



## FREEDOM OF INFORMATION COVERSHEET

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

FOI reference: 23-042

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)	19 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](#)  
**Subject:** FOI Request - NXTBUS API outages in 2023  
**Date:** Monday, 1 May 2023 4:18:07 PM

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You don't often get email from [andrew@donnellan.id.au](mailto:andrew@donnellan.id.au). [Learn why this is important](#)

**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](#)

Dear sir/madam

Under the FOI Act, I request a copy of any correspondence, reports and briefs in relation to NXTBUS API outages that have occurred so far in the 2023 calendar year.

Thank you for your consideration.

Regards

[REDACTED]

--

[REDACTED]



Dear [REDACTED]

### Freedom of Information Request - Reference 23-042

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) on 1 May 2023. It is my understanding that you are seeking access to the following government information under the *Freedom of Information Act 2016* (FOI Act):

*“Under the FOI Act, I request a copy of any correspondence, reports and briefs in relation to NXTBUS API outages that have occurred so far in the 2023 calendar year.”*

### Timeframes

In accordance with section 40 of the FOI Act, TCCS is required to decide on your application by 30 May 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. Upon reviewing the information identified as relevant to your application and applying the public interest test under section 17 of the FOI Act, I have decided to provide you with:

- full access to 3 records; and
- partial access to 13 records.

The reasons for my decision are detailed below in the statement of reasons.

**Statement of Reasons**

In reaching my access decision, I have taken the following into account:

- The FOI Act, including the public interest test and pro-disclosure principles; and
- The *Human Rights Act 2016*.

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.

**Schedule 1:**

- No relevant sections identified.

**Schedule 2:****Factors favouring disclosure in the public interest (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.

**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.
- Schedule 2.2(a)(xii) - prejudice the competitive commercial activities of an agency.

In reviewing the information within scope of your application, I have identified information that is likely to contribute to an effective oversight of expenditure of public funds. Further, I acknowledge that disclosure may promote open discussion of public affairs and enhance government's accountability generally.

However, I have also identified information within the relevant records that contains the personal information of third parties. I have considered that this information is not readily available to the public and, if disclosed, is likely to prejudice those persons right to privacy under the *Human Rights Act 2004*. I find that this factor carries significant weight, and the disclosure of third-party personal information is, on balance, contrary to the public interest.

In my review, I have also identified information relating to data or coding that is exchanged between TCCS and third parties under data sharing arrangements. This information is not readily available to the public and is only available under application. I have considered that the disclosure of this information is likely to prejudice the competitive activities of an agency. I have placed significant weight on this factor and find, on balance, disclosure of this information to be contrary to the public interest.

I have also excluded information on pages 32 – 34 as this information relates to an email chain outside of the scope of your application.

I have enclosed a schedule of the information relevant to your application at Attachment A. The listed records are enclosed, with deletions applied to information contrary to the public interest, 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 has been applied to your application as the total number of pages disclosed marginally exceeds this 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 log 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 [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](mailto: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](http://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](mailto:tccs.foi@act.gov.au).

Yours sincerely



Cherie Hughes  
Information Officer

26 May 2023

## ATTACHMENT A - ACCESS APPLICATION SCHEDULE, FREEDOM OF INFORMATION

**Reference Number: 23-042**

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](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*.

Schedule 2.2(a)(xii) - prejudice the competitive commercial activities of an agency.

Information is out of scope

Reference number	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1 - 7	20230213 - Case_ 00279566 ~ Salesforce	13 February 2023	Partial access	Schedule 2.2(a)(ii)	Decision to be published on the <a href="#">TCCS Disclosure Log</a> .
2	8 - 15	20230213 - Case_ 00279570 ~ Salesforce	13 February 2023	Partial access	Schedule 2.2(a)(ii)	
3	16 - 18	20230307 - Case_ 00298023 ~ Salesforce	7 March 2023	Full access	Not applicable	

<b>4</b>	<b>19</b>	20230309 - Email - Issues with feed	9 March 2023	Partial access	Schedule 2.2(a)(ii) Schedule 2.2(a)(xii)
<b>5</b>	<b>20 - 22</b>	20230315 - 922806 - RE_ SIRI API Vehicle Monitoring Error_13FEB2023	15 March 2023	Partial access	Schedule 2.2(a)(ii) Schedule 2.2(a)(xii)
<b>6</b>	<b>23 - 26</b>	20230315 - Re_ NXTBUS SIRI Error _ AnyTrip 08MAR2023	15 March 2023	Partial access	Schedule 2.2(a)(ii) Schedule 2.2(a)(xii)
<b>7</b>	<b>27 - 30</b>	20230403 - IET 923198 _ SIRI HTTP 400 Error 04APR2023	3 April 2023	Partial access	Schedule 2.2(a)(ii) Schedule 2.2(a)(xii)
<b>8</b>	<b>31 - 35</b>	20230404 - RE_ NXTBUS data feed registration form 29MAR2023	3 April 2023	Partial access	Schedule 2.2(a)(ii) Schedule 2.2(a)(xii) Information is out of scope
<b>9</b>	<b>36 - 41</b>	20230404 - Re_ NXTBUS outage 04APR2023	4 April 2023	Partial access	Schedule 2.2(a)(ii)
<b>10</b>	<b>42 - 47</b>	20230404 - Re_ NXTBUS SIRI Error _ AnyTrip 04APR2023	4 April 2023	Partial access	Schedule 2.2(a)(ii) Schedule 2.2(a)(xii)
<b>11</b>	<b>48</b>	20230413 - Email - Nxtbus	13 April 2023	Full access	Not applicable
<b>12</b>	<b>49 - 51</b>	20230501 - Case_ 00312481 ~ Salesforce	1 May 2023	Full access	Not applicable
<b>13</b>	<b>52 - 55</b>	20230501 - Case_ 00313206 ~ Salesforce	1 May 2023	Partial access	Schedule 2.2(a)(ii)
<b>14</b>	<b>56 - 58</b>	20230502 - Case_ 00312915 ~ Salesforce	2 May 2023	Full access	Not applicable



<b>15</b>	<b>59 - 61</b>	20230503 - Case_ 00312620 ~ Salesforce	3 May 2023	Full access	Not applicable	
<b>16</b>	<b>62 - 67</b>	20230503 - Re_ NXTBUS SIRI Error _ AnyTrip 03MAY2023	3 May 2023	Partial access	Schedule 2.2(a)(ii) Schedule 2.2(a)(xii)	
<b>Total number of documents: 16</b>						



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## Case: 00279566

<b>Case Owner</b>	Barbara Gough	<b>Status Indicator</b>	
<b>Reassignment Reason</b>			

### Case Overview

<b>Case Number</b>	00279566	<b>AC Case Number</b>	00666519
<b>ACTCCS Contact First Name</b>	████	<b>Feedback Category</b>	Passenger Information/Website
<b>ACTCCS Contact Last Name</b>	████	<b>Priority</b>	
<b>ACTCCS Contact Phone</b>		<b>Urgent</b>	No
<b>Feedback Type</b>	Light Rail	<b>Response to Customer</b>	
<b>Subject</b>	Web-Pages	<b>Response Required?</b>	No
<b>Status</b>	Case Closed	<b>Social Media</b>	
<b>Sub Status</b>	Resolved	<b>Comment Category</b>	Notification
<b>Incident Category Classification</b>	Web-Pages		
<b>Incident Category Detail</b>	Third Party Applications		
<b>ACTCCS Description</b>	I'm █████ from anytrip.com.au. We display public transport information from TCCS at anytrip.com.au/region/act and on our mobile apps. We've received some customer complaints about the lack of real-time data for light rail services recently. Upon further investigation, it appears "CMO Light Rail GTFS-R data feed" ( <a href="https://www.transport.act.gov.au/contact-us/information-for-developers">https://www.transport.act.gov.au/contact-us/information-for-developers</a> ) has been returning a blank file for a few days now. Could you please investigate? Thanks!		
<b>Incident Image Capture</b>	bg 27/2 not resolved however further action taken, see 279570 for any further emails or resolution.		

Barbara Gough

Director Customer Experience

**T** 02 6207 8857 **E** [barbara.gough@act.gov.au](mailto:barbara.gough@act.gov.au)

Transport Canberra| Transport Canberra| ACT Government

480 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

20/2 Hi Barb

I am informed the issue has been resolved.

23/05/2023, 16:08

Case: 00279566 ~ Salesforce - Unlimited Edition

Can you please respond and to ask the customer to let us know if they have any further issues?

Thank you

**From:** Gough, Barbara <[Barbara.Gough@act.gov.au](mailto:Barbara.Gough@act.gov.au)>

**Sent:** Friday, 17 February 2023 9:28 PM

**To:** Gaukroger, Rebecca <[Rebecca.Gaukroger@act.gov.au](mailto:Rebecca.Gaukroger@act.gov.au)>; Geary, Damien <[Damien.Geary@act.gov.au](mailto:Damien.Geary@act.gov.au)>

**Subject:** RE: Question

**OFFICIAL**

Hi Rebecca

Just wondering if there is any updates on this query.

Thanks

Barbara

Barbara Gough

Director Customer Experience

T 02 6207 8857 E [barbara.gough@act.gov.au](mailto:barbara.gough@act.gov.au)

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**From:** Gaukroger, Rebecca <[Rebecca.Gaukroger@act.gov.au](mailto:Rebecca.Gaukroger@act.gov.au)>

**Sent:** Monday, February 13, 2023 3:10 PM

**To:** Geary, Damien <[Damien.Geary@act.gov.au](mailto:Damien.Geary@act.gov.au)>

**Cc:** Gough, Barbara <[Barbara.Gough@act.gov.au](mailto:Barbara.Gough@act.gov.au)>

**Subject:** RE: Question

**OFFICIAL**

Thank you

23/05/2023, 16:08

Case: 00279566 ~ Salesforce - Unlimited Edition

I've asked CMET to look into it and I'll get back to you re outcome.

**From:** Geary, Damien <[Damien.Geary@act.gov.au](mailto:Damien.Geary@act.gov.au)>  
**Sent:** Monday, 13 February 2023 2:37 PM  
**To:** Gaukroger, Rebecca <[Rebecca.Gaukroger@act.gov.au](mailto:Rebecca.Gaukroger@act.gov.au)>  
**Cc:** Gough, Barbara <[Barbara.Gough@act.gov.au](mailto:Barbara.Gough@act.gov.au)>  
**Subject:** FW: Question

**OFFICIAL**

Hi Rebecca,

As discussed

Damien

bg 13/2 sent to Damien Geary see also 279570

Hi Damien

We have received two feedbacks this morning from [REDACTED] [REDACTED] from anytrip.com,

Case 279566 – Light Rail feed (not sure if this is us or I send to LR)

I'm [REDACTED] from [anytrip.com.au](http://anytrip.com.au). We display public transport information from TCCS at [anytrip.com.au/region/act](http://anytrip.com.au/region/act) and on our mobile apps. We've received some customer complaints about the lack of real-time data for light rail services recently. Upon further investigation, it appears "CMO Light Rail GTFS-R data feed" (<https://www.transport.act.gov.au/contact-us/information-for-developers>) has been returning a blank file for a few days now. Could you please investigate? Thanks!

And

I'm [REDACTED] from [anytrip.com.au](http://anytrip.com.au). We've recently had customer reports of unavailability of real-time information for new bus route 46. The SIRI VM feed returns "VehicleMonitoringRef (VisID) VM\_ACT\_0046 unknown" Could you please investigate? Thanks!

Can you assist with information or response to the customer.

