West Yorkshire Combined Authority | Tracy Brabin Mayor of West Yorkshire

Our Reference: 3404

15/05/2026

Freedom of Information Act 2000 Enquiry: Leeds Bus Station breaches of conditions of use by bus and coach operators

Thank you for contacting West Yorkshire Combined Authority ('the Combined Authority') with your request for information, which was received on 18/03/2026.

Your request was:

request information relating to the operation of Leeds Bus Station (New York St, Leeds LS2 7HU) which is managed by WYCA.
Specifically, I would like to request the following information for the period 1 January 2025 to 31 December 2025:
1. The total number of recorded infringements or breaches of bus station operating rules, or conditions of use by bus or coach operators using Leeds Bus Station.
2. The number of infringements by each bus or coach operator. If providing data by operator raises any commercial sensitivity concerns, I am happy for the data to be anonymised or aggregated (for example Operator A, Operator B etc.).
3. Where available, a breakdown of the types of infringements recorded (for example operational breaches, stand misuse, timing violations, safety issues, or other categories used internally).
The information is requested purely for comparative analysis of bus station usage and compliance, and anonymised data would be sufficient.

This request is being handled under Freedom of Information Act 2000.

I can confirm that the Combined Authority holds information covered by your request.

We considered the application of the section 42 Legal Professional Privilege exemption under the Freedom of Information Act 2000, which relates to information protected by legal professional privilege. Following a review of the information and in consideration of public interest, we determined that this exemption is not engaged and therefore does not apply to the information relevant to your request.
As such, for 1. listed above:
1. The total number of recorded infringements or breaches of bus station operating rules or conditions of use during the period requested is 348.

However, in addressing the following part of your request:

2. The number of infringements by each bus or coach operator

We considered the application of Section 43(2) Commercial Sensitivity of the Act. This exemption applies to information the disclosure of which would, or would be likely to, prejudice the commercial interests of any legal person, including the Combined Authority and individual operators. The information you have requested relates directly to the conduct, compliance and operational performance of other operators. Disclosure of operator-specific data could, in some circumstances, affect the commercial reputation or competitive position of those operators, and could also impact the Combined Authority's ability to manage compliance processes and operator relationships effectively. Although the information is high-level and operational in nature, and even indicated that anonymised or aggregated data, we are required to consider whether disclosure of the specific information requested would give rise to commercial prejudice.

We recognise the public interest in transparency of the management compliance monitoring and performance of our service providers/third party operators and gave due consideration through a public interest test. However, we conclude that the public interest does not outweigh the commercial sensitivity associated with releasing operator-specific infringement data and the detriment caused from disclosure of this information to the world at large.

On point 3. The information held can be grouped into three broad categories: Contract Compliance, Safety and Legal.

Contract Compliance issues reflect a range of behaviours that do not meet the operational requirements or conditions of use for the bus station. These include the misuse of allocated stands or layover spaces, failure to adhere to permitted timings, unauthorised use of station infrastructure and non-compliance with instructions or reporting requirements set by the Combined Authority. Such actions can affect the safe, efficient and fair operation of the bus station, and it is therefore essential that all operators follow the Conditions of Use, seek approval where required and comply with the direction of authorised personnel.

Safety-related points highlight behaviours that have the potential to compromise the safety of passengers, staff and operators. These include failures to follow designated vehicle routes and pedestrian pathways, unsafe behaviour within operational areas, misuse of mobile devices and inappropriate boarding or alighting practices.

Non-compliance with mandatory safety requirements, such as the wearing of high-visibility clothing, adherence to emergency procedures and the correct reporting of incidents or spillages, can significantly increase risk. Activities such as unauthorised fuelling, waste disposal or vehicle servicing introduce further hazards. It is essential that all operators and staff follow established safety procedures to ensure a safe and controlled environment for all users of the station.

The Legal category covers breaches that carry potential legal implications and reflect non-compliance with statutory duties and operational regulations. These include unsafe driving practices, failure to follow traffic management systems, inadequate incident reporting and leaving vehicles or passengers in unsafe conditions. Additional examples include unauthorised use of facilities, inappropriate parking, non-adherence to no-smoking policies and failure to use designated welfare provisions. Such breaches undermine the safe and efficient operation of the bus station and may result in enforcement action or legal consequences. Operators and their employees are expected to understand and meet their legal obligations and to act with due care at all times.

