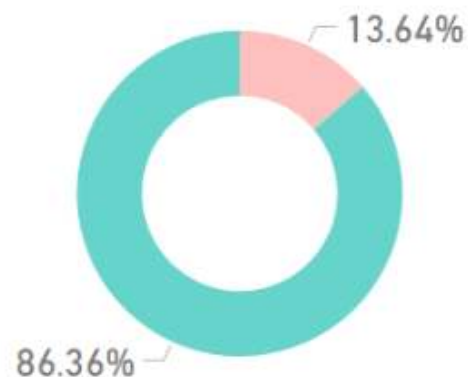


C1 percentage of customers who responded to a survey and expressed satisfaction with the level of service.

Anfodlon / Dissatisfied Bodlon / Satisfied



Number of Satisfied Customers

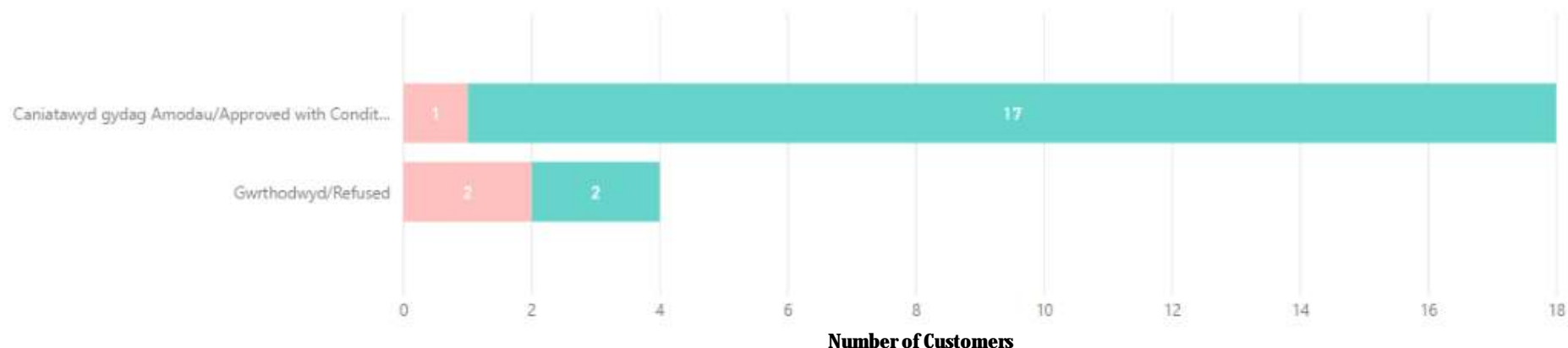
19

Total Number of Customers Targeted

22

Data According to Application Decision

Anfodlon / Dissatisfied Bodlon / Satisfied



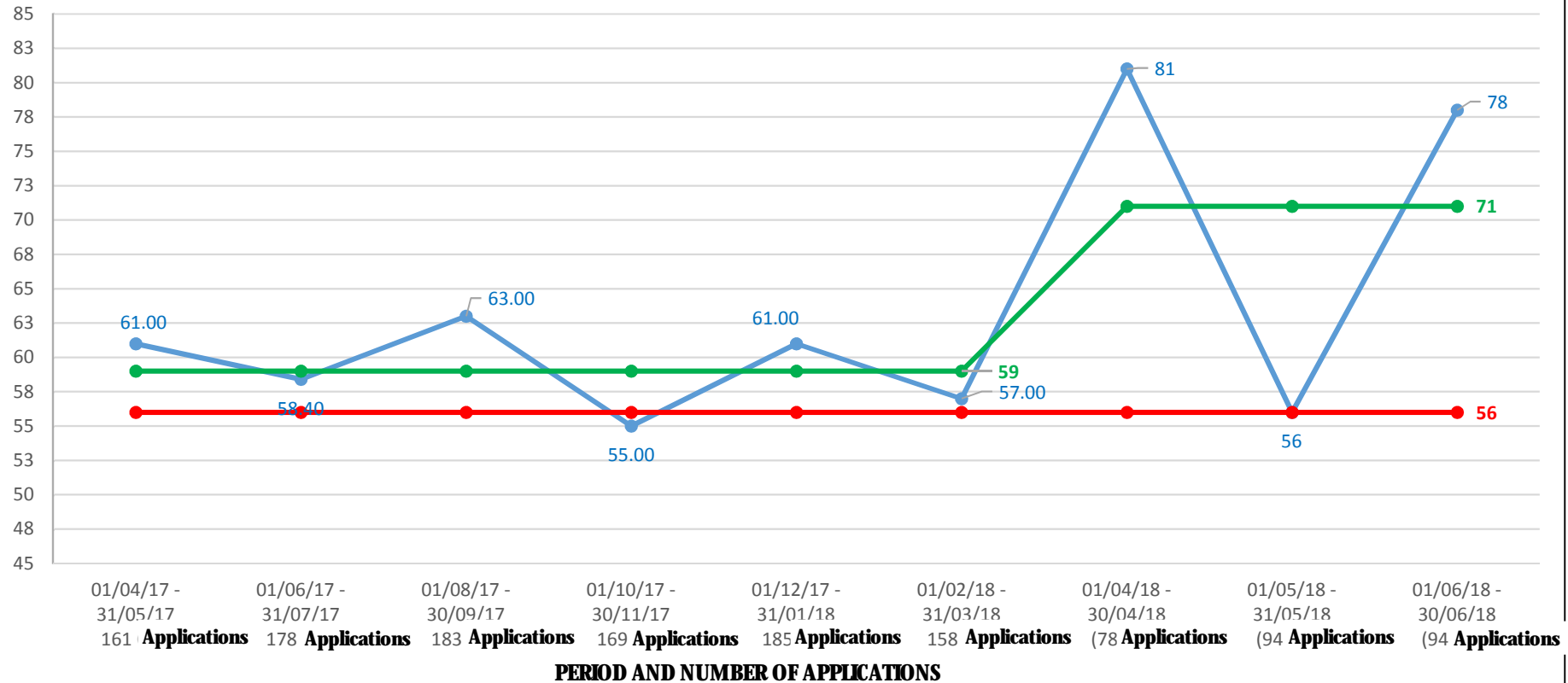
Comments

The questionnaire is based on a sample of customers who have received a decision on a planning application during the period. The results show that the reasons for dissatisfaction among a small percentage of customers is the dissatisfaction with the decision, no discussion before refusing an application and contact arrangements. Comments expressing satisfaction include very positive comments about the service provided by officers (despite, in some cases, the application being refused). Nevertheless, it must be noted that several satisfied customers have added comments about the process of getting hold of a planning officer / contact arrangements and the lack of information about arrangements and the value of arranging pre-application advice.

C2 How quickly can all planning applications be determined, on average

—●— Period average
 —●— Cumulative Average 17-8 & 18-19
 —●— Statutory Period

AVERAGE
NUMBER
OF DAYS

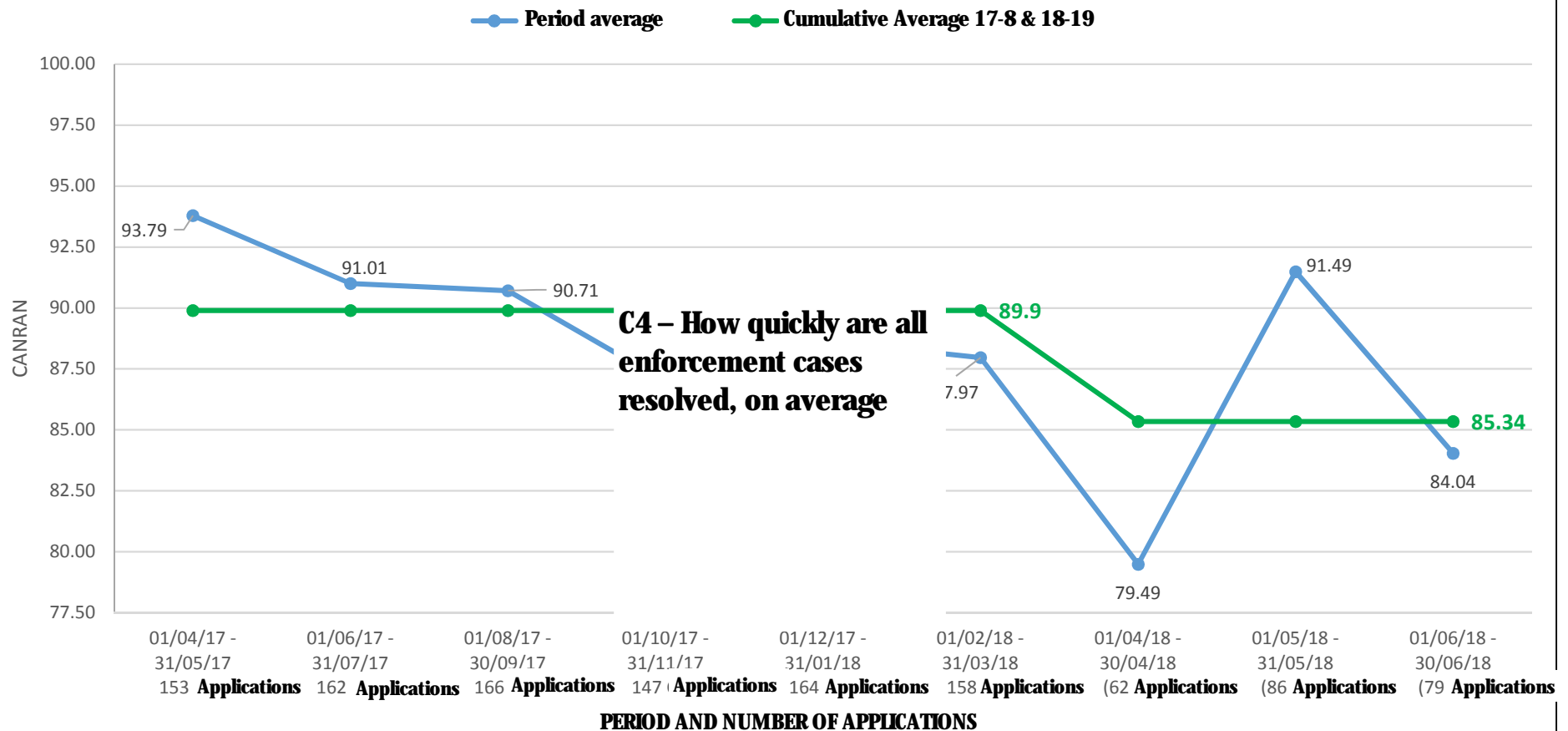


Note, from April 2018 onward, the period is for every month rather than every two months

Comments

The average number of days it has taken to determine applications since April 2017 has been consistent at approximately 60 days. The performance for the last three months has been influenced by some applications that have been in the system for a long time – because of the need to submit to Committee and postponements by the Committee. Furthermore, the officers have recently been attempting to get rid of old applications as time and workload allows. This is hereby reflected (e.g. two applications that have been in the system since 2014 have been determined). The Planning Delegation Scheme has now been amended and hopefully this will reduce the Committee’s workload over the coming months and will speed up decision-making.

C3 – Percentage of planning applications determined that were approved

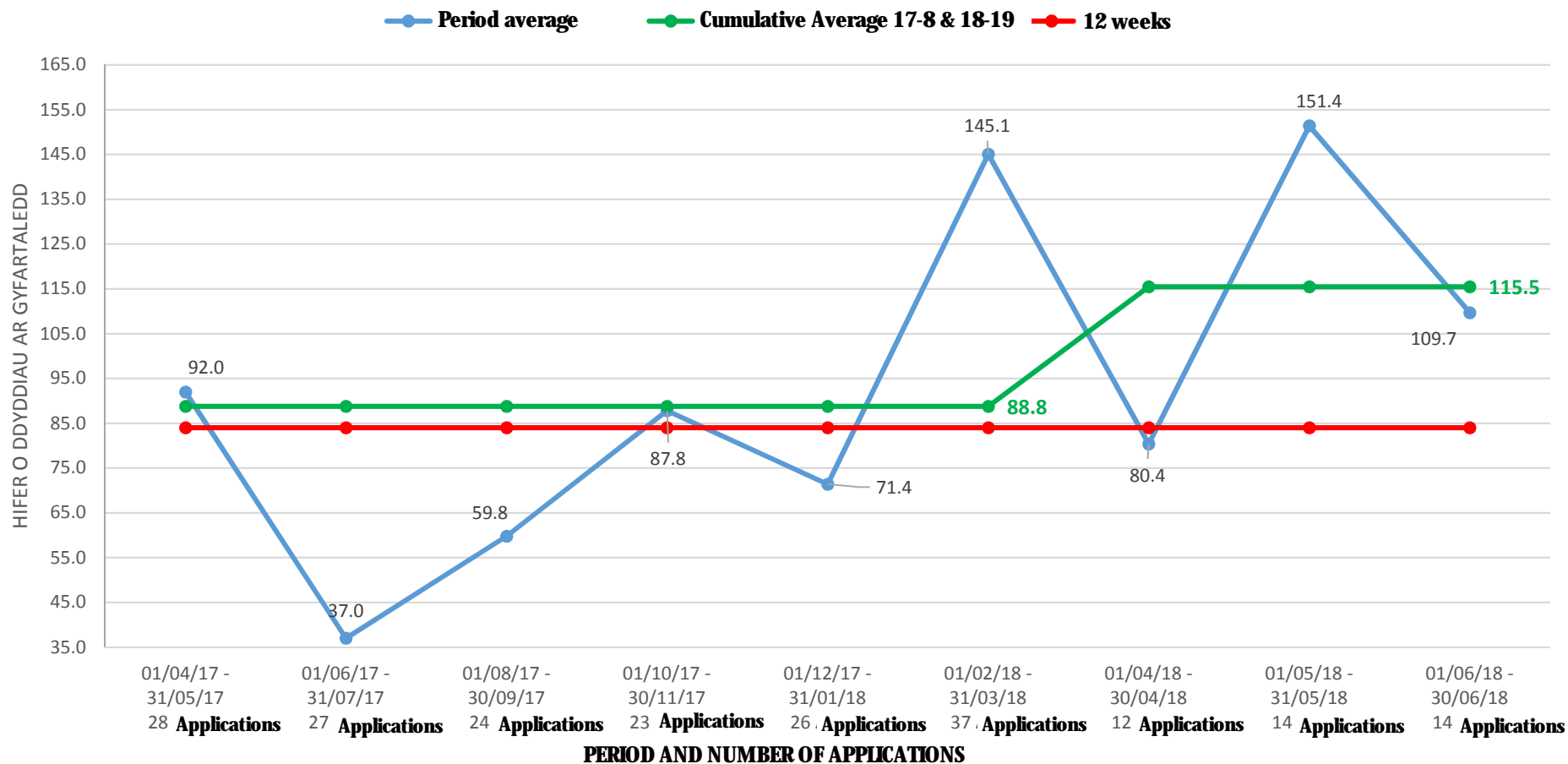


Note, from April 2018 onward, the period is for every month rather than every two months

Comments

The percentage of applications approved are consistent and, despite falling in recent months, firmly proves consistency and a positive planning service. Note the reduction following the adoption of the Joint Local Development Plan at the end of July 2017, which has meant that some aspects of policy have changed considerably and that it is likely that some applicants / agents were unaware of the implications; e.g. developments that met the requirements of the previous Unitary Development Plan but were contrary to the policies of the Joint Local Development Plan. Despite this period of change, we anticipate it becoming more stable/rising in future. Encouraging use of the pre-planning application service will also help ensure a high number of applications being approved.

