

Fatalities on the London bus network – Investigation Summary

The information outlined in the table below provides details of the fatalities associated with the operation of the London Bus Network. It also provides the findings of the investigations undertaken by the police and coroner where these have been undertaken, alongside details of any corrective actions TFL has a number of work streams which complement activities being undertaken by bus operators to improve the safety of the London bus network. These work streams are set out in the following key documents:

[Details of TFL's Road Safety Plan, Safe Streets for London, is located on https://tfl.gov.uk/corporate/safety-and-security/road-safety.](https://tfl.gov.uk/corporate/safety-and-security/road-safety)  
[The TFL Bus Safety Programme can also be found on https://tfl.gov.uk/corporate/safety-and-security/road-safety/bus-safety.](https://tfl.gov.uk/corporate/safety-and-security/road-safety/bus-safety)



The summary report for incidents since Q2 2015/16

Report Date: April 2019

Date	Time	Operator	Bus Route	Road	Borough	Incident Type	Age band	Gender	Details	Investigation Status	Police Investigation	Coroner's Finding and Recommendation	Corrective Actions Taken
14/04/2015	21:00	Metroline	83	Uxbridge Road o/s Ealing Hospital	EALING	Collision with Pedestrian	Adult	Male	A male pedestrian was fatally injured in a collision after he fell backwards into the path of the bus. Paramedics attended to the male but he was pronounced deceased at the scene.	Closed	No indication of action being taken against the driver.	The inquest on 16/12/2015 recorded a verdict of 'Death by Road Traffic Collision' and made no recommendations.	No additional actions identified.
15/04/2015	07:28	Metroline	260	Station Approach, Shepherds Bush Green W11	Kensington & Chelsea	Collision with Pedestrian	Adult	Female	A female pedestrian was fatally injured in a collision as the bus was turning left into Station Approach.	Open	Awaiting outcome.	Pending Coroner's verdict	The incident is still under investigation.
19/04/2015	04:55	London Central	N89	Prince of Wales Road, Shooters Hill, SE3	Bexley	Collision with Pedestrian	Elderly	Male	A male pedestrian was fatally injured in collision with a bus. Police and ambulance attended and the pedestrian was taken to hospital for treatment but died on 27 April.	Closed	On 3/8/17 the bus driver was sentenced to 10 months imprisonment for careless driving and was also disqualified from driving for 3 years and 5 months.	n/a	-The excessive speed the driver was doing at the time of the incident was a key factor. -The operator will continue it's monitoring of driver rest periods and night works health questionnaires. -The operator's monitoring will comprise AA drive Tech, in house monitoring using mentoring assessments, Mystery Traveller Survey and CPC modules.
29/04/2015	19:17	Metroline	189	Templehof Avenue /w Tiling Road	Barnet	Collision with Vehicle	Adult	Male	The driver of a private car died in an incident where his car collided with a bus. Paramedics attended to the male but he was pronounced deceased at the scene.	Closed	No indication of action being taken against the driver.	The inquest on 29/09/2015 recorded a verdict of 'Death by Road Traffic accident' and made no recommendations.	No indications of any additional action by the operator.
05/06/2015	15:46	Tower Transit	425	Kenninghall Road, Nightingale Road, E5	Waltham Forest	Passenger medical	Adult	Male	A bus driver discovered a male on his bus unconscious with no signs of injury. Paramedics attended, the passenger was pronounced deceased at the scene.	Closed	No Police investigation	n/a	Cause of death confirmed as natural causes. No improvement actions identified.
28/07/2015	14:16	Arriva the Shires	258	Brookshill, Harrow Weald, HA3	Harrow	Collision with Vehicle	Elderly	Female	A 72 year old female driver died from a collision with a bus on Brookshill Harrow Weald. Paramedics attended to the female but she was pronounced deceased at the scene.	Closed	No indication of action being taken against the driver.	The hearing took place on 2 June 2016 and a verdict of 'Death by Road Traffic Collision' was recorded and made no recommendations.	No additional actions identified.