23/05/2023, 16:08

Case: 00279566 ~ Salesforce - Unlimited Edition

Thanks

Barbara

Barbara Gough

Director Customer Experience

T 02 6207 8857 E [barbara.gough@act.gov.au](mailto:barbara.gough@act.gov.au)

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### Citizen Details

Account Name



Contact Email



Contact Phone

### General Case Detail

Route Number

1

Date/Time of Incident

### Action Case Detail

Bus Stop ID

Driver Work Number

Bus Registration /  
Light Rail Vehicle #

Investigation Area CSM Corporate

Shift Number

Waiting for Driver No

Departure Time

RTA? No

Direction of Travel

To Be Interviewed By

Outcome

Age Bracket

### MyWay Case Detail

MyWay Card Number

MyWay Agent

### Case Detail

Source

Access Canberra

Incident Address

Case Origin

Feedback Form

Suburb

Original Incident  
Description

ACTCCS Latitude

Date/Time Opened

13/02/2023 10:02 AM

ACTCCS Longitude

Date/Time Closed

27/02/2023 5:41 PM

### Timetable

Timetable Belconnen

No

Timetable Tuggerong

No

Timetable Central

No

Timetable Weekend

No

Timetable Gungahlin

No

Timetable Woden and  
Weston

No

### System Information

**Created By** AC TCCS Integration, 13/02/2023 10:02 AM **Last Modified By** Barbara Gough, 27/02/2023 5:41 PM

### Contact Information

**Account Name** [REDACTED] **Primary Phone**  
**Birthdate** [REDACTED] **Email** [REDACTED]

### Address Information

**Billing Address**

### System Information

**Created By** AC TCCS Integration, 13/02/2023 10:02 AM **Last Modified By** AC TCCS Integration, 13/02/2023 10:02 AM

### Notes

#### Customer Entry (Auto Note)

**Last Modified** 13/02/2023 10:02 AM

**Owner** AC TCCS Integration

**Text Preview** This is an auto note of the original customer submission. Subject: GTFS-R feed not available Category: Transport, Road & Traffic > Light Rail > Passenger information/website AC Description (forms): Plain Description: I'm [REDACTED] from anytrip.com.au. We disp

### Activity History

#### Email: Web-Pages

**Name** [REDACTED]  
**Task**   
**Due Date** 20/02/2023  
**Assigned To** Barbara Gough  
**Last Modified Date/Time** 20/02/2023 11:08 AM  
**Comments** Additional [REDACTED]  
**CC:**  
**BCC:**  
**Attachment:**  
**Subject:** Web-Pages  
**Body:**  
Hi [REDACTED]  
  
I have been advised that the issue with the CMO Light Rail GTFS-R data feed has been resolved.  
  
Please reply further if you are still experiencing difficulties.  
  
Regards  
Barbara  
  
Barbara Gough  
Director Customer Experience  
T 02 6207 8857 E barbara.gough@act.gov.au  
Transport Canberra | Transport Canberra and City Services | ACT Government  
480 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

ref:\_00D6F2VEqH.\_5008w1o0T0:ref

## Case History

**27/02/2023 5:41 PM**

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User **Barbara Gough**  
Action **Changed Status from Assigned to Case Closed. Changed Sub Status from Updated to Resolved.**

**27/02/2023 5:41 PM**

---

User **Barbara Gough**  
Action **Changed Incident Image Capture.**

**27/02/2023 5:40 PM**

---

User **Barbara Gough**  
Action **Changed Incident Image Capture.**

**22/02/2023 11:25 AM**

---

User **TCCS Service Account**  
Action **Changed Status from Case Closed to Assigned. Changed Sub Status from Resolved to Updated.**

**20/02/2023 11:08 AM**

---

User **Barbara Gough**  
Action **Changed Incident Image Capture.**

**20/02/2023 11:08 AM**

---

User **Barbara Gough**  
Action **Changed Status from Assigned to Case Closed. Changed Sub Status from Forwarded to Agency to Resolved.**

**17/02/2023 8:36 PM**

---

User **Barbara Gough**  
Action **Changed Subject from WEb-Pages to Web-Pages.**

**13/02/2023 12:34 PM**

---

User **Barbara Gough**  
Action **Changed Sub Status from Updated to Forwarded to Agency.**

**13/02/2023 12:33 PM**

---

User **Barbara Gough**  
Action **Changed Incident Image Capture.**

**13/02/2023 11:52 AM**

---

User **Barbara Gough**  
Action **Changed Status from Unassigned to Assigned. Changed Sub Status from Unresolved to Updated.**

**13/02/2023 11:52 AM**

---

User **Barbara Gough**  
Action **Changed Case Owner from Transport Canberra to Barbara Gough.**

**13/02/2023 11:52 AM**

---

User **Barbara Gough**  
Action **Changed Subject from GTFS-R feed not available to WEb-Pages.**

23/05/2023, 16:08

Case: 00279566 ~ Salesforce - Unlimited Edition

**13/02/2023 10:02 AM**

---

User	<b>AC TCCS Integration</b>
Action	<b>Changed ACTCCS Description. Changed Feedback Type to Light Rail. Changed Sub Status to Unresolved. Changed Case Owner from AC TCCS Integration to Transport Canberra. Deleted Medium in Priority. Changed Case Origin to Feedback Form. Changed Case Record Type from TCCS General to Public and Flexible Transport. Created.</b>

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## Case: 00279570

<b>Case Owner</b>	Barbara Gough	<b>Status Indicator</b>	
<b>Reassignment Reason</b>			

### Case Overview

<b>Case Number</b>	00279570	<b>AC Case Number</b>	00666524
<b>ACTCCS Contact First Name</b>	████	<b>Feedback Category</b>	Journey Planner/NXTBUS
<b>ACTCCS Contact Last Name</b>	████	<b>Priority</b>	
<b>ACTCCS Contact Phone</b>		<b>Urgent</b>	No
<b>Feedback Type</b>	Action Buses	<b>Response to Customer</b>	
<b>Subject</b>	Web-Pages	<b>Response Required?</b>	Yes
<b>Status</b>	Case Closed	<b>Social Media</b>	
<b>Sub Status</b>	Resolved	<b>Comment Category</b>	Notification
<b>Incident Category Classification</b>	Web-Pages		
<b>Incident Category Detail</b>	Third Party Applications		
<b>ACTCCS Description</b>	I'm █████ from anytrip.com.au. We've recently had customer reports of unavailability of real-time information for new bus route 46. The SIRI VM feed returns "VehicleMonitoringRef (VisID) VM_ACT_0046 unknown" Could you please investigate? Thanks!		
<b>Incident Image Capture</b>	bg 14/3 HI Barb,		

I will look into this and will let you know. I had a message from █████ yesterday. I will be in touch with █████ regarding this

Thanks and Regards,

**Geet Sebastian** | Assistant Director, Systems Management

02 6207 7524 | [Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)

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23/05/2023, 16:03

Case: 00279570 ~ Salesforce - Unlimited Edition

bg 9/3

Hi Geet and Damien

Please see further email from [REDACTED] [REDACTED] case 279570 [REDACTED] is from anytrip.com.au, a popular ap. He originally put in feedback about the light feed which is now fixed and the unavailability of the real time information for the R46.

Can you assist the customer or advise further response.

Hi There,

The light rail feeds have now been resolved.

However, we're currently experiencing an outage of the NXTBUS SIRI feed. All requests with our requester reference C70459 are returning a "400 service not registered" error.

Thanks

Barbara

Barbara Gough

Director Customer Experience

**T** 02 6207 8857 **E** [barbara.gough@act.gov.au](mailto:barbara.gough@act.gov.au)

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Real-time unavailable for new bus route 46 see also 279566

bg 20.2 sent to Geet Sebastian

Hi Geet

I still have to respond to this customer. Can you provide any insights as to the issue or fix.

Thanks

Barbara

Barbara Gough

Director Customer Experience

23/05/2023, 16:03

Case: 00279570 ~ Salesforce - Unlimited Edition

T 02 6207 8857 E [barbara.gough@act.gov.au](mailto:barbara.gough@act.gov.au)

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**From:** Geary, Damien <Damien.Geary@act.gov.au>

**Sent:** Monday, February 13, 2023 2:29 PM

**To:** Sebastian, Geet <Geet.Sebastian@act.gov.au>

**Cc:** Gough, Barbara <Barbara.Gough@act.gov.au>

**Subject:** FW: Question

**OFFICIAL**

Hi Geet,

Could you please comment on the feedback from Barb for route 46 in SIRI.

Damien

bg 13/2 sent to Damien Geary

Hi Damien

We have received two feedbacks this morning from [REDACTED] [REDACTED] from anytrip.com,

Case 279566 – Light Rail feed (not sure if this is us or I send to LR)

I'm [REDACTED] from [anytrip.com.au](http://anytrip.com.au). We display public transport information from TCCS at [anytrip.com.au/region/act](http://anytrip.com.au/region/act) and on our mobile apps. We've received some customer complaints about the lack of real-time data for light rail services recently. Upon further investigation, it appears "CMO Light Rail GTFS-R data feed" (<https://www.transport.act.gov.au/contact-us/information-for-developers>) has been returning a blank file for a few days now. Could you please investigate? Thanks!

And

I'm [REDACTED] from [anytrip.com.au](http://anytrip.com.au). We've recently had customer reports of unavailability of real-time information for new bus route 46. The SIRI VM feed returns "VehicleMonitoringRef (VisID) VM\_ACT\_0046 unknown" Could you please investigate? Thanks!

Can you assist with information or response to the customer.

Thanks

Barbara

Barbara Gough

Director Customer Experience

T 02 6207 8857 E [barbara.gough@act.gov.au](mailto:barbara.gough@act.gov.au)

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**Citizen Details**

Account Name	██████████	Contact Email	██████████
Contact Phone			

**General Case Detail**

Route Number	46	Date/Time of Incident	
--------------	----	-----------------------	--

**Action Case Detail**

Bus Stop ID	Driver Work Number	
Bus Registration / Light Rail Vehicle #	Investigation Area	CSM Corporate
Shift Number	Waiting for Driver	No
Departure Time	RTA?	No
Direction of Travel	To Be Interviewed By	
Outcome	Age Bracket	

**MyWay Case Detail**

MyWay Card Number	MyWay Agent
-------------------	-------------

**Case Detail**

Source	Access Canberra	Incident Address
Case Origin	Feedback Form	Suburb
Original Incident Description		ACTCCS Latitude
Date/Time Opened	13/02/2023 10:04 AM	ACTCCS Longitude
Date/Time Closed	14/03/2023 5:59 PM	

**Timetable**

23/05/2023, 16:03

Case: 00279570 ~ Salesforce - Unlimited Edition

Timetable Belconnen	No	Timetable Tuggernong	No
Timetable Central	No	Timetable Weekend	No
Timetable Gungahlin	No	Timetable Woden and Weston	No

### System Information

Created By AC TCCS Integration, 13/02/2023 10:04 AM Last Modified By Barbara Gough, 14/03/2023 5:59 PM

### Contact Information

Account Name [REDACTED] Primary Phone [REDACTED]  
Birthdate [REDACTED] Email [REDACTED]

### Address Information

Billing Address

### System Information

Created By AC TCCS Integration, 13/02/2023 10:02 AM Last Modified By AC TCCS Integration, 13/02/2023 10:02 AM

### Notes

#### Customer Entry (Auto Note)

Last Modified 13/02/2023 10:05 AM  
Owner AC TCCS Integration  
Text Preview This is an auto note of the original customer submission. Subject: Real-time unavailable for new bus route 46 Category: Transport, Road & Traffic > ACTION Buses > Journey Planner/NXTBUS AC Description (forms): Plain Description: I'm [REDACTED] from anytrip.com.

