



Information Compliance
Information Technology

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Correspondence via e-mail to: request-655162-aa6763c4@whatdotheyknow.com
FOI 2020/069

9th April 2020

Dear Adam Hodgson,

Thank you for your email dated 15 March 2020 requesting information about City, University of London, made in accordance with the Freedom of Information Act 2000. For ease of reference, your questions are reproduced below in bold followed by our response.

1. The subsidies provided by the university, to external bus companies operating university bus routes, for the last 5 complete academic years (2014/15 to 2018/19), broken down by the following where possible:

- Student travel
- University staff travel
- Any other subsidy provided

If the breakdown is not possible, a single subsidy figure for each academic year would be acceptable.

2. The expenditure on, and income from, any university provided bus services, including shuttle buses, for the last 5 complete academic years (2014/15 to 2018/19), broken down by the following where possible:

- Student travel
- University staff travel
- Bus staff salary
- Equipment costs, covering vehicles and facilities o Any other operating costs If the breakdown is not possible, a single expenditure and single income figure for each academic year would be acceptable.

3. The number of complaints received by the university regarding university bus services, for the last 5 complete academic years (2014/15 to 2018/19).

I can confirm that we do not hold information relevant to your request as City does not have an operational bus service.

We would like to take this opportunity to inform you, the University has a formal complaints and internal review process. If you are dissatisfied with the manner your request for information has been managed, please do so in writing, describe the original request, explain your grounds for dissatisfaction and include an address for correspondence to the Information Compliance Team Leader at:

City, University of London
Northampton Square
London EC1V 0HB

By Telephone 0207 040 4000

By Email foi@city.ac.uk

If after contacting City, University of London you are still dissatisfied with the outcome, you have a right of appeal to the Information Commissioner Office (ICO):

By Post Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow Cheshire
SK9 5AF

By Telephone 01625 545700

Website www.ico.org.uk

Yours sincerely,



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