C4 – How quickly are all enforcement cases resolved, on average



Note, from April 2018 onward, the period is for every month rather than every two months

Comments

The percentage varies according to the number of cases within specific periods. The number of contentious cases means that it is these that officers have mainly focused on and that other matters have taken longer to resolve. The new arrangement for lodging complaints has also been trialled since June, in order to enable officers to better prioritise cases that require attention.

The Policy Measure since August 2017:
C5 – Adopting the Supplementary Planning Guidances to the Joint Local Development Plan, including adopting 4 SPGs by Quarter 3 of 2017-18 (This is what was noted in the monitoring framework for the Joint Local Development Plan)

Comments – Joint Local Development Plan (Gwynedd and Anglesey)

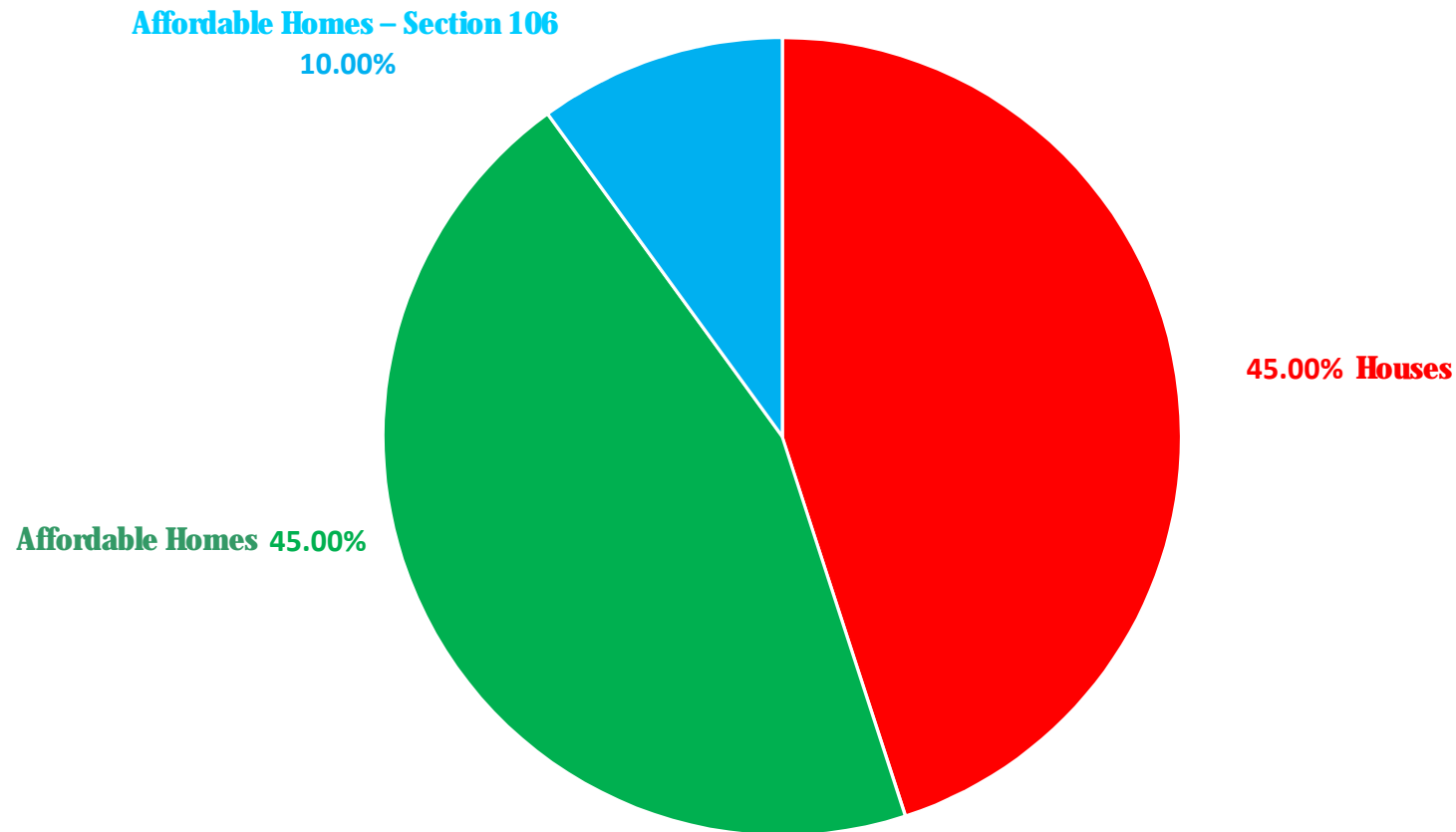
Both Councils adopted the Plan at the end of July 2017. This is, therefore, the statutory Development Plan for Gwynedd (not including the area of the Snowdonia National Park Authority), that will form the basis for determining planning applications.

Comments – Supplementary Planning Guidances

The SPG fleshes out the policies of the Local Development Plan and provides guidance on the frequent application of the policies for officers and potential applicants for planning permission.

It was noted in previous performance monitoring reports that the above timetable was agreed when the Service was awaiting the adoption of the Plan earlier in 2017. The timetable slipped, originally because the Plan was not adopted until the beginning of Quarter 2 (2017-18) and it was, therefore, impractical to allocate resources to begin the work. Having adopted the Plan, officers made increasing demands on the Unit to provide guidance on the planning policy in relation to applying some of the new policies. Some officers from the Joint Planning Policy Unit were also on sick leave for comparatively long periods. Collectively there were neither sufficient resources nor adequate time to make significant progress in preparing the first series of SPGs. The likely risk associated with this is that the time it takes to create a detailed guidance on some of the planning policies of the LDP will be longer. In May 2018, agreement was reached on collaboration between the Joint Planning Policy Unit and the two Planning Services, in order to ensure that the Unit is able to concentrate on providing guidance on applications that raise significant policy issues and give focus to the work of preparing the SPGs. Three draft consultation SPGs were submitted to the Joint Planning Policy Committee on 26 April 2018 to gain support for a public enquiry about them in May – July 2018. Two SPGs were approved for public consultation (which is underway until July 2018). It was resolved that more work be done on the third SPG. The aim is to submit five draft SPGs to the meeting of the Local Development Plan Panel during Quarter 2 before holding a public enquiry about them in Quarter 3. The likely risk associated with the slippage is that the Council remains for longer without the more detailed guidance available in the SPG, on the implementation of the relevant policies within the Plan.

C6 – Percentage of Affordable Homes Approved

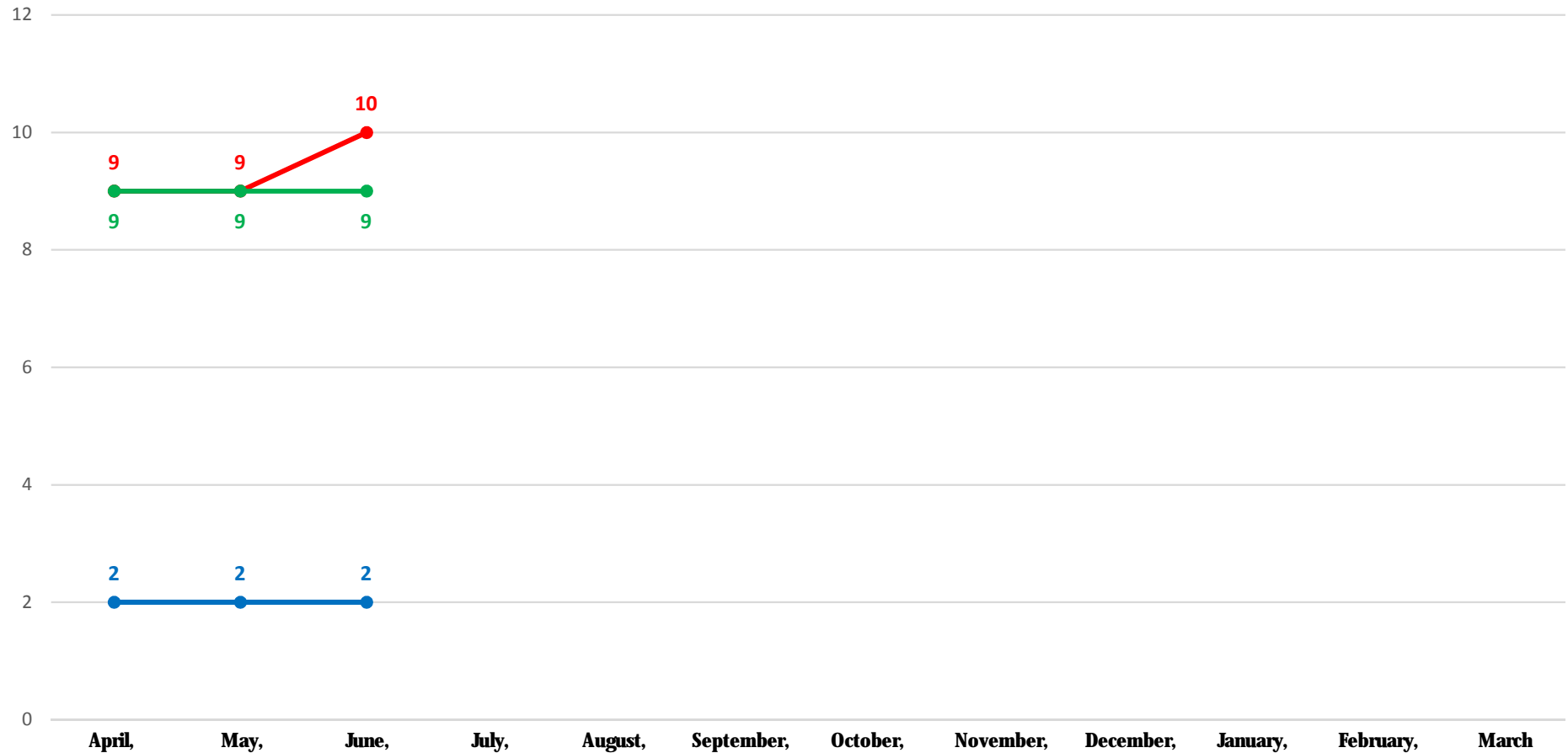


Comments

The provision of affordable homes means that the LPA provides a higher level of affordable homes than the highest target within the LDP of 30% (notwithstanding exceptions). This reflects the previous and positive pattern for the number of affordable houses approved.

C6 – Cumulative number of houses approved

—●— Houses —●— Affordable Houses —●— Affordable Houses - Section 106

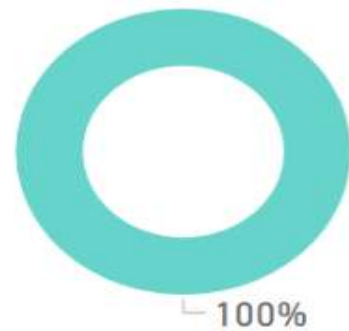


Comments

See comments on the earlier C6 chart

G1 Percentage of customers who responded to a survey and expressed satisfaction with the level of service.

● Satisfied



Number of Satisfied Customers

26

Total Number of Customers Targeted

26

Data per Unit

● Satisfied



Comments

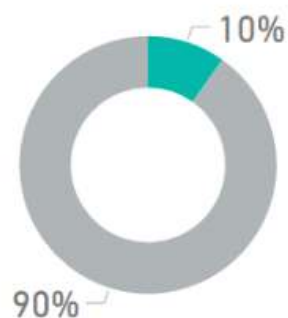
Due to implementing the General Data Protection Regulations (GDPR) the Public Protection Service has adopted a new procedure for dealing with customer surveys.

At the first point of contact, customers were asked whether they were willing to be included in a customer survey or not.

During the period in question, some difficulties were encountered with implementing the procedure, which included a proportion of customers who refused to answer the survey. Consequently, results are only available for three units within the service.

G2 % high risk businesses that have been inspected in accordance with the programme

● Inspected ● To do



Number of food establishments that have been inspected

5

Number of establishments where the inspection is late

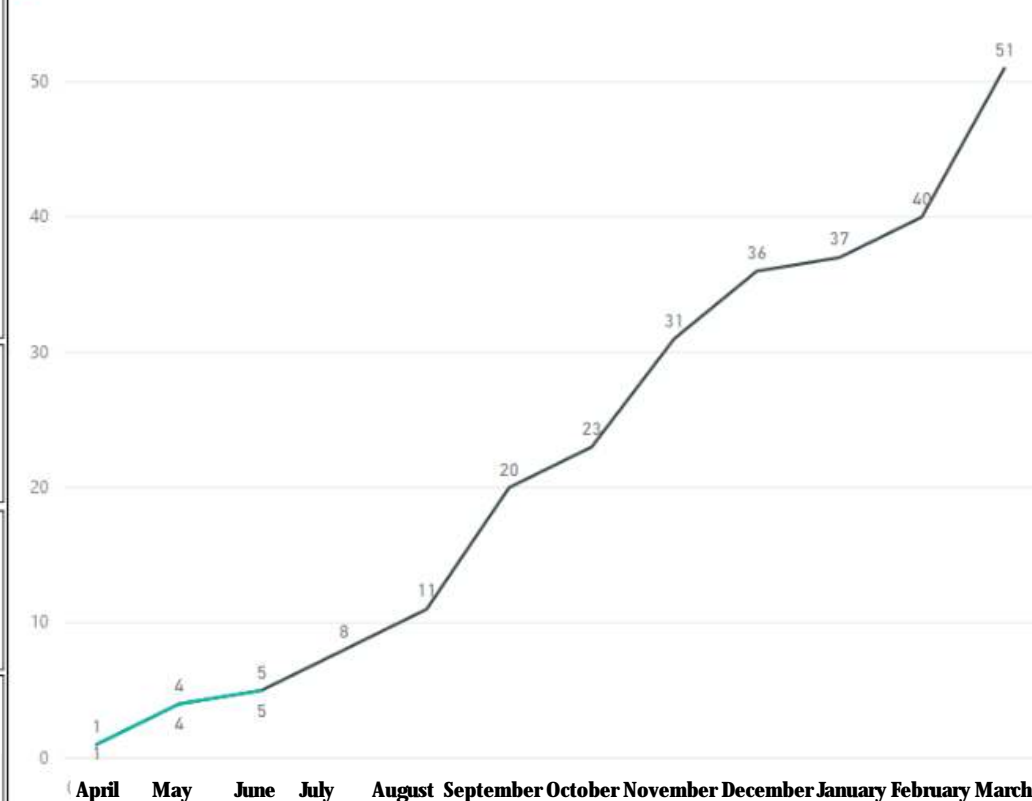
0

Number of establishments that are awaiting inspection

46

Number of high risk businesses that have been inspected in accordance with the programme

● Inspected ● The Programme



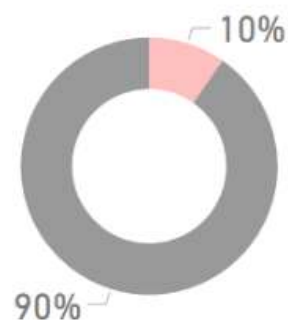
Comments

This measure has been amended to report on the performance of carrying out food hygiene inspections, food standards and animal health in risk category A only (the highest risk category).