### Activity History

#### Email: RE: Web-Pages

Name [REDACTED]  
Task   
Due Date 27/02/2023  
Assigned To Barbara Gough  
Last Modified Date/Time 27/02/2023 5:39 PM  
Comments Additional To: [REDACTED]  
CC:  
BCC:  
Attachment:  
  
Subject: RE: Web-Pages  
Body:  
Dear [REDACTED]  
  
Can you please advise if you are still experiencing issue with the Transport Canberra feeds. I have been advised that the Light Rail feed has been reloaded and all cache for those assets cleared. If you are still experiencing an issue it could be due to some local caching issues.  
  
I await your further advise.

23/05/2023, 16:03

Case: 00279570 ~ Salesforce - Unlimited Edition

**Regards**  
**Barbara**

**Barbara Gough**  
**Director Customer Experience**  
**T 02 6207 8857 E barbara.gough@act.gov.au**  
**Transport Canberra| Transport Canberra| ACT Government**  
**480 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au**

----- Original Message -----

**From: Public & Flexible Transport Email-to-Case [tccs.casemanagement@act.gov.au]**  
**Sent: 14/02/2023 5:41 PM**  
**To: [REDACTED]**  
**Subject: Web-Pages**

**Dear [REDACTED]**

**Thank you for your feedback to Transport Canberra regarding the Light Rail siri feed and the information/data for the R46. Your enquiries have been forwarded to the technical areas for Light Rail and Bus Operations for further action.**

**Regards**

**Barbara**

**Barbara Gough**  
**Director Customer Experience**  
**T 02 6207 8857 E barbara.gough@act.gov.au**  
**Transport Canberra| Transport Canberra| ACT Government**  
**480 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au**

ref:\_00D6F2VEqH.\_5008w1o0Wq:ref

**Email: Web-Pages**

---

Name [REDACTED]

Task

Due Date **14/02/2023**

Assigned To **Barbara Gough**

Last Modified Date/Time **14/02/2023 5:41 PM**

Comments **Additional To: [REDACTED]**

**CC:**

**BCC:**

**Attachment:**

**Subject: Web-Pages**

**Body:**

**Dear [REDACTED]**

**Thank you for your feedback to Transport Canberra regarding the Light Rail siri feed and the information/data for the R46. Your enquiries have been forwarded to the technical areas for Light Rail and Bus Operations for further action.**

**Regards**

**Barbara**

**Barbara Gough**  
**Director Customer Experience**  
**T 02 6207 8857 E barbara.gough@act.gov.au**  
**Transport Canberra| Transport Canberra| ACT Government**  
**480 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au**

ref:\_00D6F2VEqH.\_5008w1o0Wq:ref

## Case History

**14/03/2023 5:59 PM**

---

User **Barbara Gough**  
Action **Changed Status from Assigned to Case Closed. Changed Sub Status from Forwarded to Agency to Resolved.**

**14/03/2023 5:59 PM**

---

User **Barbara Gough**  
Action **Changed Incident Image Capture.**

**9/03/2023 5:38 PM**

---

User **Barbara Gough**  
Action **Changed Sub Status from Updated to Forwarded to Agency.**

**9/03/2023 5:38 PM**

---

User **Barbara Gough**  
Action **Changed Incident Image Capture.**

**6/03/2023 11:51 AM**

---

User **TCCS Service Account**  
Action **Changed Sub Status from Waiting for Customer to Updated.**

**27/02/2023 5:39 PM**

---

User **Barbara Gough**  
Action **Changed Sub Status from Forwarded to Agency to Waiting for Customer.**

**20/02/2023 5:24 PM**

---

User **Barbara Gough**  
Action **Changed Incident Image Capture.**

**13/02/2023 12:34 PM**

---

User **Barbara Gough**  
Action **Changed Incident Image Capture.**

**13/02/2023 12:34 PM**

---

User **Barbara Gough**  
Action **Changed Sub Status from Updated to Forwarded to Agency.**

**13/02/2023 12:32 PM**

---

User **Barbara Gough**  
Action **Changed Incident Image Capture.**

**13/02/2023 11:53 AM**

---

User **Barbara Gough**  
Action **Changed Status from Unassigned to Assigned. Changed Sub Status from Unresolved to Updated.**

**13/02/2023 11:53 AM**

---

User **Barbara Gough**  
Action **Changed Case Owner from Transport Canberra to Barbara Gough.**

**13/02/2023 11:53 AM**

---

User **Barbara Gough**

23/05/2023, 16:03

Case: 00279570 ~ Salesforce - Unlimited Edition

Action **Changed Incident Image Capture. Changed Subject from Real-time unavailable for new bus route 46 to Web-Pages.**

**13/02/2023 10:04 AM**

---

User **AC TCCS Integration**

Action **Changed ACTCCS Description. Changed Feedback Type to Action Buses. Changed Sub Status to Unresolved. Changed Case Owner from AC TCCS Integration to Transport Canberra. Deleted Medium in Priority. Changed Case Origin to Feedback Form. Changed Case Record Type from TCCS General to Public and Flexible Transport. Created.**

---

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## Case: 00298023

<b>Case Owner</b>	Christie Stewart	<b>Status Indicator</b>	
<b>Reassignment Reason</b>			

### Case Overview

<b>Case Number</b>	00298023	<b>AC Case Number</b>	00682621
<b>ACTCCS Contact First Name</b>		<b>Feedback Category</b>	Journey Planner/NXTBUS
<b>ACTCCS Contact Last Name</b>		<b>Priority</b>	
<b>ACTCCS Contact Phone</b>		<b>Urgent</b>	No
<b>Feedback Type</b>	Action Buses	<b>Response to Customer</b>	
<b>Subject</b>	Web-Pages	<b>Response Required?</b>	No
<b>Status</b>	Case Closed	<b>Social Media</b>	
<b>Sub Status</b>	Resolved	<b>Comment Category</b>	Request for Information
<b>Incident Category Classification</b>	Web-Pages		
<b>Incident Category Detail</b>	Third Party Applications		
<b>ACTCCS Description</b>	Realtime bus data has been down for ar at least 4 days now, can you please provide your data to the numerous third-party apps around i.e. Anytrip, NextThere. NXTBUS and Journey Planner aren't good enough		
<b>Incident Image Capture</b>			

### Citizen Details

<b>Account Name</b>		<b>Contact Email</b>	
<b>Contact Phone</b>			

### General Case Detail

<b>Route Number</b>		<b>Date/Time of Incident</b>	
---------------------	--	------------------------------	--

### Action Case Detail

<b>Bus Stop ID</b>		<b>Driver Work Number</b>	
<b>Bus Registration / Light Rail Vehicle #</b>		<b>Investigation Area</b>	CSM Corporate
<b>Shift Number</b>		<b>Waiting for Driver</b>	No
<b>Departure Time</b>		<b>RTA?</b>	No
<b>Direction of Travel</b>		<b>To Be Interviewed By</b>	

23/05/2023, 15:55

Case: 00298023 ~ Salesforce - Unlimited Edition

Outcome

Age Bracket

### MyWay Case Detail

MyWay Card Number

MyWay Agent

### Case Detail

Source	Access Canberra	Incident Address
Case Origin	Feedback Form	Suburb
Original Incident Description		ACTCCS Latitude
Date/Time Opened	7/03/2023 9:02 PM	ACTCCS Longitude
Date/Time Closed	8/03/2023 9:36 AM	

### Timetable

Timetable Belconnen	No	Timetable Tuggerong	No
Timetable Central	No	Timetable Weekend	No
Timetable Gungahlin	No	Timetable Woden and Weston	No

### System Information

Created By	AC TCCS Integration, 7/03/2023 9:02 PM	Last Modified By	Christie Stewart, 8/03/2023 9:36 AM
------------	--	------------------	-------------------------------------

### Notes

#### Customer Entry (Auto Note)

Last Modified **7/03/2023 9:02 PM**  
 Owner **AC TCCS Integration**  
 Text Preview **This is an auto note of the original customer submission. Subject: NXTBUS data to third party apps Category: Transport, Road & Traffic > ACTION Buses > Journey Planner/NXTBUS AC Description (forms): Plain Description: Realtime bus data has been down for**

### Case History

#### 8/03/2023 9:36 AM

User **Christie Stewart**  
 Action **Changed Status from Assigned to Case Closed. Changed Sub Status from Updated to Resolved.**

#### 8/03/2023 9:36 AM

User **Christie Stewart**  
 Action **Changed Case Owner from Transport Canberra to Christie Stewart.**

#### 8/03/2023 9:36 AM

User **Christie Stewart**  
 Action **Changed Sub Status from Unresolved to Updated. Changed Subject from NXTBUS data to third party apps to Web-Pages. Changed Status from Unassigned to Assigned.**

#### 7/03/2023 9:02 PM

User **AC TCCS Integration**

23/05/2023, 15:55

Case: 00298023 ~ Salesforce - Unlimited Edition

Action	<b>Changed ACTCCS Description. Changed Feedback Type to Action Buses. Changed Sub Status to Unresolved. Changed Case Owner from AC TCCS Integration to Transport Canberra. Deleted Medium in Priority. Changed Case Origin to Feedback Form. Changed Case Record Type from TCCS General to Public and Flexible Transport. Created.</b>
--------	--

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**From:** [Gough, Barbara](#)  
**To:** [Sebastian, Geet](#)  
**Cc:** [Geary, Damien](#)  
**Subject:** Issues with feed  
**Date:** Thursday, 9 March 2023 5:38:00 PM  
**Attachments:** [image001.png](#)

---

OFFICIAL

Hi Geet and Damien

Please see further email from [REDACTED] [REDACTED] case 279570 [REDACTED] is from anytrip.com.au, a popular ap. He originally put in feedback about the light feed which is now fixed and the unavailability of the real time information for the R46. Can you assist the customer or advise further response.

Hi There,

The light rail feeds have now been resolved.

However, we're currently experiencing an outage of the NXTBUS SIRI feed. All requests with our requester reference C70459 are returning a "400 service not registered" error.

[REDACTED]

Thanks

Barbara

Barbara Gough  
Director Customer Experience  
T 02 6207 8857 E [barbara.gough@act.gov.au](mailto:barbara.gough@act.gov.au)  
Transport Canberra| Transport Canberra| ACT Government  
480 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

---

**From:** SM Trapeze UK LOU LIO ServiceDesk <lioservicedesk@trapezgroup.com>  
**Sent:** Wednesday, 15 March 2023 1:53 PM  
**To:** Sebastian, Geet; SM Trapeze UK LOU LIO ServiceDesk  
**Cc:** Tyler King; SM Trapeze UK LOU App Support  
**Subject:** 922806 - RE: SIRI API Vehicle Monitoring Error

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Hi Geet,

This issue has been logged under ref: 922806 and passed to the relevant team to investigate and advise further.

Best Regards,

[REDACTED]

Trapeze Service Desk

Trapeze Group

Trapeze Group  
1 York House  
Langston Road  
Loughton Essex  
IG10 3TQ

Phone +44 (0)845 017 9417, Fax +44 (0)208 418 7759

Canberra Local Service Desk Phone: 6145 2509  
Singapore Local Service Desk Phone: 31572063  
Email: [LioServiceDesk@trapezgroup.com](mailto:LioServiceDesk@trapezgroup.com)  
Internet: <http://servicedesk.trapezgroup.com>



---

**From:** Sebastian, Geet <Geet.Sebastian@act.gov.au>  
**Sent:** 15 March 2023 02:46  
**To:** SM Trapeze UK LOU LIO ServiceDesk <lioservicedesk@trapezgroup.com>  
**Cc:** [REDACTED]@trapezgroup.com>; SM Trapeze UK LOU App Support <appsupport@trapezgroup.com>  
**Subject:** SIRI API Vehicle Monitoring Error

**EXTERNAL: Do not click links or open attachments if you do not recognize the sender.**

OFFICIAL

Hi Team,

SIRI Vehicle Monitoring API is returning the error '*VehicleMonitoringRef (VisID) VM\_ACT\_0046 unknown*'. I tried different routes like '*VM\_ACT\_0200*' and '*VM\_ACT\_0046*' and still getting the same error. Can you have a look? I have been getting complaints from third-party users.