18/08/2015	13:30	London United	E3	Chiswick High Road, Turnham Green	Hounslow	Passenger Fall	Elderly	Female	An elderly female passenger sustained a serious head injury following a fall on a bus when the driver broke sharply in order to avoid a collision with two pedestrians. The female was taken to hospital where she later died from her injuries.	Closed	No indication of action being taken against the driver.	The inquest on 29/09/2015 recorded a verdict of 'accident' and made no recommendations.	- The investigation concluded that the driver's actions were necessary to prevent a collision with two pedestrians. - Training to highlight the requirements for the safety of vulnerable passengers. - Use of telematics data to monitor and measure training
20/08/2015	13:15	Stagecoach	55	Clerkenwell Road, Farringdon Road, EC1	City of London	Collision with Pedestrian	Adult	Male	A bus was involved in a collision with a 30 year old male pedestrian resulting in the male being trapped under the bus which had to be lifted to free him. During the attempts at rescue, the male received crush injuries when the bus suspension lowered. The male was taken to hospital where he later died from the injuries he sustained. The investigation showed the male died when the bus was mistakenly lowered when trying to extricate the male.	Closed	No indication of action being taken against the driver.	The Coroner's hearing recorded a narrative verdict and issued a Prevention of Future Deaths to the bus operator in respect of driver training and guidance on the use of the vehicle lifting buttons and also to the bus manufacturer in respect of the manual on the use of the buttons. The operator and the manufacturers have responded to the Coroner.	- The operator and bus manufacturer have addressed the Coroner's concerns. - The operator has instigated a regular reminder process to raise awareness of the operation of the bus lifting facility. - TFL worked with the operator to share lessons and actions widely
25/08/2015	07:25	Metroline	134 (out of service)	Finchley High Road, N12	Barnet	Collision with Pedestrian	Adult	Male	An out of service route 134 bus was involved in a collision with a male pedestrian on High Road in Finchley. The male was taken to hospital with serious injuries and died two days later.	Closed	No indication of action being taken against the driver.	The inquest was heard at Barnet Coroner's Court on 12/05/16 where a verdict of 'Death by Road Traffic Collision' was returned. No recommendations made by the Coroner.	Lessons learned from the incident was incorporated into regular bus driver engagement sessions to positively influence their behaviour.
21/09/2015	10:35	Arriva London North	349	Stamford Hill, Hackney	Islington	Passenger medical	Adult	Male	Whilst checking the bus at the end of the route, the driver found a gentleman on the seat not moving, he tried to wake him but there was no response. Paramedics attended and tried to resuscitate the male but he did not regain consciousness and was pronounced deceased at the scene.	Closed	No Police investigation	n/a	Cause of death confirmed as natural causes. No improvement actions identified.
10/10/2015	22:20	London General	436	Molesworth Street, SE13	Lewisham	Passenger medical		Male	Whilst checking the bus at the end of the route, the driver found an unresponsive male. Paramedics attended and tried to resuscitate the male but despite their actions the male was declared dead.	Closed	No Police investigation	n/a	Cause of death confirmed as natural causes. No improvement actions identified.
23/10/2015	10:45	London General	191	Lancaster Road, /w Baker Street, Enfield, EN2	Enfield	Passenger medical	Elderly	Male	A 73 year old male passenger who fell on a bus later died on 5 December 2015 following a number of separate medical treatments.	Closed	No Police investigation	The Coroner provided a short narrative verdict which he described as "neutral" in respect of any responsibility by operator but issued a Prevention of Future Deaths Report to TFL in respect of a system for alerting passengers that the bus is about to move. TFL has responded to the Coroner.	- The investigation confirmed the male fell due to his pre-existing medical condition and cause of death was confirmed as natural causes, it did not identify additional improvement actions. - TFL has included the Coroner's concerns in the future Bus Safety Standards, a workstream of the Bus Improvement Programme

Date	Time	Operator	Bus Route	Road	Borough	Incident Type	Age band	Gender	Details	Investigation Status	Police Investigation	Coroner's Finding and Recommendation	Corrective Actions Taken
15/11/2015	22:18	Tower Transit	31	Bayham Street j/w Greenland Road, NW1	Camden	Passenger medical	Elderly	Male	A male passenger was reported to be unconscious on the bus and not breathing. A passenger on board assisted with CPR until the emergency services arrived. CPR was continued but unfortunately the elderly male passenger died at the scene.	Closed	No Police investigation	n/a	Cause of death confirmed as natural causes. No improvement actions identified.
05/12/2015	12:30	Metroline	143	Ballards Lane, Chaville Way	Barnet	Collision with Pedestrian	Elderly	Male	An elderly male pedestrian (90 year old) was fatally injured in a collision with the side of the bus. The male was taken to hospital but died shortly afterwards.	Closed	No indication of action being taken against the driver.	The Coroner issued a narrative verdict stating that the deceased was blown over by a gust of wind and sustained fatal injuries as a result.	No additional actions identified.
10/12/2015	18:24	Metroline	224	Glacier Way, Athion Road, Wembley, HA0	Brent	Collision with Pedestrian	Youth	Male	A young male pedestrian was fatally injured following a collision with a bus. The driver was unaware that the bus had hit a pedestrian who ended up under the vehicle. The male was taken to hospital where he later died.	Closed	No indication of action being taken against the driver.	Coroner's inquest on 1 December 2016 returned a verdict of Death by Road Traffic Collision	No additional actions identified.
20/12/2015	19:52	Stagecoach	97	Walthamstow Central Bus Station	Tower Hamlets	Passenger medical	Adult	Male	The driver was informed by passengers of a male lying on the floor within the bus. Two off duty nurses started CPR on the male until the Paramedics arrived to continue CPR but the male passenger was pronounced deceased at the scene.	Closed	No Police investigation	n/a	Cause of death confirmed as natural causes. No improvement actions identified.
