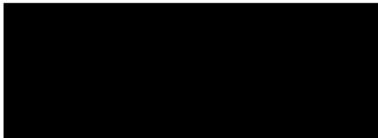




ACT
Government

Transport Canberra and
City Services



Dear 

Freedom of information request

I refer to your application made under the *Freedom of Information Act 1989* (the FOI Act) received on 19 April 2017, in which you sought access to documentation regarding any:

- complaints or compliments relating to the provision of services along the intertown (300 series) bus routes from Belconnen to the City during morning peak hour from 1 January 2016.

Decision maker

I am an officer authorised under section 22 of the Act to make a decision in relation to an FOI request.

The directorate has located 72 documents that contain the information you have requested, as summarised in Attachment A.

I have decided to release all 72 documents to you but have decided to redact personal details prior to release pursuant to section 41 of the FOI Act, which provides:

41 Documents affecting personal privacy

- (1) A document is an exempt document if its disclosure under this Act would involve the unreasonable disclosure of personal information about any person (including a deceased person).

The personal information includes the name, contact details and MyWay card numbers of third parties and the name and driver work number of bus drivers. I have also removed your personal details as it will be published online consistent with Open Government policy as indicated below.

Online release

Information released to a person under the Freedom of Information Act is subject to the ACT Government's Online FOI Publication Policy. This policy promotes the public release of information held by government via the open government website. In this case, I have decided to publish the documents but with third party information deleted, including your personal details.

Fees and charges

Freedom of information requests attract fees and charges for time spent searching and retrieving documents, decision-making time and photocopying. In relation to your request, no fee is payable as the time spent processing your request was within the fee-free threshold.

Right of review

If you are dissatisfied with my decision, you have the right to seek an internal review. If you wish to seek an internal review you should write to:

The Director-General
Transport Canberra and City Services
C/- Freedom of Information Officer
GPO Box 158
CANBERRA ACT 2601

You have 28 days from the date of the decision letter to seek a review of the outcome or such other period as the Director-General permits.

ACT Civil and Administrative Tribunal

If you are still dissatisfied after the directorate has conducted an internal review, you can seek an independent review of the decision by the ACT Civil and Administrative Tribunal. You have 28 days from the date of the internal review decision to seek a review from the Tribunal.

The Tribunal is an independent body. It can agree with, change or reject the original decision, substitute its own decision or send the matter back to the decision maker for reconsideration in accordance with Tribunal recommendations. To apply to the Tribunal for a review you can obtain an application form at www.acat.act.gov.au.

Ombudsman

You also have the right to contact the Ombudsman regarding the processing of your request. You may contact the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601

Further information

If you have any questions in relation to your request please contact the Directorate's FOI Coordinator on 6205 5408 or tccs.foi@act.gov.au.

Yours sincerely



Cherie Hughes
Chief Operating Officer

30 May 2017