



11 November 2024

Mr Conner Brown

By email only: foi+request-12260-dcfae08f@righttoknow.org.au

Dear Conner,

Your freedom of information request is valid and being processed

I refer to your request under the *Freedom of Information Act 1982 (Vic) (FOI Act)* which we received on 3 November 2024.

You requested access to:

- *Any internal communications (emails, memos, reports) between V/Line staff or between V/Line and PTV regarding overcrowding issues on V/Line services.*
- *Reports, studies, or analyses conducted by or for V/Line addressing the causes, frequency, and impact of overcrowding on passenger services.*
- *Plans, strategies, or actions taken or proposed to manage or alleviate overcrowding during this period. Any communications with government agencies, including briefings or updates, concerning overcrowding on V/Line services.*

Valid request

We have now received the application fee on 8 November 2024 and is now valid.

Your request is valid, and we are processing it. We have 30 days from the date we receive your valid request to provide you with a decision. As such, the due date for us to make a decision on your request is **8 December 2024**.

Extension of time

We may need to extend the due date if we need to consult with third parties. Consultation is required if the document(s) you requested contain(s) information relating to third parties. If we extend the time, we will notify you and advise you of why it has been extended and by how long.

We may also request your agreement for an extension of time, if we are unable to provide you with a decision on time.

If you have any questions about this letter, please contact us by email at foi@vline.com.au.

Yours sincerely

Ashley Peter-Budge

Lawyer