

From: [REDACTED]
To: [TCCS_FreedomOfInformation](#)
Subject: FOI Request: Internal Policies and Communications on E-Scooter Carriage and Driver Discretion
Date: Friday, 5 December 2025 8:23:44 AM

You don't often get email from [REDACTED] [Learn why this is important](#)

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To whom it may concern,

I am writing to request formal clarification regarding the carriage of electric scooters on Transport Canberra buses. After reviewing all publicly accessible information, it appears there is no published policy on this matter. The absence of clear standards is resulting in inconsistent enforcement, incorrect instructions, and unnecessary confrontations and distress for passengers.

1. "You can't get on with that unless it's folded down."

Transport Canberra does not publish any requirement that e-scooters must be folded. Several drivers have told me I "cannot ride the bus unless" the scooter is folded before boarding. Folding the scooter removes my ability to safely control its weight and centre of gravity, increasing risk when boarding or when the bus is moving.

When I explained this, one driver responded: "Well, you can't ride the bus then." This has no basis in written policy and contradicts safe manual-handling principles.

2. "It must be folded and put in the baggage rack."

No guideline states that scooters must be placed in internal baggage racks or that access may be refused if they do not fit.

The internal racks are shallow, positioned at head height, and not designed to hold a 20–30 kg scooter. This presents a significant hazard in sudden braking.

The only relevant guideline available is the carriage-of-goods principle:

"Passengers are responsible for the safe carriage and storage of their own goods when travelling with Transport Canberra."

When held upright and controlled, my scooter

complies with this requirement. It does not obstruct aisles or exits.

If passengers can travel with large suitcases that do not fit in racks, refusing e-scooters in the absence of a written prohibition is inconsistent.

3. Interchange staff intervention, prompted by a driver

At the city interchange, two staff members approached me after a driver reported me. They stated the scooter “must be folded” yet could not reference any written policy, guideline, or internal document. They ultimately advised me to “avoid that driver and wait for the next bus,” which indicates reliance on improvised instructions, not formal standards or policy.

4. Safety: upright control vs unsafe folding

When upright, the scooter is safely controlled by holding the handlebar.

When folded, it becomes heavy, unstable, and significantly harder to manage — the opposite of safe practice.

A folding requirement is neither published nor supported by safe-handling principles.

5. Driver discretion: unclear, inconsistently applied, and potentially discriminatory

Around 20% of drivers tell me, as I am boarding, that I cannot ride unless certain conditions are met. This implies discretionary refusal power without policy support.

Concerns include:

A. Discretion cannot substitute for published policy.

B. Inconsistent application undermines fairness.

C. Discretion without criteria risks indirect discrimination.

This leads to the most significant example.

6. The seated e-scooter: a systemic compliance concern

I boarded a bus alongside an elderly passenger with a seated e-scooter — larger, heavier, and less manoeuvrable than mine. He was rightly allowed onboard.

However:

A folding requirement would make it physically

impossible for him to comply.

If folding were considered policy, it would automatically exclude passengers who cannot fold or dismantle mobility devices.

A folding requirement that disproportionately disadvantages older or mobility-limited passengers — without an evidence-based safety justification — raises concerns under ACT anti-discrimination principles.

This highlights why clear, safe, equitable policy protects passengers, staff, and Transport Canberra itself.

7. Mobility devices and equitable treatment

Transport Canberra already accommodates, wheelchairs, mobility scooters, mobility aids and prams. These devices are significantly larger than an e-scooter. Singling out e-scooters for refusal, in the absence of a published policy, is inconsistent with these accommodations.

Request for clear, publicly published standards

To support consistent, safe practice, I respectfully request:

1. A publicly published policy confirming whether e-scooters are permitted onboard when safely managed.
2. Clarification that upright, controlled carriage is acceptable if aisles and exits remain unobstructed.
3. Removal of unsupported folding requirements, which reduce safe handling and increase risk.
4. A formal notification to all drivers confirming that passengers with an e-scooter may not be refused access in the absence of a written, safety-based policy.

This final point is essential to ensure consistent, equitable access and prevent further unnecessary confrontation and confusion.

Thank you for your time and consideration. I look forward to your clarification and to the development of clear guidelines supporting safe and consistent practice for all passengers.

