



## FREEDOM OF INFORMATION COVERSHEET

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI reference: TCCS 25-095

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Schedule	Not Applicable
4. Documents	Not Applicable
5. Additional information identified	Not applicable
6. Fees	Not applicable
7. Processing time (in working days)	30 days
8. Decision made by Ombudsman	Not applicable
9. Additional information identified by Ombudsman	Not applicable
10. Decision made by ACAT	Not applicable

11. Additional information identified by ACAT	Not applicable
---	----------------

**From:** [CMTEDD FOI](#)  
**To:** [TCCS\\_FreedomOfInformation](#)  
**Subject:** FW: Freedom of Information request  
**Date:** Thursday, 5 June 2025 9:31:10 AM

---

OFFICIAL

Hi TCCS,

CMTEDD has received the below FOI, do you think it may be better placed with TCCS?

Kind regards,

**Jessica Pupulkovski | Senior Freedom of Information Coordinator**

Ph: 6207 7754 | Email: [CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au)

**Corporate | Chief Minister, Treasury and Economic Development Directorate | ACT Government**

Level 1, 220 London Circuit, Canberra ACT 2601 | GPO Box 158 Canberra ACT 2601 |

[act.gov.au](http://act.gov.au)

*Please note: I work part-time Monday-Thursday*

---

**From:** no-reply@act.gov.au

**Sent:** Wednesday, 4 June 2025 3:32 PM

**To:** CMTEDD FOI

**Subject:** Freedom of Information request

**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.

Please find online enquiry details below. Please ensure this enquiry is responded to within fourteen working days.

### Your details

**All fields are optional, however an email address OR full postal address must be provided for us to process your request. An email address and telephone contact number will assist us to contact you quickly if we need to discuss your request.**

Title: [REDACTED]

First Name: [REDACTED]

Last Name: [REDACTED]

Business/Organisation: Individual

Address: [REDACTED]

Suburb: [REDACTED]

Postcode: [REDACTED]

State/Territory: [REDACTED]

Phone/mobile: [REDACTED]

Email address: [REDACTED]

**Request for information**

**(Please provide as much detail as possible, for example subject matter and relevant dates, and also provide details of documents that you are not interested in.)**

Dear FOI Officer, Under the Freedom of Information Act 2016 (ACT), I request access to the following documents related to the bus lane and the general lanes at the Roundabout turn from Melrose Dr to Yarra Glen Dr. 1 Bus Volume Data: The number of scheduled buses (Transport Canberra and charter/private) using the bus lane during rush hours for the past 12 months. Any peak-hour bus frequency reports or counts used to justify the lane's implementation. 2 Traffic Volume Data in the General Lanes for the past 12 months, with major traffic jam and accident data. 3 Traffic Studies & Justification Reports: All reports, memos, or analyses used to justify the installation of the bus lane, including: Expected bus delay reductions. Impact on general traffic flow. Alternative solutions considered (e.g., variable lane, or Bus lane with T2 during rush hours ). 4 Safety & Incident Data: Records of accidents, near-misses, or traffic conflicts in this lane before/after its designation as a bus lane (if safety was a stated reason). 5 Minimal Volume Threshold: Documentation confirming that the bus lane designation complies with Australian Road Rules and ACT standards. 6 Exemptions & Enforcement Policies: Any internal guidelines on discretion for bus lane violations (e.g., school drop-offs, low-usage periods). Preferred Format: Electronic copies (PDF/Excel) where available. Fee Waiver Request: If fees apply, I request a waiver on public interest grounds, as this information pertains to the fairness of traffic enforcement and efficient use of road infrastructure. Processing Timeframe: Please advise if this request requires an extension beyond the standard 20-working-day period. I would like to get the above information as soon as possible.

Under the Freedom of Information Act 2016 I want to access the following document/s (\*required field):

I do not want to access the following documents in relation to my request::

N/A

Thank you.  
Freedom of Information Coordinator



**ACT**

Government

City and Environment

Dear [REDACTED]

### **Freedom of Information Request - Reference 25-095**

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act) received by the former Transport Canberra and City Services Directorate (TCCS) by way of transfer from the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 6 June 2025.

You have sought access to the following government information:

*I request access to the following documents related to the bus lane and the general lanes at the Roundabout turn from Melrose Dr to Yarra Glen Dr.*

*1 Bus Volume Data: The number of scheduled buses (Transport Canberra and charter/private) using the bus lane during rush hours for the past 12 months. Any peak-hour bus frequency reports or counts used to justify the lane's implementation.*

*2 Traffic Volume Data in the General Lanes for the past 12 months, with major traffic jam and accident data.*

*3 Traffic Studies & Justification Reports: All reports, memos, or analyses used to justify the installation of the bus lane, including: Expected bus delay reductions. Impact on general traffic flow. Alternative solutions considered (e.g., variable lane, or Bus lane with T2 during rush hours).*

*4 Safety & Incident Data: Records of accidents, near-misses, or traffic conflicts in this lane before/after its designation as a bus lane (if safety was a stated reason).*

*5 Minimal Volume Threshold: Documentation confirming that the bus lane designation complies with Australian Road Rules and ACT standards.*

*6 Exemptions & Enforcement Policies: Any internal guidelines on discretion for bus lane violations (e.g., school drop-offs, low-usage periods). Preferred Format: Electronic copies (PDF/Excel) where available.*

### **Authority**

On 1 July 2025, TCCS was abolished and replaced by the City and Environment Directorate (CED). CED brings together a range of services previously provided by Access Canberra, the Environment, Planning and Sustainable Development Directorate (EPSDD), TCCS and the Better Regulation Taskforce. Section 101 of the FOI Act provides that an access application made to an abolished

TCCS.FOI@act.gov.au | phone: (02) 620 72987 | [www.act.gov.au](http://www.act.gov.au)

agency is taken to have been made to the agency that acquired the abolished agency's functions. Therefore, a decision has been made on your application by CED.

