



FREEDOM OF INFORMATION COVERSHEET

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

FOI reference: 23-074

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Schedule	Published
4. Documents	Published
5. Additional information identified	Not Applicable
6. Fees	Not Applicable
7. Processing time (in working days)	36 Days
8. Decision made by Ombudsman	Not applicable
9. Additional information identified by Ombudsman	Not Applicable
10. Decision made by ACAT	Not applicable

11. Additional information identified by ACAT	Not applicable
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From: [REDACTED]
To: TCCS_FreedomOfInformation
Cc: [REDACTED]
Subject: RE: FOIs (23-071-74) - Clarification and extension request
Date: Thursday, 10 August 2023 10:24:41 AM
Attachments: [image001.png](#)

Hi Samantha,

23-071, 23-073 and 23-074 are fine.

For the wording of the scope of 23-072 could we just say “23-072: Reports or records capturing the results of any traffic, road or parking studies or quantitative assessments undertaken in Kaleen since 2020 around Maribyrnong School and Alberga Street, including documents produced by consultants engaged by TCCS in 2022 and 2023 to review existing footpath connectivity and feasibility of additional footpath connections and crossings near the school.

Kind Regards,

[REDACTED]

From: TCCS_FreedomOfInformation <TCCS.FOI@act.gov.au>
Sent: Thursday, 10 August 2023 10:02 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FOIs (23-071-74) - Clarification and extension request

OFFICIAL

Dear [REDACTED]

Thank you for taking the time to speak with me yesterday in regard to [REDACTED] FOI access applications reference 23-071 – 23-074.

To ensure I have understood our conversation correctly, can you please advise if the following description of the information sought in these applications are correct?

23-071: Reports or records capturing the results of any traffic, road or parking studies or quantitative assessments undertaken in Lyneham since 2020.

23-072: Reports or records capturing the results of any traffic, road or parking studies or quantitative assessments undertaken in Kaleen since 2020 particularly around Maribyrnong School and Alberga Street, including the outcome of the below referenced review:

“No traffic studies or detailed investigations have been carried out near Maribyrnong Primary School since 2018, however TCCS is planning to engage a consultant in 2022 to review the existing footpath connectivity near Maribyrnong Primary School. This will

include considering the feasibility of additional footpath connections and crossings near the school.” (From an email dated 8/4/2022).

23-073: Access to the following referenced reports, referenced in Legislative Assembly on 23 November 2021 (<https://www.hansard.act.gov.au/hansard/10th-assembly/2021/PDF/20211123.pdf#page=46>):

1. Bowman Street between Redfern street and Wiseman street, Maquarie; and
2. Bowman Street between Redfern street and Catchpole street, Maquarie.

23-074: A copy of the “Pedestrian Movement Survey” undertaken on Delamere St after 15 May 2023, as well as traffic surveys referenced in <https://www.hansard.act.gov.au/hansard/10th-assembly/2021/HTML/week03/769.htm>.

If the above scopes are incorrect, please reply to this email with a correct or call me on (02) 6207 9242 to discuss further.

I thank you for agreeing to additional time for a decision to be made on FOI 23-071. To allow us to process the request under the new scope, we kindly request an extension of 10 business days for FOIs 23-072, 23-073 and 23-074.

Kind regards,

Samantha | Assistant Director

Phone: 6207 2987 | Email: TCCS.FOI@act.gov.au

Freedom of Information and Subpoenas | TCCS Legal & Contracts | Transport Canberra and City Services Directorate | ACT