Every business in risk category A received a punctual inspection during the period.

G3 Percentage of Air Pollution Processes businesses that have been inspected during the year

● Late ● To do



Number of businesses that have been inspected

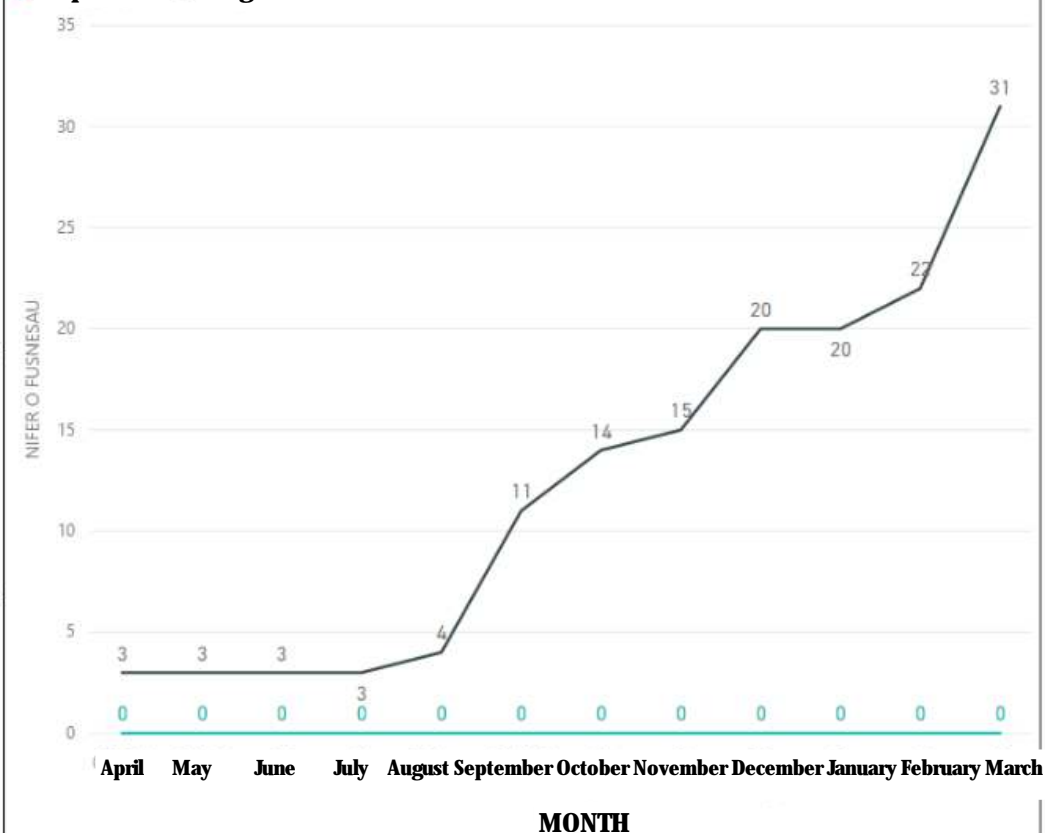
(Blank)

Number of businesses that need to be inspected

31

Number of Air Pollution Processes businesses that have been inspected during the year

● Inspected ● Programme

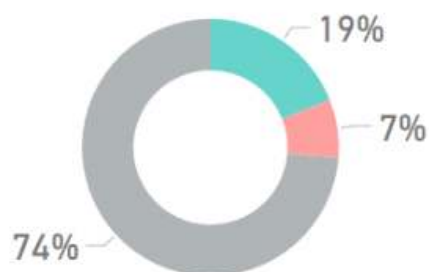


Comments

Difficulties have arisen with recording information, but figures have been updated for the three inspections that appear as late and that have since been completed. The inspection programme begins on 1 July, and 31 inspections have been programmed for the three quarters.

G4 Percentage of animal feed establishments that have been inspected in accordance with the programme

Inspected Late To do



Number of establishments that have been inspected

26

Number of establishments where the inspection is late

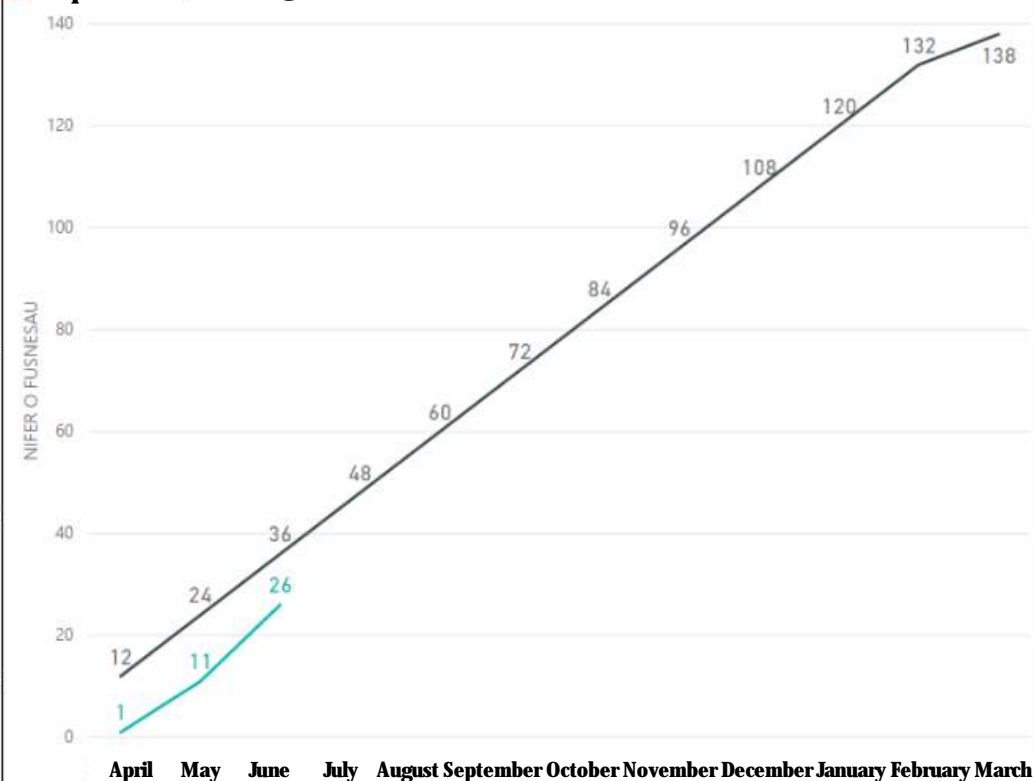
10

Total number of establishments awaiting inspection

102

Number of animal feed establishments that have been inspected in accordance with the programme

Inspected The Programme



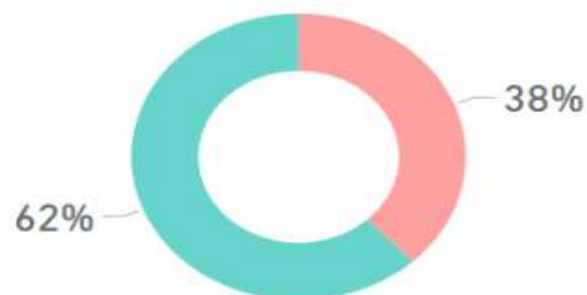
Comments

138 visits on this year's programme for the Food Standards Agency and the final list was not received until the middle of the quarter. The FSA has a unique arrangement for 'feed' enforcement. At the beginning of each financial year the FSA asks each region to report on the number of properties on their database that are due a feed inspection (the Chief Officer for Wrexham leads for the North Wales region). The Chief Officer then divides the visits that are due between the six authorities, based on risk and the type of property e.g. A01 Manufacturers, R10 Mixer, R6 Pet Food Producers, R13 Farms (livestock) etc., and the relevant authority receives a fixed fee for every inspection (depending on the amount of money the FSB had available for carrying out feed enforcement in Wales).

According to the above, 10 inspections are 'late' but not according to the FSA programme. According to the chart, the 'programme' is divided equally per month. Because of resources, the number of inspections expected as part of the FSA programme is somewhat lower than the full figure for properties that are due an inspection in Gwynedd, since Gwynedd has approximately 2000 farms. The inspections are prioritised according to risk (Risk Score 1 = every year, Risk Score 2 = every other year, etc.) and the type of property (R10, R6, etc.) as well as any other information (intel) received. The feed field is seasonal, i.e. most inspections take place in winter since it is not possible to visit some during the summer months. Arrangements are in place to complete inspections allocated by the FSA before the end of the year.

G5 Percentage of Offences solved through intervention by Public Protection

● Pending ● Sig Breach Rectified



Number solved

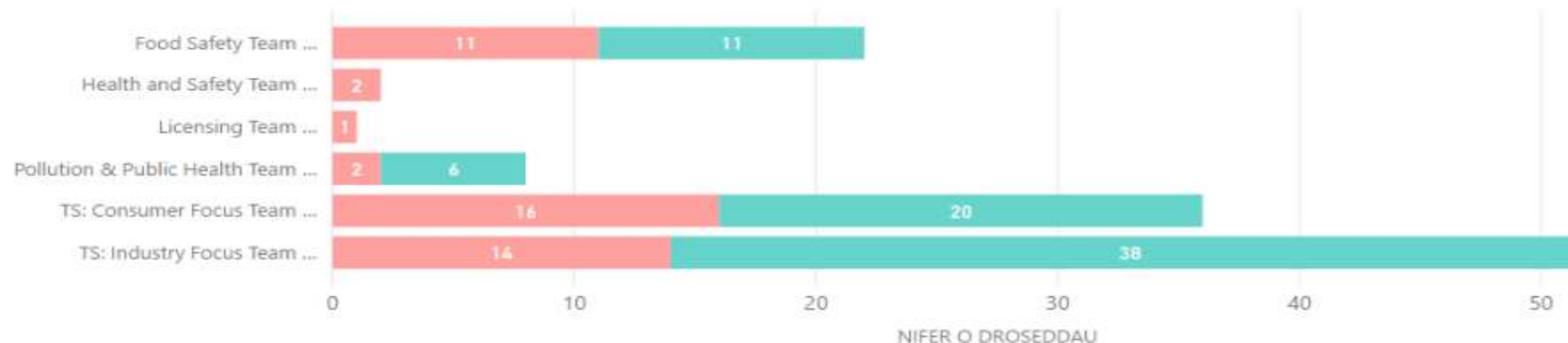
75

Number discovered

121

Per Unit Data

● Pending ● Sig Breach Rectified



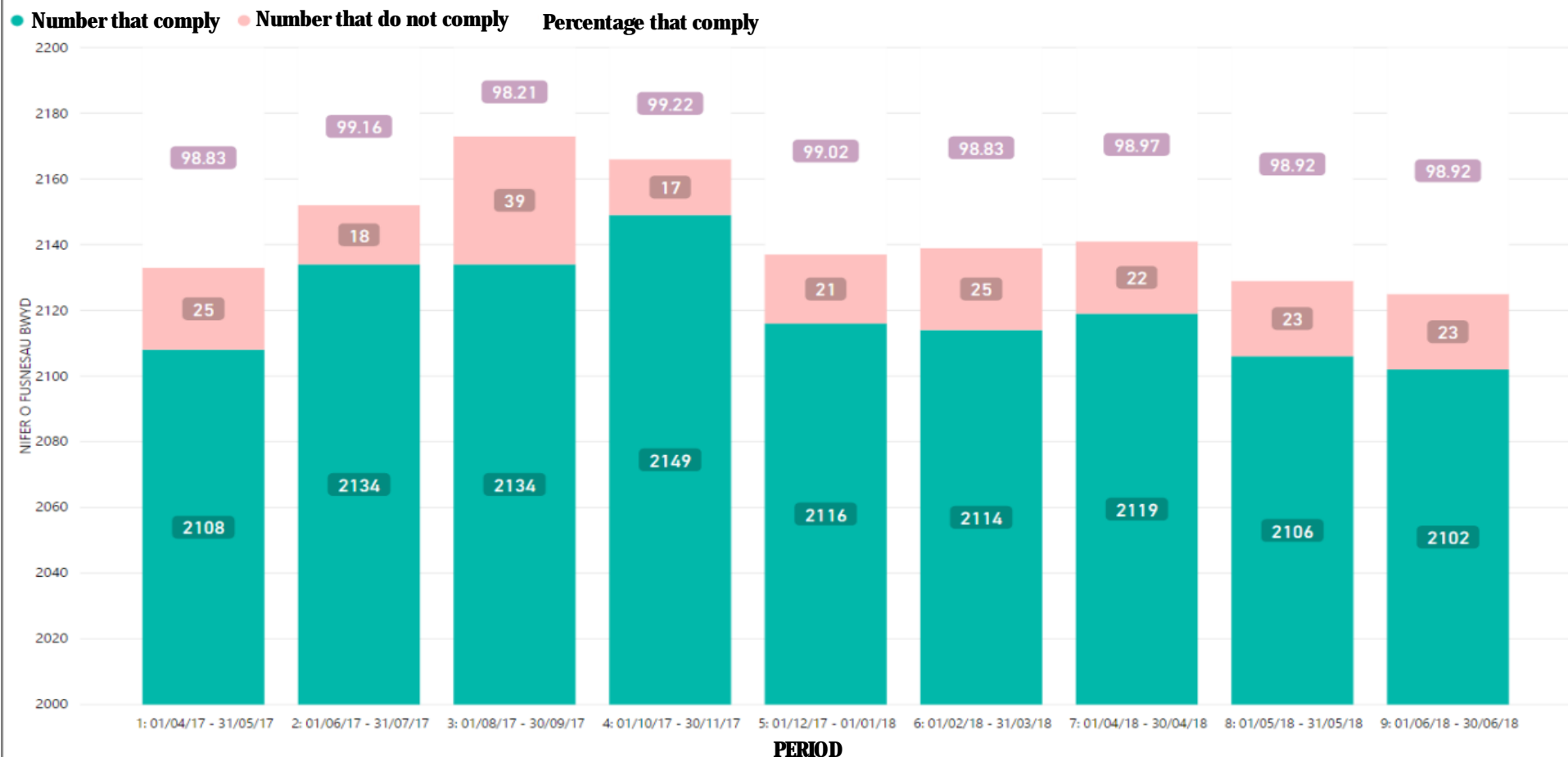
Comments

A couple of 'offences' relating to Trading Standards involve one specific business which has been open on the system for some time – awaiting outcome of the Rent Smart Wales case which is about to commence. Officers need to follow up two more cases to ensure they have followed the advice given. With some cases discovered during Animal Health inspections, officers needed to revisit the business several times before compliance was secured; but, generally, any cases that remain open include cases that have been taken on during the period, more complex cases that involve gathering and assessing evidence and, of course, cases that end up in court.

Of the 13 significant breaches to the law that are noted by the Welfare Unit (Food Safety Team and Health and Safety Team) as remaining open, officers are still addressing five. Eight have been resolved but records have not been updated. These records will be updated as soon as possible.

With licensing – the failure to record complaints as offence matters needs to be resolved; therefore, the figures do not accurately reflect the situation.

