



FREEDOM OF INFORMATION COVERSHEET

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

FOI reference: 24-146

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
---	----------------



Freedom of Information

Access Application to Transport Canberra and City Services

About this form

This form should be used to submit an application for information held by Transport Canberra and City Services (TCCS) under the Freedom of Information Act 2016.

For an application to be valid, it must:

- Contain an email address or postal address in which notices under the FOI Act can be provided to you; and
- Include enough detail about in the type of information you are requesting to enable TCCS to identify the relevant government information.

Mandatory fields are marked with a *

If your application is for access to your own personal information you must include evidence of your identity.

Where a request relates to the personal information of a person you are acting on behalf of, you are required to attach evidence of your identity and a signed consent form.

You may wish to include a statement about how the release of information is in the public interest. An opportunity to attach the statement or any other information will be provided at the end of this application.

If your application is incomplete, TCCS will take reasonable steps to assist you and give you reasonable time to amend your application.

Submission

Post

FOI and Subpoenas, Legal and Contracts
Transport Canberra and City Services Directorate
GPO Box 158
CANBERRA ACT 2601

Email

tccs.foi@act.gov.au

Your details:

Title

Name

Address

Phone

Email

Preferred method of contact: Phone Email Post

Requested information*

Additional information can be attached

I am requesting access to the following government information under the Freedom of Information Act 2016:

How many passengers travel on ACT Buses daily without payment? Total individuals > total loss of Revenue

How many passengers travel on ACT Buses yearly with out payment? Total individuals total loss of Revenue

How many ^{Paid} inspectors travel & check tickets on buses per year?

Preferred method to receive information*:

- Email
- Post

Statement on the public interest (Optional)

Waiver of fees

- I hold a valid concession card
- I am a member of the ACT Legislative Assembly
- This application is being submitted on behalf of a not-for-profit organisation
- The information that is the subject of the request is of special benefit to the public
- The information being requested was previously available to the public but no longer is

Copy of Concession provided 22/03/24

Privacy Notice

All personal information you provide will be handled in accordance with the *Information Privacy Act 2014* and the TCCS Privacy Policy. In accordance with the *Freedom of Information Act 2016*, your application may be shared with other ACT Government Directorates where it is believed that they may hold information relevant to your request. You will be notified if another ACT Government Directorate is likely to respond to all or part of your application.

TCCS Disclosure Log

Please be aware that under the *Freedom of Information Act 2016* all information released to you will be published online, except where the request relates to your personal information. Your personal information will be removed prior to documents being published online.

Public Interest

In deciding on an application to access government information, an Information Officer must decide if the disclosure is in the public interest. While the Freedom of Information Act 2016 promotes disclosure, there are certain circumstances the disclosure of government information is contrary to the public interest. These circumstances are:

- Any instance where the type of information is listed in schedule 1; or
- Where the Information officer has carried out a public interest test against factors listed in schedule 2, and the information is found on balance to be contrary to the public interest.

Accessibility

Should you require assistance to complete this application or have any suggestions to improve the accessibility of this form, please contact the TCCS Freedom of Information team on (02) 62072987.

Dear [REDACTED]

Freedom of Information Request - Reference 24-146

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) by post on 14 October 2024. It is my understanding that you are seeking access to the following government information under the *Freedom of Information Act 2016* (FOI Act):

- A. *How many passengers travel on the ACT buses daily without payment? Total individuals?
Total loss of revenue?*
- B. *How many passengers travel on ACT buses yearly without payment? Total individuals?
Total loss of revenue?*
- C. *How many paid inspectors travel and check tickets on buses per year?*

Timeframes

In accordance with section 40 of the FOI Act, TCCS is required to decide on your application by 25 November 2024.

Authority

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.

Decision on access

In accordance with the FOI Act, a search for the information that you are seeking has been completed. These searches have not identified any relevant information.

I have been advised that the information you have requested in parts A and B of your application is not collected. In relation to part C of your application, we do not currently have paid inspectors with duties to check tickets on buses. While there are authorised officers, fare compliance is not a core part of their duties. Authorised Officer roles may also sit outside of Transport Canberra, for example Police are Authorised. The current appointment instrument is available on the ACT Legislation Register:

- Road Transport (General) Transport Canberra Authorised People for Infringement Notice Offences Appointment 2023 (No 1): <https://www.legislation.act.gov.au/View/ni/2023-477/current/html/2023-477.html>
- Road Transport (General) Transport Canberra Authorised People Appointment 2023 (No 1): <https://www.legislation.act.gov.au/View/ni/2023-476/current/html/2023-476.html>

I am confident that the searches completed exhaust reasonable steps, and that the information is not held by TCCS.

Charges

In accordance with [Freedom of Information \(Fees\) Determination 2018](#), a fee of \$0.35 per page of information disclosed, except for the first 50 pages, may be applied to an access application. No fee is applicable as no relevant information has been found to be held by TCCS.

Online publishing – disclosure log

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents will be published in the TCCS disclosure log between 3 – 10 business days from the date of this decision. Your personal contact details will not be published. You may view the TCCS' disclosure log https://www.cityservices.act.gov.au/about-us/freedom_of_information/disclosure-log.

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 an Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in TCCS' 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: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82 on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from ACAT at:

ACT Civil and Administrative Tribunal
GPO Box 370
CANBERRA CITY ACT 2601
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 TCCS FOI team on (02) 6207 2987 or email to tccs.foi@act.gov.au.

Yours sincerely



Lisa Johnson
Information Officer
25 November 2024