Regards,



From: [REDACTED]
To: [CED, FOI](#)
Subject: Re: FOI 25-156 - Question regarding your application
Date: Tuesday, 16 December 2025 4:32:39 PM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Subject: FOI 25-156 – Confirmation of Formal Processing and Records Sought

Dear Samantha,

Thank you for your email and for the update regarding my FOI application.

I confirm that I wish for my request to continue to be processed formally under the Freedom of Information Act 2016, rather than resolved informally.

At this stage, I do not wish to be contacted informally by Transport Canberra. I would prefer all correspondence and processing to occur in writing and on the record. I understand that the FOI process provides access to existing records rather than verbal explanations or actions.

To assist with processing, I confirm and clarify the categories of records sought below.

Records Requested

I seek access to any existing records held by Transport Canberra (including but not limited to policies, procedures, guidelines, training materials, internal communications, or directives) relating to the carriage of electric scooters and similar personal mobility devices on ACTION buses.

This includes, but is not limited to:

1. Policies, procedures, or guidelines (current or historical) governing whether electric scooters may be taken onboard buses, and if so, under what conditions (including any requirements relating to folding, placement, securing, or refusal of carriage).
2. Internal staff guidance, instructions, or training materials provided to bus drivers or interchange staff regarding electric scooters or comparable items, including any references to driver discretion.
3. Internal communications (such as emails, memos, briefing notes, or operational

notices) issued to staff that reference electric scooters, personal mobility devices, folding requirements, safety concerns, or discretionary enforcement.

4. Risk assessments, safety assessments, or WHS documentation relating to electric scooters or the management of large personal items onboard buses.

5. Records relating to complaints, incidents, or internal reviews concerning electric scooters on buses, including any documents generated in response to such matters.

6. Any documents that authorise, describe, or rely upon driver discretion in relation to permitting or refusing the carriage of electric scooters where no publicly published policy exists.

If no records exist in relation to any of the above categories, I request confirmation of that fact.

If clarification is required regarding the scope of records sought, I am happy to respond in writing to assist the FOI process.

Kind regards,

[REDACTED]

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From: CED, FOI <CEDFOI@act.gov.au>
Sent: Tuesday, December 16, 2025 1:39:15 PM
To: [REDACTED]
Subject: FOI 25-156 - Question regarding your application

OFFICIAL

Good afternoon [REDACTED]

I am reaching out in relation to your application to CED under the *Freedom of Information Act 2016*.

We are currently progressing your request and have been liaising with Transport Canberra regarding the best way to address your questions. The Freedom of Information Act enables a pathway to access government information in the form of records; In reading your request, it appears you are seeking information, but in the format of answers or requesting specific actions to be taken on the feedback you have also incorporated in your application.

The FOI Act encourages informal resolution of requests, and Transport Canberra have offered to speak with you in relation to your request and to explore an informal resolution. Can you please advise if you are agreeable to a Transport Canberra representative making contact, and if so, provide a phone number to be contacted on.

If you prefer for your request to continue being processed under FOI, we will require guidance from you as to the type of records you would like to access. This information is required as we are obligated to complete a thorough search of our records, and we require further detail to undertake these steps.

Please contact our team on (02) 6207 2987 should you have any questions.

Kind regards,

Samantha | Director

Phone: 6207 2987 | Email: CEDFOI@act.gov.au

Information Access | Procurement and Business Operations | City and Environment Directorate | ACT Government

480 Northbourne Avenue, Dickson 2602 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

We value your right to disconnect and do not expect you to respond to contact outside of your ordinary working pattern unless it is an emergency, or contact is a recognised part of your role and responsibilities.

From: CED, FOI

Sent: Monday, 8 December 2025 10:42 AM

To: [REDACTED]

Subject: FOI 25-156 - ACKNOWLEDGEMENT OF THE APPLICATION

Dear [REDACTED]

FREEDOM OF INFORMATION (FOI) REQUEST – 25-156.

I refer to your application received by City and Environment Directorate on 5 December 2025 in which you seek access to government information under the Freedom of Information Act 2016 (the FOI Act).

On 1 July 2025, the City and Environment Directorate (CED) was established. CED brings together a range of services previously provided by Access Canberra, the Environment, Planning and Sustainable Development Directorate (EPSDD), Transport Canberra and City Services (TCCS) and the Better Regulation Taskforce. Section 101 of the FOI Act provides that an access application made to an abolished agency is taken to have been made to the agency that acquired the abolished agency's functions.

