

request-562078-7c98e446@whatdotheyknow.com

10 April 2019

Dear Mr Li

Freedom of Information (Scotland) Act – Request for Information

I refer to your email of 16 March 2019 in which you make a Freedom of Information Request in the following terms:

I would like to request punctuality figures of services you operates, both for individual routes and the aggregated figures.

In response to this question, and in accordance with Section 17 of the Act (Notice that information is not held), I write to advise that the information you have requested is not held by Lothian. The Freedom of Information Act (Scotland) 2002 entitles citizen with a right to recorded information from public authorities

Lothian do not hold this information.

I can advise that in the recently published Transport Focus Bus Passenger Survey Lothian services obtained 85 % customer satisfaction rating for punctuality.

Here is a link to the survey for your information:

<http://d3cez36w5wymxj.cloudfront.net/wp-content/uploads/2019/03/13202001/Bus-Passenger-Survey-Autumn-2018-summary-of-key-results-in-Scotland.pdf>

If you are dissatisfied with this decision, you have a right to request a review by submitting a request in writing within 40 working days of this response.

If after this review you are still dissatisfied, you have the right of appeal to the Scottish Information Commissioner. The Scottish Information Commission can be contacted as follows:

Enquiries line – telephone:

01334 464 610

Enquiries line – email:

enquiries@itspublicknowledge.info

Address:

Kinburn Castle, Doubledykes Road, St Andrews,
KY16 9DS

Further information on freedom of information can be obtained from the Scottish Information Commission's website: www.itspublicknowledge.info.

Yours sincerely,

Clare Bridson
FOI