



ACT
Government

Transport Canberra and
City Services

FREEDOM OF INFORMATION COVERSHEET

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI reference: 21-130

Information to be published	Status
1. Access application	Published
2. Decision notice and schedule	Published
3. Documents	Published
4. Additional information identified	n/a
5. Fees	waived
6. Processing time (in working days)	20 days
7. Decision made by Ombudsman	n/a
8. Additional information identified by Ombudsman	n/a
9. Decision made by ACAT	n/a
10. Additional information identified by ACAT	n/a

From: [Leonard, Matt](#) on behalf of [CMTEDD FOI](#)
To: [JACS FOI](#); [EPSDFOI](#); [CSD FOI](#); [ACT Health FOI](#); [EDU FOI](#); [TCCS FreedomOfInformation](#); [MPC FOI](#)
Subject: FOI Request | Access Canberra
Date: Tuesday, 23 November 2021 11:06:52 AM
Attachments: [image001.jpg](#)

Good morning teams,
Please see the request below from [REDACTED]. We have confirmed that [REDACTED] wants this request to go to all Directorates as is.

Please confirm via email that you accept a partial transfer.

Regards

Matt Leonard | Senior Freedom of Information Coordinator | Information Access Team

Ph: 02 6207 3417

Corporate | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 5, 220 London Circuit, Canberra City | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: [REDACTED]
Sent: Tuesday, 23 November 2021 8:25 AM
To: CMTEDD FOI <CMTEDDFOI@act.gov.au>
Cc: [REDACTED]
Subject: 2021-331 - FOI Request | Access Canberra

Good Morning,

RE: FOI REQUEST | ACCESS CANBERRA MINISTERIAL BRIEFS

I write to request under the *Freedom of Information Act 2016* any Ministerial briefings related to Access Canberra from August 2021 until present.

I ask that my request be transferred to other entities that may hold relevant documents.

Duplicate and draft documents may be excluded.

Should you require any further information or clarification about my request, please contact my office on [REDACTED]

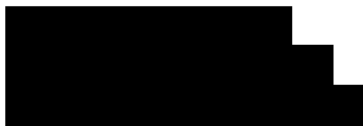
Kind regards,

[REDACTED]



ACT
Government

Transport Canberra and
City Services



Dear [REDACTED]

Freedom of Information Request - Reference 21-130

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) on 23 November 2021 by way of transfer from the Chief Minister, Treasury and Economic Development Directorate. It is my understanding that you are seeking access to the following government information under the *Freedom of Information Act 2016*:

“any Ministerial briefings related to Access Canberra from August 2021 until present”.

A decision was due on your application by 21 December 2021. Thank you for agreeing to an extension until 21 January 2022.

Authority

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the FOI Act.

Decision on access

In accordance with the FOI Act, a search was conducted of records held by TCCS. This search identified one record as relevant to your request.

In reviewing the information within these documents, I have decided to provide you with full access to these records. The requested information is enclosed at [Attachment A](#).

My decision is detailed in the below statement of reasons.

Statement of Reasons

In making my decision on disclosing government information, I must identify all relevant factors in schedule 2 of the FOI Act and determine, on balance, where the public interest lies. In reaching my access decision, I have taken the following into account:

Factors favouring disclosure in the public interest (Schedule 2, Section 2.1)

- Schedule 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability;
- Schedule 2.1(a)(ii) - contribute to positive and informed debate on important issues or matters of public interest;
- Schedule 2.1(a)(iii) - inform the community of the government's operations, including the policies, guidelines and codes of conduct followed by the government in its dealings with members of the community;
- Schedule 2.1(a)(iv) - ensure effective oversight of expenditure of public funds; and
- Schedule 2.1(a)(viii) - reveal the reason for a government decision and any background or contextual information that informed the decision.

Factors favouring non-disclosure (Schedule 2, Section 2.2)

No factors favouring non-disclosure were identified as applicable to the information within the relevant records.

Charges

No fees are applicable to this application as the total number of pages are within the fee-free threshold.

Online publishing – disclosure log

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents will be published in the TCCS disclosure between 3 – 10 business days from the date of this decision.

