



Vehicle & Operator Services Agency

From: **Information Access**
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Information Access Team
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Tel: 0300 123 9000
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Your ref:
Our Ref: **F0002937**

Date: 28th October 2010

Dear

FREEDOM OF INFORMATION ACT 2000

I refer to your letter of 5th October 2010 and the subsequent clarification of your request. We have dealt with this matter under the Freedom of Information Act 2000.

Bus monitoring in the UK is co-ordinated within two regions one based in Birmingham (Southern Region) and one in Edinburgh (Northern Region). I have attached copies of the spreadsheet maintained by each office in relation to bus monitoring exercises to the covering e-mail.

The information on these sheets relate to physical observations made by our Bus Monitoring Officers. The observation of bus services and the reporting of their findings to the Traffic Commissioner is the limit of VOSA's involvement in this area of work.

If an operator offers mitigation for non-compliance, this is a matter for the Traffic Commissioner (a separately named Authority under the Freedom of Information Act 2000). I have therefore passed a copy of your letter to who deals with Freedom of Information requests on behalf of all the Traffic Commissioners. The contact address is Office of the Traffic Commissioner, Hillcrest House, Harehills Lane, Leeds, LS9 6NF (tel 0300 123 9000 e-mail tcfoi@vosa.gov.uk).

If you have any queries about this letter, please contact us, quoting reference **F0002937**.

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.

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

Yours sincerely

VOSA Information Access