04/01/2016	07:04	Stagecoach	472	West Parkside, Pilot Bus Lane, SE10	Greenwich	Collision with Pedestrian	Adult	Female	A female pedestrian was fatally injured following a collision with a bus at the junction of John Harrison Way. Paramedics attended to the female but she was pronounced deceased at the scene.	Closed	No indication of action being taken against the driver.	The inquest on 12 August 2016 recorded "Death by road traffic collision". Coroner issued a Prevention of Future Deaths Report to TfL, GLA and Royal Borough of Greenwich report requesting the three organisations collaborate to look at the design of the junction and consider any improvements to the layout, signage and crossing which might prevent future accidents. A joint response has been issued to the Coroner.	- The operator's investigation did not identify any new additional actions - TfL continues to collaborate with the two other authorities on the safety of the junction.
09/01/2016	21:11	London General	213	Eden Street, Clarence Street, Kingston	Kingston-upon-Thames	Collision with Pedestrian	Adult	Male	A collision with a male pedestrian and a bus on the 09 January 2016 later resulted in his death on 09 February.	Open	Awaiting outcome.	Pending Coroner's verdict	The coroner found no action relating to the bus operator or TfL, but had various comments to make in relation to the treatment by the NHS when the victim was in hospital.
27/01/2016	09:53	Metroline	206	Salisbury Road, NW6	Brent	Passenger medical	Adult	Male	A male passenger in his mid 50s collapsed on the bus. Police and paramedics attended but after attempts to resuscitate the male he was pronounced deceased at the scene.	Closed	No Police investigation	n/a	Cause of death confirmed as natural causes. No improvement actions identified.
11/02/2016	22:03	Stagecoach	5	Barking Road, Hermit Road, E16	Barking & Dagenham	Passenger Fall	Adult	Male	A male passenger fell down the stairs when the bus pulled away from the stop. The male suffered head injuries and was taken to hospital for treatment where he died on 16 February 2016.	Closed	No indication of action being taken against the driver.	The inquest on 10th November 2016 recorded "Death by road traffic Accident" and made no recommendations.	No additional actions identified.
04/03/2016	19:38	Arriva London North	253	Clapton Common, Darenth Road, E5	Hackney	Collision with Pedestrian	Adult	Male	A bus was involved in a fatal collision with a male pedestrian. Paramedics attended to the male but he was pronounced deceased at the scene.	Closed	No indication of action being taken against the driver.	The inquest on 07 July 2016 recorded "Death by road traffic Accident" and made no recommendations.	TfL to consider changing the investigation process to include the evaluation of the ability of future work programmes to prevent similar incidents.
11/03/2016	07:14	London Central	355	London Road, Armfield Crescent, Mitcham	Merton	Collision with Pedestrian	Adult	Female	A female pedestrian was fatally injured in a collision with a bus. Police and ambulance attended and the female was pronounced deceased by a Doctor on scene.	Closed	No indication of action being taken against the driver.	The inquest on 9th August 2017 recorded a verdict of "Death by Road Traffic Collision".	No additional actions identified.
30/04/2016	13:54	Stagecoach	8	Roman Road, Medway Road, E2	Tower Hamlets	Collision with Motorbike	Adult	Male	A male motorcyclist was fatally injured in a collision with a bus. Paramedics tried to resuscitate the male but he was pronounced dead at the scene.	Open	No Prosecution	4 October 2016 - Coroner's verdict of "death caused by road traffic accident", there was no criticism of the bus driver in the verdict	The incident demonstrated no fault on the bus driver and therefore no internal recommendation are considered necessary.
23/05/2016	15:32	Abellio	159	Oxford Street, New Bond Street, W1	Westminster	Collision with Pedestrian	Adult	Male	A pedestrian was fatally injured in collision with a bus. The male was taken to hospital with serious head injuries but died from his injuries.	Open	Awaiting outcome.	Pending Coroner's verdict	The incident is still under investigation.
24/05/2016	16:47	Arriva London North	73	Oxford Street, Westminster	Westminster	Collision with Pedestrian	Elderly	Female	An elderly female pedestrian was injured in a collision with a bus and was taken to the hospital with head injuries where she later died.	Closed	No indication of action being taken against the driver.	The Coroner concluded with a verdict of death caused by traumatic head injury inflicted in a Road Traffic Collision. The Coroner repeated that there was no criticism of the driver	- The investigation attributed the incident to the female looking the wrong before stepping out on to the road. - A video was produced and shown to drivers in garages with routes that use Oxford Street to highlight the number of hazards
04/06/2016	17:00	Stagecoach	15	Strand, Surrey Street, WC2	Westminster	Collision with Cyclist	Adult	Male	A male cyclist was fatally injured following a collision with a bus. The cyclist sustained head injuries and was taken to hospital where he later died.	Open	No Prosecution	Pending Coroner's verdict	Cycle awareness is already something that Stagecoach London has training modules in place for and there is nothing seen from this incident that would require us to add anything new to their current training programme.
