



ACT
Government

Transport Canberra
and City Services

Freedom of Information – Access Application Form

PRIVACY NOTICE

The personal information you supply on this form will only be used for the purpose of processing your request. Your application must include an email or postal address to which the respondent can send notices under the Act. If all or some of this information is not collected, Transport Canberra and City Services may not be able to communicate with you, inhibiting their obligations under the Act. This could mean the request cannot be dealt with. Your personal information will not be disclosed to a third party without your consent unless statutory obligations require otherwise.

The Transport Canberra and City Services Privacy Policy contains information on how you can access or seek to correct any of your personal information that is held by the Transport Canberra and City Services, as well as the process for lodging a complaint about an alleged breach of the *Information Privacy Act 2014*. The Privacy Policy can be found on the Transport Canberra and City Services website at www.tccs.act.gov.au.

Applicant details

I wish to make an access application to Transport Canberra and City Services under the *Freedom of Information Act 2016*.

Name	[REDACTED]
Address (where notices relating to this request can be sent – either postal or electronic)	[REDACTED]
Telephone Contact (Business Hours)	[REDACTED]
Telephone Contact (Mobile)	[REDACTED]
Email Contact	[REDACTED]

What documents are you requesting under the Act?

- To help Transport Canberra and City Services process your request, please include enough detail in your application so that we can fully understand what government information you want.
- You may wish to include a statement about how the release of information is in the public interest.
- If your application is for access to your own personal information you must include evidence of your identity. If you are an agent acting for an applicant, please supply evidence of your authorisation and evidence of the identity of the agent.
- If for reasons in section 30 of the Act is not compliant and your application cannot be processed, Transport Canberra and City Services will take reasonable steps to assist you and give you reasonable time to amend your application if you wish.


Fee Waiver

- If you wish to apply for a fee waiver, the Act sets out a number of provisions to do so:
 - The information being requested was previously publicly available but no longer is.
 - The information being requested is of special benefit to the public (Ombudsman guidelines see Section 66).
The applicant is a concession card holder and demonstrates a material connection with the information requested (concession cards include a current health care or pensioner card issued under the [Social Security Act 1991](#); a current pensioner concession card issued in relation to a pension under the [Veterans' Entitlements Act 1986](#) or [the Military Rehabilitation and Compensation Act 2004](#); a current gold card; or a card prescribed by regulation).
 - The applicant is a not-for-profit organisation and the application relates to the activities or purposes of the organisation.
The applicant is a member of the Legislative Assembly.
- Transport Canberra and City Services must waive any fees for providing information if the information was not publicly available and the agency makes the information publicly available before or within 3 working days after giving it to the applicant.

Fee waiver application (fill in if applicable. Otherwise leave blank)

I would like to apply for a fee waiver because (state reason/s from the list above).
[provide details and evidence of how this reason applies]

<input checked="" type="checkbox"/>	I would wish to know progress status of open data strategy including list of all activities taken till date & respective Key Performance Indicators till date	a copy of these documents sent to the above address OR to inspect these document
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APPLICANTS SIGNATURE	DATE OF REQUEST
	28/03/2020

By Email: [REDACTED]

Dear [REDACTED]

Freedom of information request: Reference – 20-025

I refer to your application received on 28 March 2020 under the *Freedom of Information Act 2016* (FOI Act), in which you seek the progress status of open data strategy including list of all activities taken till date & respective Key Performance Indicators to date

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

In progressing your request, it was identified that the information you are seeking was not documented at the time of application. The document at Attachment A of this letter has been prepared in response to your request. I have decided that it is, on balance, in the public interest that all information in the document is disclosed. In making my decision, I found the information to promote open discussion of public affairs and enhance the government's accountability (schedule 2.1(a)(i)). Furthermore, the information contributes to positive and informed debate on important issues or matters of public interest (Schedule 2.1(a)(ii)) and informs the community of the government's operations (Schedule 2.1(a)(iii)).

Should you have any additional questions about the progress of the Open Data Strategy I encourage you to contact the TCCS Innovation, Data and Analytics team at TCCS.ICXcollabforum@act.gov.au.

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 and my decision will be published in the TCCS disclosure log within the 10 days of this decision. Your personal details and other personal information will not be published.

You may view TCCS' disclosure log at www.tccs.act.gov.au/about-us/freedom_of_information.

Ombudsman review

My decision on your access request is a reviewable decision of the FOI Act. You have the right to seek Ombudsman review of this outcome under section 73 of the FOI Act

within 20 working days from the day that my decision is published in the 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: ombudsman@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the FOI Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from the 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) 620 72987 or email tccs.foi@act.gov.au.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Daniel Childs', with a long, sweeping underline that extends to the right.

Daniel Childs
Information Officer

12 May 2020



ACT
Government

**TRANSPORT
CANBERRA AND
CITY SERVICES
OPEN DATA
FOI REQUEST
APR 2020**

ACCOMPLISHMENTS

Transport Canberra and City Services (TCCS) Directorate continues to implement the activities and initiatives as set out in the TCCS open data strategy for 2019-21 which focuses on maximising the use of open data by engaging with external developers, local businesses, start-ups, academia, map vendors and industry partners.

This document summarises the high level achievements to date as initiated by the *TCCS Open Data Strategy 2019-2021*.

