



DAVID BURRELL
INFORMATION OFFICER - WYITA

TELEPHONE: LEEDS (0113) 251 7216
Email: david.burrell@wypte.gov.uk

15 February 2012

VIA EMAIL

Our Ref: DSB/FOI:148/SN

Mr D Walls
(request-104790-91cf44ac@whatdotheyknow.com)

Dear Mr Walls

FREEDOM OF INFORMATION ENQUIRY : LATE BUS SERVICES COMPLAINTS

Thank you for your email request for information dated 6 February 2012 requesting the following information:

How many complaints have been received regarding buses in Leeds arriving late since January 1st 2012?

This request is being handled under the Freedom of Information Act 2000. I can confirm that West Yorkshire Passenger Transport Executive ("Metro") does hold the information covered by your request.

During the period 01.01.12 to 31.01.12, Metro received 62 complaints about late arrival of buses which operate solely within the Leeds district boundary.

I trust the above is to your satisfaction. However, if you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to me.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113 / 01625 545745 **Website:** www.ico.gov.uk

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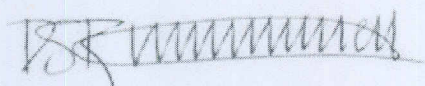


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Mr D Walls
15 February 2012

For your information, there is no charge for making an appeal.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'D S Burrell', with a series of vertical strokes extending from the end of the name.

D S BURRELL
INFORMATION OFFICER