02/07/2016	05:31	London United	391	Great Chertsey Road, Hartington Road, W4	Hounslow	Collision with Pedestrian	Adult	Male	A male pedestrian was fatally injured following a collision with a bus. Paramedics tried to resuscitate the male but he was pronounced deceased at the scene.	Open	Oct 2018 - Police have concluded their enquiries and recommend that no prosecution is to be brought against any party	Awaiting decision on referral to Coroner.	The operator introduced a poster campaign in the local depot drawing attention to pedestrians acting suspiciously or where you would not normally expect to see them; to take greater care and consider the possibility of the pedestrian stepping out.
15/08/2016	21:45	Abellio	343	Peckham Road, Lyndhurst Way, SE15	Lewisham	Passenger medical	Elderly	Female	An elderly female was reported to have collapsed on the bus. The female was sitting on the lower deck with her daughter when she passed out. Police and ambulance attended but paramedics were unable to resuscitate the female and she was pronounced deceased at the scene.	Closed	No Police investigation	n/a	Cause of death confirmed as natural causes. No improvement actions identified.

Date	Time	Operator	Bus Route	Road	Borough	Incident Type	Age band	Gender	Details	Investigation Status	Police Investigation	Coroner's Finding and Recommendation	Corrective Actions Taken
21/09/2016	21:11	Abellio	C10	Abbey Street //w Maltby Street, SE1	Southwark	Passenger medical	Adult	Male	A 40 year old male was reported to have collapsed on the bus. The male was found with breathing difficulties and driver called for assistance. Police and ambulance attended but paramedics were unable to resuscitate the male and he was pronounced deceased at the scene.	Closed	No Police investigation	n/a	Cause of death confirmed as natural causes. No improvement actions identified.
28/09/2016	10:14	Tower Transit	25	High Street, E15	Tower Hamlets	Assault	Baby	Female	A 3 month old baby was reported to have stopped breathing on a bus. Police and ambulance attended and the baby was taken to hospital where she was pronounced deceased.	Closed	The parents of the child have been charged with murder.	n/a	- No additional actions identified. - The operator is assisting police with their investigation.
22/10/2016	11:16	London General	453	New Cross Road	Lewisham	Passenger medical	Elderly	Female	An elderly female was reported to have collapsed outside the bus. The female had just exited the bus when she passed out on the pavement. Police and ambulance attended but paramedics were unable to resuscitate the female and she was pronounced deceased at the scene.	Closed	No Police investigation	n/a	- A nurse on board gave medical assistance before the arrival of paramedics. - The cause of the death was confirmed as natural causes. - No improvement actions were identified.
28/10/2016	11:29	Arriva London North	128	Old Church Rise, Romford	Tower Hamlets	Passenger medical	Elderly	Male	An elderly male passenger collapsed on the bus. Police and ambulance attended but paramedics were unable to resuscitate the male and he was pronounced deceased at the scene.	Closed	No Police investigation	n/a	Cause of death confirmed as natural causes. No improvement actions identified.
19/11/2016	01:43	Metroliner	N134	Hampstead Road, Mornington Crescent	Camden	Collision with Pedestrian	Adult	Male	A male pedestrian was fatally injured following a collision with a route N134 bus. The incident occurred when the pedestrian fell onto the side of the bus. Paramedics attended to the male but he was pronounced deceased at the scene.	Closed	No indication of action being taken against the driver.	The Inquest was heard at St Pancras Coroners Court on 19 April 2017 and recorded as "Death by Road Traffic Collision".	The root cause of this incident is that the male collapsed on the pavement and fell into the roadway whereupon he was struck by the bus and sustained injuries. No improvement actions identified
20/12/2016	09:58	London United	220	Fulham Palace Road, SW6	Hammersmith & Fulham	Passenger medical	Adult	Male	A male passenger (50 years old) collapsed on the bus. A passenger on board performed CPR on the male passenger until the ambulance arrived within 13 minutes. The Paramedics were unable to resuscitate the male and he was pronounced deceased at the scene.	Closed	No Police investigation	n/a	Cause of death confirmed as natural causes. No improvement actions identified.
02/03/2017	06:47	Tower Transit	25	Mile End Road, Tower Hamlets, E1	Tower Hamlets	Passenger medical	Elderly	Male	A male passenger on a route 25 bus was pronounced dead by paramedics. The driver summoned help after another passenger alerted that the male had fallen from his seat. Paramedics were unable to resuscitate the male and he was pronounced deceased at the scene.	Closed	No Police investigation	n/a	The male became unresponsive, the Paramedics were unable to resuscitate him. No improvement actions identified.
11/03/2017	15:43	Metroliner	E6	Botwell Lane, Hayes, UB3	Hillingdon	Collision with Pedestrian	Elderly	Male	A 73 year old male pedestrian suffered injuries to his legs following a collision with the side of a route E6 bus. The male died on 16 March from his injuries.	Open	Awaiting outcome.	Awaiting decision on referral to Coroner.	defects in pavement identified following the incident. Information passed to borough for repair.
