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Thames Valley Buses Ltd. registered in England and Wales No: 01128598. VAT No: 200288211 registered office: Reading Buses Ltd Great Knollys Street Reading RG1 7HH

Dear Andrew

Subject Access Request

Thank you for your correspondence of 8 February 2023, in which you asked for some information via our customer service interface about our services:

"In January 2023 your company kindly provided me with the enclosed document in response to a Subject Access Request."

I am writing to ask if you would kindly repeat the exercise, this time covering the period 1st January 2023 to 31st December 2023 showing the route reliability for service 128/129 at School Road South, Hurst.

I look forward to hearing from you."

I am pleased to be able to respond with some relevant information and once again I apologise for the time this has taken to be collated.

The route remains operated by Thames Valley Buses under contract to Wokingham Borough Council. There were no changes to the route or timetable schedule during 2023.

% of services operated running on time in 2023 (being regarded as between 1 minute early and 5 minutes late, all timing points along the route being referenced)

Jan	85.15	Apr	69.31	Jul	89.44	Oct
87.31						
Feb	63.53	May	64.31	Aug	88.51	
Nov	80.64					
Mar	60.10	Jun	79.77	Sep	81.91	
Dec	79.56					

The marked reduced reliability in February to May was attributed to roadworks on A329 junction at the western end of London Road, as well as the closure of Pound Lane for several weeks. Pound Lane was closed again in September, Pierson Road in November, and roadworks on Western Avenue caused delays in December.

We can give some information about School Road South in particular for the last 3 months of 2023:

% of services operated running on time in 2023 (being regarded as between 1 minute early and 5 minutes late, at School Road South)

Oct	Towards Reading	85.59	Towards Wokingham	87.07
Nov	Towards Reading	78.32	Towards Wokingham	76.23
Dec	Towards Reading	77.37	Towards Wokingham	74.49

The second aspect of your request is about cancellation of services along routes 128/129.

Occasionally we have to cancel a journey due to congestion or a vehicle defect. The driver situation had improved for early 2023, but during the summer and early autumn in particular we had another challenging period.

Number of journeys or part journeys cancelled on routes 128/129 in 2023 (average number of journeys per month is 706):

Jan 17	10	Apr 11	Jul 13	Oct
Feb 10	7	May 24	Aug 33	Nov
Mar	16	Jun 11	Sep 27	Dec 7

I hope this information is helpful to your research.

Kind regards

Simon Fisher
Thames Valley Buses