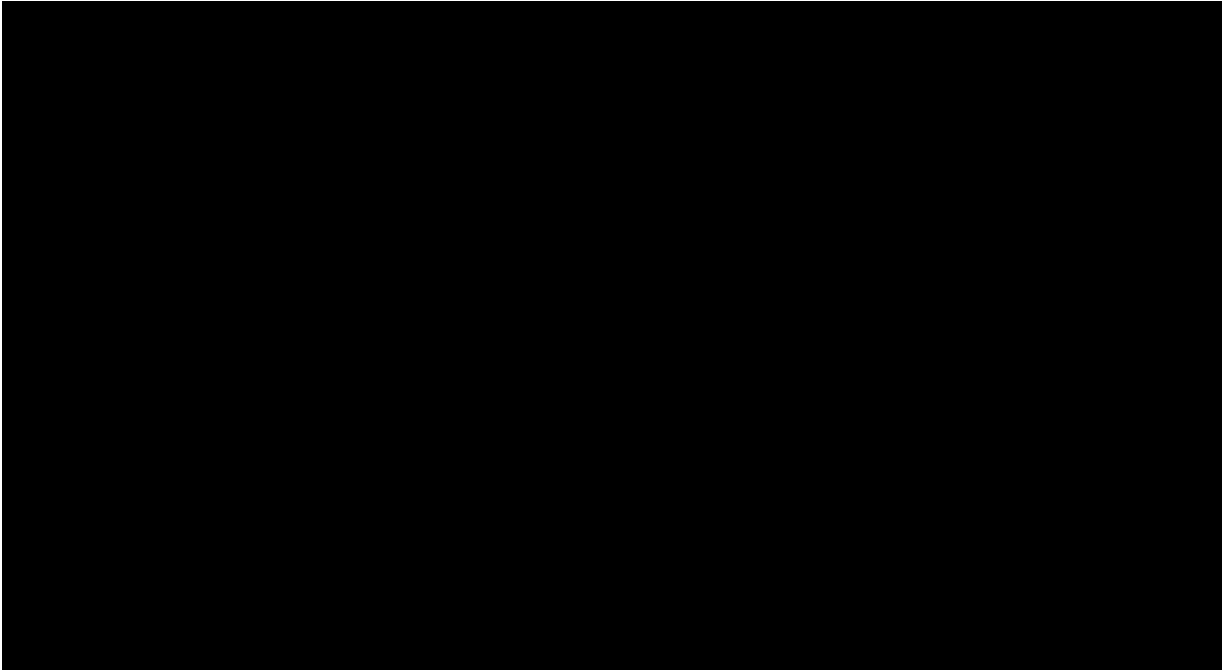
Level 4, 480 Northbourne Avenue, Dickson 2602 |

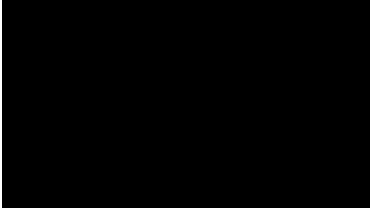
From: [REDACTED]
Sent: Wednesday, 9 August 2023 2:01 PM
To: Irons, Samantha <Samantha.Irons@act.gov.au>
Subject: Relevant references for FOIs

Jamison - <https://www.hansard.act.gov.au/hansard/10th-assembly/2021/PDF/20211123.pdf#page=46>

Kaleen – (From correspondence) – “No traffic studies or detailed investigations have been carried out near Maribyrnong Primary School since 2018, however TCCS is planning to engage a consultant in 2022 to review the existing footpath connectivity near Maribyrnong Primary School. This will include considering the feasibility of additional footpath connections and crossings near the school.” (From an email dated 8/4/2022).

Hawker – after 15 May 2023 a “Pedestrian Movement Survey” was undertaken on Delamere St as well as traffic surveys referenced in [“https://www.hansard.act.gov.au/hansard/10th-assembly/2021/HTML/week03/769.htm”](https://www.hansard.act.gov.au/hansard/10th-assembly/2021/HTML/week03/769.htm)





Dear 

Freedom of Information Request - Reference 23-074

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) on 4 July 2023. It is my understanding that you sought access to the following government information under the *Freedom of Information Act 2016* (FOI Act):

“Any traffic, road or parking studies or related assessments undertaken in Hawker since 2020 including for Delamere Street and Walhallow Street.”

I thank you for working with our office on interpreting the scope of your request. On 6 July 2023 your application was refined to include only relevant studies or assessments undertaken or initiated by TCCS.

On 10 August 2023, your application was further refined to:

“A copy of the “Pedestrian Movement Survey” undertaken on Delamere St after 15 May 2023, as well as traffic surveys referenced in <https://www.hansard.act.gov.au/hansard/10thassembly/2021/HTML/week03/769.htm>.”

Timeframes

A decision was due on your access application by 15 August 2023. I thank you for agreeing to additional time to decide on your application until 29 August 2023.

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 of TCCS records has been completed and records have been identified as relevant to your application.

Upon review of the traffic surveys referenced in response to QON 93, 2021, it was identified that the records are publicly available by request to the Chamber Support Office. In accordance with section 45 of the FOI Act, I am refusing to deal with the following part of your application because the information is publicly available:

*“traffic surveys referenced in
[https://www.hansard.act.gov.au/hansard/10thassembly/
2021/HTML/week03/769.htm](https://www.hansard.act.gov.au/hansard/10thassembly/2021/HTML/week03/769.htm)”*

However, I have enclosed copies of these records outside of the FOI Act for convenience. Further requests for access to tabled records can be requested from the Chamber Support Office.