The screenshot shows a REST client interface with the following elements:

- Menu items: File, Generate Code, Tools
- Request URL: `http://siri.nxtbus.act.gov.au:11000/C70459/vm/service.xml`
- Method: POST
- Region: US
- Send button
- Response tabs: Authorization, Content (18), Headers, Raw (22)
- The Content tab is selected, but the response area is a solid black rectangle.

Thanks and Regards,

**Geet Sebastian** | Assistant Director, Systems Management  
02 6207 7524 | [Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)  
Transport Canberra and City Services | ACT Government  
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**From:** [REDACTED] (AnyTrip) [REDACTED]  
**Sent:** Wednesday, 15 March 2023 3:41 PM  
**To:** Sebastian, Geet  
**Subject:** Re: NXTBUS SIRI Error | AnyTrip

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Great, thank you Geet

On Wed, 15 Mar 2023 at 12:47, Sebastian, Geet <[Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)> wrote:

**OFFICIAL**

Hi [REDACTED]

I have escalated this issue to the vendor. I will update you as soon as I have a response. Thanks for understanding

Thanks and Regards,

**Geet Sebastian** | Assistant Director, Systems Management

02 6207 7524 | [Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)

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**From:** [REDACTED] (AnyTrip) [REDACTED]  
**Sent:** Wednesday, 8 March 2023 2:57 PM  
**To:** Sebastian, Geet <[Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)>  
**Subject:** Re: NXTBUS SIRI Error | AnyTrip

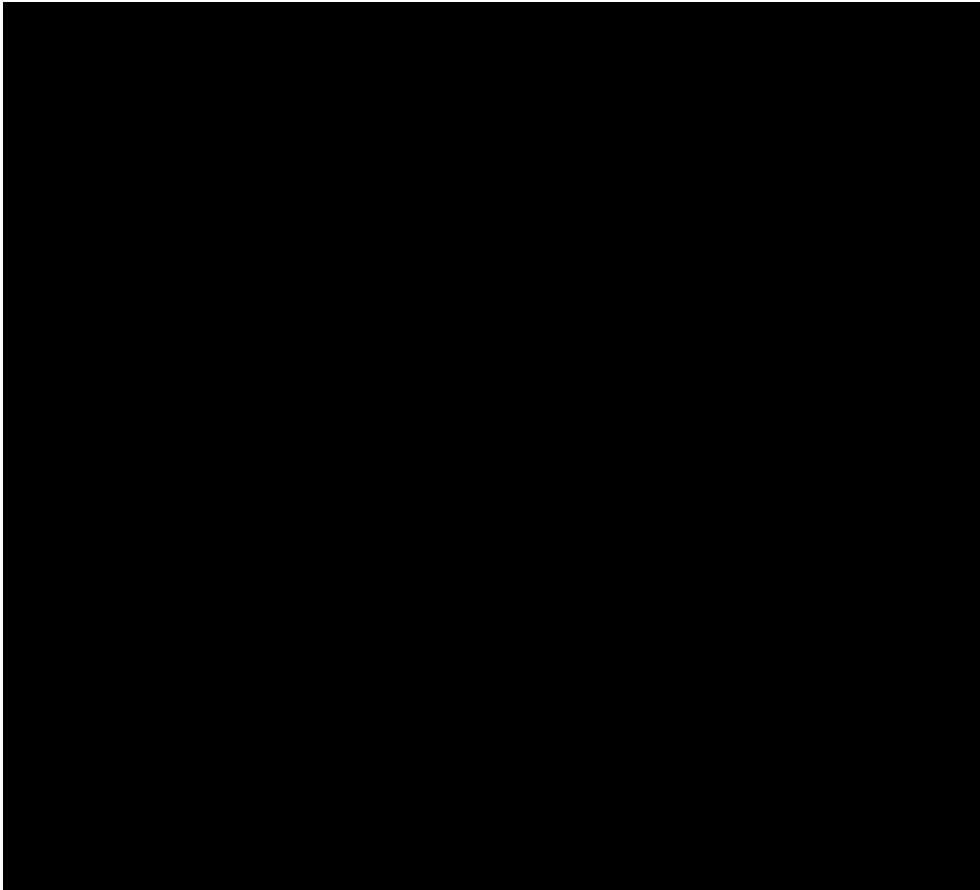
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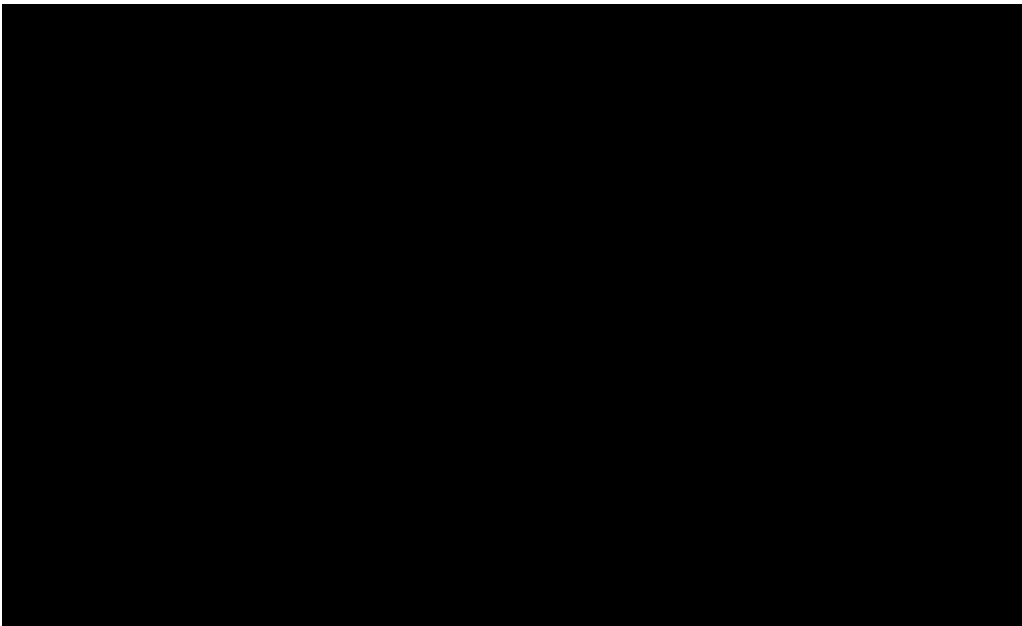
Hi Geet,

Thanks for getting back to us. Yes, the service is now up and running again. Thank you!

We've previously reported an issue specifically to do with route 46, which is returning a "VehicleMonitoringRef (VisID) VM\_ACT\_0046 unknown" error on the VehicleMonitoring endpoint. Route 46 is a new bus route which commenced operation earlier this year and has never returned data with the SIRI VM feed. Is that something that can be looked into? We've had a few users reach out about this issue.

**Request:**





Thanks,



On Wed, 8 Mar 2023 at 10:23, Sebastian, Geet <[Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)> wrote:

OFFICIAL

Hello 

Hope you are doing well.

I am just following up to check if the NXTBUS SIRI API service errors still exist for you?

Apologies for the inconvenience caused. I had been informed by our vendor that this was fixed yesterday.

Thanks and Regards,

**Geet Sebastian** | Assistant Director, Systems Management

02 6207 7524 | [Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)

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**From:** SM Trapeze UK LOU LIO ServiceDesk <lioservicedesk@trapezgroup.com>  
**Sent:** Monday, 3 April 2023 9:34 AM  
**To:** Sebastian, Geet; SM Trapeze UK LOU LIO ServiceDesk  
**Cc:** SM Trapeze UK LOU App Support  
**Subject:** IET 923198 / SIRI HTTP 400 Error

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Hi Geet,

I have raised the incident below on IET under **923198** and our applications team will have a look at this.

Kind Regards,

[REDACTED]  
Application & System Support Engineer  
1 York House, Langston Road, Loughton Essex, IG10 3TQ  
Phone + 44 (0)845 017 9417, Fax + 44 (0)208 418 7759  
Email: [lioservicedesk@trapezgroup.com](mailto:lioservicedesk@trapezgroup.com)  
E-mail: [REDACTED]@trapezgroup.com

---

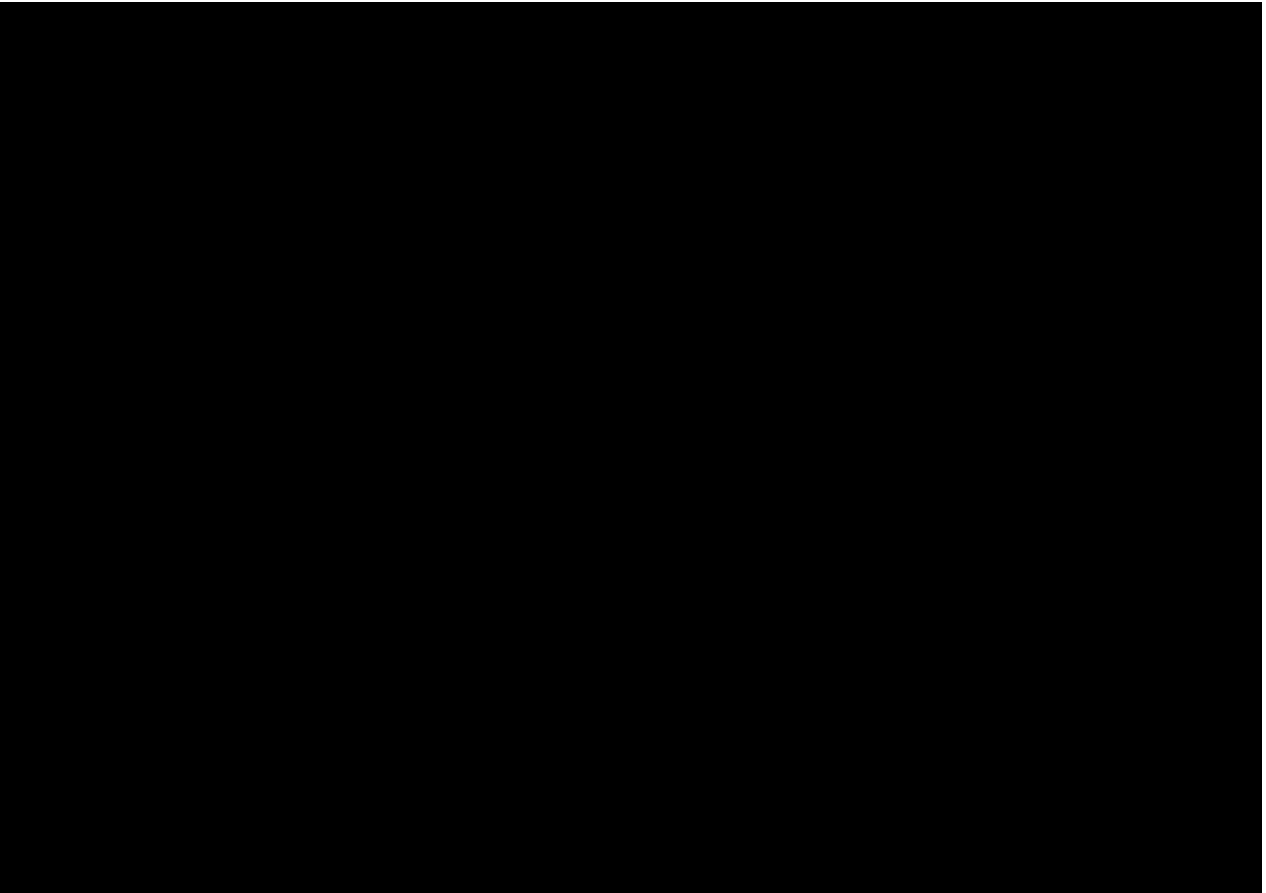
**From:** Sebastian, Geet <Geet.Sebastian@act.gov.au>  
**Sent:** Monday, April 3, 2023 12:26 AM  
**To:** SM Trapeze UK LOU LIO ServiceDesk <lioservicedesk@trapezgroup.com>  
**Subject:** SIRI HTTP 400 Error