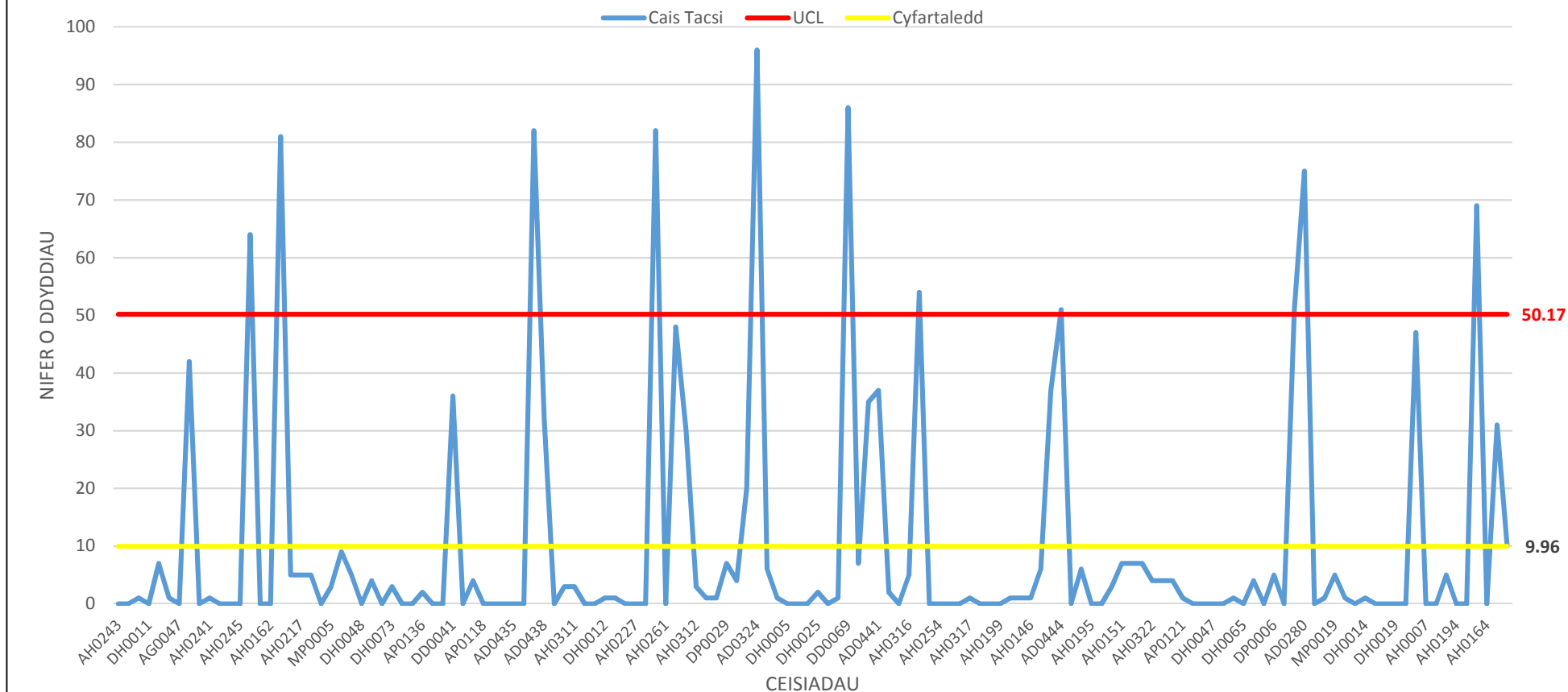
G6 Percentage of food establishments that reach Food Hygiene Standards



Comments

The number of food establishments that reach a satisfactory food hygiene standard or higher remains high with only 1.1% failing, which is 24 businesses.

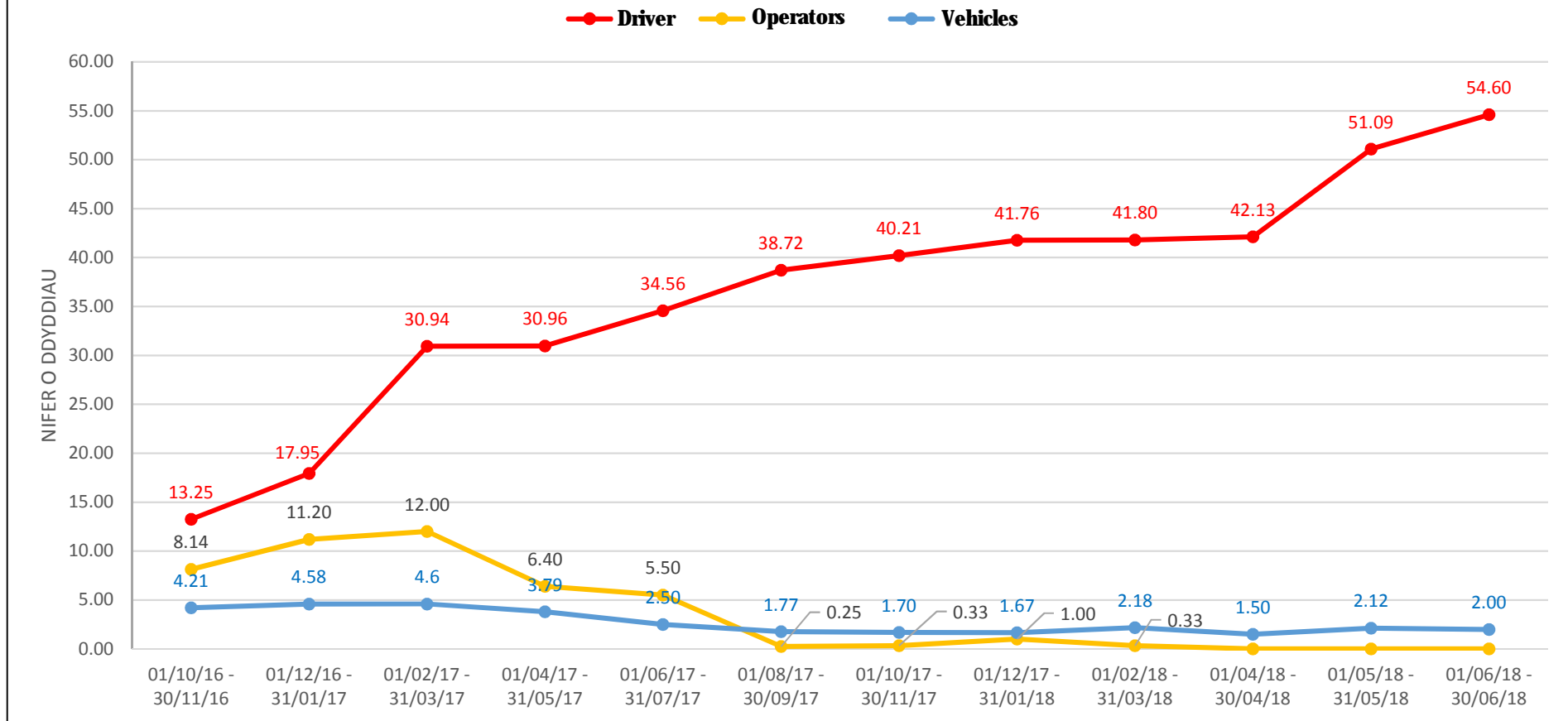
G7 CAP Chart showing the days taken to determine a Taxi Licence Application



Comments

See below.

G7 Average number of days taken to determine an application for a taxi licence



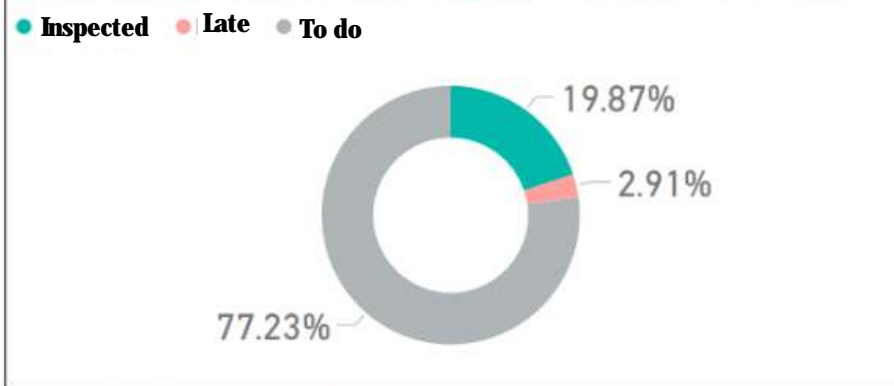
Comments

Following the Ffordd Gwynedd review, new measures were imposed on licensing. The new measures, specifically the above measure, focus on customer experience from the first contact. The average number of days taken to determine taxi applications are, therefore, calculated from the first instance a customer comes to us to make an application. The application cannot be processed and determined until it is complete. Two factors affect the time it takes to process applications for a driver's licence: the time the national DBS Service takes to process a DBS certificate and the time it takes to arrange a Sub-committee to hear the application (this alone can add three weeks).

Since the previous performance report, the average time taken has increased to 54.6. One application had taken 96 days – and this will clearly affect the average. There was considerable delay with that particular application because the DBS Certificate had taken 14 weeks to be returned. This is a common problem with DBS certificates, especially if the applicant has been living at several addresses, or has several offences on the register. Once the application has been completed, our data shows that there is no delay in processing and determining licences. Enquiries have been made with the Committees Unit since the previous meeting about

rationalising the arrangements for holding Sub-committees. Discussions are ongoing, and a new Taxi Policy is being drafted since it could be an opportunity to reduce the number of applications that need to be reported to the Sub-committee.

68 % of food establishments that have been inspected in accordance with the Food Hygiene programme



Number of food establishments that have been inspected

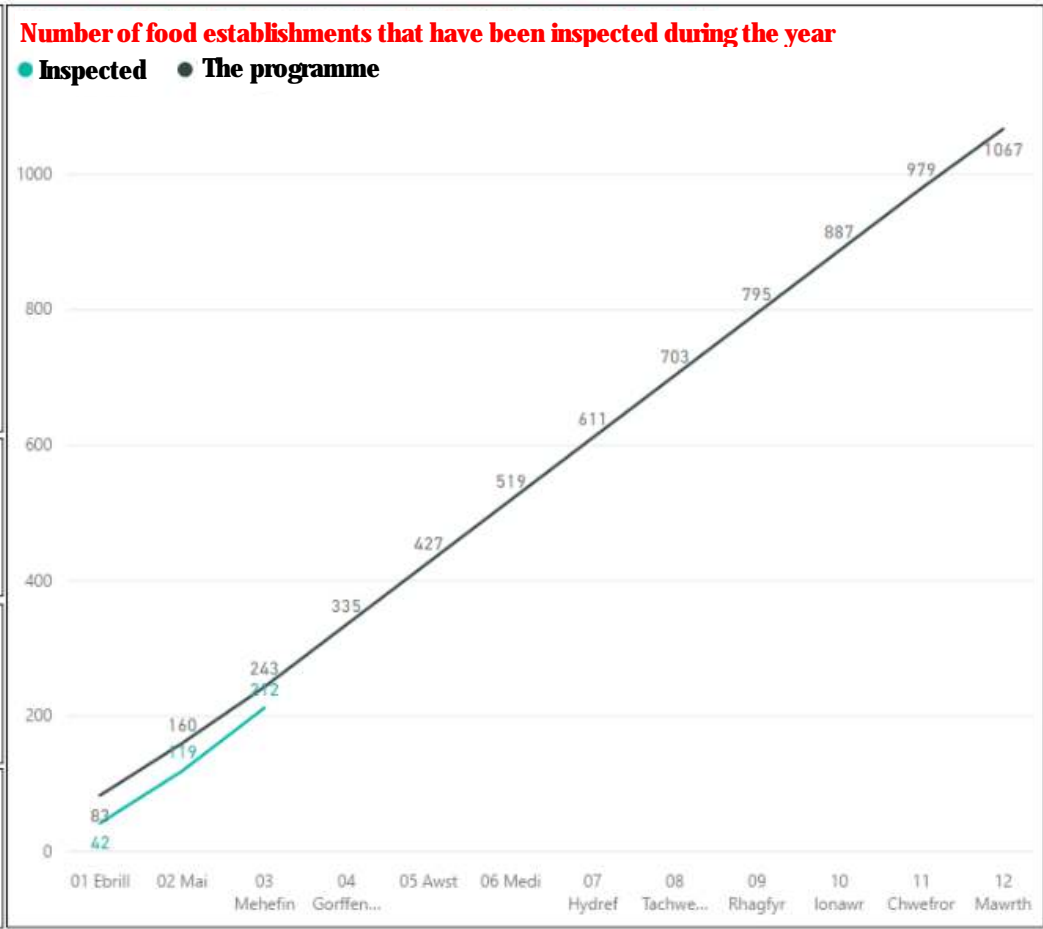
212

Number of establishments where an inspection is late

31

Number of establishments requiring an inspection

824



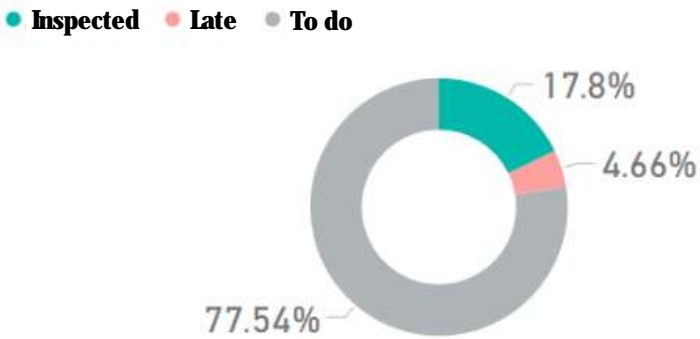
Comments

The graph shows all food hygiene inspections that were programmed for the period (243) and the number that were completed (212). There is some underperforming here. Considerable effort was made at the beginning of the period to update the previous year’s work records. This affected the time available to carry out inspections.

Also, the lack of staff resource to carry out inspections continues. A public protection officer (interim) has been appointed and is likely to begin working from the end of July. When the successful candidate is a new graduate, a lengthy period is needed to further empower him/her before he/she can carry out official inspections.

45 hygiene inspections that were programmed during 2017-18 still need to be completed (15 risk category D and 30 risk category E). These inspections have been included on officer inspections for this year.

