

My ref: FOI 650376
Your ref:
Date: 26th April 2010
Contact: Sarah Priestley – Information Governance Officer
Direct dial: (01223) 699137
E Mail: foi@cambridgeshire.gov.uk

Customer Service and Transformation
Corporate Director, Pat Harding

Mr Ian Jackson

Information Governance

By email
request-31580-ec51278f@whatdotheyknow.com

RES1405
Shire Hall
Cambridge
CB3 0AP

Dear Mr Jackson

Re: Your request for information

I am writing with reference to your email of March 26th 2010, in which you make the following request for information:

Do you have or use an issue tracking system (aka ticket tracking system) which you are using to record snags, defects, and other issues arising in relation to the Cambridgeshire Guided Bus?

If so, what information is kept in this tracking system? Please provide a list of data items kept for each issue (aka ticket), and any information you have about the scope of your use of it.

This request is being dealt with in line with the Environmental Information Regulations and I can confirm that we do not hold the information.

Cambridgeshire County Council did not use an issue tracking system to record the any defects or snags on the Guided Busway. The issues, snags and defects which affected the Guided Busway were recorded on a word document and as each issue was resolved, it was removed from that document.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to Nicola Graves, Customer Service Manager, c/o Information Governance Team, Box RES 1405, Shire Hall, Cambridge CB3 0AP within 40 days of the date of this letter.

If you are not content with the outcome your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Council. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

Sarah Priestley
Information Governance Officer