20/03/2017	12:30	Metroliner	297	Horsenden Lane South, Perivale Station, UB6	Ealing	Passenger medical	Elderly	Male	A male passenger collapsed on the bus and was assisted until the arrival of paramedics. Paramedics were unable to resuscitate the male and he was pronounced deceased at the scene.	Closed	No Police investigation	n/a	Passenger declared dead on bus due to suspected heart attack. No improvement actions identified.
07/04/2017	12:12	London United	120	Steve Biko Way, TW3	Hounslow	Passenger Fall	Elderly	Male	An elderly male passenger on a route 120 bus died from his injuries following a fall on the stairs as the bus pulled away at a traffic light. The driver assisted the male who suffered some cuts and was taken to hospital by ambulance. The route operator was later advised of the death by the male's relative.	Closed	No indication of action being taken against the driver.	The Coroner inquest concluded Accidental Death and made no recommendations.	- The investigation concluded the passenger attempted to use the stairs while the bus was in motion and in the process may have misplaced his footing or lost his balance which caused him to fall forward. - The operator's investigation did not identify any new additional actions
09/04/2017	02:00	Metroliner	N98	Oxford Street, Holles Street, W1	Westminster	Collision with Pedestrian	Adult	Male	A male pedestrian was fatally injured following a collision with a route N98 bus. The incident occurred when the male fell onto the side of the bus. Paramedics attended to the male but he was pronounced dead at the scene.	Closed	No indication of action being taken against the driver.	The Inquest was heard on 15th September 2017 where the Coroner recorded a verdict of "Accidental Death".	The root cause of the incident was given as the male who was sat on a bench got up and stumbled forward and fell under the rear wheel of the bus. There was nothing the driver could have done to avoid incident. No new improvement actions identified.
28/04/2017	00:09	Metroliner	189	Gloucester Place, Dorset Square, NW1	Westminster	Assault	Adult	Male	A male passenger died from stabbing injuries he sustained whilst on the upper deck of a route 189 bus. The attack was carried out by another passenger. The operator is assisting the Police with its investigation.	Open	Awaiting outcome.	Awaiting decision on referral to Coroner.	No actions identified
10/05/2017	09:53	London United	H98	Station Road	Hillingdon	Passenger medical	Adult	Male	A male passenger was reported to have been non-responsive on the bus. Police and ambulance attended but paramedics were unable to resuscitate the male and was pronounced deceased at the scene.	Closed	No Police investigation	n/a	After a long attempt to revive the passenger, the passenger was declared deceased at the scene by Paramedics. No improvement actions identified.
28/06/2017	13:25	Stagecoach	75	Rushey Green	Lewisham	Passenger Fall	Elderly	Male	On 28th June, a male passenger of a route 75 fell on the stairs of the bus and required hospital treatment for leg and head injuries. The 86 year old male later died in the hospital on 29th July.	Closed	No indication of action being taken against the driver.	The Coroner's inquest recorded the official cause of death as multi-organ failure caused by ischaemic right leg which appears to be a result of the fall.	- The investigation concluded that the passenger was climbing the stairs and was not sufficiently holding on to the handrail when he fell as the bus moved away from the stop. - The operator's investigation did not identify any new additional actions
29/06/2017	16:53	London United	216	Thames Street, Church Street, Surrey, TW16	Twickenham	Collision with Pedestrian	Elderly	Male	An elderly male in his 80's was fatally injured following a collision with a route 216 bus. The bus was travelling along Thames Street, Church Street, Surrey, where the collision occurred and resulted in the male ending up under the bus. The male later passed away as a result of his injuries.	Open	19/11/18 - driver found not guilty of causing death by careless or inconsiderate driving.	Awaiting decision on referral to Coroner.	TFL wrote to the Flower Pot public house to request that the pub "sandwich board" sign be removed or changed, as this may have obscured the view. The pub agreed to move this out of the way. The operator shared the incident information with all drivers at the garage. <del>The route has now passed onto a different operator.</del>
10/07/2017	06:50	Metroliner	224	Abbey Road, NW10,	Brent	Collision with Motorbike		Male	A male motorcyclist was fatally injured following a collision with the front offside of a route 224 bus.	Open	Awaiting outcome.	Awaiting decision on referral to Coroner.	The operator has run training road-shows for drivers and canteen/reception open forums to discuss focus on the awareness of vulnerable road users.
10/07/2017	12:09	London Central	476	Pentonville Road, junction with King's Cross Road, N1	Islington	Collision with Pedestrian	Elderly	Female	A route 476 bus collided with an elderly female pedestrian. The female was taken to hospital with injuries sustained but the operator was notified on 26 July that the female had passed away.	Closed	No indication of action being taken against the driver.	The Coroner's inquest concluded Road Traffic Collision. Coroner expressed concerns that there is a risk of future death and made recommendations for action to Prevent Future Deaths. The concerns related to various aspects of the road junction which is owned and maintained by TfL.	- The investigation concluded that the pedestrian walked into the path of the bus, while looking to her left (west), which is the opposite direction of the oncoming vehicle. - As result of the investigation and in response to the Prevention of Future Deaths, louvres were fitted to two additional green figure light aspects ('green man' signals) at the junction, to assist pedestrians, including on the north side of the crossing. - 'Look left, Look right' road markings were installed at all of the pedestrian crossings at the junction. - The route risk assessment was updated - Extra focus was given to hazard perception training.