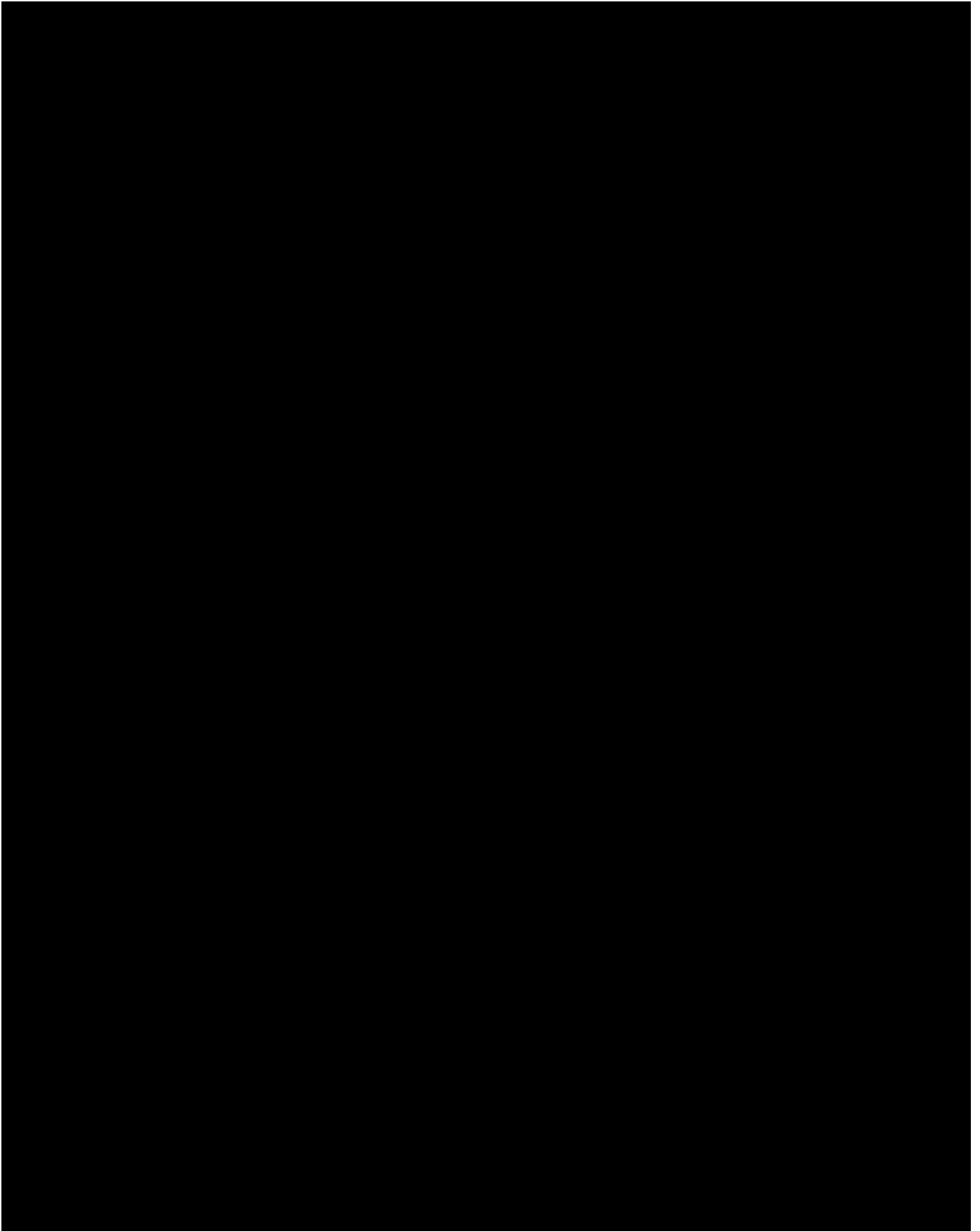
**EXTERNAL: Do not click links or open attachments if you do not recognize the sender.**

**OFFICIAL**

Hi Team,

We have feedback from couple of SIRI API clients that the request is sending HTTP status 400. Can you please have a look. Screenshot attached





Thanks and Regards,

**Geet Sebastian** | Assistant Director, Systems Management

02 6207 7524 | [Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)

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---

**From:** Sebastian, Geet  
**Sent:** Tuesday, 4 April 2023 9:05 AM  
**To:** [REDACTED]  
**Subject:** RE: NXTBUS data feed registration form

OFFICIAL

Hello [REDACTED]

This should be solved by now. Apologies for the inconvenience

Thanks and Regards,

**Geet Sebastian** | Assistant Director, Systems Management  
02 6207 7524 | [Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)  
Transport Canberra and City Services | ACT Government  
480 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | [www.transport.act.gov.au](http://www.transport.act.gov.au)

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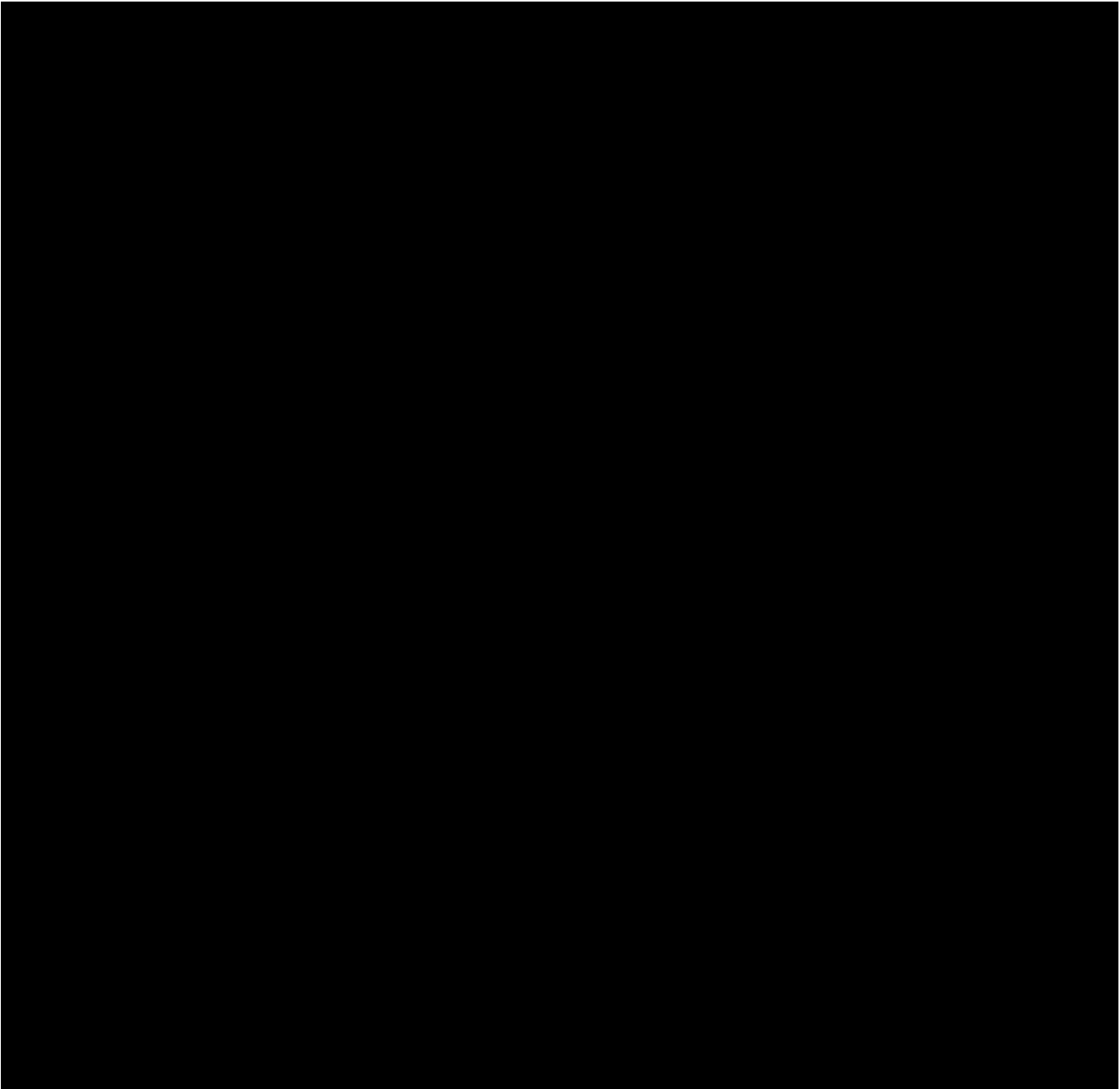
**From:** [REDACTED]@ridango.com>  
**Sent:** Wednesday, 29 March 2023 6:24 PM  
**To:** Sebastian, Geet <Geet.Sebastian@act.gov.au>  
**Subject:** RE: NXTBUS data feed registration form

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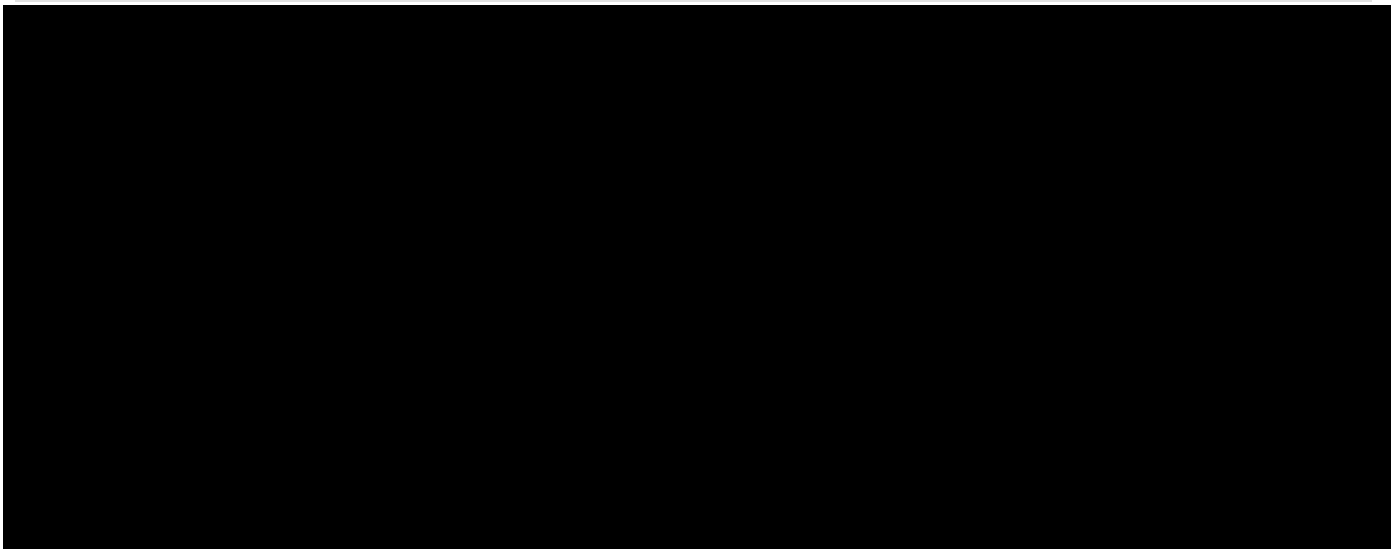
Hi,

