



Vehicle & Operator Services Agency

From: *****

Tel: *****

Fax: *****

BY EMAIL

Date: 23rd October 2006

Our Ref: *****

Dear *****

FREEDOM OF INFORMATION ACT 2000

I refer to your e-mail and my acknowledgement of 20th October 2006 concerning the safety of town centre service buses.

Firstly, I think it should be pointed out that there is no such thing as a completely safe vehicle (be it a bus, car or lorry). However, the Vehicle and Operator Services Agency (VOSA) certify all buses to ensure that the legal requirements for a Public Service Vehicle (PSV) are met.

There is no legal requirement to have fixed barriers in front of the front passenger seats. There is also no legal requirement for service buses which can carry standing passengers to be fitted with seat belts.

However, should your enquiry have been prompted by an incident involving a specific vehicle, our Vehicle Safety Branch may be able to assist you. Their e-mail address is *****. As a minimum, they will need the registration number of the vehicle involved in any alleged incident.

If you are unhappy with the information supplied, you may ask for an internal review. To request an internal review, please write to ***** or email ***** giving the reasons for your dissatisfaction. It will help us if you quote the reference number for your case.

If you do not agree with the outcome of the internal review, you may lodge an appeal with the Information Commissioner (www.informationcommissioner.gov.uk). The Information Commissioner is an independent official appointed by the Crown to oversee the Data Protection Act 1998, the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

The Information Commissioner can consider complaints about any aspect of the way in which requests for information have been handled. Please note: the Information

Commissioner would be unlikely to consider your complaint if you have not first requested an internal review.

You can write to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF

If you have any queries about this letter, please contact us, quoting reference
*****.

Yours sincerely

VOSA Information Access