



Vehicle & Operator Services Agency

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

Information Access Team  
Berkeley House  
Croydon Street  
Bristol  
BS5 0DA

Tel: 0300 123 9000  
Fax: 0117 954 2546

Your ref:  
Our Ref: **F0001921**

Date: 17<sup>th</sup> June 2009

Dear

## **FREEDOM OF INFORMATION ACT 2000**

I refer to your e-mail of 27<sup>th</sup> May 2009. You asked for information relating to VOSA's bus monitoring functions.

You asked for:-

- a) the number of bus monitors (by area) who monitor bus services for reliability and punctuality. These numbers have fluctuated during the year, and I have attached a spreadsheet to the covering e-mail which gives the staff in post information by month.
- b) the annual spend on monitoring bus service reliability and punctuality. The latest available figure for this is £454,969. Bus compliance officers do not have any special systems or software. They have use of a laptop computer which is provided by VOSA's IT supplier as part of the general contract.
- c) by area, the number of single bus journeys checked and the percentage this represents of total journeys. Details are:-

Eastern	2372
North East/North West	3261
Scotland	5153
South East	3515
Wales	7090
West Midlands	733
Western	2511

The above figures relate to observation made. The percentage of total journeys is not recorded.

d) the number of public inquiries held in each area for reliability issues and their outcome. This information is contained in a spreadsheet attached to the covering e-mail.

If you have any queries about this letter, please contact us, quoting reference **F0001921**.

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](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