Two further records have been identified which relate to a pedestrian movement survey in June 2023. This survey was conducted in response to a Fix My Street request, and the outcomes of the survey are captured within the case file.

Following a review of the information within the records and applying the public interest test under section 17 of the FOI Act, I have decided to provide you with partial access to these records. The reasons for my decision are detailed further below in the statement of reasons.

The records identified as relevant to your application are listed in the schedule enclosed at Attachment A. A copy of the records with deletions applied to the information I have found to be contrary to the public interest is enclosed at Attachment B.

Statement of Reasons

In making my decision on disclosing the relevant government information, I must identify all relevant factors in schedule 1 and 2 of the FOI Act and determine, on balance, where the public interest lies. I have taken the following into account:

- The FOI Act; and
- The *Human Rights Act 2016*.

Schedule 1:

- No relevant sections identified.

Schedule 2:

Factors favouring disclosure (Schedule 2.1)

- Schedule 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability;
- Schedule 2.1(a)(iv) - ensure effective oversight of expenditure of public funds;
- 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 2.2)

- Schedule 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the *Human Rights Act 2016*.

In reviewing the relevant records, I have identified third party personal information, such as names or identifiers. I have considered that this information is not readily available to the public and the disclosure of this information is likely to prejudice the protection of an individual's right to privacy under the *Human Rights Act 2004*. I have attributed significant weight to this factor and find the disclosure of personal information to be, on balance, contrary to the public interest.

I have found that the factors favouring disclosure can be satisfied with the deletion of information which is contrary to the public interest. A copy of the relevant information is enclosed at Attachment B.

Charges

In accordance with [Freedom of Information \(Fees\) Determination 2018](#), a fee of \$0.35 per page of information disclosed, except for the first 50 pages, may be applied to an access application. No fee is applicable to your application, as the total number of pages is 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. In accordance with section 28, your application, my decision and the information disclosed to you will be published within 3 – 10 business days. Your personal information will be removed prior to publication. You may view the TCCS' disclosure log [here](#).

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 'Cherie Hughes', written in a cursive style.

Cherie Hughes
Information Officer

25 August 2023

ATTACHMENT A - ACCESS APPLICATION SCHEDULE, FREEDOM OF INFORMATION

Reference Number: 23-074

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: https://www.cityservices.act.gov.au/about-us/freedom_of_information/disclosure-log

Factors favouring non-disclosure:

Schedule 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the *Human Rights Act 2016*.

Reference number	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1 - 4	AC-00712326	3 May 2023	Partial access	Schedule 2.2(a)(ii)	Decision to be published on the TCCS Disclosure Log .
2	5	WR84260	3 May 2023	Partial access	Schedule 2.2(a)(ii)	Applicant personal information has been removed prior to publication.

Total number of documents: 2



- [Close Window](#)
- [Print This Page](#)

Case: 00313313

Case Owner Maddie Wickens

Reassignment Reason

Case Overview

Case Number 00313313

AC Case Number 00712326

Feedback Type

Priority

Subject Fix My Street > Roads, parking & vehicles > Roads & traffic > Road condition & safety

Follow Up

Status Case Closed

Comment Category Request for Service

Sub Status Action Not Required

Region

ACTCCS Description

More Information

The shared path that crosses the east end of Delamere Street in Hawker has become increasingly dangerous. Cars routinely travel eastbound on Delamere Street in excess of 80 km/h (your own traffic study recorded one car at over 90 km/h).

Is it posing a safety hazard?

Yes

Is it causing traffic or cyclists to swerve?

No

Could it cause a trip, fall or injury?

No

What are you requesting?

Request new pedestrian crossing

Assetic Detail

Assetic Status Cancelled

Assetic Queue TCCS AMIS Pavement

Assetic Work Request ID

Assetic Team Allocation Traffic Management

Assetic Target Finish Date

Managing Platform Salesforce

Assetic Status Comments

WR84260 has been cancelled in Assetic by Madeleine Wickens. Cancelled reason: Work Request has been cancelled.