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24/09/2017	06:24	Metroline	260	Church Road / Mayo Road, NW10	Brent	Passenger medical	Elderly	Female	The driver of a route 260 bus requested ambulance after a female passenger collapsed on the bus. The ambulance attended and confirmed the female had passed away.	Closed	No Police investigation	n/a	The investigation confirmed that the female had died of natural causes. No improvement actions identified.
28/09/2017	15:21	Metroline	228	Canal Way, Canal Close, W10	Kensington & Chelsea	Passenger medical	Adult	Male	The bus driver of a route 228 bus requested ambulance for a male passenger who had fallen from his seat. Unfortunately the male was pronounced dead at the scene with a suspected cardiac arrest.	Closed	No Police investigation	n/a	The investigation confirmed that the female had died of natural causes. No improvement actions identified.
08/10/2017	17:14	London United	220	Hammersmith Broadway, King Street, W6	Hammersmith & Fulham	Collision with Pedestrian	Elderly	Female	A route 220 bus was involved in a collision with a 78 year old female pedestrian in Hammersmith Broadway at a pedestrian crossing. LAS attended but were unable to resuscitate the female who was pronounced deceased at the scene.	Open	Awaiting outcome.	Awaiting decision on referral to Coroner.	An immediate "Accident Prevention Day" was undertaken by the operator for all 4 bus garages serving Hammersmith in November 2018. In addition in February 2018 a further awareness day was conducted in Hammersmith along with Abellio, Go Ahead and Tower Transit. Hammersmith Gyrotary Hazard booklet produced and now forms part of induction process for new drivers in addition to a garage poster campaign. Subsequent visits by our Garage Risk Managers have also taken place most recently in June when there was continuing evidence of issues with the signal at the exit from Hammersmith underground, there was some discussion on the day and noted within our NIMM report of consideration for improved signalisation/countdown facility.
26/11/2017	14:40	Arriva	19	Bloomsbury Road /New Oxford Street	Westminster	Collision with Pedestrian	Adult	Male	A route 19 bus collision with a male pedestrian later resulted in his death.	Open	Awaiting outcome.	Awaiting decision on referral to Coroner.	The location was not specifically identified in the Route Risk Assessment by the operator, as they had experienced no previous issues. The RRA was therefore specifically updated with details of the Bloomsbury location (including photographs) and to look out for pedestrians stepping off the kerb from the pedestrian island. All RRAs are shared with the drivers and posted in the Reception area with any changes.
15/12/2017	15:05	Metroline	206	Brondesbury Park, Milverton Road, NW6	Brent	Collision with Pedestrian	Child	Male	A 12 year old child was fatally injured following a collision with a route 206 bus. The bus was travelling along Brondesbury Park, NW6 where the collision occurred. The boy passed away at the scene.	Open	Awaiting outcome.	Awaiting decision on referral to Coroner.	TfL schools' liaison team were sent to reinforce messages to local schools.
16/12/2017	10:30	Metrobus	R11	Cray Road	Bexley	Passenger Fall	Adult	Male	An incident where a male alighted from the bus, stumbled whilst on the pavement and falling backwards hitting his head against the stationary bus later resulted in his fatality in February 2018.	Closed	No indication of action being taken against the driver.	The Coroner's inquest concluded Accidental Death and made no recommendations.	- The investigation concluded that the passenger alighted vehicle and while moving away he stumbled and fell backwards with his head then making contact with the bus. - The operator's investigation did not identify any new additional actions
23/01/2018	17:14	Stagecoach	158	Albert Crescent, E4	Waltham Forest	Passenger medical	Adult	Male	A bus driver requested assistance when a male passenger became unconscious but breathing. The LAS attended and confirmed that male as deceased at 08:11, after reportedly suffering a cardiac arrest. It is reported that the male is a 51 years old.	Closed	No Police investigation	n/a	The investigation confirmed that the female had died of natural causes. No improvement actions identified.
30/01/2018	04:48	Tower Transit	25	Whitechapel Road, E1	Tower Hamlets	Passenger medical	Elderly	Male	A male passenger on bus complained initially of breathing difficulties, the driver requested the emergency services but the LAS confirmed male has passed away on the scene	Closed	No Police investigation	n/a	The investigation confirmed that the female had died of natural causes. No improvement actions identified.
