



**ACT**  
Government

Territory and Municipal Services

Dear

### Freedom of Information Request

I refer to your application made under the *Freedom of Information Act 1989* (the FOI Act) received on 14 November 2014, in which you sought access to:

1. documents that provide data on the number of users of all ACTION Buses for each day during the month prior to Network 14 commencing;
2. documents that provide data on the number of users of all ACTION Buses for each day since the commencement of Network 14;
3. documents that provide data on the frequency with which all ACTION Buses arrived at their scheduled stops on time for each day during the month prior to Network 14 commencing;
4. documents that provide data on the frequency with which all ACTION Buses arrived at their scheduled stops on time for each day since the commencement of Network 14;
5. documents that provide data on the frequency with which ACTION Buses numbered 250 arrived at their scheduled stops on time for each day since the commencement of Network 14; and
6. documents that provide data on the number of complaints (informal or formal) received by ACTION, TAMS and the ACT Government about Network 14 since the commencement of Network 14.

### Decision

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

No documents exist which provides the information you require. However, under section 16(1) of the FOI Act it is appropriate to respond to your request by retrieving, where possible, the information you require from the database that holds this information.

### Parts 1-5

The relevant data related to parts 1 to 5 of your request have been identified. I have decided to release this data to you in full as summarised in the schedule at Attachment A.

## **Part 6**

In relation to the number of complaints received by ACTION, the customer service team in Public Transport has confirmed that there were a total of 1685 pieces of feedback relating to Network 14 for the period 18 August 2014 to 17 October 2014. This was sorted into four categories:

- **School Services – 244**  
included requests for information, feedback on the changes, resolution of travel options;
- **Route enquiries – 244**  
general feedback about the changes, specific requests for route information, requests for changes;
- **Other – 418**  
timetable information, requests for timetable books, web page enquiries, requests for bus stops and other service issues; and
- **Service Delivery - 215**  
issues with service delivery.

Furthermore, I can confirm that approximately 135 ministerials were received that were directly related to Network 14.

### **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, and the number of documents released were 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  
Territory and Municipal Services Directorate  
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 from the Tribunal ([www.acat.act.gov.au](http://www.acat.act.gov.au)). The postal address of the Tribunal is:

ACT Civil and Administrative Tribunal  
GPO Box 370  
CANBERRA ACT 2601

**Ombudsman**

You also have the right to complain to the Ombudsman about the processing of your request. If you wish to lodge a complaint you should write to:-

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 [tamsfoi@act.gov.au](mailto:tamsfoi@act.gov.au).

Yours sincerely



Mr Paul Peters  
Executive Director  
Roads and Public Transport

11 December 2014