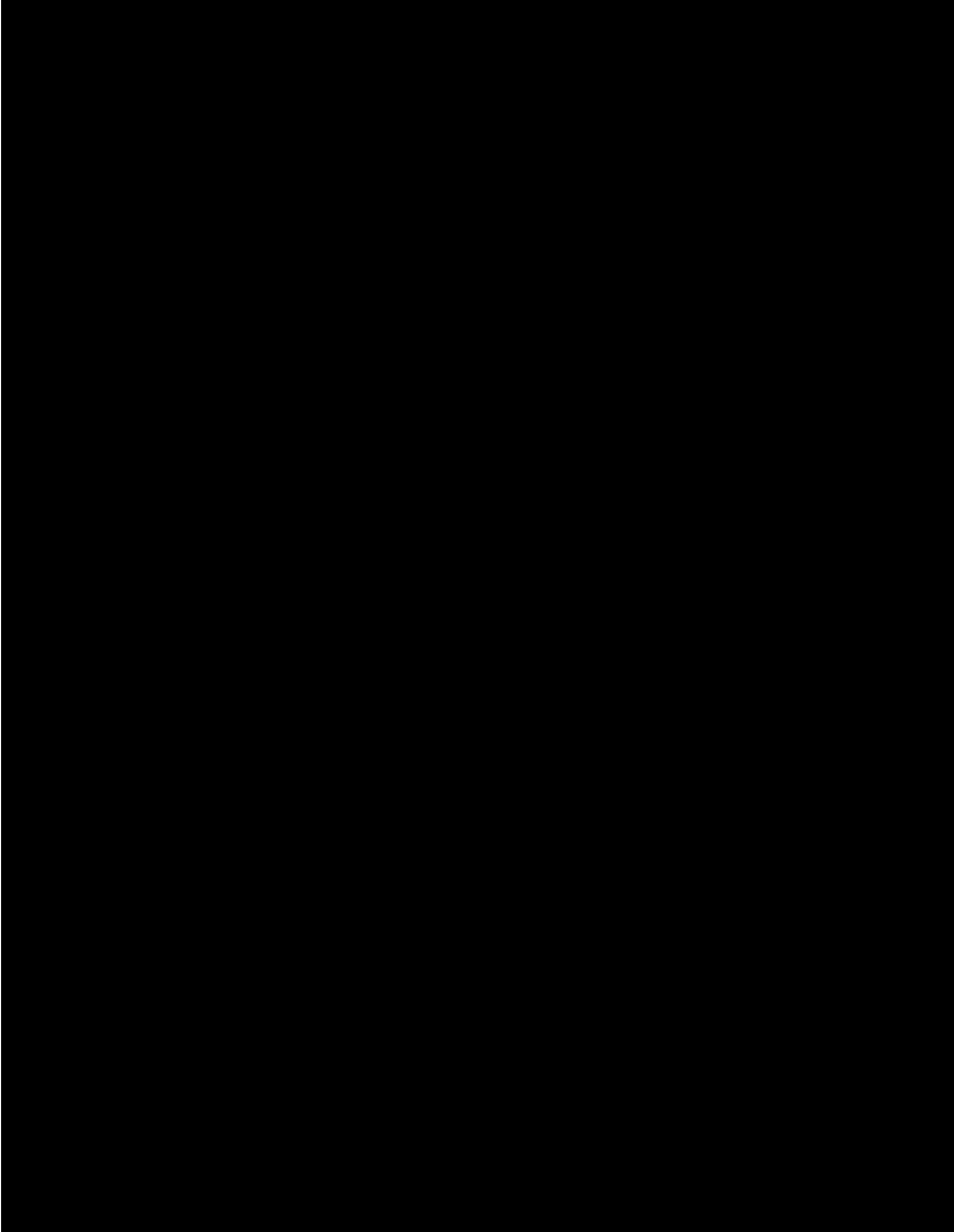
have tried the following request, but got error, could you please advise:

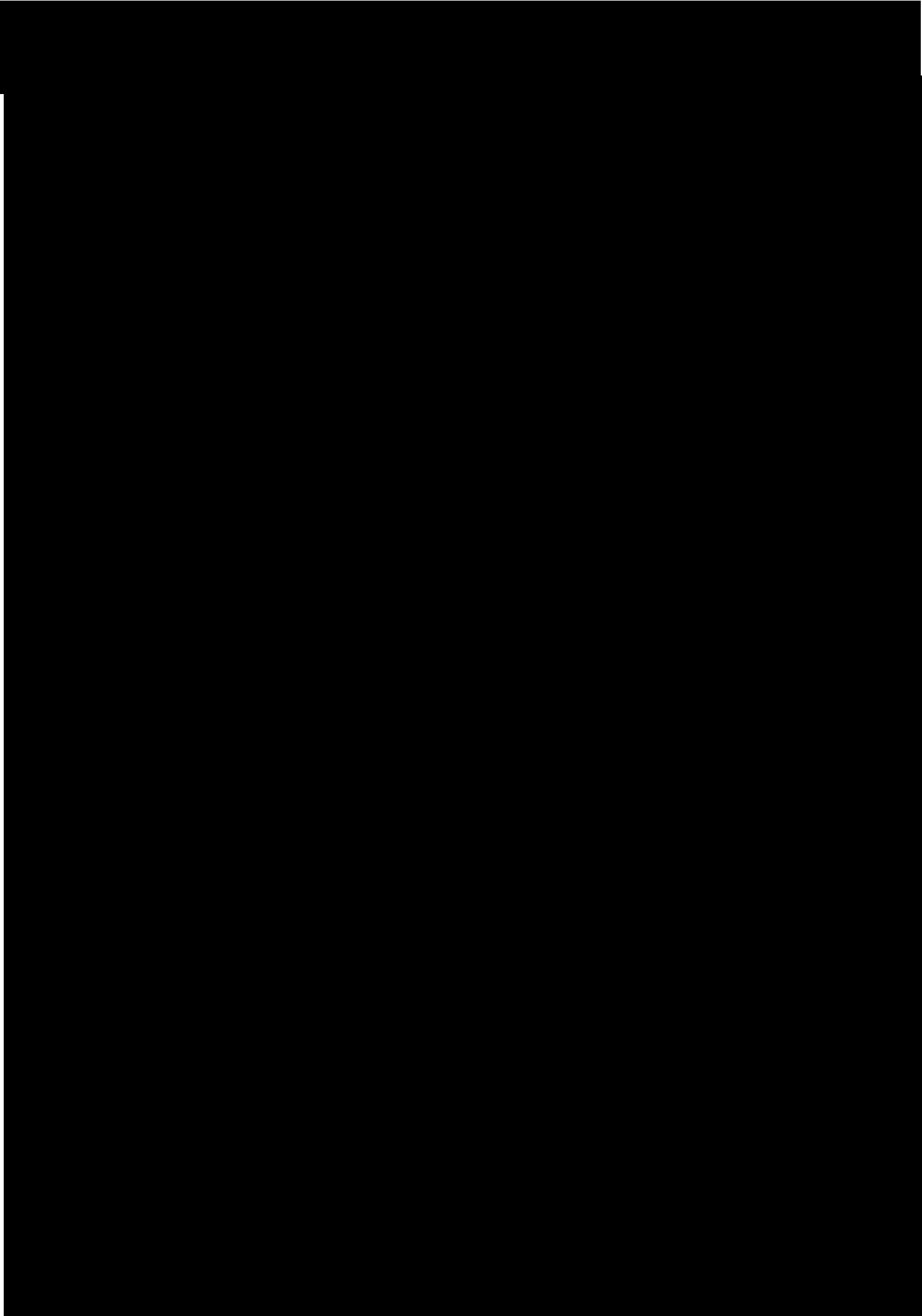




Thanks. Regards,







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**From:** [REDACTED]@appjourney.com.au  
**Sent:** Tuesday, 4 April 2023 12:37 PM  
**To:** Sebastian, Geet; [REDACTED]; Taylor-Dayus, Sarah  
**Cc:** Campbell, Elizabeth; Halls, Matthew  
**Subject:** Re: NXTBUS outage

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It looks great – thank you!

Cheers,  
James

---

**From:** Sebastian, Geet <Geet.Sebastian@act.gov.au>  
**Date:** Tuesday, 4 April 2023 at 9:03 am  
**To:** [REDACTED]@appjourney.com.au>, Taylor-Dayus, Sarah <Sarah.Taylor-Dayus@act.gov.au>  
**Cc:** Campbell, Elizabeth <Elizabeth.Campbell@act.gov.au>, Halls, Matthew <Matthew.Halls@act.gov.au>, [REDACTED]@appjourney.com.au>  
**Subject:** RE: NXTBUS outage

OFFICIAL

Good Morning [REDACTED]

The API HTTP 400 error has been resolved. Can you please confirm?

Thanks and Regards,

**Geet Sebastian** | Assistant Director, Systems Management  
02 6207 7524 | [Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)  
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**From:** [REDACTED]@appjourney.com.au  
**Sent:** Monday, 3 April 2023 4:52 PM  
**To:** Taylor-Dayus, Sarah <Sarah.Taylor-Dayus@act.gov.au>  
**Cc:** Sebastian, Geet <Geet.Sebastian@act.gov.au>; Campbell, Elizabeth <Elizabeth.Campbell@act.gov.au>; Halls,

Matthew <Matthew.Halls@act.gov.au>; [REDACTED]@appjourney.com.au>

**Subject:** Re: NXTBUS outage

Some people who received this message don't often get email from [rupert@appjourney.com.au](mailto:rupert@appjourney.com.au). [Learn why this is important](#)

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Hi Sarah,

Sorry to be the bearer of bad news but looks like the NXTBUS API is on the blink again.

Our logs indicate this issue started at 03:00 on Saturday 01/04 when it started responding {"OtherError":{"ErrorText":"service not configured"}}.

It has been responding with HTTP 400 errors since 03:20 on Saturday.

If you could please get this investigated/escalated we would greatly appreciate it.

Cheers,

[REDACTED]

--

[REDACTED]

| AppJourney  
e: [\[REDACTED\]@appjourney.com.au](mailto:[REDACTED]@appjourney.com.au)  
t:  
m:

---

**From:** [REDACTED]@appjourney.com.au>

**Date:** Tuesday, 7 March 2023 at 10:09 pm

**To:** Taylor-Dayus, Sarah <[Sarah.Taylor-Dayus@act.gov.au](mailto:Sarah.Taylor-Dayus@act.gov.au)>

**Cc:** Sebastian, Geet <[Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)>, Campbell, Elizabeth <[Elizabeth.Campbell@act.gov.au](mailto:Elizabeth.Campbell@act.gov.au)>, Halls, Matthew <[Matthew.Halls@act.gov.au](mailto:Matthew.Halls@act.gov.au)>

**Subject:** Re: NXTBUS outage

Thanks Sarah, we will monitor and let you know. Once again, very much appreciate your prompt attention to this on a Tuesday night!