23/04/2018	10:11	Stagecoach	61	St Pauls Cray Road, Chislehurst	Bromley	Driver medical	Adult	Male	The driver of private car strayed into the lane of a bus causing a frontal collision. The emergency services have suggested the driver of the car may have suffered a medical episode prior to the collision and was pronounced deceased at the scene.	Open	The police report has been issued and indicates that the oncoming car driven by the deceased moved over to the wrong side of the road and collided with the correctly proceeding bus.	We have no indication that an Inquest took place other than that the police report has been released. If there was outstanding procedure, this would not have occurred. We don't know what verdict was recorded at any Inquest as yet, but the operator are liaising with the Police to ensure that there are no further lessons to learn.	The conclusion of this investigation is that the actions of the third party driver was the root cause. No Further Action.
30/04/2018	19:03	Abellio	484	St Norbert Road, SE13	Lewisham	Passenger medical	Elderly	Male	An elderly male passenger suffered a suspected heart attack on board a route 484 bus. The bus driver provided first aid by carrying out CPR before emergency services arrived. Police and ambulance crew attended, the passenger was pronounced dead at the scene	Closed	No Police investigation	n/a	The investigation confirmed that the male had died of natural causes. No improvement actions identified.
07/06/2018	01:10	Go Ahead	Rail Replacement Bus	Queen's Road, Peckham	Southwark	Collision with Car	Adult	Female	A car driver collided with a rail replacement bus, the car then collided with a tree when departing the scene of the incident with the bus causing the car driver to suffer fatal injuries.	Closed	No indication of action being taken against the driver.	n/k	-The bus was on the rail replacement service for Southeastern train, and not TfL. -The operator's investigation shows that there were two separate incidents, the conflict with the bus did not result in injuries.
20/06/2018	13:26	Tower Transit	25	Stratford High Street	Newham	Collision with Pedestrian	Adult	Female	A route 25 bus has collided with a female pedestrian resulting in fatal injuries.	Open	Awaiting outcome. The Police have indicated that the Coroner will adjourn and await the findings from the Police investigation. The investigating officer has said that their investigation may be between 12 to 18 months in duration	Awaiting decision on referral to Coroner.	The incident is still under investigation. All drivers have been advised to inform management of any unsafe roadworks they see on their routes; using Code Blue to TfL or back in the garage when coming off duty. All drivers have been reminded to avoid distractions while driving and in particular only to view the Mobile Data Terminal while stationary. This has been re-enforced to drivers through visual aids and safety videos displayed in garages and on operator internal mobile App.
25/06/2018	17:28	Arriva	370	Upminster Road, RM11	Havering	Collision with Cyclist	Adult	Male	A collision between a cyclist and a route 370 bus later resulted in the death of the cyclist. The incident initially recorded a dislocated shoulder to the male subsequently died in hospital.	Closed	No indication of action being taken against the driver.	n/a	- The investigation concluded that the cyclist entered the path of the bus and a collision occurred. - The cyclist suffered a shoulder injury due to collision but died but from what is believed to be the result of long standing health issues. - The operator's investigation did not identify any new additional actions
23/07/2018	12:17	Metroline	W8	Chase Farm Hospital	Enfield	Passenger Fall	Elderly	Female	An elderly female passenger passed away in hospital after sustaining injuries following a secondary fall in hospital. Initially, she was taken to hospital due to a fall on a bus which was moving away from a bus stop on 23 July	Open	Awaiting outcome.	Awaiting decision on referral to Coroner.	No further action required. The operator undertook a prevention campaign relating to elderly passengers and this has led to a significant reduction in on-board incidents.
27/07/2018	10:30	London General	39	Falcon Road	Wandsworth	Collision with Pedestrian	Elderly	Male	A route 39 bus collided with a male pedestrian who later died from his injuries on 28 July.	Open	Awaiting outcome.	Awaiting decision on referral to Coroner.	The operator ran a specific 'Amber Gambler' training and awareness campaign for bus drivers in all depots
08/08/2018	20:00	Stagecoach	55	Lea Bridge Road, Elm Park Road	Waltham Forest	Collision with Pedestrian	Adult	Male	A route 55 bus has collided with a male pedestrian resulting in fatal injuries.	Open	Awaiting outcome.	Awaiting decision on referral to Coroner.	The bus operator has introduced further hazard perception measures into their refresher and induction training; plus a pedestrian caution poster campaign occurred via the internal magazine and use of TV screens in all garages.
18/08/2018	08:23	Metroline	382	Engineers Way	Barnet	Driver Medical	Adult	Male	A 60 year old male driver of a route 382 bus was found dead within a welfare facilities. The operator is investigating possible heart attack as a cause.	Closed	No Police investigation	n/a	- The investigation concluded that the bus driver suffered massive heart attack, despite medical attention he could not be revived. - The operator's investigation did not identify any new additional actions

Date	Time	Operator	Bus Route	Road	Borough	Incident Type	Age band	Gender	Details	Investigation Status	Police Investigation	Coroner's Finding and Recommendation	Corrective Actions Taken
17/09/2018	11:50	Arriva	318	Landsdowne Road	Haringey	Struck By / Against Object	Unknown	Unknown	Passenger's wheelchair had no brakes applied and rolled forward hitting the panel with the leg. Passenger subsequently died at a later date.	Open	Awaiting outcome.	Awaiting decision on referral to Coroner.	TfL and the Operator are discussing ways in which to carefully advise passengers about fully securing the wheelchairs; i.e. using the brakes. This was particularly sensitive issue when the victim had a carer with her at the time so the driver would have assumed that they were secured. The investigation is not over, we must await the coroner's inquest to see whether the injuries on the bus were the root cause of death, as this is not entirely clear from the information received presently.