Your personal contact details will not be published. You may view the TCCS' disclosure log at <https://www.cityservices.act.gov.au/about-us/freedom-of-information/disclosure-log>.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek an Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in TCCS' disclosure log or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision, you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601
Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82 on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from ACAT at:

ACT Civil and Administrative Tribunal

Level 4, 1 Moore Street

GPO Box 370

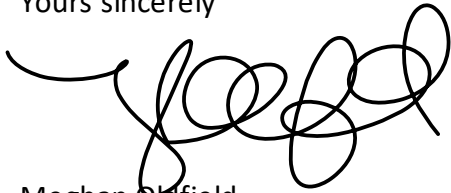
CANBERRA CITY ACT 2601

Telephone: (02) 6207 1740

www.acat.act.gov.au

If you have any queries concerning the directorate's processing of your request, or would like further information, please contact the TCCS FOI team on (02) 6207 2987 or email to tccs.foi@act.gov.au.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Meghan Oldfield', with a stylized flourish extending to the left.

Meghan Oldfield
Information Officer

21 January 2022

ADVISORY NOTE

Minister for Transport and City Services

Minister for Business and Better Regulation *✓ 3/9/21*

Subject	Fix My Street Refresh project
Critical Date	In the normal course of business
Director-General, TCCS 09/07/2021
Chief Operating Officer, TCCS 09/07/2021
Copy To	Bettina Konti, Chief Digital Officer David Pryce, Deputy Director-General, Access Canberra

Minister's question/s:

Please provide an update on the improvements to Fix My Street.

Response

1. A meeting was held with both Minister Steel and Minister Cheyne Office on 4 February 2021 to establish the objectives of the Fix My Street redesign with TCCS, Access Canberra and the Office of The Chief Digital Officer (OCDO). This meeting highlighted the need for Fix My Street to be redesigned from a user perspective, with consideration also given to a 'issue-based' design rather than the existing 'place-based' design.
2. Work on the Fix My Street redesign was put on hold pending the Access Canberra Client Relationship Management (CRM) system migration to Salesforce to enable resources across the directorates involved to focus on this release. The Access Canberra CRM was migrated to the Salesforce platform to sit alongside the Digital Account in May 2021.
3. TCCS has now formally established a Fix My Street Refresh project which will bring TCCS, Access Canberra and OCDO together to improve the Fix My Street experience for citizens. The project will have significant interdependencies with the TCCS Customer Service Request Management (CSRM) project.
4. Fix My Street Refresh will obtain citizen feedback, identify pain points and design issues. which will be incorporated into the citizen journey and business process mapping being undertaken as part of CSRM. It will also deliver minor enhancements, with moderate and complex enhancements delivered through CSRM.
5. CSRM is about reducing the manual aspects in responding to citizen requests. It will move TCCS back of house from paper-based, manual processes to digital. Removing the paperwork orders from 'hand to truck to hand' will deliver improved efficiency and improved customer service by enabling automated status updates as the task progresses,

with staff in the field using mobile devices to transition the task from one step to the next. It will also deliver a faster response time to priority service requests by automatically allocating the job to the most appropriate, available resource/s. CSRM will also reduce technology risk by replacing 25 unsupported legacy systems. The first release under the CSRM project is schedule for November 2021. The project timeline has been provided at [Attachment A](#).

6. Governance for Fix My Street Refresh has been established including a Project Steering Committee and working group, both with representatives from TCCS, Access Canberra and DDTs. Terms of Reference are yet to be finalised.
7. The Project Steering Committee will provide strategic direction and oversight for the project, sign off on each stage, agree the prioritisation, determine who will lead the various elements and approve the delivery program for enhancements. The committee held their first meeting on 3 June 2021.
8. The working group that was established as part of the Access Canberra CRM migration project will now transition to support the Fix My Street Refresh project.
9. The Steering Committee agreed to the following principles:
 - Customer-focus design (based on citizen journey mapping, citizen testing and citizen feedback)
 - Simplicity (not building technical debt)
 - Focus on quick wins before moving into the more complex and time-consuming enhancements
10. The first (discovery) stage of the project is expected to take two months and will include:
 - An internal discovery and stocktake of issues identified through CSRM Project Discovery, Access Canberra Migration project (CXS), Ministerial feedback and other known feedback.
 - A citizen and stakeholder engagement exercise, that focuses on frequent users, to understand current pain points. Procurement to complete this task will commence shortly.
11. The second (scoping) stage is expected to take one month and will categorise all the issues identified through discovery as:
 - Minor – modification that can be addressed as a minor change with business-as-usual (BAU) resources.
 - Moderate – change that can be addressed through one of the existing projects.
 - Complex – change that requires an implementation plan and possibly engagement with external vendors.
12. Based on what we already know, three areas of focus for enhancement are already under investigation:
 - Managing customer expectations – providing more automated, request-specific, customer communication on the progress of requests; refining the queues and processes to avoid existing manual intervention; and improving the routing of jobs between Access Canberra, TCCS office staff and field-based workers.
 - Categorization of service requests - enabling a better search function

- Consistency and clarity around 'status' - providing clarity around job status and improving integration of job status between the Access Canberra and TCCS salesforce systems.

