

xxxx
[By Email: xxxx]

Dear Mr xxxx,

Freedom of Information Act Request - F0010501

I am writing regarding your request for information, dated 16 August 2013. In that request, you stated:

“1)

a) How many times has the speaking clock been called since May 11 2010? To clarify, the number of calls to 123 from a landline or a work mobile phone.

b) How much did these calls cost in total?

***c) What were the five most expensive individual calls to that number?
Please include duration of call as well as cost for each.***

2)

a) How many times have numbers beginning with “118” been called since May 11 2010? To clarify, the number of calls to numbers beginning with 118 from a landline or a work mobile phone.

b) How much did these calls cost in total?

***c) What were the five most expensive individual calls to that number?
Please include duration of call as well as cost for each***

3) Please could you tell me approximately how many staff have access to a telephone.

I would like this information provided to me electronically in an excel spreadsheet.”

The Department for Transport (DfT) was formed in 2002 and consists of a central department and six executive agencies as follows:

Driver and Vehicle Licensing Agency (DVLA)
Driving Standards Agency (DSA)
Highways Agency (HA)
Maritime and Coastguard Agency (MCA)
Vehicle Certification Agency (VCA)
Vehicle and Operator Services Agency (VOSA)

We have estimated that the cost of complying with your request would exceed £600. Section 12 of the Act (the full text of which is attached at Annex A) does not oblige the Department to comply with requests that exceed this limit. Also in some instances the information requested is not held.

With regards to cost, we are unable to provide comprehensive answers to some parts of your request as it would need multiple individuals to search a large amount of data such as mobile telephone bills to determine what information they hold, then to locate, retrieve and extract the relevant information. This would clearly take longer than 24 hours work.

Rather than refuse your request on cost grounds we have decided to provide as much of the information held as possible covering both the central Department and our six executive agencies. This information can be found in the excel spreadsheet attached with this letter.

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/01
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 DfT's complaints procedure and your right to complain to the Information Commissioner.

If you wish to discuss any of the above please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

XXXXX

Your right to complain to the Department for Transport 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

Annex A

Section 12 exemption:

Exemption where cost of compliance exceeds appropriate limit

(1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

(2) Subsection (1) does not exempt the public authority from its obligation to comply with paragraph (a) of section 1(1) unless the estimated cost of complying with that paragraph alone would exceed the appropriate limit.

(3) In subsections (1) and (2) “the appropriate limit” means such amount as may be prescribed, and different amounts may be prescribed in relation to different cases.

(4) The Secretary of State may by regulations provide that, in such circumstances as may be prescribed, where two or more requests for information are made to a public authority—

(a) by one person, or

(b) by different persons who appear to the public authority to be acting in concert or in pursuance of a campaign,

the estimated cost of complying with any of the requests is to be taken to be the estimated total cost of complying with all of them.

(5) The Secretary of State may by regulations make provision for the purposes of this section as to the costs to be estimated and as to the manner in which they are to be estimated.