01/11/2018	11:59	Stagecoach	55	Lea Bridge Road, Shortlands Road Bus Stop	Hackney	Passenger Fall	Elderly	Male	A pedestrian fell over on lower deck when driver applied harsh brake to avoid collision. Emergency services attended and Passenger taken to hospital. Passenger died 8 days later.	Open	Awaiting outcome.	Awaiting decision on referral to Coroner.	Staff awareness campaign to encourage drivers to make appropriate Public Address announcements advising customers to take seats when available.
16/09/2018	17:21	Go Ahead	225	A2 Deptford Broadway / Deptford Bridge SE8	Greenwich	Collision with Pedestrian	Adult	Female	A route 225 bus was involved in a collision with a pedestrian. This is at a staggered junction and the pedestrian was running across on a green light on one side of the road, but not at the point of collision. The female pedestrian conveyed to hospital for treatment but subsequently dies from her injuries.	Open	Awaiting outcome.	Awaiting decision on referral to Coroner.	TfL has agreed to review the junction layout (ongoing review in 2018-2019). The incident remains under investigation.
10/11/2018	21:15	Go Ahead	X26	Junction of Pound Street, Carshalton Road	Sutton	Collision with Pedestrian	Adult	Male	A route X26 bus was involved in collision with a pedestrian in the middle of a right hand turn; the pedestrian crossed where there was no pedestrian crossing and in heavy rain at night. The driver indicated that he did not see the pedestrian prior to the collision. The pedestrian cannot be seen in the CCTV until the exact point of impact.	Open	Awaiting outcome.	Awaiting decision on referral to Coroner.	The coroner's report is outstanding, but TfL has asked the local borough to look at the junction with a view to allowing pedestrians time to cross (light phasing). It was evident at the time that the lighting at the site was not good due to overhanging trees from the local school. The school immediately agreed and cut them back to fully reveal the lamp standards to improve light at the junction.
20/11/2018	21:48	Go Ahead	101	Aldersbrook Road	Redbridge	Passenger medical	Adult	Male	A passenger was found unconscious and not breathing on a bus, the ambulance attended to the passenger but he subsequently died.	Open	Awaiting outcome.	Awaiting decision on referral to Coroner.	No further action required, as this was a medical episode.
04/12/2018	18:28	Metroline	114	Kenton Road	Harrow	Collision with Pedestrian	Adult	Male	On reviewing the CCTV the pedestrian crossed on a red pedestrian light in front of the bus and fell under the offside front wheel. Emergency services attended but unfortunately the pedestrian died at the scene.	Open	Awaiting outcome.	Awaiting decision on referral to Coroner.	Traffic light signal campaign for drivers, in particular about readying yourself for lights changing ("Green means prepare to stop", etc.) The incident is still under investigation.
04/12/2018	14:50	Go Ahead	493	Roehampton Lane	Wandsworth	Collision with Pedestrian	Adult	Male	A pedestrian appeared suddenly between parked cars and got hit by the front of the bus and than going under the wheel. This may have been a deliberate act. The driver had less than 2 seconds to react. Emergency services was called, Police and Ambulance arrived.	Open	Awaiting outcome.	Awaiting decision on referral to Coroner.	No further actions identified, as this was judged to be a potential suicide attempt, but the operator and TfL are open to any recommendations or learnings from the investigation which is ongoing.
18/12/2018	22:45	Go Ahead	185	Vauxhall Bridge Road/ Wilton Road	Westminster	Collision with Pedestrian	Adult	Male	A pedestrian was involved in a collision with the bus. He had been standing in the middle of a 3-lane road waiting to complete the crossing. The driver was monitoring traffic emerging from his left hand side. The driver states that he did not see the pedestrian, as it was dark and the pedestrian was in dark clothing.	Open	Awaiting outcome.	Awaiting decision on referral to Coroner.	The incident is still under investigation.
05/02/2019	22:04	Metroline	274	Camden Road	Camden	Collision with Pedestrian	Adult	Male	Driver served the bus stop, closed doors, checked mirrors and ready to pull off. After started moving, he heard some shouting and at the same time a bang. He stopped and secured the bus. He opened the doors out of his cab and saw legs under the bus. The pedestrian had stumbled under the bus when the driver was serving boarding passengers, and had not seen the individual in front of the n/s/f of the bus.	Open	Awaiting outcome.	Awaiting decision on referral to Coroner.	The incident is still under investigation.