A table summarising the breach categories and the types of behaviours associated with each is included below for clarity (extracted from Operator Conditions of Use - West Yorkshire Combined Authority Bus Stations (July 2024)).

REFERENCE	CATEGORY	BREACH	POINTS
A1	Contract Compliance	Occupying a stand longer than 5 minutes without permission either before or after the allocated slot time (including delay during drivers' relief/changeover)	**2**
A2	Contract Compliance	Failing to inform The Combined Authority of duplicate services (BSM)	**0**
A3	Contract Compliance	Operators exceeding the allotted 45 minutes layover without prior permission	**2**
A4	Contract Compliance	Operator using a layover space for a training bus without prior approval of the Bus Station Manager	**2**
A5	Contract Compliance	Operator using an unauthorised stand should a layover be unavailable	**2**
A6	Contract Compliance	Obstructing a stand or platform, double-parking, or remaining on an unallocated stand	**2**
A7	Contract Compliance	Remaining on a drop off stand after passengers have alighted	**2**
A8	Contract Compliance	Failing to follow instructions of an authorised person	**2**
A9	Contract Compliance	Picking up and dropping off at an incorrect stand, except for occasions when the correct stand is unavailable	**2**
A10	Contract Compliance	Sweeping out vehicles without permission and or using Bus Station rubbish skips without permission. (BSM)	**0**

A11	Contract Compliance	Carrying out repairs to a vehicle on a designated stand or carrying out anything other than minor repairs to remove a vehicle from site	**2**
A12	Contract Compliance	Issuing leaflets, promotional material without permission (BSM)	**0**
A13	Contract Compliance	Soliciting custom (BSM)	**0**
A14	Contract Compliance	Failing to inform The Combined Authority when using other Operator's vehicles/services.	**2**
A15	Contract Compliance	Misuse of Bus Station water points	**2**
B1	Safety	Leaving a vehicle unattended on a stand (except for comfort break)	**4**
B2	Safety	Vehicle - failing to enter/leave by the designated points.	**4**
B3	Safety	Operator staff - failing to use correct designated crossing point/pathway.	**4**
B4	Safety	Using a mobile phone or similar device, wearing headphones or similar or running whilst on a crossing point, designated walkway, or layover area	**4**
B5	Safety	Alighting a vehicle in a restricted area.	**4**
B6	Safety	Picking up and dropping off passengers in areas other than a designated stand	**4**
B7	Safety	Failure to wear hi-viz clothing whilst in bus movement area	**4**
B8	Safety	Failure to adhere to 'Do Not Enter' flashing warning signs in the event of an emergency evacuation	**4**
B9	Safety	Fuelling vehicles in Bus Stations	**2**
B10	Safety	Failing to report vehicle fluid, spillages, breakdowns, or arrival of recovery vehicle to Bus Station staff	**2**
B11	Safety	Emptying chemical toilets in Bus Stations	**2**
C1	Legal	Operator using a layover space for a vehicle that has not been authorised to use the Bus Station	**2**
C2	Legal	Failing to report an accident (BSM)	**4**
C3	Legal	Failing to observe speed limits, directional signs, roadway markings, designated crossing points and other traffic commands. Driving without due care and attention.	**4**
C4	Legal	Leaving a bus unattended with passengers on board	**4**
C5	Legal	Failure to give way to a reversing vehicle	**2**
C6	Legal	Failure to leave a vehicle in a safe manner, (doors closed and engine off)	**4**
C7	Legal	Operator's employees failing to observe "No Smoking"	**4**
C8	Legal	Operator's employees parking unauthorised vehicles in Bus Stations without The Combined Authority's permission.	**2**
C9	Legal	Failing to comply with statutory/legal obligations	**4**
C10	Legal	Failure to use the proper toilet facilities within a bus station.	**4**

If you believe that your request for information has not been handled properly, you can ask for an internal review of our decision. Internal review requests should be submitted within two months of the date of receipt of this letter.

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
Website: www.ico.gov.uk

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

Yours sincerely,
Information Governance Officer
freedom.info@westyorks-ca.gov.uk