

XXXX
By email

Tel: 020 7944 XXXX
E-mail: xxxx@dft.gsi.gov.uk
Web Site: www.dft.gov.uk

Our Ref: F0007609
Your ref: CEMS/RP/oa

Dear XXXX

26 May 2011

Request for information under the Freedom of Information Act 2002

Thank you for your request of 21st April requesting data on payments made to bus operators by Travel Concession Authorities (TCAs) as collected in the Department for Transport's survey. Your request has been referred to me as Head of the Concessionary Travel Reimbursement Team.

Data on reimbursement of bus operators for concessionary travel was only collected in the DfT concessionary travel survey undertaken in May/June 2010. In this survey, TCAs were required to provide data for 2008/09, 2009/11 and 2010/11 (forecast). As a result the Department does not have data on reimbursement payments prior to 2008/09. Please also note that not all TCAs responded to the survey or to the questions on reimbursement and the dataset is therefore incomplete. A copy of the information is enclosed in the attached spreadsheet.

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 in the annex to this letter details of DfT'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,

XXXX

Your right to complain to DfT and the Information Commissioner

You have the right to complain 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