



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: 24-186

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)	62 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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Freedom of Information - Access Application to Transport Canberra and City Services - Submission confirmation

Your submission has been successful. Please keep a copy of this receipt for your records.

Date and time

12 Dec 2024 5:12:19 PM

Reference code

WK364YKT

Transport Canberra and City Services
(TCCS)

GPO Box 158
Canberra City, ACT 2601

Phone: 02 6207 2987
TCCS.FOI@act.gov.au

Applicant details

Title

■ ▼

Given name

■

Family name

■

Preferred name

■

Preferred method of contact

Phone

Email

Post

Contact phone number

■

Contact email address

■

Contact postal address

Address line 1

Address line 2

Suburb

State

Postcode

Preferred method to receive information*

Email

Post

Same as contact email address

Information request

Who are you making the request on behalf of?

Myself

What type of information are you requesting access to?*

Other information

What information are you requesting access to under the Act?*

In respect of the annual Accounts, I request detailed passenger numbers for Transport Canberra for each 2019 to 2024 financial years (inclusive), as well as distance travelled and cost per passenger. This information was previously included in the annual accounts for 2015 to 2018 (inclusive). For 2019 onwards, only passenger numbers rounded to the nearest 1000 are included. No details of cost per passenger are included in the reports from 2019. Passenger numbers appear not to be included in 2014 report either - may I please have this also? In respect of the MyWay+ system, I request approximate cost of the system for any amounts paid to date, the financial years in which these amounts were paid, and the expected annual costs for the term remaining with any contract/s with the supplier/s of the system.

Attach a description or additional details about the information you are requesting access to (optional)

Do you have a similar or identical request currently under review by another ACT Government Directorate?

Yes

No

Are you enquiring as

A member of the public



Do you wish to apply for a waiver of fees associated with processing your application?

Yes

No

Provide a statement about how the release of information is in the public interest (optional)

I am independently reviewing the performance of Transport Canberra

Would you like to provide any additional information? (optional)

Attach additional documents to support your application (optional)

ATTACHMENT A - ACCESS APPLICATION SCHEDULE, FREEDOM OF INFORMATION

Reference Number: 24-186

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

Reference number	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1	Vehicle Statistics	01/07/2019 – 30/06/2020	Full release	Not applicable	Decision to be published on the TCCS Disclosure Log .
2	2	Vehicle Statistics	01/07/2020 – 30/06/2021	Full release	Not applicable	
3	3	Vehicle Statistics	01/07/2021 – 30/06/2022	Full release	Not applicable	
4	4	Vehicle Statistics	01/07/2022 – 30/06/2023	Full release	Not applicable	
5	5	Vehicle Statistics	01/07/2023 – 30/06/2024	Full release	Not applicable	

Total number of documents: 5

Global

	No	Total	%	Distance	Avg Speed					
In-service	1183889	848825h52	67.09	21845455	25.74					
Loading		0h00								
Layover		260138h57	20.56							
Deadhead	641390	62378h37	4.93	1652672	26.49					
Pull-in/out	435196	93942h18	7.43	3631822	38.66					
Preparation		0h00								
Maintenance		0h00								
Standby		0h00								
Total	2260475	1265285h44	100.00	27129950	26.99					
Blocks	217598									

Global

	No	Total	%	Distance	Avg Speed					
In-service	1337671	894220h03	63.74	24864900	27.81					
Loading		0h00								
Layover		295770h03	21.08							
Deadhead	1137030	115359h19	8.22	3262176	28.28					
Pull-in/out	448260	97647h25	6.96	3565221	36.51					
Preparation		0h00								
Maintenance		0h00								
Standby		0h00								
Total	2922961	1402996h50	100.00	31692297	28.62					
Blocks	224130									

Global

	No	Total	%	Distance	Avg Speed					
In-service	1281334	855393h53	64.03	24023625	28.08					
Loading		0h00								
Layover		285614h51	21.38							
Deadhead	1126940	107990h47	8.08	2983615	27.63					
Pull-in/out	411214	87016h08	6.51	3112783	35.77					
Preparation		0h00								
Maintenance		0h00								
Standby		0h00								
Total	2819488	1336015h39	100.00	30120024	28.67					
Blocks	205607									

