



In reply please quote 2021/18444/01

**OFFICE OF THE CHIEF
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Mr Peter Malinauskas MP
Parliament House
North Terrace
ADELAIDE SA 5000

Dear Mr Malinauskas,

FREEDOM OF INFORMATION INTERNAL REVIEW

I refer to your application for internal review made under the under the *Freedom of Information Act 1991* (the Act) which was received by the Department for Infrastructure and Transport on 30 December 2021.

The original application requested access to:

“A summary of complaints received, ordered into themes/topics regarding train services. From 31/01/2021 to 19/11/2021.”

Determination

The 30-day period for processing your original application received 19 November 2021 has now passed. A determination was due on 19 December 2021. This means that the department is deemed by section 19(2)(b) of the Act to have refused access to the documents requested.

I have reviewed the deemed refusal status of your original application and am reversing the determination.

There is one document within the scope of your request.

I have determined the document be released in full.

The information in response to your request has been collated into a Table – Document 001. The complaints relate to matters within the responsibility of Keolis Downer and/or the South Australian Public Transport Authority (SAPTA).

Please note that Document 001 lists ‘accessibility’ as its own category but complaints concerning accessibility are also recorded under several other categories.

Attached is an explanation of sections 39 and 40 of the Act which details your right to a review of this determination and the process to be followed.

In accordance with 'Premier and Cabinet Circular PC045', if you are given access to documents as a result of this FOI application then details of your application, and the documents to which access is given, may be published in the agency's disclosure log within 90 days from the date of this determination. Any private information will be removed. If you have any objection to this publication, please contact us within 30 days of receiving this determination. A copy of PC045 can be found at <https://www.dpc.sa.gov.au/resources-and-publications/premier-and-cabinet-circulars>.

Should you have any enquiries concerning your application please contact [REDACTED] A/Manager Freedom of Information, on telephone [REDACTED].

Yours sincerely

[REDACTED]

PRINCIPAL OFFICER

28 January 2022

RELEASED UNDER FOIA ACT

FREEDOM OF INFORMATION ACT 1991

YOUR RIGHTS TO REVIEW

EXTERNAL REVIEW BY THE OMBUDSMAN

If the Agency does not deal with your Internal Review application within 14 calendar days (or you remain unhappy with the outcome of the Internal Review) you are entitled to an External Review by the Ombudsman SA.

You may also request an External Review by the Ombudsman if you have no right to an Internal Review.

The application for review by the Ombudsman should be lodged within 30 days after the date of a determination. The Ombudsman's Office, at their discretion, may extend this time limit.

Investigations by the Ombudsman are free. Further information is available from the Office of the Ombudsman by telephone on 8226 8699 or toll free 1800 182 150 (within SA).

APPEAL TO THE SOUTH AUSTRALIAN CIVIL AND ADMINISTRATIVE TRIBUNAL (SACAT)

If you are still dissatisfied with the decision made by this Agency after an Internal Review or after a review by the Ombudsman, you can request a review from SACAT.

You must exercise your right of review to SACAT within 30 calendar days after being advised of the determination or the results of any other Internal or Ombudsman Review. Any costs will be determined by SACAT, where applicable. For more information, contact;

South Australian Civil and Administrative Tribunal (SACAT)

Phone: 1800 723 767

Email: sacat@sacat.sa.gov.au

SCHEDULE OF DOCUMENTS - FREEDOM OF INFORMATION APPLICATION NUMBER					2021/18444/01	18109879
Document Number	Description of Document	Date of Document	Author	Determination Release / Refuse Access	Schedule Clause Applied	Notes
001	Complaints Data	06-December-2021	Department for Infrastructure and Transport	Release		

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Complaints about Trains	Number of complaints
Accessibility	11
~ Accessibility	
Amenities	90
~ Bike Cages	
~ Bike Lockers	
~ Bins	
~ Car Parks	
~ Crossings	
~ Escalators	
~ Fencing	
~ Lifts	
~ Toilets	
Disruption	42
~ Detour	
~ Mechanical Issue	
~ Rail Closure	
~ Substitute Bus	
Maintenance	193
~ Accessibility	
~ Cleanliness	
~ Graffiti	
~ Rubbish	
~ Vegetation	
Other	40
~ Other	
Punctuality	110
~ Did Not Run	
~ Early	
~ Late	

Complaints about Trains	Number of complaints
Safety & Security	61
~ Criminal Matter	
~ MVA	
~ Passenger Behaviour	
~ Property Damage	
~ Security Onboard	
Service Design	32
~ Accessibility	
~ Layover	
~ Route Request	
~ Service Change	
~ Service Connection	
~ Service Frequency	
~ Timetable Change	
Staff	191
~ Depot Staff	
~ Driver Behaviour	
~ Drive Manner	
~ PSA	
~ Travel Refused	
~ Wilsons Security Staff	
Travel Experience	131
~ Accessibility	
~ Air Conditioning	
~ Cleanliness	
~ Crowding	
~ Fare Evasion	
~ Heating	
~ Mechanical Issue	

Complaints about Trains	Number of complaints
~ Passenger Behaviour	
~ Vehicle Condition	
Upgrades/relocation	6
~ Accessibility	
~ Shelter	
~ Station Upgrade	
Vandalism/Damage	60
~ Graffiti	
~ Shelter	
Grand Total	967

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