



Vehicle & Operator Services Agency

From: **Information Access**  
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Information Access Team  
Berkeley House  
Croydon Street  
Bristol  
BS5 0DA

**BY EMAIL**

Tel: 0300 123 9000  
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Our Ref: **F0001714**

Date: 18<sup>th</sup> March 2009

Dear

## **FREEDOM OF INFORMATION ACT 2000**

I refer to your email of 25<sup>th</sup> February, sent to our enquiries unit, requesting information regarding Arriva Bus routes in Derby.

I can confirm that our records show the following:

Operator	Registration Number	Service Number	Start Date
Arriva Derby Ltd	PC0003354/45	44/45	23 <sup>rd</sup> February 1998
Arriva Derby Ltd	PC0003354/77	42/43	26 <sup>th</sup> October 2008
Arriva Derby Ltd	PC0003354/79	N44	31 <sup>st</sup> October 2008

There is no information on the files for these services to show any details of who may have operated the service previously, as there is no legal requirement to state this on an application.

I have been informed that records are only kept for a year after the service is cancelled and VOSA would therefore no longer have records of the services prior to them being registered by Arriva Derby Ltd under the current registration numbers.

You may consider contacting the local authority that deals with these services, which I believe to be Derby City Council, as they may hold the information you require. They can be contacted at [foi@derby.gov.uk](mailto:foi@derby.gov.uk).

If you have any queries about this letter, please contact us, quoting reference **F0001714**.

If you are unhappy with the information supplied, 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](mailto: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.

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](http://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

Yours sincerely

VOSA Information Access