



Hamilton

October 20, 2017

Debbie-Ann Rashford
Office of the City Clerk - Freedom of Information section
Corporate Services department
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Dear Joey Coleman

Re: Freedom of Information Request #17-154 (HSR Breakdowns)

I am writing to you in regard to the above-noted freedom of information request and further to the City's acknowledgement letter dated September 26, 2017.

The details of your request are noted below and were directed to the City's Public Works department for review and a response to our office.

A listing of mechanical breakdowns of HSR vehicles from Jan 1/2015 to Sept 30 2017 including, but not limited to: Date, time, location, route bus operating on; Cause of breakdown; Vehicle number (including four digit bus number); Cost of towing; Length of time until replacement bus in service; days until vehicle returned to service

Staff from the department's Transit division reviewed the request and from their electronic software produced an Excel spreadsheet containing 61,420 work orders for the period beginning January 1, 2015 and ending September 29, 2017. (It is noted that your request was submitted on September 20, 2017 and responsive records would be those records created up to and including that date.)

WORK ORDER DETAILS

The work orders include but are not limited to, Vehicle Service Check Inspections; E-Tests; Ministry of Transportation inspections; Summer/Winter Preps; and, Oil changes; Change Offs (replace a defective bus with a good bus while in service); Service Calls (repair a bus that is in Service and keep it in service); and Service Changes (replace a bus in service for another bus to service the first bus); hinge inspections, Phase sheets (work done subsequent to an inspection); Ramp Preventative Maintenance inspections; PRD; and, Fire suppression inspections.

Transit division staff advised our office that the spreadsheet "...contains approximately 90% of what the requestor is asking for." Page one of the record is enclosed as a sample (*Schedule A*) and contains the following information:

Entity number (bus #); work order number; work order title; work order opened; work type; closed; date/time closed; keyword; reason for failure; entity location description; work order odometer/hubmeter; task odometer/hubmeter; general ledger segment; FS district.

The spreadsheet does *not* contain information about *towing costs, location, route #, or the length of time until a replacement bus in service*; identifying this information will require a review of each hard copy work order. The information will then be extracted and input into an Excel spreadsheet. Based on the division staff's preliminary efforts, it is estimated that the manual activities will average in excess of 10 minutes per work order.

It is noted that the scope of the request is quite broad and the volume of records i.e. work orders, significant.

Transit division staff have indicated a willingness to work with you to adjust or modify the scope of the request to an agreed upon solution. Would you be amenable to meeting with or communicating with Transit staff?

Please advise and if yes, our office will arrange a meeting and/or telephone conference with you and the Transit division staff or if you prefer, you can contact the division staff directly; specifically, **Mark Selkirk** – Manager of Fleet Maintenance at (905) 546-2424 ext. **5968**.

PROCESSING COST FOR COMPLETE COPY OF SCHEDULE A

The *Municipal Freedom of Information and Protection of Privacy Act* (the *Act*) requires the person who makes a request for access to records to pay fees in the amounts prescribed by the *Act's Regulations*, for record searches, record preparation, and USB devices. The cost is \$40.00 and is as outlined below.

• Prepare responsive record – 60 minutes @ \$7.50 per 15 minutes	=	\$30.00
• USB stick – 1 @ \$10.00	=	\$10.00
TOTAL		<u>\$40.00</u>

Your payment and response are due to the *City of Hamilton* by **November 10, 2017** otherwise the City will consider the request to be abandoned and the file will be closed.

The *Act* provides that all or part of the fee can be waived if in our opinion it is fair and equitable to do so, if the fee will cause you a financial hardship or if dissemination of the records will benefit public health or safety.

Pursuant to section 39 (1) of the *Act*, you may also request a review of the City's decision letter within 30 days of the date of this letter by sending a completed *Appeal Form* (available at www.ipc.on.ca) or letter to the IPC Registrar, Information and Privacy Commissioner/Ontario, 2 Bloor Street East, Suite 1400, Toronto, Ontario, M4W 1A8, telephone: 1-800-387-0073.

The appeal is to include:

1. your name, address and telephone number;
2. the government organization's name (City of Hamilton);
3. the freedom of information request file number;

4. a copy of this letter;
5. a copy of your request;
6. a brief explanation of the basis for the appeal; and,
7. the **appeal fee of \$25.00** payable to the **Minister of Finance**

Yours truly



Debbie-Ann Rashford
Access & Privacy Officer

/dcr
encls. (*Schedule A*)