Great to have your contacts if there any repeats of this in future. If there's anything we can ever to do assist you and the team from our side, please feel free to reach out.

Cheers,

[REDACTED]

--

[REDACTED]

| AppJourney  
e: [\[REDACTED\]@appjourney.com.au](mailto:[REDACTED]@appjourney.com.au)  
t:  
m:

---

**From:** Taylor-Dayus, Sarah <[Sarah.Taylor-Dayus@act.gov.au](mailto:Sarah.Taylor-Dayus@act.gov.au)>  
**Date:** Tuesday, 7 March 2023 at 10:04 pm  
**To:** [REDACTED] <[\[REDACTED\]@appjourney.com.au](mailto:[REDACTED]@appjourney.com.au)>  
**Cc:** Sebastian, Geet <[Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)>, Campbell, Elizabeth <[Elizabeth.Campbell@act.gov.au](mailto:Elizabeth.Campbell@act.gov.au)>, Halls, Matthew <[Matthew.Halls@act.gov.au](mailto:Matthew.Halls@act.gov.au)>  
**Subject:** RE: NXTBUS outage

OFFICIAL

Hi [REDACTED]

That is very good news.

Please do come back to us if there are any issues in the morning.

Please do also keep our contacts for future. [REDACTED]

Very best  
Sarah

**Sarah Taylor-Dayus** | Executive Branch Manager  
Planning & Delivery | Transport Canberra | ACT Government  
Mobile: [REDACTED] | [Sarah.Taylor-Dayus@act.gov.au](mailto:Sarah.Taylor-Dayus@act.gov.au)  
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---

**From:** [REDACTED] <[\[REDACTED\]@appjourney.com.au](mailto:[REDACTED]@appjourney.com.au)>  
**Sent:** Tuesday, 7 March 2023 10:02 PM  
**To:** Taylor-Dayus, Sarah <[Sarah.Taylor-Dayus@act.gov.au](mailto:Sarah.Taylor-Dayus@act.gov.au)>  
**Cc:** Sebastian, Geet <[Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)>; Campbell, Elizabeth <[Elizabeth.Campbell@act.gov.au](mailto:Elizabeth.Campbell@act.gov.au)>; Halls, Matthew <[Matthew.Halls@act.gov.au](mailto:Matthew.Halls@act.gov.au)>  
**Subject:** Re: NXTBUS outage

You don't often get email from [rupert@appjourney.com.au](mailto:rupert@appjourney.com.au). [Learn why this is important](#)

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Hi Sarah,

Thanks for your quick response.

I was just writing a long email about the HTTP 400 responses we've been receiving from siri.nxtbus.act.gov.au since Saturday morning at 03:46, and how in the past when this has happened it usually required a server restart to resolve, but to my surprise it looks like it just came back to life in the last 10 minutes!

Whatever yourself and the team have done, it looks like it's done the trick!

Cheers,

[REDACTED]

---

**From:** Taylor-Dayus, Sarah <[Sarah.Taylor-Dayus@act.gov.au](mailto:Sarah.Taylor-Dayus@act.gov.au)>  
**Date:** Tuesday, 7 March 2023 at 9:37 pm  
**To:** [REDACTED] <[\[REDACTED\]@appjourney.com.au](mailto:[REDACTED]@appjourney.com.au)>  
**Cc:** Sebastian, Geet <[Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)>, Campbell, Elizabeth <[Elizabeth.Campbell@act.gov.au](mailto:Elizabeth.Campbell@act.gov.au)>, Halls, Matthew <[Matthew.Halls@act.gov.au](mailto:Matthew.Halls@act.gov.au)>  
**Subject:** RE: NXTBUS outage

OFFICIAL

Good evening [REDACTED]

Yes indeed we can assist you. I have cc'd in some of the team members also.

We have been trouble shooting over the last couple of days as we are aware third party apps are experiencing some issues. We have not uncovered any issues with the NxtBus API at this point, but continue to investigate.

NxtBus its self if functioning normally.

If would be helpful if you could share what you are experiencing your end and what you have done to trouble shoot to date.

Very best  
Sarah

**Sarah Taylor-Dayus** | Executive Branch Manager  
Planning & Delivery | Transport Canberra | ACT Government  
Mobile: [REDACTED] | [Sarah.Taylor-Dayus@act.gov.au](mailto:Sarah.Taylor-Dayus@act.gov.au)  
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**From:** [REDACTED] <[\[REDACTED\]@appjourney.com.au](mailto:[REDACTED]@appjourney.com.au)>  
**Sent:** Tuesday, 7 March 2023 7:00 PM  
**To:** Taylor-Dayus, Sarah <[Sarah.Taylor-Dayus@act.gov.au](mailto:Sarah.Taylor-Dayus@act.gov.au)>



Cc: Skidmore, Paul <[Paul.Skidmore@act.gov.au](mailto:Paul.Skidmore@act.gov.au)>

Subject: Re: NXTBUS outage

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Hi Sarah,

Paul's out of office suggested I contact you in his absence. We run the NextThere real-time transport app and have been having problems with the NXTBUS system for a few days now.

Would you be able to assist with the below? If not, could you suggest the best technical contact for the NXTBUS system?

Cheers,

[Redacted]

--

[Redacted]  
AppJourney  
[@appjourney.com.au](mailto:@appjourney.com.au)

---

**From:** [Redacted] <[@appjourney.com.au](mailto:@appjourney.com.au)>

**Date:** Tuesday, 7 March 2023 at 6:58 pm

**To:** [Paul.Skidmore@act.gov.au](mailto:Paul.Skidmore@act.gov.au) <[Paul.Skidmore@act.gov.au](mailto:Paul.Skidmore@act.gov.au)>

**Subject:** NXTBUS outage

Hi Paul,

Hope you're well.

We've been seeing an outage on the NXTBUS API since Saturday. Looks like it's affecting the NXTBUS web app too.

Do you know if there is an ETA for the system to be restored?

Cheers,

[Redacted]

--

[Redacted]  
| AppJourney

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**From:** [REDACTED] (AnyTrip) [REDACTED]  
**Sent:** Tuesday, 4 April 2023 4:42 PM  
**To:** Sebastian, Geet  
**Subject:** Re: NXTBUS SIRI Error | AnyTrip

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Hi Geet,

Yes, confirming it's been resolved.

Many thanks,

[REDACTED]

On Tue, 4 Apr 2023 at 09:04, Sebastian, Geet <[Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)> wrote:

**OFFICIAL**

Good Morning [REDACTED]

The HTTP 400 issue has been solved. Can you please confirm?

Thanks and Regards,

**Geet Sebastian** | Assistant Director, Systems Management

02 6207 7524 | [Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)

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**From:** [REDACTED] (AnyTrip) [REDACTED]  
**Sent:** Sunday, 2 April 2023 2:18 PM  
**To:** Sebastian, Geet <[Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)>  
**Subject:** Re: NXTBUS SIRI Error | AnyTrip

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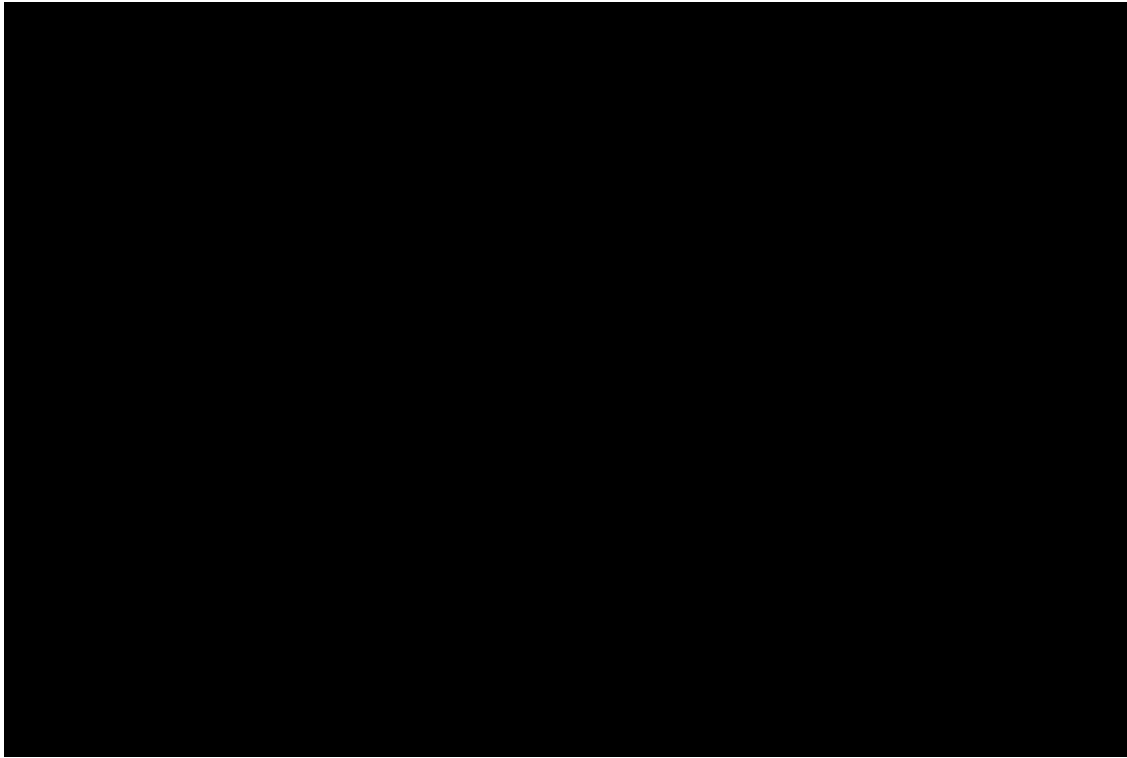
Hi Geet,

We're currently experiencing the same "service not registered" issue experienced a few weeks ago when making requests to the SIRI APIs.

Are you able to have a look at it for us?

Thanks,

[REDACTED]



On Wed, 15 Mar 2023 at 15:41, [REDACTED] (AnyTrip) [REDACTED] wrote:

Great, thank you Geet

On Wed, 15 Mar 2023 at 12:47, Sebastian, Geet <[Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)> wrote:

OFFICIAL

Hi [REDACTED]

I have escalated this issue to the vendor. I will update you as soon as I have a response. Thanks for understanding

Thanks and Regards,

**Geet Sebastian** | Assistant Director, Systems Management

02 6207 7524 | [Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)

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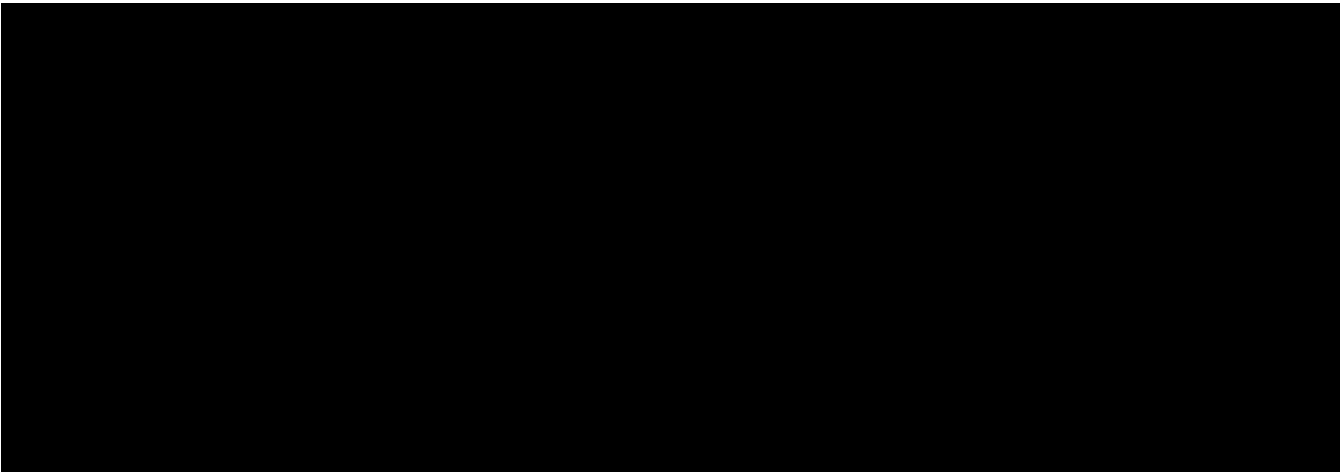
**From:** [REDACTED] (AnyTrip) [REDACTED]  
**Sent:** Wednesday, 8 March 2023 2:57 PM  
**To:** Sebastian, Geet <[Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)>  
**Subject:** Re: NXTBUS SIRI Error | AnyTrip