G9 % food establishments that have been inspected in accordance with the Food Standards programme



Number of food establishments that have been inspected

107

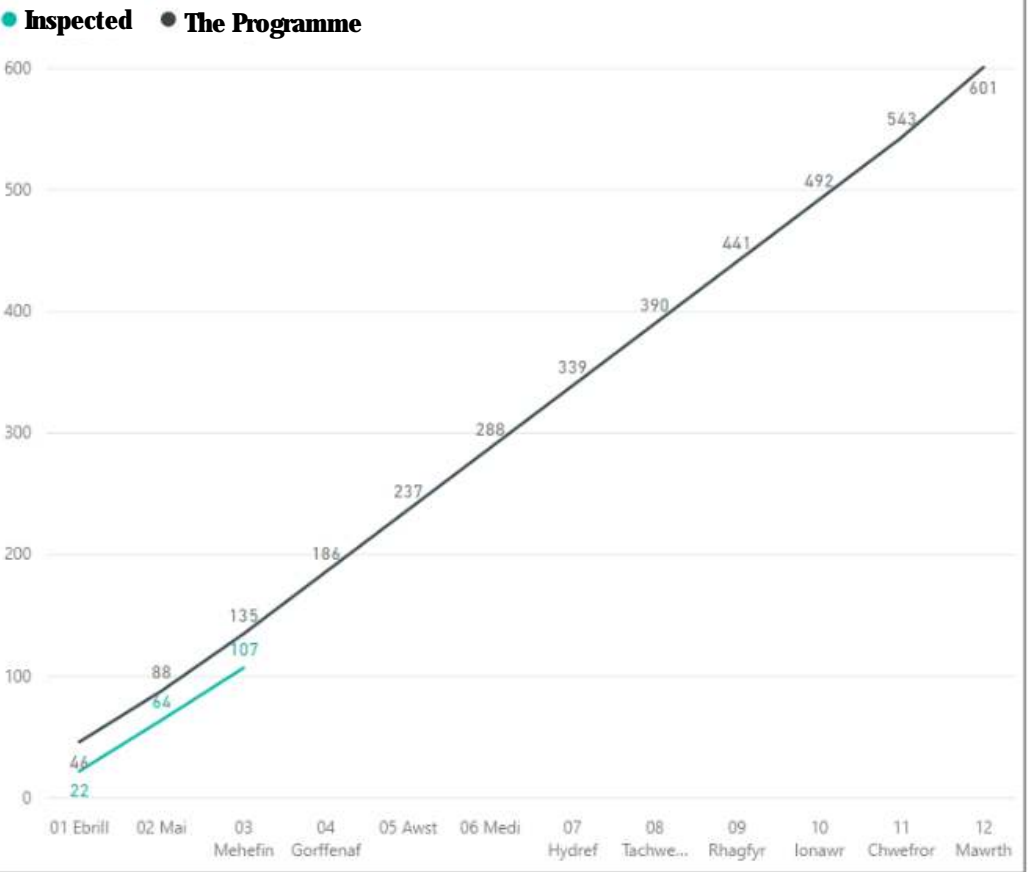
Number of establishments where the inspection is late

28

Number of establishments requiring an inspection

466

Number of food establishments that have been inspected during the year



Comments

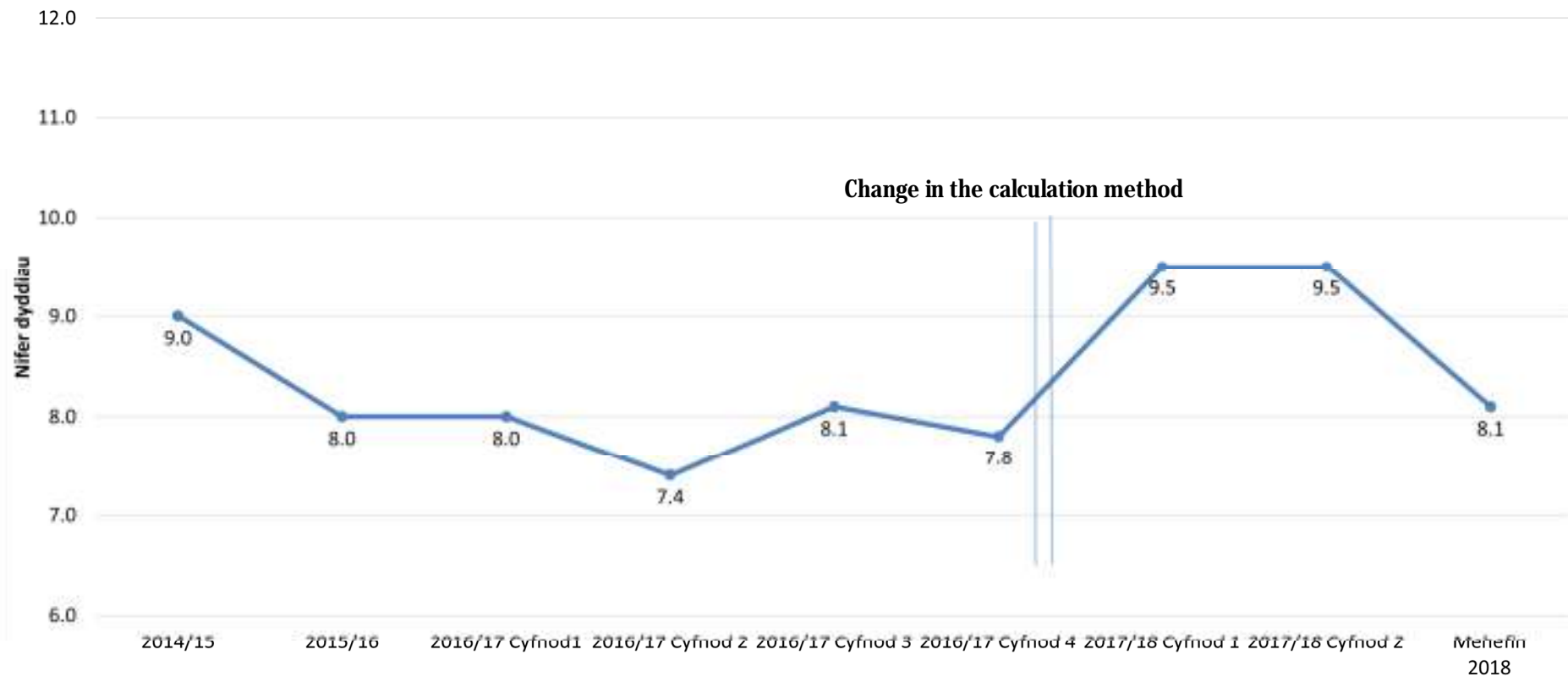
The graph shows all food standards inspections that were programmed for the period (135) and the number carried out (107).

Again, the underperformance noted is partly because of an effort to record the previous year's work at the beginning of the period and the lack of resources available to the Unit.

192 food standards inspections that should have been conducted by 31/3/18 are awaiting completion (76 risk category B and 116 risk category C)

The newly appointed officer (interim) will be expected to carry out some of these inspections after a period of further training.

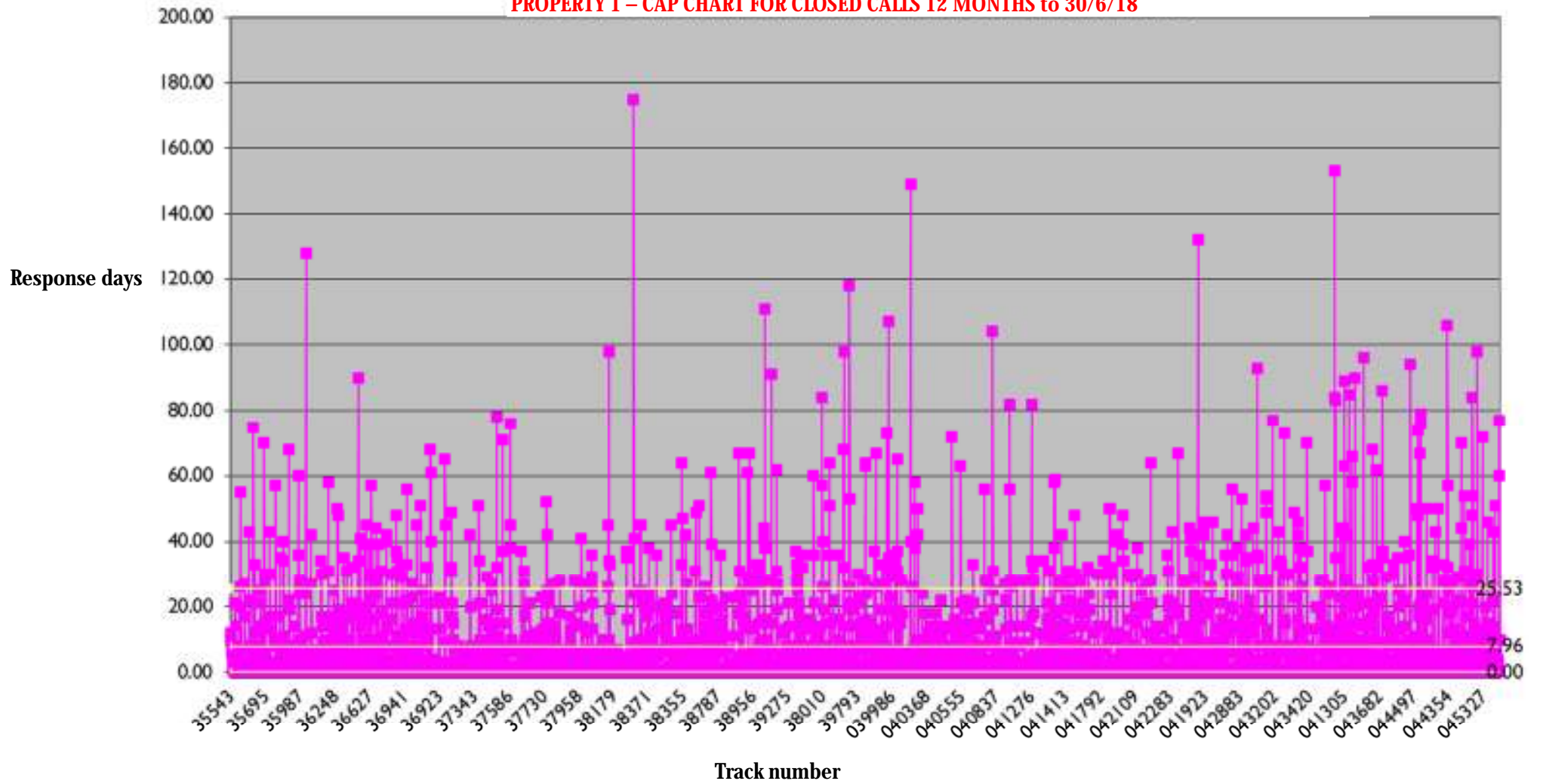
PROPERTY 1 – The time (in days) it takes to respond to requests for maintenance work



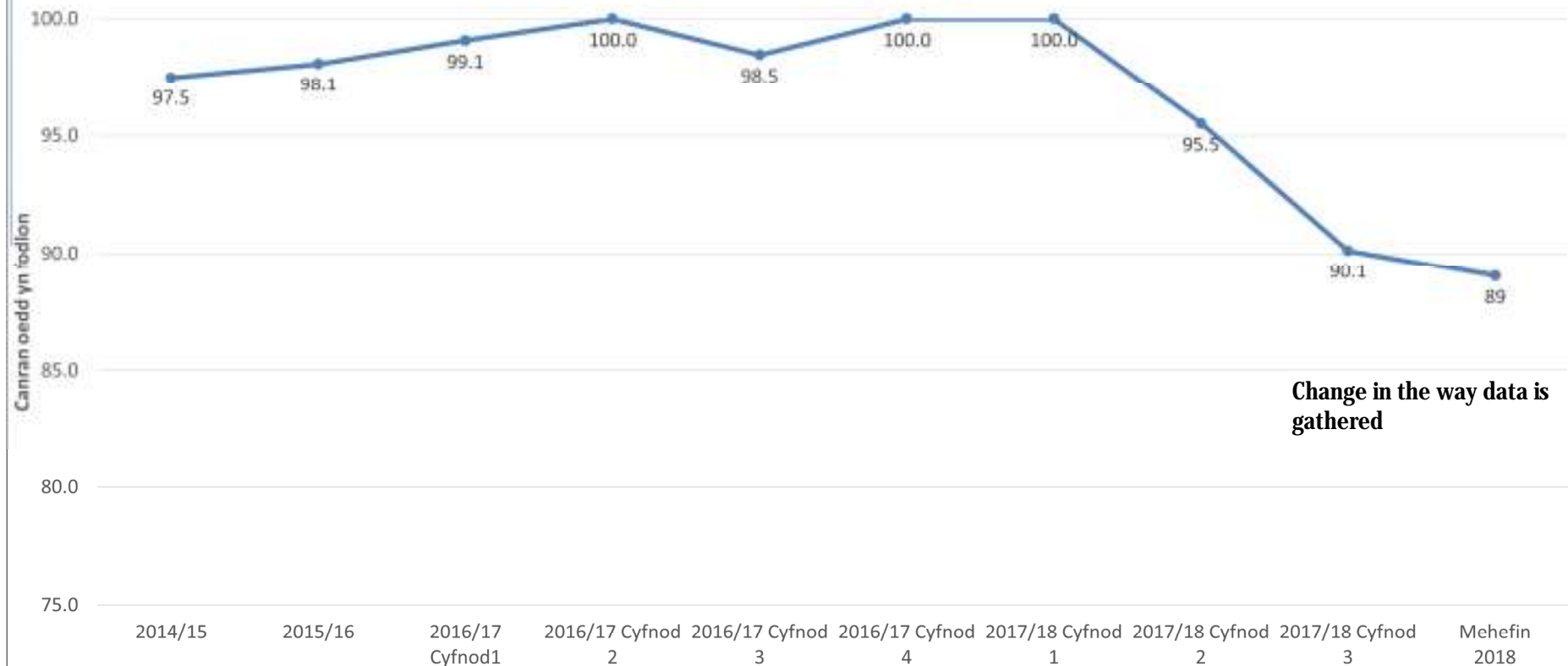
Data for individual requests can be seen on the “cap chart”. The performance has recently improved because:

1. Recording errors have been rectified when transferring data to our new software system. Difficult to make recording errors with the new system.
2. New IT system has made things easier
3. Effect of using our internal plumbers
4. Trialling different arrangements for paying invoices – frees up staff time to focus on front line work.