Highlights of 2020 to date (Apr 2020)

- Hosted the second **Developer Collaboration Forum** for the data community that comprises of app developers, vendors, academia, industry partners and citizen data scientists with a focus on open data initiatives by the community using TCCS published open datasets.
- Continued engagement with **Academia partnerships** with UC, UTS, UNSW and Monash University in transport analysis and modelling research projects.
- Commenced discussions with the University of Canberra and UNSW to establish additional **Internship Programs** as modelled from the successful program currently underway with ANU.
- The **ANU Internship** program continues for Semester 1 with the Light Rail Analytics Project which aims to provide decision making tools through the use of dashboard visualisation of Light Rail patronage.
- The Innovation, data and Analytics team attended **AddInsight demo** and identified 15 potential open dataset that can be released for road safety that includes traffic incidents, traffic alerts, and notifications
- The Innovation, data and Analytics team attended **ACTDAC Data Analytics Platform Workshop** to capture the requirements for whole of Government data analytics 'ecosystem'.
- The Innovation, data and Analytics team presented at the **International Open Data Day** event on the TCCS Open Data Strategy 2020-21 including hosting the 2nd Developers Collaboration Forum and the positive outcomes of this initiative.
- The Innovation, data and Analytics team attended **Open Government Partnership workshop** to share ideas about open data and hackathons' role in open government.

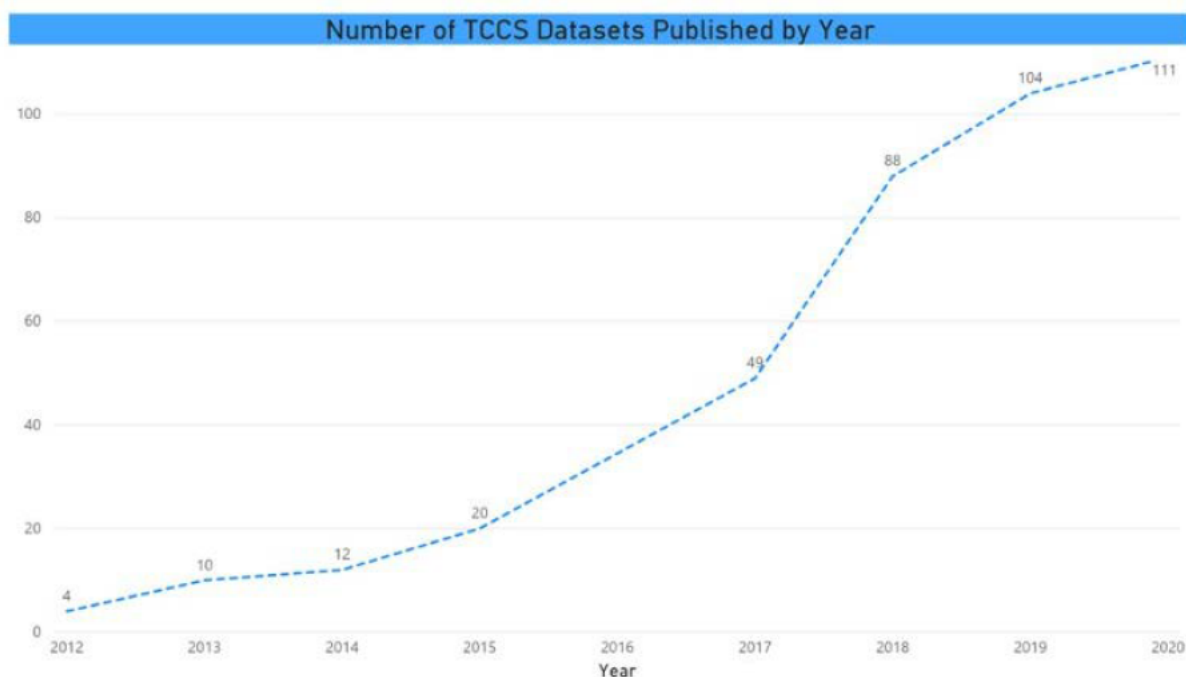
Highlights of 2019

- Development and executive approval for the implementation of the **TCCS Open Data Strategy 2019-2021**
- Hosted the first **Developer Collaboration Forum** for the data community that comprises of app developers, vendors, academia, industry partners and citizen data scientists
- Established **Map provider** partnerships who are ingesting our open data to improve their mapping products that improves navigational and travel experience of our community
- Established **Academia partnerships** in ACT and NSW to conduct transport analysis and modelling research projects which will help drive transport strategy for improved services to the community
- The **ANU Internship** program continues to grow with the successful delivery of 6 transport related projects providing added benefits to the directorate such as automated processes, streamlined reporting, and predictive traffic congestion analysis

- The winning entry for **GovHack 2019** (hackathon using ACT Government open data portal) utilised many of TCCS's open datasets to build a **cycle safety app** which contributed to improved safety for the community.

By the numbers

The Transport Canberra and City Services Directorate continues to lead the way in proactively pursuing open data activities in ACT Government and is on track to achieve its strategic KPIs in regards to the number of published open datasets.



Open Data Strategy 2019-21 – KPI Status update (08 Apr 2020)

1. We will determine how well we have demonstrated solving business problems through open data by:

Key Performance Indicator	Baseline (2018)	Target (2020)	As of 8 th Apr 2020	Target (2021)
Increase new open data requests by 20%	N/A	10	15	22
Ratio of solutions built (apps, product, services) to new data requests	N/A	1:8 – 1:10	1:10	1:4 – 1:6
Increase the number of datasets published by 30%	62	71	111	80

2. We will determine how well we have improved the quality of life of Canberrans through open data by:

Key Performance Indicator	Baseline (2018)	Target (2020)	As of 8 th Apr 2020	Target (2021)
Community satisfaction of playground & sportsground use (survey)	N/A	> 70%	Yet to conduct survey	> 75%
Increase in access to transport services by 20% (Journey planner & MyWay)	1 million	> 1.2 million	1.81 million	> 1.8 million
Increase in community satisfaction index (community survey) Max satisfaction index is 4	2.99	> 3	Yet to conduct survey	> 3.5