver or report to police
1	it was quite a few years ago. A girl standing on the pavement was hit by the bus' mirror. The driver saw, but drove on. It was a surprising & unusual incident
1	not driver's fault, someone stepped out in front of the bus without looking
1	ok

## Count Response

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1	pulling away too quickly made me fall backwards
1	see previous comment. The driver was not sympathetic to the (tall) elderly gentleman after he was struck on the head by the bus's wing mirror
1	someone pulled in front of bus causing the bud to brake heavily throwing a man forward on to the luggage rack, The man didn't any action taken, This was back in 1986!
1	the driver did nothing but carried on driving with the old man lying on the floor of the bus
1	the driver just carried on driving while the man (who had fallen down the stairs because of erratic braking) lay on the floor of the bus with his head bleeding.
1	too much stress for drivers
1	we were turning left. a group of school children had got off the bus and were waiting to cross the road. As the bus turned it lent over and clipped one of the children on the pavement. I couldn't get up the bus to tell the driver, but when I got off I spoke to him and he was fairly casual about it - saying it was the road etc. to be fair to him I think it is a problem there - junction of White Hart Lane and Perth Road, N17 or might be N22. As you turn into Perth Road there's a speed hump and all the buses tend to wallow a bit.
1	when they break sharply .

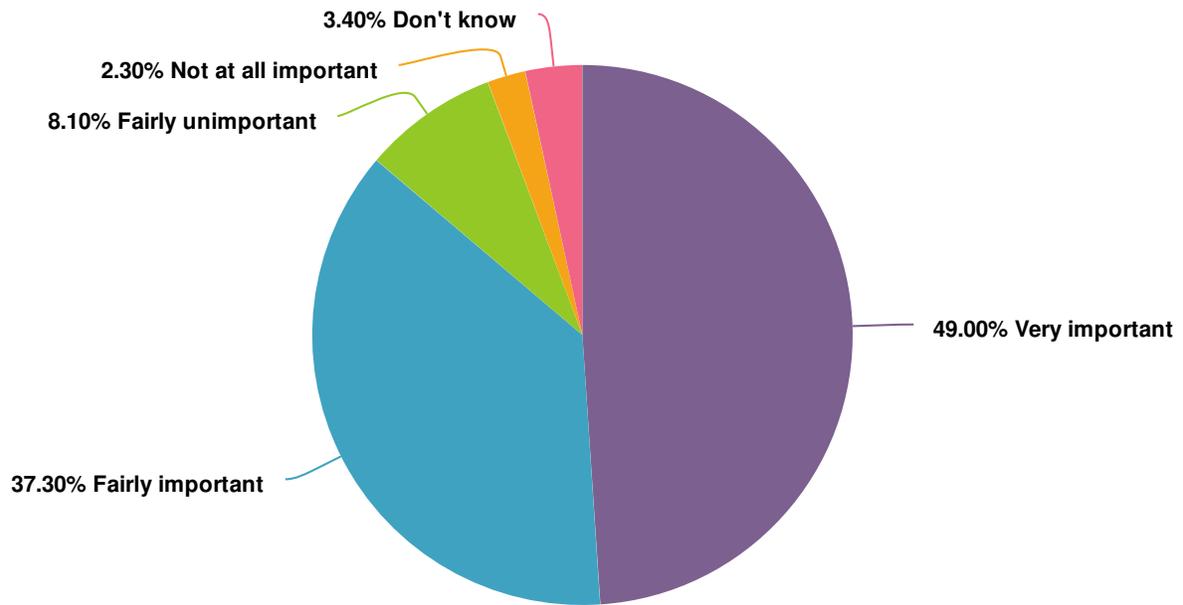
15. We may decide to quote people's answers to this question in a published report. Are you happy for your response to be used in this way?

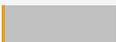


Value		Percent	Responses
Yes		93.2%	221
No		6.8%	16

Total: 237

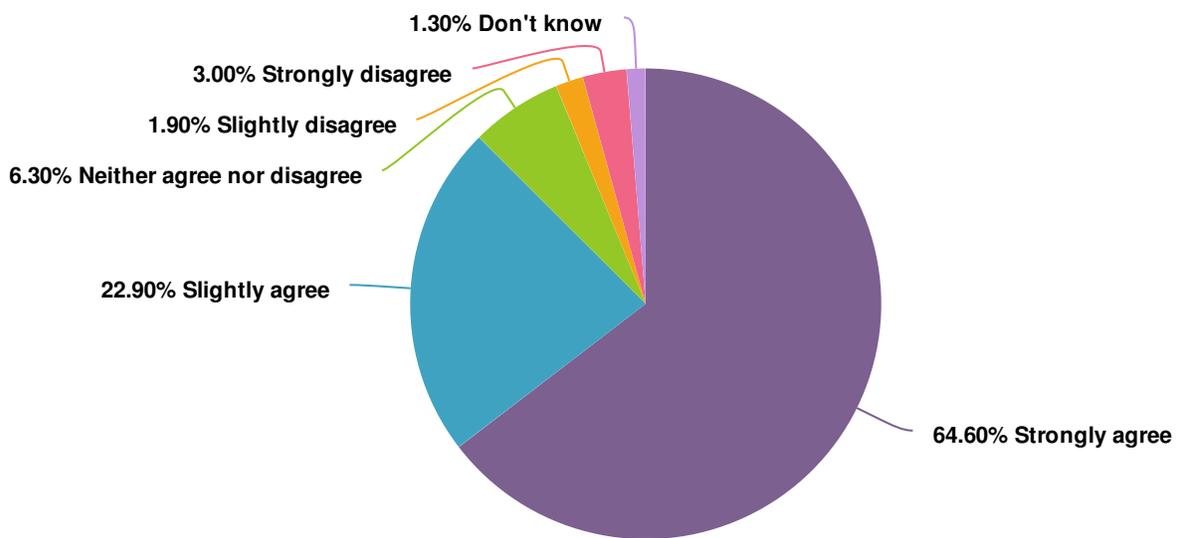
16. How important or unimportant do you think it is for bus drivers to be first aid trained?



Value		Percent	Responses
Very important		49.0%	781
Fairly important		37.3%	595
Fairly unimportant		8.1%	129
Not at all important		2.3%	36
Don't know		3.4%	54

Total: 1,595

17. TfL has contracts with bus operator companies, who run London buses on behalf of TfL. TfL awards financial incentives when bus operators meet 'punctuality' targets. However, TfL does not set safety targets or provide financial incentives for having a good safety record. To what extent do you agree or disagree that TfL should incentivise safety as well as punctuality?



Value		Percent	Responses
Strongly agree		64.6%	1,030
Slightly agree		22.9%	366
Neither agree nor disagree		6.3%	100
Slightly disagree		1.9%	31
Strongly disagree		3.0%	48
Don't know		1.3%	20

**Total: 1,595**