PROPERTY 1 – CAP CHART FOR CLOSED CALLS 12 MONTHS to 30/6/18

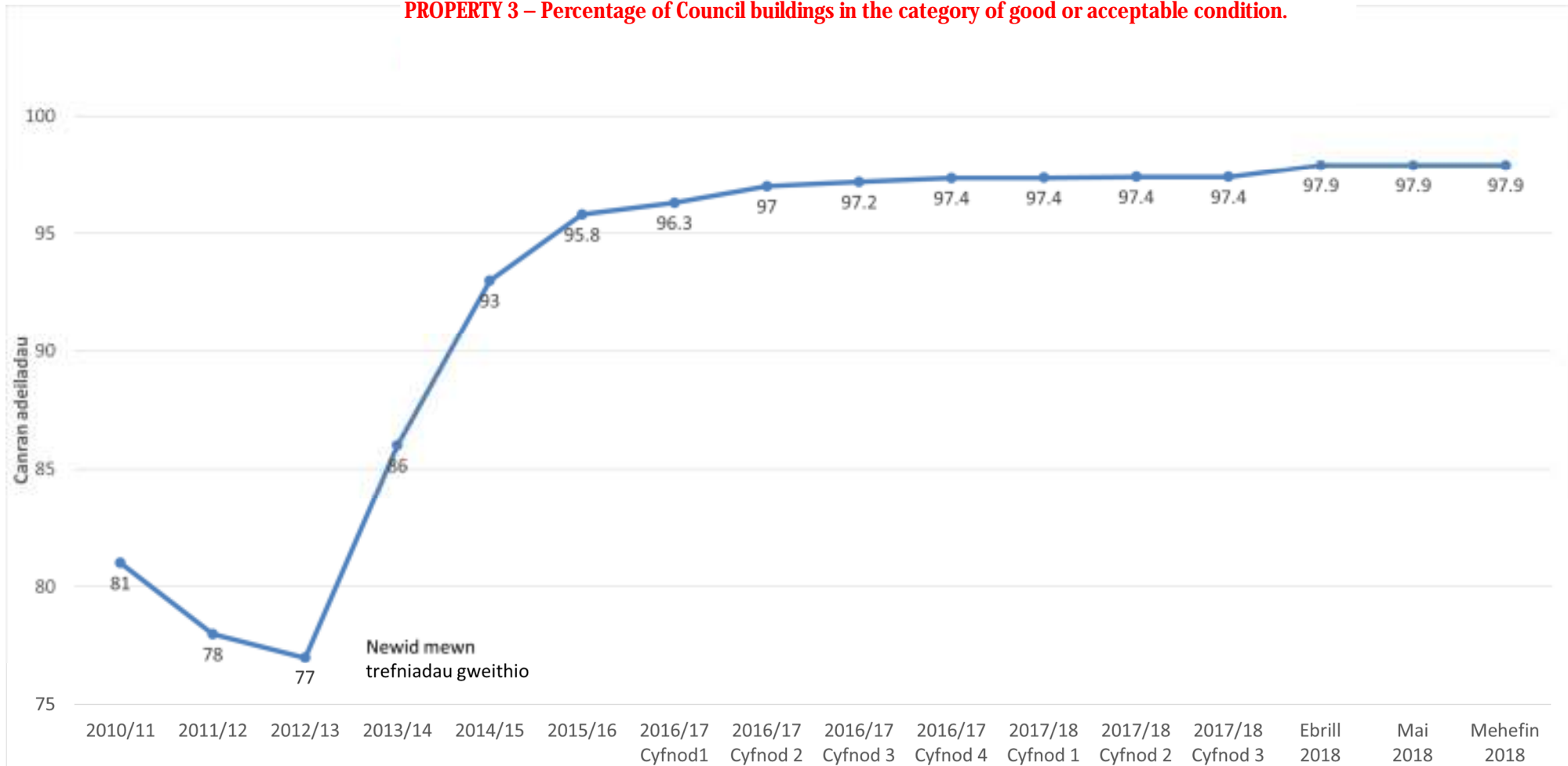


PROPERTY 2 – Percentage of customer satisfaction for the Maintenance Unit



We continue to ask for a score out of 10, and the usual response is that customers are still happy but they are more willing to suggest service improvements if we are to achieve full marks. Recently, comments have referred to the slow pace of dealing with complex calls – this comes as no surprise since we have been through a period of enforced transfer of work from one officer to another. Our officers have also had less time to concentrate on updating customers recently as they have been focusing their attention on dealing with Telecare calls and the absence of a member of staff. It is worthwhile looking at both maintenance measure simultaneously – the average number of days taken to close a job is falling but customer satisfaction is not as high. Data shows that straightforward work is being done quicker (partly since officers have not been putting time aside to pay invoices) but that some more complex calls have, temporarily, taken longer and this has affected customer satisfaction.

PROPERTY 3 – Percentage of Council buildings in the category of good or acceptable condition.



There remain 14 buildings not in good or acceptable condition; these are small buildings that are not used to provide front line services. We could prioritise expenditure on these in order to improve the measure; but it is likely that we would, in fact, be prioritising our expenditure incorrectly, since buildings that are frequently used by the public have so many investment requirements. It must be emphasised that over 70% of our buildings are in category B. Therefore, if we are unable to continue to invest in maintaining them, there is a risk that they would soon slip back into category C.

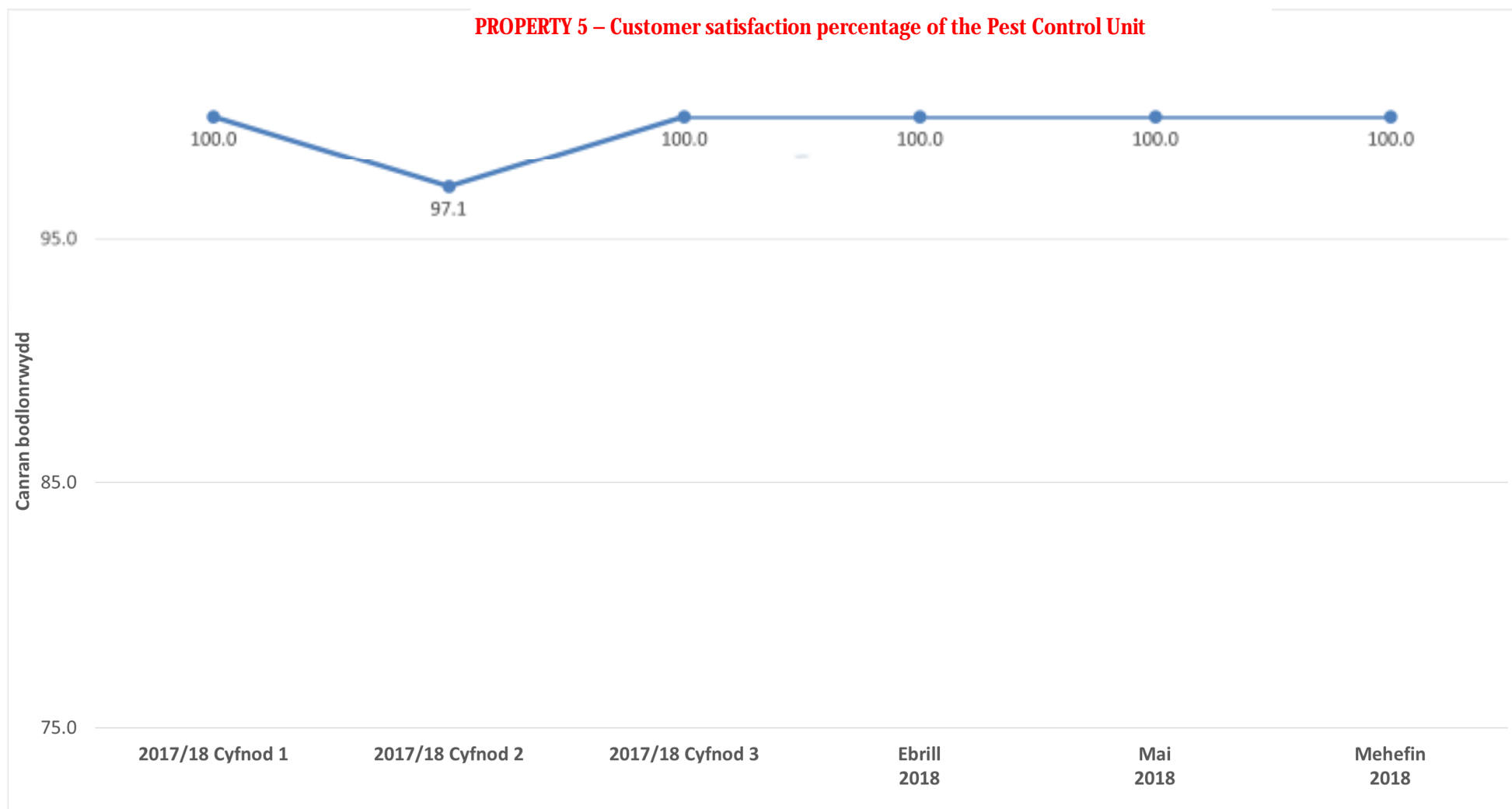
PROPERTY 4 – Percentage of buildings with full safety systems in place



The percentage has remained fairly stable for some time. We are resolving problems with buildings that do not comply and this, in turn, improves the percentage. However, new problems arise in different buildings, which then causes the percentage to fall again! Reasons for the 9% that currently require attention are:

- The paperwork for recurrent tests has not been returned by contractors/discovering that tests are out of date – arrangements in place to improve this
- Change of use of some parts of a building meaning that the fire risk or risk of legionella need to be reassessed
- Problems with condition create risks until they are repaired
- Difficult to gain access to some small holdings under tenancy

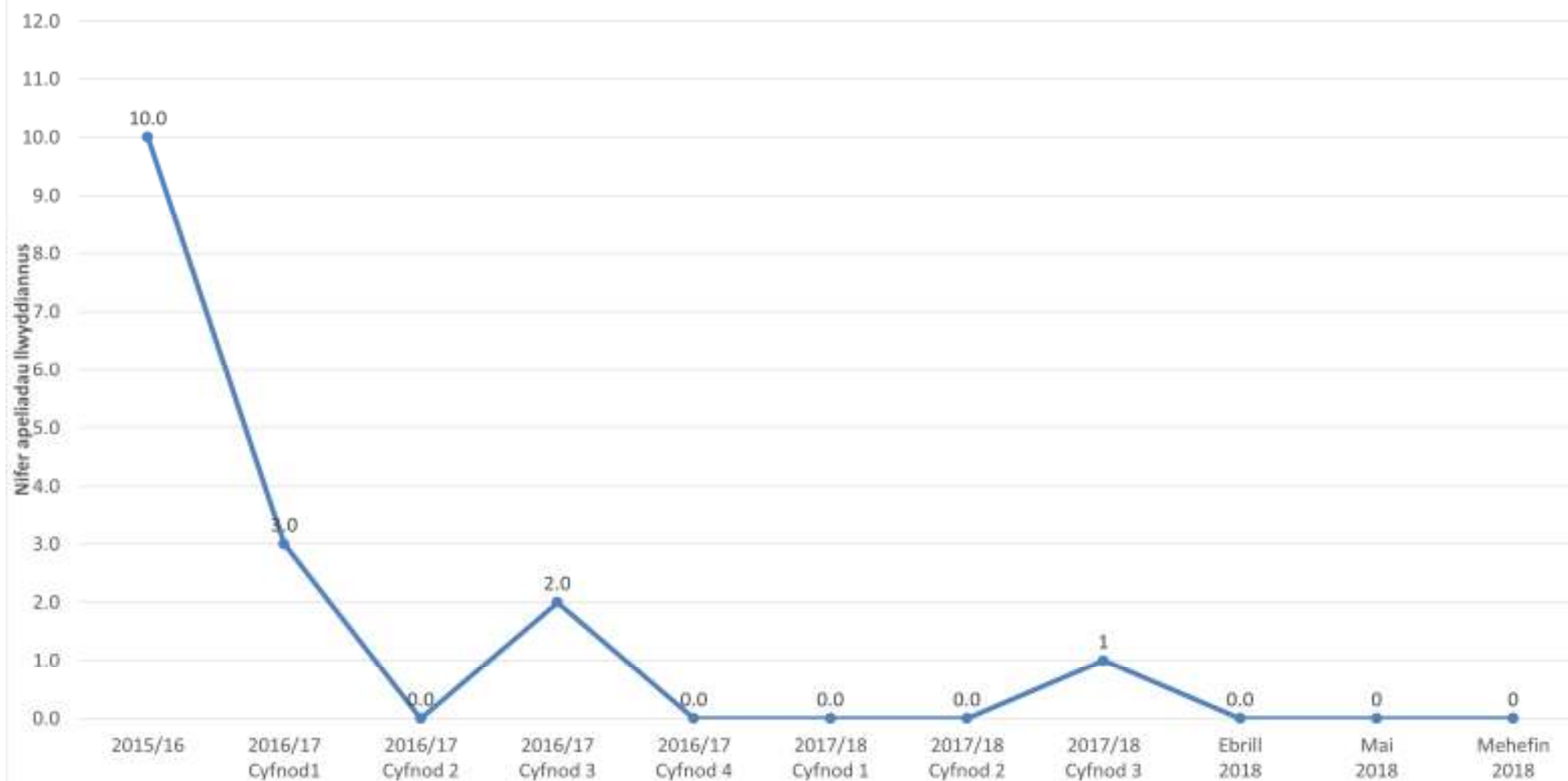
Temporary measures are put in place if there is a risk for users.



The Pest Control Unit is a “commercial” service for the public; it is, therefore, essential that our customers believe that they receive an effective service for what they pay. The income generated by the service has increased by £40,000 over the past year and a half, and it is now fully self-sufficient. We are trying to focus on providing a good service in the hope that our customers will be willing to recommend us to others who need such a service in future – this can be more valuable than any marketing campaign. Customer satisfaction is, therefore, very important and the response remains very positive with comments such as:

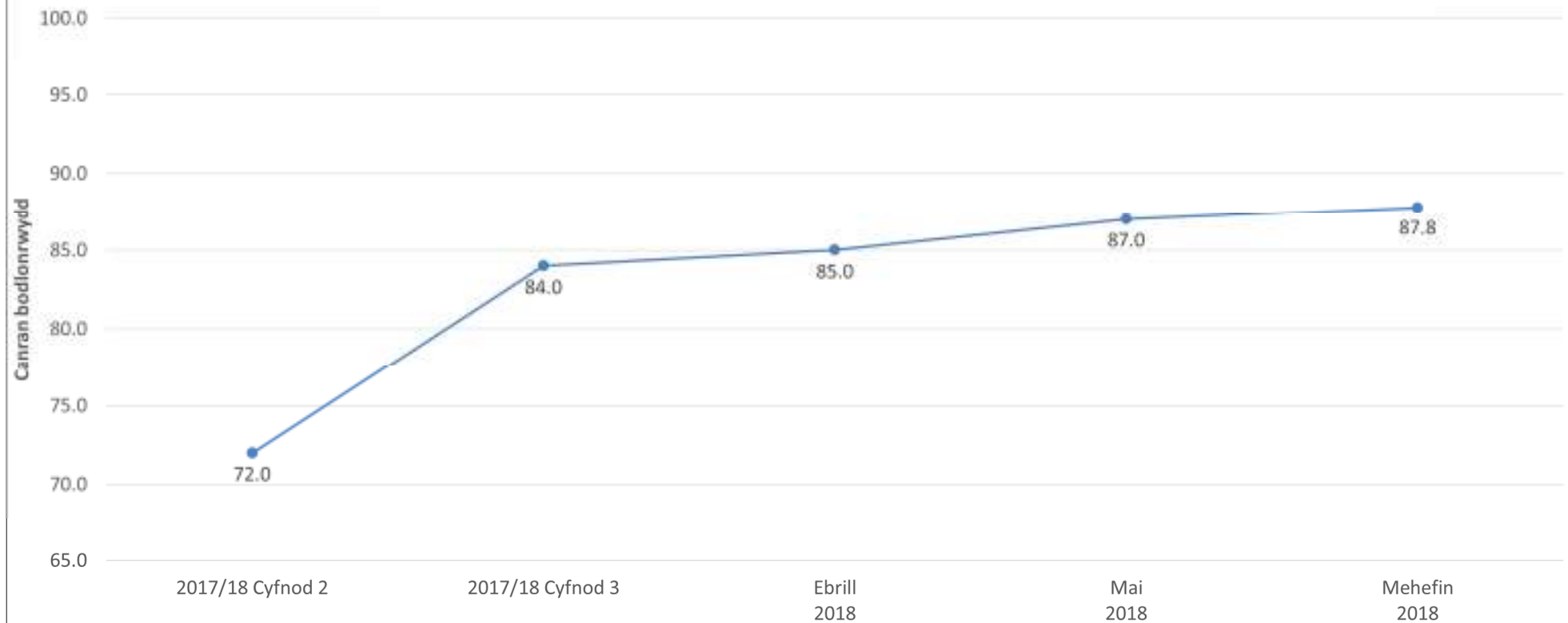
- *“Incredible service, very happy.”*
- *“Exceptional service, very happy that the officer rang us to make sure everything is fine now.”*

PROPERTY 7 – Number of appeals to the independent adjudicator that are approved



There were no appeals to the adjudicator over the past three months, which is a sign that our enforcement actions are fair and consistent.

