



Vehicle & Operator Services Agency

From: **Information Access**
inform@vosa.gov.uk

Information Access Team
Berkeley House
Croydon Street
Bristol
BS5 0DA

BY EMAIL

Tel: 0117 954 3200
Fax: 0117 954 2546

Our Ref: **F0001599**

Date: 15th January 2008

Dear

FREEDOM OF INFORMATION ACT 2000

I refer to your various letters addressed to the Offices of the Traffic Commissioners throughout the country in which you requested:

- 1) the results of all bus monitoring exercises carried out over the last twelve months and
- 2) decisions made in Public Inquiries (PI) involving PSV operators since 1st January 2007. (This point was dealt with in my acknowledgement letter dated 23rd December 2007).

I have attached to the covering e-mail a table which shows the results for monitoring exercises from all Traffic Areas which were completed in 2008. Any cases which began in 2008 but are still on-going are not included. The figures are for completion of the monitoring exercises, not the completion of work on each individual case. (Once a monitoring exercise has been carried out, the report is sent to the operator to comment, and then the report and any comments received are passed to the Traffic Commissioner [TC]). Following this review by the TC the figures given may be subject to amendment if the TC accepts that an operator had a reasonable excuse for any failures.

You will note that no Bus Monitoring Exercises have been carried out in the Eastern Traffic Area during 2008. This was due to recruitment problems following the departure of the previous post holder. This post has recently been filled.

If you are unhappy with the response provided, you may ask for an internal review. To request an internal review, please write to:

VOSA Corporate Office,
Berkeley House,
Croydon Street,
Bristol,
BS5 0DA

or email vosa.corporateoffice@vosa.gsi.gov.uk

giving the reasons for your dissatisfaction. It will help us if you quote the reference number for your case (F0001599).

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
Yours sincerely,
SK9 5AF

VOSA Information Access