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the FOI Act.

### **Timeframes**

A decision is due on 18 July 2025.

### **Decision on access**

As your application was received and searches undertaken prior to the establishment of CED, records retrieved relate to records held by the TCCS administrative unit as it was at the time the searches were undertaken. A search of records has been completed and no information relevant to your request was identified. I am satisfied that all appropriate searches were completed. Pursuant to section 35(1)(b) of the Act, I have determined that the information you have requested is not held by TCCS. However, to assist in your request, the following information has been sourced regarding the incident data, regulation of bus lanes in the ACT, the collection of traffic data and estimated figures regarding the number of public buses that use the bus lane specified in the scope of your application.

#### Safety and Incident Data

Transport Canberra has advised that the bus lane specified in the scope of your application has been in place since approximately 2007, with no apparent issues reported.

#### Regulation of bus lanes in the ACT

Bus lanes are regulated in the ACT under the *Road Transport (Road Rules) Regulation 2017* ("**the regulation**").

The regulation defines a bus lane as:

*a marked lane, or the part of a marked lane—*

*(a) beginning at a bus lane sign (whether or not there is also a bus lane road marking) and ending at the nearest of the following:*

*(i) an end bus lane sign;*

*(ii) a traffic sign that indicates the beginning of another special purpose lane; or*

*(b) beginning at a bus lane road marking (if there is no bus lane sign) and ending at the next intersection.*

The required bus lane road markings are described in Section 154 of the regulation:

*a road marking consisting of—*

*(a) the letters 'BL'; or*

*(b) the words 'bus lane'; or*

*(c) the words 'bus only'.*

Schedule 2 of the regulation provides that the standard or commonly used bus lane sign is a drawing of a bus with the word "LANE" underneath it:



Schedule 3 of the regulation provides for other permitted bus lane signs including:



Section 315 of the regulation provides that traffic control devices (for example the road sign seen above) have effect if it is on a road and substantially complies with the regulation. A traffic control device is taken to substantially comply with the regulation unless it's proved otherwise.

Section 316 further provides that a traffic sign substantially complies with the regulation if it is a reasonable likeness of a diagram in schedule 2 or schedule 3 (as seen above). Similarly, a road marking substantially complies with the regulation if it fits into the description of that kind of road marking in the regulation.

The signs located in the area cited in your FOI request appear to substantially comply with the bus lane signage described in schedule 2 and the road marking appears to substantially comply with the description of a bus lane road marking in section 154 of the regulation.

I note that the regulation provides that the drivers of public buses, taxis, hire cars, demand responsive vehicles and motorbikes can drive in bus lanes. These provisions can be found at Sections 154 and 158 of the regulation.

Additionally, section 158 also states other drivers are permitted to drive in a bus lane for up to 100m to enter or leave a road, to enter a part of a road of one kind from a part of a road of another kind, to overtake a vehicle turning right or doing a U-turn, or to enter a marked lane or part of the road where there is room for a line of traffic from the side of the road. Drivers may also drive in a bus lane to avoid an obstruction or if information on or with the bus lane indicates the driver can drive in the lane.

### Traffic volume data

The following table provides estimates for the 12-month period from 01/07/2024 – 30/06/2025 on the potential number of buses that used the general lanes in question. Please note these figures are for scheduled bus routes only and do not include any private charters.

Route number	Estimated number of trips between 01/07/2024 – 30/06/2025
R4	70,443
R5	45,556
R59	30,730
School Route 2011	396
School Route 2029	594
<b>Estimated total trips per year based on scheduled bus routes</b>	147,719

Regarding collecting bus and traffic volume data, Roads ACT undertakes traffic surveys to assist with various programs, some of which include:

- Canberra Strategic Transport Model (CSTM)
- Annual Road Reseal Programs
- Financial submissions to obtain Commonwealth Funding
- to monitor Road Safety Holiday Traffic for the Federal Highway and Kings Highway

Traffic surveys are also undertaken for ongoing analysis of traffic conditions and to investigate enquiries and complaints from the community. Upon receipt of a complaint or enquiry, surveys are carried out as available resources allow. The entity requesting the survey data is then provided a summary of the results. If more detailed information regarding the survey is required, this is requested separately as this request relates to information that would normally attract a fee for service see “Provisions of Traffic Control Data” at <https://www.cityservices.act.gov.au/about-us/fees-and-charges#InfrastructureRoads>.

### **Charges**

No charges are applicable to your application as no relevant information was found to be held by the former TCCS administrative unit.

### **Disclosure log**

Under section 28 of the Act, CED maintains an online record of access applications called a [disclosure log](#). Your access application and this notice of decision will be published on the disclosure log within 3 – 10 business days. Your personal information will be removed from these documents prior to publication.

### **Ombudsman review**

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published on CED’s disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601  
Via email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

**ACT Civil and Administrative Tribunal (ACAT) review**

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal  
Level 4, 1 Moore Street  
GPO Box 370  
Canberra City ACT 2601  
Telephone: (02) 6207 1740  
[www.acat.act.gov.au](http://www.acat.act.gov.au)

If you have any queries concerning the directorate's processing of your request, or would like further information, please contact the CED FOI team on (02) 6207 2987 or email [CEDFOI@act.gov.au](mailto:CEDFOI@act.gov.au).

Yours sincerely



Alison Kemp  
Information Officer

18 July 2025