Work Details

Citizen Details

Account Name



Contact Email



Contact Phone

Case Details

Source Access Canberra

Incident Address [REDACTED] DELAMERE ST,
HAWKER ACT 2614

Case Origin FMS Form

Suburb HAWKER

Date/Time Opened 3/05/2023 10:35 AM

ACTCCS Longitude [REDACTED]

Date/Time Closed 14/06/2023 3:55 PM

ACTCCS Latitude [REDACTED]

System Information

Created By AC TCCS Integration, 3/05/2023 10:35 AM

Last Modified By Maddie Wickens, 14/06/2023 3:55 PM

Contact Information

Account Name [REDACTED]

Primary Phone [REDACTED]

Birthdate [REDACTED]

Email [REDACTED]

Address Information

Billing Address [REDACTED]

System Information

Created By AC TCCS Integration, 3/05/2023 10:35 AM

Last Modified By AC TCCS Integration, 3/05/2023 10:35 AM

Activity History

Email: Re: Fix My Street > Roads, parking & vehicles > Roads & traffic > Road condition & safety

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	15/06/2023
Assigned To	Maddie Wickens
Last Modified Date/Time	15/06/2023 2:08 PM
Comments	<p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC: madeleine.wickens@act.gov.au</p> <p>Attachment:</p> <p>Subject: Re: Fix My Street > Roads, parking & vehicles > Roads & traffic > Road condition & safety</p> <p>Body:</p> <p>Good Afternoon [REDACTED]</p> <p>Thank you for the Fix My Street Enquiry regarding a new pedestrian crossing on Delamere Street, Hawker.</p> <p>After completing a Pedestrian Movement Survey at this location, it was concluded that the criteria was not met for a new pedestrian crossing. As per the ACT design Standards for a new pedestrian crossing, the location requires two hour periods with over 600 vehicles per hour and Delamere recorded just over 450 cars per day.</p> <p>Furthermore, from your information, Roads ACT have past the information to ACT Policing to monitor the anti-social driving/speeding in the area.</p> <p>Thank you for taking the time to consider Road Safety and submitting you concerns to Fix My Street.</p> <p>Kind Regards,</p> <p>Roads ACT</p> <p>Road safety is everyone's responsibility</p> <p>----- Original Message -----</p> <p>From [REDACTED]</p> <p>Sent: 14/06/2023 8:01 AM</p> <p>To: tccs.roads.casemanagement@act.gov.au</p>

Subject: Re: Fix My Street > Roads, parking & vehicles > Roads & traffic > Road condition & safety

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. Learn why this is important<<http://www.act.gov.au/emailsecurity>>

Dear Roads ACT

A month ago, you wrote advising that you would be performing a pedestrian movement survey at Delamere Street in Hawker. Has this now been completed? Is it possible to find out what you learned and whether you will be installing a zebra crossing? Thank you.

Regards, [REDACTED]

On Mon, May 15, 2023 at 02:28:33AM +0000, Roads ACT Email-to-Case wrote:

- > Good Afternoon [REDACTED]
- >
- > Thank you for your Fix My Street enquiry requesting a pedestrian crossing on Delamere Street in Hawker.
- >
- > We will visit the site to perform a pedestrian movement survey, where we will observe and count the number of pedestrians/cyclists and vehicles in the area during a peak period. The survey will be subject to the weather and school/public holidays.
- >
- > We undertake these surveys to see whether the location meets the criteria for a pedestrian (zebra) crossing. For a zebra crossing to established there needs to be a reasonable level of demand for the facility. Facilities used infrequently may become ignored by drivers, thus giving a false sense of safety to pedestrians and leading to poorer safety outcomes.
- > Thanks again for your request, we hope this information is of assistance.
- >
- > Kind Regards,
- >
- > Roads ACT
- >
- > Road safety is everyone's responsibility
- > ref: _00D6F2VEqH._5008w1uB4g:ref

Email: Fix My Street > Roads, parking & vehicles > Roads & traffic > Road condition & safety