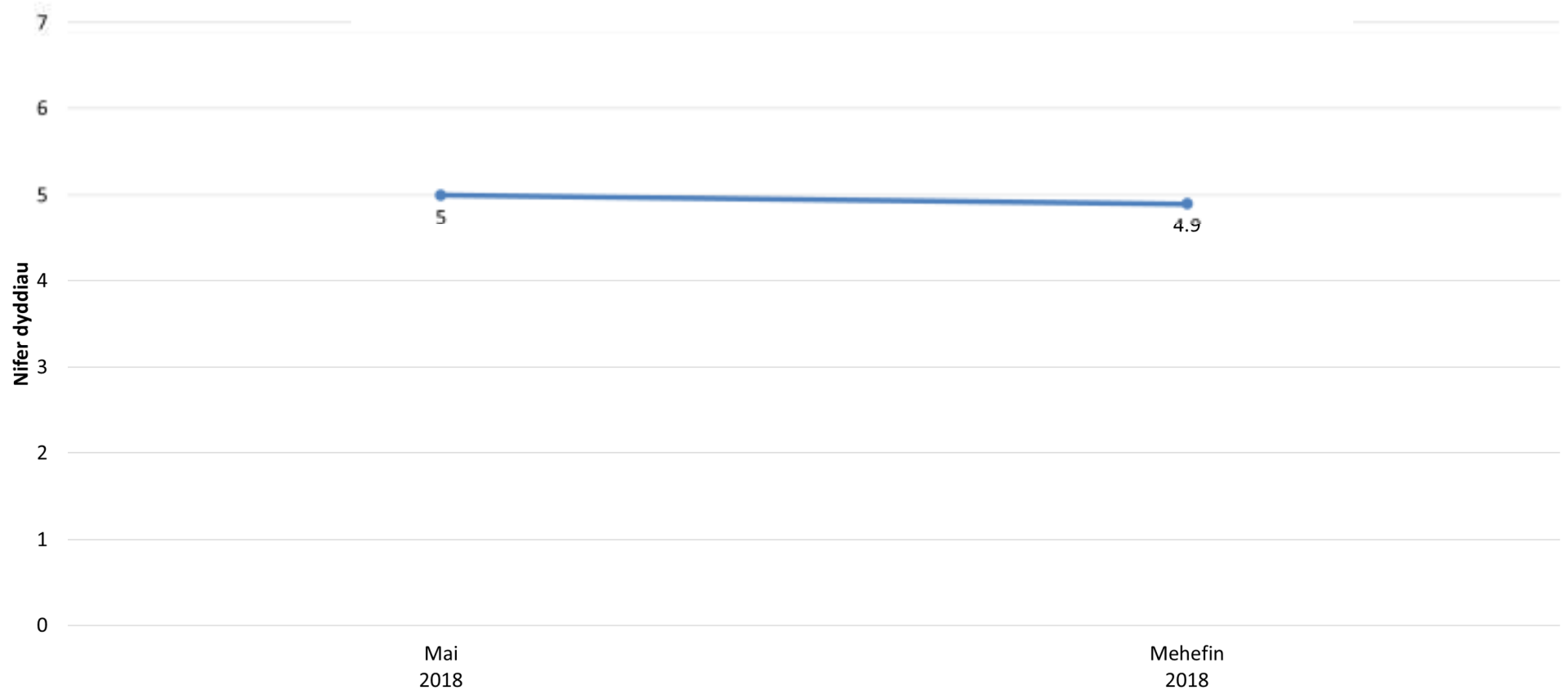
PROPERTY 8 – Percentage customer satisfaction of the Estates and Facilities Unit



We introduced this new measure, as we had been aware for some time that this unit was under pressure and unable to cope with the workload, especially since its workload had increased as other departments were trying to deliver their savings plans. The staff resource has since been increased and a key member of staff has returned after a year's maternity leave. The measure shows that we are moving in the right direction. Of the 49 customers questioned, six were dissatisfied. Each had two types of comment – issues taking too long to resolve or a lack of information/updating during a case. There are no complaints about the quality of the work completed or the results, and some of those who are dissatisfied also emphasise this in their comments. We are confident that we will continue to see improvements as the new staff members develop, but we are also considering the different demands placed on this Unit as we now house many things here other than traditional estates work.

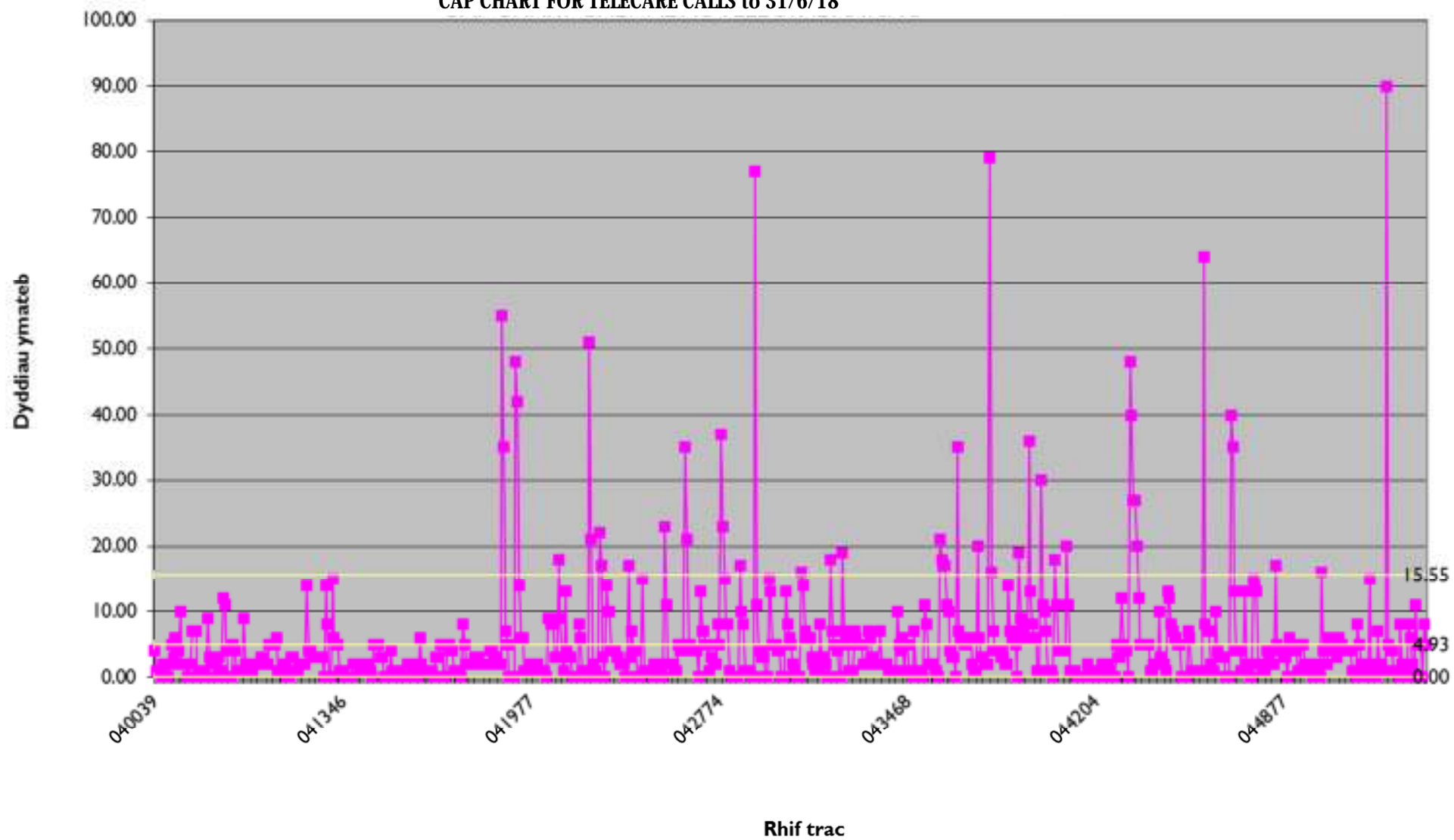
(We will have introduced a new measure here by October that will look at the percentage of leasehold reviews that are completed on time).

PROPERTY 9 – The time (in days) taken to respond to a request for Telecare work

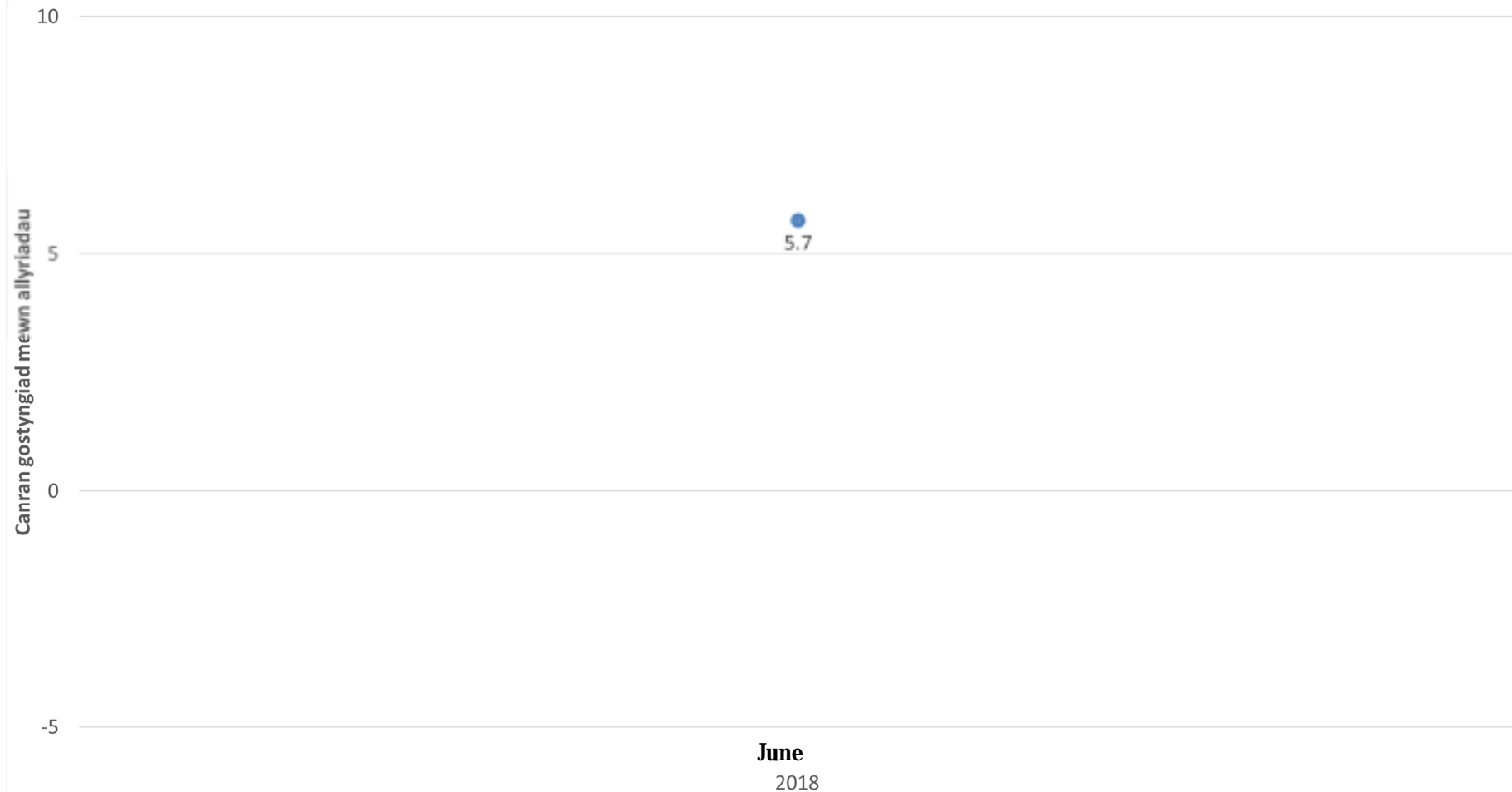


The data for individual calls are seen on the cap chart. This is a new measure that looks at Telecare calls that come through the Properties Help Desk following the transfer of this work to us in January. Since we have had some months to plan work processes before commencing this service, we have been able to collaborate closely with our internal customers (Adults Department) to ensure the arrangement is working for them and their external clients. We are, therefore, glad that the feedback received is excellent and that the Social Workers are seeing an immediate difference. Under the previous arrangement, the average time taken to deal with calls was approximately 53 days – the arrangement has since been transformed and the work processes are similar to those of maintenance.

CAP CHART FOR TELECARE CALLS to 31/6/18



PROPERTY 10 – Percentage reduction in carbon emissions this year to date



This year to date, gas emissions are up 7.% and electricity emissions down 2.2%. The fact that the weather over the winter was 25% colder than the previous year had a considerable effect on gas usage. Electricity use is not weather dependent and it is reassuring to see that this is less than for the same period last year. We must bear in mind that we only have data for the percentage of emissions; the situation for the entire estate by the end of the year could, therefore, be different. We use the measure as an early warning system if use increases. We can also see an increase within individual buildings and we respond early in an attempt to manage usage e.g. hot water system on for 24 hours a day at Ysgol y Moelwyn, high usage during the construction work at Ysgol y Berwyn.

