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XXXX
Divisional Manager
Information Technology and Contact
Services
Department for Transport
5/21 DfT Southside
105 Victoria Street
London SW1E 6DT
Direct Line: 020 7944 XXXX

Dear XXXX

Our Ref: F0007177

7 January 2011

**Freedom of Information Request F0007177 –
Videoconferencing/Telepresence Systems**

Your Freedom of Information request of 10 December asked about the number of video conferencing/telepresence systems used by the Department for Transport (including Agencies) over the past 12 and 24 months, by number of sessions and duration, and the most significant justifications for their use.

The Department for Transport and its Agencies always encourage the use of VideoConferencing facilities for several reasons, including the saving of time and travelling expenses where possible. The details are as follows:-

	Number of Systems (ie sites/endpoints)	Usage over 12 months from 1/12/08 to 30/11/09	Usage over 12 months from 1/12/09 to 30/11/10	Average Duration of Sessions	Main Reasons for Use	Comments
Department for Transport (Central)	10	250	164	79 and 87 minutes respectively (excluding a number of cases where duration not available)	To save on Travel costs and staff time (as lessens the need to travel, especially between main centres in London and Hastings) and reinforces the green/congestion reducing aims of the Department.	Although part of DfT (Cent), three Accident Investigation Branches are shown separately below as they have their own systems
Air Accident Investigation Branch (AAIB)	1	n/a	n/a	n/a	Used for Departmental and Investigative business	Usage not logged
Rail Accident Investigation Branch (RAIB)	2	259	223	68 and 62 minutes respectively	Internal communications between 2 operational centres	
Marine Accident Investigation Branch (MAIB)	1	n/a	n/a	n/a	Conduct of business and accident investigation work worldwide	Installed in Aug 2009 but usage not logged
Driver and Vehicle Licensing Agency	10	n/a	n/a	n/a	To save on travel time and costs	Information not held

(DVLA)						
Highways Agency (HA)	38	n/a	n/a	n/a	To save on travel costs and time, and as a green alternative to travel as reduces emissions.	
Driving Standards Agency (DSA)	9	200 (Nottingham main site only)	371 (all DSA locations)	Not recorded	To save travel costs and contact other Government Departments	2008/9 figure only includes main site (Nottingham) as other sites not recorded separately. Also, if calls are between 2 DSA locations, they will be included twice as record of locations called is not kept
Maritime and Coastguard Agency (MCA)	1	n/a	n/a	n/a	To save travel costs	Details of usage not recorded
Vehicle and Operator Services Agency (VOSA)	13	n/a	n/a	n/a	To reduce travel costs	Individual sessions not recorded separately
Vehicle Certification Agency (VCA)	nil	n/a	n/a	n/a	n/a	No longer have this facility
Government Car and Despatch Agency (GCDA)	1	nil	nil	n/a	n/a	Not used since installation in Oct 2010

In keeping with the spirit and effect of the Freedom of Information Act, all information is assumed to be releasable to the public unless exempt. The Department will, therefore, be releasing to the public the information you requested, together with any related information that will provide a key to its wider context.

If you are unhappy with the way the Department has handled your request or with the decisions made in relation to your request you may complain within two calendar months of the date of this letter by writing to the Department's Information Rights Unit at:

Zone D/04
Ashdown House
Sedlescombe Road North
Hastings
East Sussex TN37 7GA
E-mail: FOI-Advice-Team-DFT@dft.gsi.gov.uk

Please see attached details of the Department for Transport's complaints procedure and your right to complain to the Information Commissioner.

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely,

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Your right to complain to DfT and the Information Commissioner

You have the right to complain within two calendar months of the date of this letter about the way in which your request for information was handled and/or about the decision not to disclose all or part of the information requested. In addition a complaint can be made that DfT has not complied with its FOI publication scheme.

Your complaint will be acknowledged and you will be advised of a target date by which to expect a response. Initially your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that official decides that his/her decision was correct, your complaint will automatically be referred to a senior independent official who will conduct a further review. You will be advised of the outcome of your complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF