



Unit 3 The Maple Centre
Downmill Road
Bracknell RG12 1QS

thamesvalleybuses.com

T 0118 973 3686

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E 0118 973 3686



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 26 May 2025, in which you asked for some information via our customer service interface about our services:

“In March 2024 you kindly provided me with a reply to my Freedom

of Information request for data concerning the performance of the Thames Valley 128/129 bus service at School Road South, Hurst (see attached).

“Can I kindly request the same data for the period 1st January 2024 to 31st December 2024 as well any data available for the beginning of 2025.

“... would it be possible to also for the same period request passenger data for those joining the 128/129 at the Hurst village bus stops (ie Sawpit Road, School Road South, Pond, Wards Cross and Elephant & Castle)?”

I am pleased to be able to respond with some relevant information.

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 2024.

% of services operated running on time in 2024 (being regarded as between 1 minute early and 5 minutes late, all timing points along the route being referenced)

Jan	87.85	Apr	84.86	Jul	79.51	Oct
Feb	86.34	May	76.88	Aug	82.08	
Mar	86.92	Jun	70.50	Sep	76.52	
Dec	77.88					

The lower figures in May/Jun were due to roadworks and the closure of Pound Lane in Sonning and Robin Hood Lane. In November we recorded roadworks affecting the service in the Reading area.

% of services operated running on time in 2025 (being regarded as between 1 minute early and 5 minutes late, all timing points along the route being referenced)

Jan	82.66	Apr	89.55
Feb	85.30	May	81.70
Mar	83.52		

We can also give some information about School Road South in particular in 2024:

% of services operated running on time in 2024 (being regarded as between 1 minute early and 5 minutes late, at School Road South)

Jan	Towards Reading	87.00	Towards Wokingham	85.59
Feb	Towards Reading	83.48	Towards Wokingham	80.44
Mar	Towards Reading	81.78	Towards Wokingham	85.34
Apr	Towards Reading	82.30	Towards Wokingham	82.64
May	Towards Reading	73.73	Towards Wokingham	73.72
Jun	Towards Reading	68.66	Towards Wokingham	69.85
Jul	Towards Reading	80.95	Towards Wokingham	74.82
Aug	Towards Reading	82.88	Towards Wokingham	80.18
Sep	Towards Reading	76.70	Towards Wokingham	76.79
Oct	Towards Reading	74.16	Towards Wokingham	74.74
Nov	Towards Reading	71.43	Towards Wokingham	64.86
Dec	Towards Reading	76.88	Towards Wokingham	76.36

% of services operated running on time in 2024 (being regarded as between 1 minute early and 5 minutes late, at School Road South)

Jan	Towards Reading	82.73	Towards Wokingham	84.44
Feb	Towards Reading	85.65	Towards Wokingham	87.20
Mar	Towards Reading	88.99	Towards Wokingham	79.77
Apr	Towards Reading	87.29	Towards Wokingham	91.67
May	Towards Reading	81.78	Towards Wokingham	82.00

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 2024 (average number of journeys per month is 706):

Jan	10	Apr	6	Jul	8	Oct
Feb	14	May	1	Aug	0	Nov
Mar	4	Jun	4	Sep	2	Dec

Number of journeys or part journeys cancelled on routes 128/129 in 2025 (average number of journeys per month is 706):

Jan	0	Apr	3
Feb	1	May	5
Mar	5		

The last part of your enquiry relates to passenger numbers, and regrettably I am not able to give you information which is commercially sensitive.

I hope this information is helpful to your research.

Kind regards

Simon Fisher
Thames Valley Buses