Global

	No	Total	%	Distance	Avg Speed					
In-service	1223923	841309h58	62.61	23105600	27.46					
Loading		0h00								
Layover		284423h45	21.17							
Deadhead	1121322	120087h08	8.94	2897006	24.12					
Pull-in/out	423836	97877h33	7.28	3131949	32.00					
Preparation		0h00								
Maintenance		0h00								
Standby		0h00								
Total	2769081	1343698h24	100.00	29134554	27.50					
Blocks	211918									

Global

	No	Total	%	Distance	Avg Speed					
In-service	1186702	838693h52	61.68	22479342	26.80					
Loading		0h00								
Layover		285179h02	20.97							
Deadhead	1136713	129133h57	9.50	2433504	18.84					
Pull-in/out	432286	106672h03	7.84	3019736	28.31					
Preparation		0h00								
Maintenance		0h00								
Standby		0h00								
Total	2755701	1359678h54	100.00	27932582	26.00					
Blocks	216143									

Official

Dear [REDACTED]

Freedom of Information Request - Reference 24-186

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act) received by Transport Canberra and City Services (TCCS) on 13 December 2024 seeking the following information:

“In respect of the annual Accounts, I request detailed passenger numbers for Transport Canberra for each 2019 to 2024 financial years (inclusive), as well as distance travelled and cost per passenger. This information was previously included in the annual accounts for 2015 to 2018 (inclusive). For 2019 onwards, only passenger numbers rounded to the nearest 1000 are included. No details of cost per passenger are included in the reports from 2019. Passenger numbers appear not to be included in 2014 report either - may I please have this also? In respect of the MyWay+ system, I request approximate cost of the system for any amounts paid to date, the financial years in which these amounts were paid, and the expected annual costs for the term remaining with any contract/s with the supplier/s of the system”.

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.

Timeframes

In accordance with section 41 of the FOI Act, a decision was due on this application by 4 February 2025. I thank you for granting an extension until 27 February 2025. Due to the directorate being required to undertake third party consultation as a part of your request, a decision on your application is due by 21 March 2025.

Decision on access

A search of records held by TCCS has been completed and 5 records have been identified as detailed in the schedule at [Attachment A](#).

Upon reviewing 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 full disclosure of the records.

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:

TCCS.FOI@act.gov.au | phone: (02) 620 72987 | www.act.gov.au

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

- Section 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability.
- Section 2.1(a)(ii) contribute to positive and informed debate on important issues or matters of public interest; and
- Section 2.1(a)(iv) ensure effective oversight of expenditure of public funds.

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

- No factors favouring non-disclosure were identified as relevant to this application.

I have considered the public interest in relation to the information and find that the information enclosed with this notice is in the public interest to disclose in full.

The following information has been provided to you at **Appendix 1**:

Please refer to **Table 1** for a breakdown of costs per passenger for the financial years between 2019 and 2024. Please note the cost increases beginning in Q4 2019-2020 are a result of the COVID-19 pandemic.

Table 2 outlines passenger boardings for the financial years between 2019 and 2024.

In respect to the part of your request pertaining to MyWAY+ system costs, I can confirm the estimated whole of life contract value is \$64,000,000.00. This information is publicly available on the TCCS [contracts register](#). Please see **Table 3** for a breakdown of costs paid to date, and the financial years in which these amounts were paid.

Charges

No fees are applicable, as the information being provided to you 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. Your access application, this notice of decision and any information disclosed to you will be published on the disclosure log within 3 – 10 business days. Your personal information will be removed from these documents prior to publication.

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 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: ombudsman@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the 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) 6207 2987 or email tccs.foi@act.gov.au.

Yours sincerely



Petra Crowe
Information Officer
20 March 2025

APPENDIX 1

Table 1 – Costs per passenger

Year	Q2	Q4
2019-20	\$7.83	\$16.05
2020-21	\$13.43	\$13.03
2021-22	\$24.50	\$19.96
2022-23	\$14.76	\$14.33
2023-24	\$13.25	\$13.33

Table 2 – Passenger boardings

Year	Passenger Boardings
2014-15	17,642,780
2019-20	17,598,785
2020-21	15,095,667
2021-22	11,993,635
2022-23	17,777,386
2023-24	19,945,509

Table 3 – MyWay+ expenditure by Financial Year

Year	Financial Year expenditure
2022-23	\$904,750.00
2023-24	\$7,958,645.28
2024-25	\$3,463,827.04
Total	\$12,327,222.32