We are processing your application and in accordance with section 40 of the FOI Act, we are required to provide you with a decision on access to records within the scope of the request within 30 working days of receipt, being 29 January 2026.

It is our understanding that you are seeking access to the following government information which may be held by CED:

"I respectfully request:

- 1. A publicly published policy confirming whether e-scooters are permitted onboard when safely managed.*
- 2. Clarification that upright, controlled carriage is acceptable if aisles and exits remain unobstructed.*
- 3. Removal of unsupported folding requirements, which reduce safe handling and increase risk.*
- 4. A formal notification to all drivers confirming that passengers with an e-scooter may not be refused access in the absence of a written, safety-based policy.*

This final point is essential to ensure consistent, equitable access and prevent further unnecessary confrontation and confusion".

Third Party Consultation

In processing your application, consultation with relevant third parties may be required. If this is the case, you will be notified to this effect and advised of a revised decision due date in respect of your application. In line with the Act, if third party consultation is required, the due date may be extended by 15 working days.

Charges

Please be aware that processing charges may be payable in relation to your request. Should you be liable to pay a processing charge, you will be notified in writing of the preliminary assessment and given an opportunity to make an application that the charge should be remitted in whole or in part. This may affect the time within which your application is processed.

CED Disclosure Log

The FOI Act requires that details regarding your request such as your application, decision notices, and information released to you, must be recorded in the agency disclosure log and be made publicly available three working days after a decision on access has been given to you. Please be aware that while no personal information will be included in the published information all other information will be published on our disclosure log: [here](#).

CED is not required to publish applications on its disclosure log where it relates to a request to access personal information.

Should you have any queries about the processing of your access application, please contact the CED FOI team at CED.FOI@act.gov.au or by telephone on 6207 2987.

Yours sincerely,

Toma Ahmed | Administrative Service Officer

Phone: 02 6207 9953 | Email: CEDFOI@act.gov.au

Information Access | Procurement and Business Operations | City and Environment

Directorate | ACT Government

480 Northbourne Avenue, Dickson 2602 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

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From: [REDACTED]
To: [CED, FOI](#)
Subject: Re: FOI 25-156 - Request for Extension
Date: Sunday, 22 February 2026 7:56:29 PM

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FOI Request – Extension Confirmation and Scope Refinement

Dear Sophie,

Thank you for your update regarding my FOI request. I am happy to agree to the requested extension to 27 February 2026.

To assist with processing and to keep the request manageable, I would like to refine the scope of my application to focus on:

- Any current policy, guideline, training material, or instruction that outlines when bus drivers may refuse boarding or remove a passenger
- Any procedure describing how such refusal decisions are reviewed, reported, or escalated
- Any internal record or communication that explains the decision or response relating to my complaint about refusal of service.

I would appreciate receiving a cost estimate before any processing beyond the free threshold. I have limited financial capacity and would need to keep any charges under approximately \$250 where possible, and I am willing to further narrow the scope if required.

Please let me know if any clarification would assist.

Kind regards

[REDACTED]

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From: CED, FOI <CEDFOI@act.gov.au>
Sent: Wednesday, February 4, 2026 12:15:13 PM
To: [REDACTED]
Subject: FOI 25-156 - Request for Extension

OFFICIAL

Dear [REDACTED]

The City and Environment Directorate (CED) is continuing to process your application and are

working diligently to provide you with an outcome as soon as possible. However, due to unexpected staff leave, processing is taking longer than anticipated.

I am writing to request an extension for your application until 27 February 2026.

If you are agreeable to this extension, we kindly request your confirmation by reply to this email.

Thank you for your consideration.

Kind regards

Sophie | Information Access Officer

Email: CEDFOI@act.gov.au

Procurement and Business Operations | City and Environment Directorate | ACT Government

480 Northbourne Avenue, Dickson | GPO Box 158, Canberra ACT 2601 | www.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [REDACTED]
To: [CED, FOI](#)
Subject: Re: FOI 25-156 - Information Required
Date: Tuesday, 10 March 2026 2:10:37 PM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Sophie,

Thank you for your email.

Please find attached a copy of my driver licence and my working with vulnerable people card as proof of identity.

The incidents relating to refusal of service occurred during October and November 2025. I lodged a complaint regarding these incidents with Transport Canberra on 5 December 2025 via the Transport Canberra complaints process.

I am happy to agree to the additional five (5) working day extension to allow this information to be processed.