DETAILS ABOUT THE SERVICE		DETAILS OF MEASURES				PREVIOUS YEAR'S PERFORMANCE	CURRENT YEAR'S AMBITION	Period 1 April - June		
Unit	Tier	Reference	Measure	Unit of Measure	Frequency of Reporting	2017-2018	2017-2018	2018-2019	2018-2019	Comments
Integrated Transport	1	Transportation01	Percentage of public transport (bus) journeys that have been monitored and are within the reliable limits (punctuality of buses) Percentage of public transport journeys that are punctual	Have not monitored this period	Every 3 months		95%			The Monitoring Officer has been seconded to another post within the department; consequently, no one has been monitoring during the period in question.
Integrated Transport	1	Transportation02	Number of complaints received about public transport services under contract to the Council (number rather than percentage)	4	Every 3 months		8			0850 bus from Tudweiliog to Pwllheli often arrives late, mainly because of traffic on Ala Road, Pwllheli. The complainant was concerned for the students currently sitting exams. The bus is supposed to arrive at 0920 but is often 10 minutes late. The 88 bus from Llanberis did not turn up at 1245, still hadn't arrived at 1.00p.m.
Integrated Transport	1	Transportation03	Number of complaints received about commercial public transport services (number rather than percentage)	3	Every 3 months		19			Lack of service from Carmel to Caernarfon and complaints that the bus is late at times. Several people make general complaints about Arriva that the buses don't turn up. The 5C bus didn't turn up in Penrhosgarnedd.
Road Safety	1	DFFI	Percentage of attendees who have learnt they are safer on roads as a result of the lesson/training		Every 3 months					<p>During Period 1, 716 customers who took part in different Road Safety sessions answered questions, see summary below: Q1 What did you think of the session = 100% Q2 What was your opinion about the facilitator = 100% Q4 Do you believe the content and the key messages within the session were of any use to the young people = 99.30%</p> <p>Pass Plus Cymru – Discussion sessions will be held monthly until the end of March 2019, with additional sessions being arranged according to demand across Gwynedd. As a further step to help save the lives of young people, the Unit has decided to put 24 young people on a "Car Control" course between April and October on a first come first served basis, with the possibility of sending more pupils on the course if there is a lot of interest and feedback is positive.</p> <p>"Live Well, Drive Well" - unfortunately, no funding was received this year from the Assembly, nevertheless, the Unit will honour any application received and will fund it through the general Road Safety budget if a trainer is available in the area.</p> <p>Cycling - The Unit has appointed a new coach who will join the Unit in August. During Period 1, 220 pupils were given training.</p> <p>Moving Up - This is a new session introduced to Year 6 pupils to prepare them to move up to secondary school. Having advertised the session, 38 schools have participated / shown an interest, with training ongoing until the end of the school term.</p> <p>The Unit, along with other Agencies has begun the "Selection" sessions for Year 9 and the "Core Group" sessions for Year 7, and many other sessions have been arranged until the end of the school term.</p>

Date	Service	Location	Bus Journey	Are you satisfied with the service?	If not, why?	What have you done about it?	Commercial
02/05/18	Transport		35 - College - Blaenau Ffestiniog to Dolgellau	No	<p>Learners using the public service have reported to the college (Coleg Meirion Dwyfor, Dolgellau site) that the bus had gone on fire this morning on its journey from Blaenau to Dolgellau.</p> <p>A description was given of "a great deal of smoke coming from the engine" and "brakes on fire".</p> <p>Passengers, who included our learners, had to stay on the roadside in Gellilydan for almost an hour to await a replacement bus.</p> <p>I would be grateful for your response to the report.</p>	<p>I have sent back this response from the contractor. "Hanna from the office called the School and the College and I asked her to e-mail the council to explain. I apologise if she did not, to explain that bus 35 had broken down.</p> <p>What had happened was that the brakes had come on and locked because the disabled ramp had not closed properly on the sensor. A warm smell and smoke emerged, but the driver pulled over at the bus stop in Gellilydan and enquired as to the students' safety.</p> <p>Another bus arrived within 30 minutes of the incident. Half the pupils got on the passing T2."</p>	NO
04/05/18	Transport	DYFFRYN NANTLLE	Dyffryn Nantlle	No	<p>It is with frustration that I feel the need to contact you directly because I'm sure you are a busy person.</p> <p>My wife is at the end of her tether because the bus service which is now operating is a shambles and is regularly 30 minutes late -this being the last bus at 5:20 pm and is left wondering if a bus is going to turn up or will she be left alone in Caernarfon.</p> <p>I have been in contact with our councillor Dilwyn Lloyd but all we get is excuses.</p> <p>It is obvious to the residents of Dyffryn Nantlle that Gwynedd Council and the council employees dealing with this issue do not give a damn about us or otherwise a meeting would have taken place and our voices would have been heard instead of everyone seemingly hiding behind their curtains.</p> <p>How would you like it if your wife or daughter was left vulnerable in a bus stop because of failings by your department?</p> <p>Pull your finger out and grow a pair and come and meet the people you serve and earn some respect</p>	<p>I appreciate your wife's frustration about the patchiness of the services between Caernarfon and Dyffryn Nantlle and clearly, buses should arrive at, or very near, the times shown on the timetable. However, for a number of reasons, the bus company operating this route has had difficulty keeping to its schedule. Nevertheless, Bus Users Cymru, which works in partnership with local authorities to prioritise the needs of bus passengers, has recently undertaken a review of the current situation and has recommended changes to some of the services in order to solve some of the problems the operators currently face. They have already identified your concerns about the timetable between Caernarfon and Dyffryn Nantlle and have suggested a number of alterations to prevent instances like those currently affecting your wife from happening. We are discussing these changes with the bus company at the moment and hope to have them operational very soon.</p> <p>With regard to taking the views of local people into consideration, we have already received many comments and suggestions from residents regarding the replacement services as well as from Local Councillors who have been quite vocal about the current arrangements. Please be assured that the Council is not ignoring the views of local people and is trying as best as possible to incorporate them in any potential improvements.</p>	Yes
08/05/18	Transport	DYFFRYN OGWEN	Buses 67 / 67L Bangor/Bethesda	No	<p>I draw your attention to the above service. Arriva company treats the people who have to use its service in the Dyffryn Ogwen area with contempt because, for a number of months, the buses have not been turning up. Today, awaiting the 10:45 bus from Rachub to Bangor, no service, and so had to wait till 11:10.</p> <p>25/04/2018 I was waiting for the 18:39 service in Llandygai. I believe it was late by a few minutes, also noticed that it did not pass through Tregarth but up the A5 and turned to Rachub and Brynbellla, and by the Coetmor Cemetery the driver put the official card on the ticket machine, as they do at the beginning of a shift. These are only two examples of many from the residents of Dyffryn Ogwen. Is it possible to inform Arriva that the service must be much more punctual.</p>	<p>10/05/2018 – 1045 bus from Rachub to Bangor didn't turn up</p> <p>25/04/2018 - 1839 bus from Llandygai was late by a few minutes but also didn't go through Tregarth but rather came along the A5 and then turned up for Rachub at Brynbellla. Then at the cemetery the driver scanned his pass on the machine as if he was starting a shift.</p> <p>Can you please investigate and let me know the outcome?</p> <p>Arriva's response - The 10:45 Rachub to Bangor on the 10/05/18. Module data checked and the service ran. The 18:39 Llandygai to Bethesda on the 25/04/18. Module date checked and the journey operated via Tregarth 2 min late.</p>	YES
23/05/18	Transport		Bus Number 8 - Tudweiliog to Pwllheli	No	<p>0850 bus from Tudweiliog to Pwllheli often arrives late, mainly because of traffic on Ala Road, Pwllheli. The complainant is concerned for the students currently sitting exams. The bus is meant to arrive at 0920 but is often 10 minutes late.</p>	<p>Nefyn Coaches is obtaining legal advice on this and is seeking to ban the woman for a time since there is evidence of misconduct between her and other men on the service - passengers complaining about her and her family and Nefyn Coaches are consequently losing customers</p>	NO
23/05/18	Transport	LLANBERIS	Bus 88 - Llanberis to Caernarfon	No	<p>88 bus from Llanberis didn't turn up at 1245 today (23/05/18). Still hadn't turned up by 1pm.</p> <p>88 bus from Llanberis at 0840 yesterday (22/05) didn't turn up either!!!</p>	<p>2 vehicles broken down today - one had a 'breaks failure' and doors of the second vehicle didn't work. At present they have 13 buses off the road because of mechanical problems, 8 drivers down and 16 off sick. The managers are doing what they can to ensure the best service for customers - have had a meeting with the MD to try to get the buses back on the road asap</p>	NO
26/05/18	Transport	BANGOR	Bus 58 to Caernarfon	No	<p>Want to complain about a bus not showing up. I was at the Bangor, Penrhos Gannedd bus stops by 21:15 today (26/5/18) to catch the 21:20 58 to Caernarfon and it never showed.</p>	<p>Response from Arriva - Unfortunately this service never ran due to a staffing issues. Passed on information to Bus Compliance Officer, Bus Users UK as this is a commercial service</p>	YES
31/05/18	Transport		Bus 35 - Dolgellau College	No	<p>Had a call at 1310 from a student at the College in Dolgellau - said that the driver of the 35 service at 1220 had driven past her. I had no response at your office so told her to take the T2 in the hope that she would get the connection with the 38 to Blaenau, otherwise she would have to get a taxi. I explained to her, since she was so late complaining that there wasn't much we could do to help her situation other than doing the above. I'm sure we could have got hold of the driver had the call come through sooner!</p>		NO

No 7
Yes 0

Na 4 70%
la 3 30%

Number of complaints received about public transport services in Gwynedd 2018-19

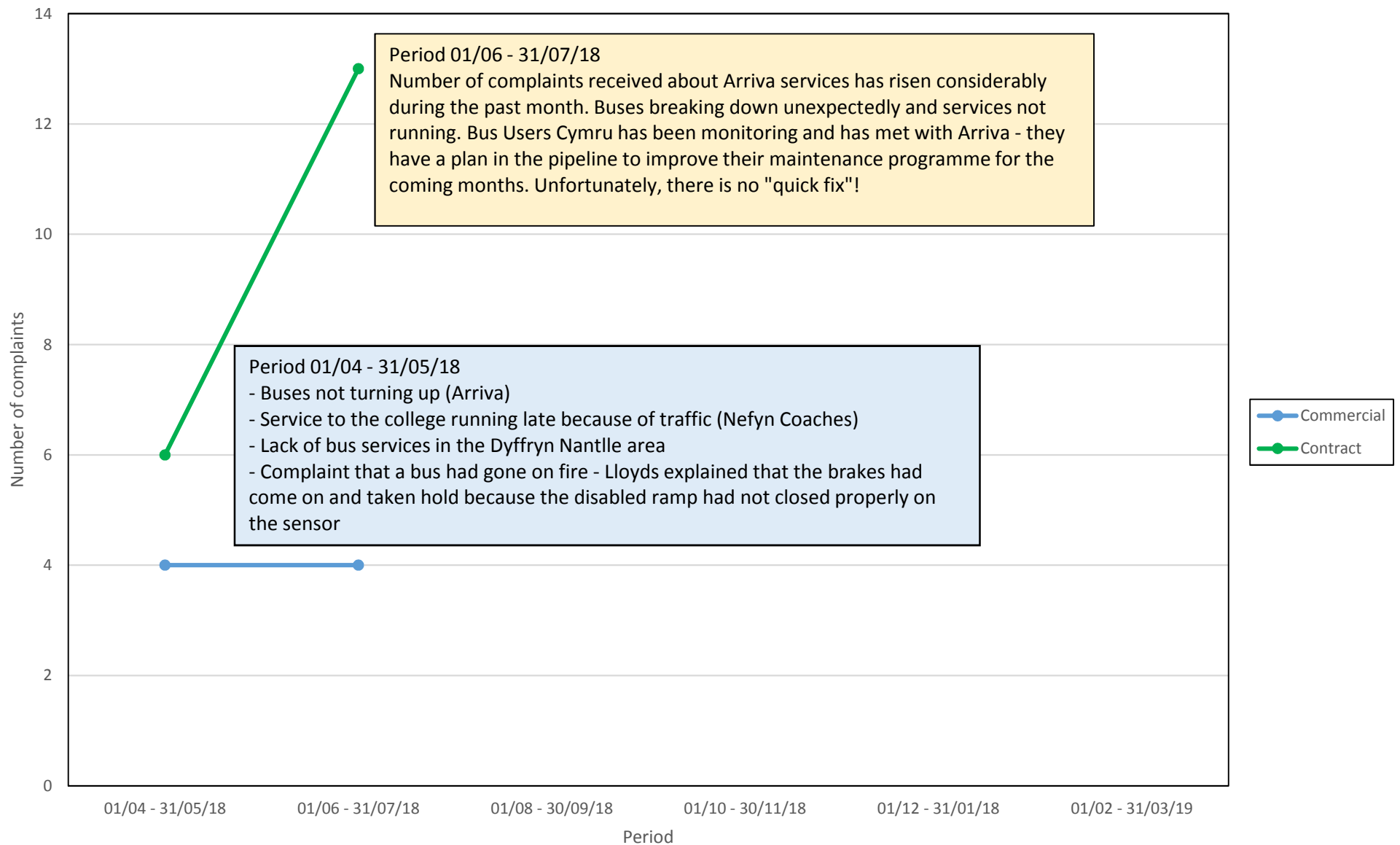


Chart showing the punctuality of buses
November 2017 to June 2018

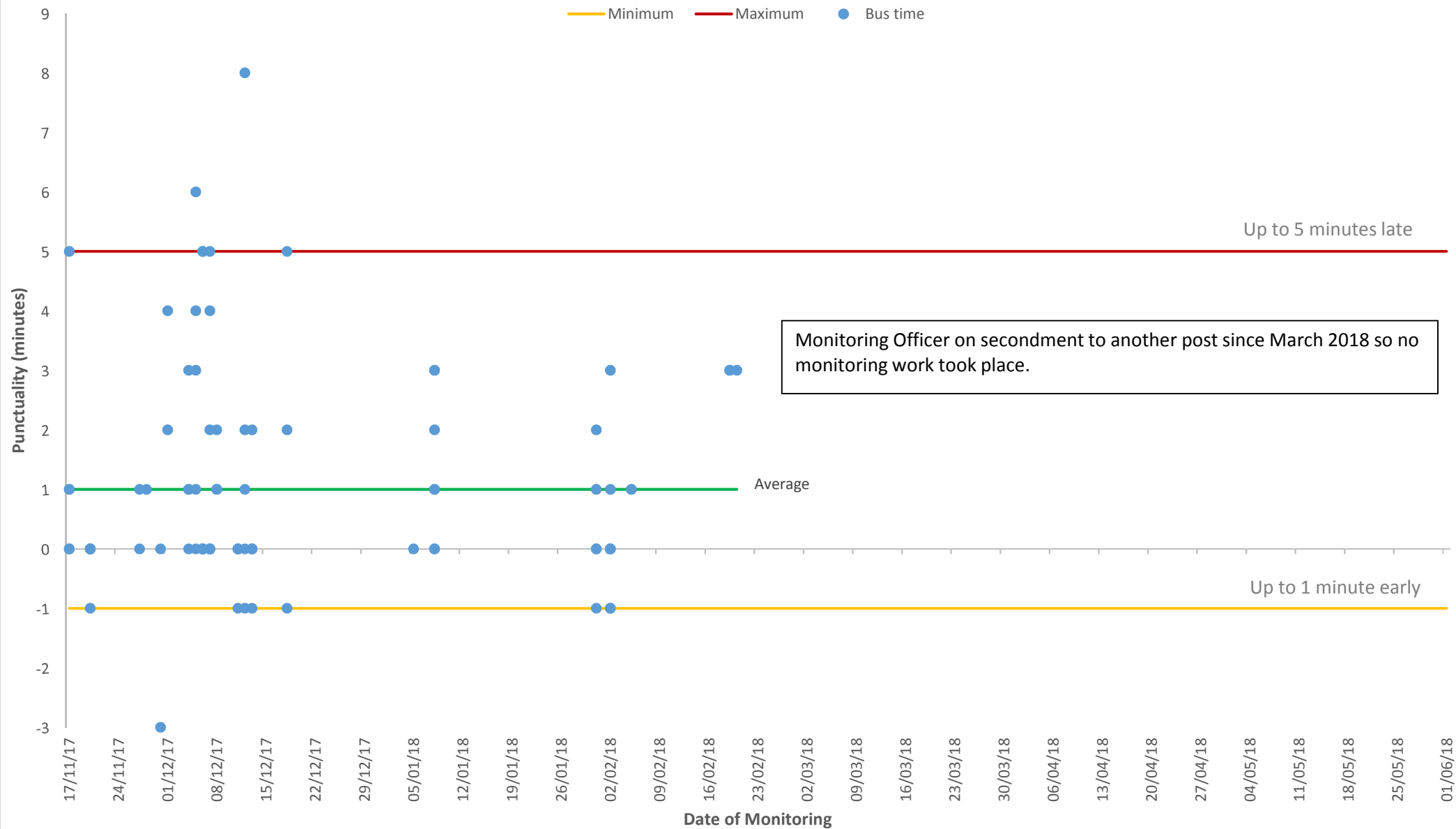


Chart showing the time taken to process Traffic notices 2018

