

Mr Adam Beames

Transmitted by e-mail: foi+request-4354-5c4e5807@righttoknow.org.au

Dear Mr Beames

Freedom of Information request for documents in relation to illegal parking at Tarneit Railway Station, PTV staff duty-of-care and complaint handling, CCTV footage between 9:10-9:30am of a cyclist forced off a bike path, and maintenance of access roads

I refer to your Freedom of Information (**FOI**) request relating to the above.

A search of PTV records was conducted by the Corporate Services Division, Governance and Legal Branch, Franchise Operator Management Division, and Customer Service Division. I have been provided with copies of documents relevant to your request.

Decision

I have assessed the relevant documents under the provisions of the *Freedom of Information Act 1982 (the Act)* and determined to grant you partial access as summarised in the schedule of documents attached.

On 23 February 2018, you confirmed by e-mail that you were not seeking access to the names and personal contact details of individuals as part of your request. This information has been redacted as not relevant to your request pursuant to section 25 of the Act.

Item 1

Under section 19 of the Act, an agency is permitted to produce a written document containing the information requested in discrete form through the use of a computer to retrieve electronically stored information.

A document itemising the complaints received through the PTV Call Centre and PTV Customer Complaints and Feedback webpage was prepared in response to your request (see document 1).

Information in document 2 that is not relevant to the scope of your request has been redacted under section 25 of the Act.

Item 2

No documents relevant to this item was identified.

Item 3

No documents relevant to this item was identified.

Item 4

As advised in my e-mail dated 13 February 2018 and the e-mail from the CCTV Analyst on the same date, you will need to submit a FOI request to the Department of Economic Development, Jobs, Transport and Resources (quoting reference number 60550) in order to access any potential CCTV footage of the incident.

PTV is not responsible for managing or compiling any CCTV footage from the public transport network.

Item 5

Document 3 illustrates the VicTrack lease boundaries for the land around Tarneit Railway Station.

The yellow shaded area of land bounded by the purple line has been leased to V/Line Pty Ltd (ACN 087 425 269) for the purposes of operating regional rail passenger services.

The Regional Infrastructure Head Lease and Regional Infrastructure Lease (document 4) stipulates the rights and obligations of the parties in relation to the leased land. These documents are publicly available as described in the schedule of documents.

Charges

I have decided to waive any copying and search charges under section 22 of the Act on the basis of financial hardship. Please see attached documents to which you have been provided access.

Review rights

If you are not satisfied with this decision, you may seek a review by the Office of the Victorian Information Commissioner (OVIC) within 28 days of receipt of this letter. Applications for review should be made in writing and directed to:

Office of the Victorian Information Commissioner
PO Box 24274
Melbourne Victoria 3001

If you have any queries regarding the processing of your request please contact me.

Yours sincerely

GAVIN MAK
Freedom of Information Officer
Public Transport Victoria

13 / MAR / 2018