Please let me know if you require any further information.

Kind regards,

[REDACTED]

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From: CED, FOI <CEDFOI@act.gov.au>
Sent: Friday, February 27, 2026 3:55:05 PM
To: [REDACTED]
Subject: FOI 25-156 - Information Required

OFFICIAL

Dear [REDACTED]

I refer to your Freedom of Information (FOI) application received by the City and Environment Directorate (CED). You have updated the scope of your request to the following:

- *Any current policy, guideline, training material, or instruction that outlines when bus drivers may refuse boarding or remove a passenger*
- *Any procedure describing how such refusal decisions are reviewed, reported, or escalated*
- *Any internal record or communication that explains the decision or response relating to my complaint about refusal of service.*

As your request relates to personal information, we require proof of identity before progressing the application. Acceptable forms of identification include any one of the following:

- Driver licence
- Proof of identity card
- Proof of age card
- Working with Vulnerable People card

To enable CED to process your application, could you please also provide additional information regarding your complaint about refusal of service, including the date, location, and the method by which you lodged your complaint. Once received, we will require an additional five (5) working days to process this information, and we require your agreement to this extension.

You may respond directly to this email with the requested documents and details. If you need assistance or further information, please contact the CED FOI team on 6207 2987 or at CEDFOI@act.gov.au.

As we require this information to continue processing your application, your application will be suspended until clarification is received. The suspension will be in place for up to six (6) weeks, until 10 April 2026, unless you request additional time. If we have not received the outstanding information by that date, your application will be closed. Should this occur, you will still be able to lodge a future FOI application for the same or similar information.

Kind regards

Sophie | Information Access Officer

Email: CEDFOI@act.gov.au

Procurement and Business Operations | City and Environment Directorate | ACT Government

480 Northbourne Avenue, Dickson | GPO Box 158, Canberra ACT 2601 | www.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

From: [REDACTED]
Sent: Sunday, 22 February 2026 7:56 PM
To: CED, FOI <CEDFOI@act.gov.au>
Subject: Re: FOI 25-156 - Request for Extension

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FOI Request – Extension Confirmation and Scope Refinement

Dear Sophie,

Thank you for your update regarding my FOI request. I am happy to agree to the requested extension to 27 February 2026.

To assist with processing and to keep the request manageable, I would like to refine the scope of my application to focus on:

- Any current policy, guideline, training material, or instruction that outlines when bus drivers may refuse boarding or remove a passenger
- Any procedure describing how such refusal decisions are reviewed, reported, or escalated
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I would appreciate receiving a cost estimate before any processing beyond the free threshold. I have limited financial capacity and would need to keep any charges under approximately \$250 where possible, and I am willing to further narrow the scope if required.

Please let me know if any clarification would assist.

Kind regards

[REDACTED]

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From: CED, FOI <CEDFOI@act.gov.au>

Sent: Wednesday, February 4, 2026 12:15:13 PM

To: [REDACTED]

Subject: FOI 25-156 - Request for Extension

OFFICIAL

Dear [REDACTED]

The City and Environment Directorate (CED) is continuing to process your application and are working diligently to provide you with an outcome as soon as possible. However, due to unexpected staff leave, processing is taking longer than anticipated.

I am writing to request an extension for your application until 27 February 2026.

If you are agreeable to this extension, we kindly request your confirmation by reply to this email.

Thank you for your consideration.

Kind regards

Sophie | Information Access Officer

Email: CEDFOI@act.gov.au

Procurement and Business Operations | City and Environment Directorate | ACT Government

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From: [REDACTED]
To: [CED, FOI](#)
Subject: Foi Request Fw: Inconsistent instructions from drivers regarding e scooters on buses.
Date: Tuesday, 10 March 2026 4:08:41 PM
Attachments: [Inconsistent instructions from drivers regarding e scooters on buses..eml](#)

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Dear Sophie,

Thank you for your email.

Unfortunately I do not have a reference number for the complaint. When I initially attempted to submit the complaint through the online form, the complaint field appeared to allow only a very limited number of characters (approximately 200), which did not allow enough space to properly describe the issue. Because of this limitation, I followed up by sending the email below directly to Transport Canberra customer services on 5 December 2025.

I did not receive a reference number or any response to that email.

For your reference, I have attached a copy of the email I sent at the time, which may assist in locating the relevant record.

Please let me know if you require any further information.

Kind regards,

[REDACTED]

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