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	15/05/2023
Assigned To	Maddie Wickens
Last Modified Date/Time	15/05/2023 12:28 PM
Comments	<p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC: madeleine.wickens@act.gov.au</p> <p>Attachment:</p> <p>Subject: Fix My Street > Roads, parking & vehicles > Roads & traffic > Road condition & safety</p> <p>Body:</p> <p>Good Afternoon [REDACTED]</p> <p>Thank you for your Fix My Street enquiry requesting a pedestrian crossing on Delamere Street in Hawker.</p> <p>We will visit the site to perform a pedestrian movement survey, where we will observe and count the number of pedestrians/cyclists and vehicles in the area during a peak period. The survey will be subject to the weather and school/public holidays.</p> <p>We undertake these surveys to see whether the location meets the criteria for a pedestrian (zebra) crossing. For a zebra crossing to established there needs to be a reasonable level of demand for the facility. Facilities used infrequently may become ignored by drivers, thus giving a false sense of safety to pedestrians and leading to poorer safety outcomes. Thanks again for your request, we hope this information is of assistance.</p> <p>Kind Regards,</p> <p>Roads ACT</p> <p>Road safety is everyone's responsibility</p>

ref:_00D6F2VEqH._5008w1uB4g:ref

Case History

14/06/2023 3:55 PM

User **Maddie Wickens**

Action **Changed Status from Assigned to Case Closed. Changed Sub Status from Updated to Action Not Required.**

14/06/2023 8:01 AM

User **TCCS Service Account**

Action **Changed Status from Case Closed to Assigned. Changed Sub Status from Action Not Required to Updated.**

15/05/2023 12:28 PM

User **Assetic TCCS Integration**

Action **Changed Assetic Status from Assigned to Cancelled.**

15/05/2023 12:28 PM

User **Maddie Wickens**

Action **Changed Status from Unassigned to Case Closed. Changed Sub Status from In Progress to Action Not Required.**

15/05/2023 12:23 PM

User **Maddie Wickens**

Action **Changed Case Owner from Roads ACT to Maddie Wickens.**

12/05/2023 10:54 AM

User **Assetic TCCS Integration**

Action **Changed Sub Status from Unresolved to In Progress. Changed Assetic Status from New to Assigned.**

3/05/2023 10:38 AM

User **Assetic TCCS Integration**

Action **Changed Assetic Status to New.**

3/05/2023 10:35 AM

User **AC TCCS Integration**

Action **Changed Account Name to ██████████ Changed Sub Status to Unresolved. Changed Case Owner from AC TCCS Integration to Roads ACT. Deleted Medium in Priority. Changed Case Origin to FMS Form. Changed Case Record Type from TCCS General to ACT Roads. Created.**

Notes

Customer Entry (Auto Note)

Last Modified **3/05/2023 10:36 AM**

Owner **AC TCCS Integration**

Text Preview **This is an auto note of the original customer submission. Subject: Fix My Street > Roads, parking & vehicles > Roads & traffic > Road condition & safety Category: Fix My Street > Roads, parking & vehicles > Roads & traffic > Road condition & safety AC De**



Maintenance Operational

Search

Assetic

Request Plan Schedule Assign Execute Complete Assess

Action

Request Details

Request ID: WR84260

Creation Time: 3/05/2023 10:38 AM

Created By: TOCS Asset Integrations

Source: External CRM

Any immediate risk?: Select Risk

Asset Details

Asset ID: [Dropdown]

Asset Name: [Text]

Asset Category: [Text]

Maintenance Asset Type: [Text]

Work Group: [Text]

Asset Criticality: [Text]

Requestor Details

Resource Name: [Text]

Firstname: [Text] Surname: [Text]

Company: [Text]

Requestor External ID: [Text]

Preferred Method: None

Additional info

Request Type: 3, Change, C-TRMA, Traffic Management

Responsible Officer: Madeleine Wickens

External ID: 5008w00001u84gAAE

Reference #: 00712326

Brief Description: Roads, parking & vehicles > Roads & traffic > Road condition & safety

181 characters remaining

Reactive Inspection

Reactive Inspector: Madeleine Wickens

Inspection Date: [Text]

Request Priority

Work Order Priority: Select Priority

Acknowledgement Due Date: 6/05/2023 10:38 AM

Resolution Due Date: 17/05/2023

Supporting information

Example: The main office front door is faulty as it has come away from the frame and requires replacement or repair by a service technician.

Work Request has been cancelled.
 Last updated by Madeleine Wickens 15/05/2023 12:26:46 PM
 added to PMS register
 Last updated by Madeleine Wickens 15/05/2023 12:26:39 PM
 CSRM Case Number: 00313313
 Requester Contact Name: [Text]
 Phone Number: [Text]

4000 characters remaining

Defect Location

Location Description: [Text]

DELAMERE ST, HAWKER ACT 2614

Attachments

CUSTOMER ENTRY (AUTO NOTE)