Issues that may impact delivery

13. The full scope of the project will not be known until after the discovery stage. Once this is complete a timeline will be established for the implementation to address the issues that are deemed to be within scope.
14. Improvements to Fix My Street will be delivered through regular enhancements to Fix My Street. This will reduce the risk of performance and load issues that would accompany a 'big bang' approach, it builds on recent technology investment, and will deliver benefits to citizens faster, in a gradual controlled manner.
15. Citizen experience, performance, stability and security are significant factors for any changes to the ACT Government Salesforce platform, in particular those connected to the Digital Account which includes Fix My Street. TCCS is acutely aware of the importance of building community trust in the Digital Account. Additional precautions are currently being put in place to ensure these factors are not impacted by future changes and will be addressed by project planning, engaging Digital, Data and Technology Solutions (DDTS) and seeking guidance from the project board.
16. The Fix My Street enhancements will be progressed partially as a by-product of the CSRM budget, partially as part of the roll out of the Digital Account and partially as part of business costs and collaboration between TCCS, Access Canberra and DDTS.

It is unclear as to when the the customer centred focus inc citizen journey mapping and citizen feedback work is being undertaken in the gant chart. Suggest this has to happen first to inform any changes to the back-end (not the other way around).

Agreed -

[Signature]
Noted / Please Discuss

**Chris Steel MLA
Minister for Transport and City Services**

13/2/21

[Signature]
Noted / Please Discuss

**Tara Cheyne MLA
Minister for Business and Better Regulation**

3.../9/21

ID	Task Name	Start	Finish	Qtr 3, 2021			Qtr 4, 2021			Qtr 1, 2022			Qtr 2, 2022			Qtr 3, 2022			Qtr 4, 2022			Qtr 1,
				Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
1	1 TCCS - CSRM - High Level Implementation Plan - DRAFT	Fri 23/07/21	Mon 12/12/22																			
2	1.1 Implementation Preparation	Fri 23/07/21	Fri 30/07/21																			
3	1.1.1 Discovery sign-off	Fri 23/07/21	Fri 23/07/21																			
4	1.1.2 Pre implementation tasks	Mon 26/07/21	Thu 29/07/21																			
5	1.1.3 Implementation ready	Fri 30/07/21	Fri 30/07/21																			
6	1.2 High complexity build	Mon 2/08/21	Mon 21/02/22																			
7	1.2.1 Tree Management	Mon 2/08/21	Fri 22/10/21																			
8	1.2.2 1st release GoLive	Mon 29/11/21	Mon 29/11/21																			
9	1.2.3 Road Maintenance	Mon 25/10/21	Fri 14/01/22																			
10	1.2.4 2nd release GoLive	Mon 21/02/22	Mon 21/02/22																			
11	1.3 Medium complexity build	Mon 17/01/22	Mon 22/08/22																			
12	1.3.1 Playground inspections	Mon 17/01/22	Fri 11/03/22																			
13	1.3.2 Graffiti management	Mon 17/01/22	Fri 11/03/22																			
14	1.3.3 Temporary Traffic Management	Mon 14/03/22	Fri 6/05/22																			
15	1.3.4 3rd release GoLive	Mon 27/06/22	Mon 27/06/22																			
16	1.3.5 Community bus service	Mon 14/03/22	Fri 6/05/22																			
17	1.3.6 Charter buses	Mon 9/05/22	Fri 1/07/22																			
18	1.3.7 TC bus incident management	Mon 9/05/22	Fri 1/07/22																			
19	1.3.8 4th release GoLive	Mon 22/08/22	Mon 22/08/22																			
20	1.4 Low complexity build	Mon 4/07/22	Mon 12/12/22																			
21	1.4.1 Building applications	Mon 4/07/22	Fri 12/08/22																			
22	1.4.2 Field management	Mon 4/07/22	Fri 12/08/22																			
23	1.4.3 Bus lost property management	Mon 15/08/22	Fri 23/09/22																			
24	1.4.4 Ranger complaints	Mon 15/08/22	Fri 23/09/22																			
25	1.4.5 5th release GoLive	Mon 12/12/22	Mon 12/12/22																			

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12/12

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Project: TCCS - CSRM Implementation Plan
Date: Thu 8/07/21

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Task		Inactive Summary		External Tasks	
Split		Manual Task		External Milestone	
Milestone		Duration-only		Deadline	
Summary		Manual Summary Rollup		Progress	
Project Summary		Manual Summary		Manual Progress	
Inactive Task		Start-only			
Inactive Milestone		Finish-only			