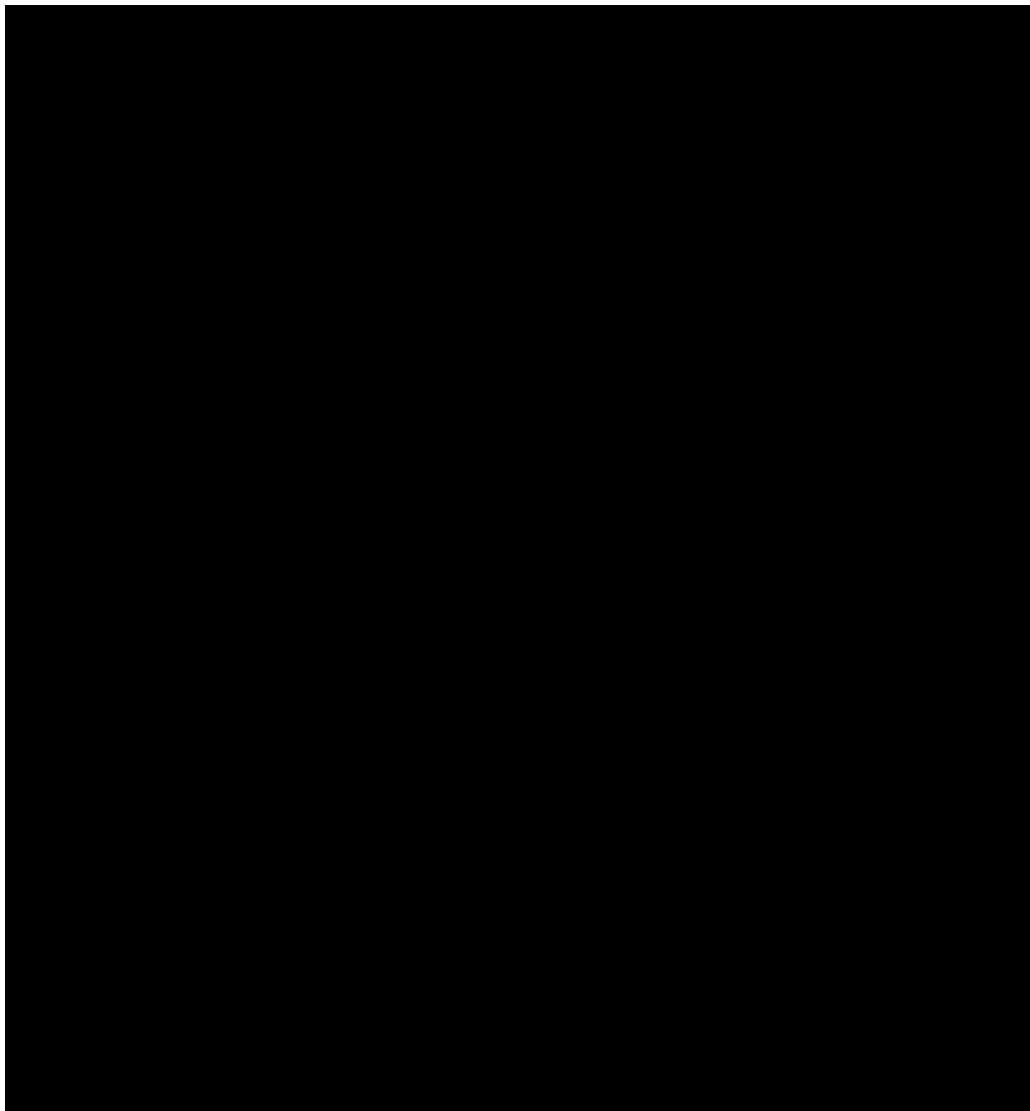
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Hi Geet,

Thanks for getting back to us. Yes, the service is now up and running again. Thank you!

We've previously reported an issue specifically to do with route 46, which is returning a "VehicleMonitoringRef (VisID) VM\_ACT\_0046 unknown" error on the VehicleMonitoring endpoint. Route 46 is a new bus route which commenced operation earlier this year and has never returned data with the SIRI VM feed. Is that something that can be looked into? We've had a few users reach out about this issue.





Thanks,



On Wed, 8 Mar 2023 at 10:23, Sebastian, Geet <[Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)> wrote:

OFFICIAL

Hello 

Hope you are doing well.

I am just following up to check if the NXTBUS SIRI API service errors still exist for you?

Apologies for the inconvenience caused. I had been informed by our vendor that this was fixed yesterday.

Thanks and Regards,

**Geet Sebastian** | Assistant Director, Systems Management

02 6207 7524 | [Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)

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**From:** [Gough, Barbara](#)  
**To:** [Sebastian, Geet](#)  
**Cc:** [Slinger, Erin](#)  
**Subject:** Nxtbus  
**Date:** Thursday, 13 April 2023 9:36:00 AM

---

OFFICIAL

Hi Geet,

Just letting you know we have had a couple of calls this morning from customers saying the text service for nxtbus is not working. One was calling from Goodwin Village Farrer.

Barbara

Barbara Gough

Director Customer Experience

T 02 6207 8857 E [barbara.gough@act.gov.au](mailto:barbara.gough@act.gov.au)

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## Case: 00312481

<b>Case Owner</b>	Barbara Gough	<b>Status Indicator</b>	
<b>Reassignment Reason</b>			

### Case Overview

<b>Case Number</b>	00312481	<b>AC Case Number</b>	00710836
<b>ACTCCS Contact First Name</b>		<b>Feedback Category</b>	Journey Planner/NXTBUS
<b>ACTCCS Contact Last Name</b>		<b>Priority</b>	
<b>ACTCCS Contact Phone</b>		<b>Urgent</b>	No
<b>Feedback Type</b>	Action Buses	<b>Response to Customer</b>	Anonymous
<b>Subject</b>	Nxtbus	<b>Response Required?</b>	No
<b>Status</b>	Case Closed	<b>Social Media</b>	
<b>Sub Status</b>	Resolved	<b>Comment Category</b>	Notification
<b>Incident Category Classification</b>	NXTBUS		
<b>Incident Category Detail</b>	PAX Info SMS		
<b>ACTCCS Description</b>	I often use the SMS service to SMS 0432131710 with the bust stop I am waiting at for the next bus details, but it isn't working this morning.		
<b>Incident Image Capture</b>	The SMS for the next bux at a bus stop service isn't working		
	bg 1/5 sent to geet		

### Citizen Details

<b>Account Name</b>		<b>Contact Email</b>	
<b>Contact Phone</b>			

### General Case Detail

<b>Route Number</b>		<b>Date/Time of Incident</b>	
---------------------	--	------------------------------	--

### Action Case Detail

<b>Bus Stop ID</b>		<b>Driver Work Number</b>	
<b>Bus Registration / Light Rail Vehicle #</b>		<b>Investigation Area</b>	CSM Corporate
<b>Shift Number</b>		<b>Waiting for Driver</b>	No

23/05/2023, 15:34

Case: 00312481 ~ Salesforce - Unlimited Edition

Departure Time	RTA?	No
Direction of Travel	To Be Interviewed By	
Outcome	Age Bracket	

**MyWay Case Detail**

MyWay Card Number	MyWay Agent
-------------------	-------------

**Case Detail**

Source	Access Canberra	Incident Address
Case Origin	Feedback Form	Suburb
Original Incident Description		ACTCCS Latitude
Date/Time Opened	1/05/2023 10:29 AM	ACTCCS Longitude
Date/Time Closed	1/05/2023 10:57 AM	

**Timetable**

Timetable Belconnen	No	Timetable Tuggerong	No
Timetable Central	No	Timetable Weekend	No
Timetable Gungahlin	No	Timetable Woden and Weston	No

**System Information**

Created By	AC TCCS Integration, 1/05/2023 10:29 AM	Last Modified By	Barbara Gough, 23/05/2023 3:32 PM
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**Notes**

**Customer Entry (Auto Note)**

Last Modified	<b>1/05/2023 10:29 AM</b>
Owner	<b>AC TCCS Integration</b>
Text Preview	<b>This is an auto note of the original customer submission. Subject: The SMS for the next bux at a bus stop service isn't working Category: Transport, Road &amp; Traffic &gt; ACTION Buses &gt; Journey Planner/NXTBUS AC Description (forms): Plain Description: I often</b>

**Case History**

**23/05/2023 3:32 PM**

User	<b>Barbara Gough</b>
Action	<b>Changed Subject to Nxtbus.</b>

**1/05/2023 10:57 AM**

User	<b>Barbara Gough</b>
Action	<b>Changed Status from Unassigned to Case Closed. Changed Sub Status from Unresolved to Resolved.</b>

**1/05/2023 10:57 AM**

User	<b>Barbara Gough</b>
Action	<b>Changed Incident Image Capture. Deleted The SMS for the next bux at a bus stop service isn't working in Subject.</b>

**1/05/2023 10:56 AM**

23/05/2023, 15:34

Case: 00312481 ~ Salesforce - Unlimited Edition

User **Barbara Gough**  
Action **Changed Case Owner from Transport Canberra to Barbara Gough.**

**1/05/2023 10:29 AM**

---

User **AC TCCS Integration**  
Action **Changed ACTCCS Description. Changed Feedback Type to Action Buses. Changed Sub Status to Unresolved. Changed Case Owner from AC TCCS Integration to Transport Canberra. Deleted Medium in Priority. Changed Case Origin to Feedback Form. Changed Case Record Type from TCCS General to Public and Flexible Transport. Created.**

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## Case: 00313206

<b>Case Owner</b>	Barbara Gough	<b>Status Indicator</b>	
<b>Reassignment Reason</b>			

### Case Overview

<b>Case Number</b>	00313206	<b>AC Case Number</b>	00712188
<b>ACTCCS Contact First Name</b>	[REDACTED]	<b>Feedback Category</b>	Journey Planner/NXTBUS
<b>ACTCCS Contact Last Name</b>	[REDACTED]	<b>Priority</b>	
<b>ACTCCS Contact Phone</b>	[REDACTED]	<b>Urgent</b>	No
<b>Feedback Type</b>	Action Buses	<b>Response to Customer</b>	
<b>Subject</b>	nxtbus	<b>Response Required?</b>	No
<b>Status</b>	Case Closed	<b>Social Media</b>	
<b>Sub Status</b>	Resolved	<b>Comment Category</b>	Notification
<b>Incident Category Classification</b>	NXTBUS		
<b>Incident Category Detail</b>	Complaint		
<b>ACTCCS Description</b>	Hi there, I use the NextThere app which uses the Transport Canberra NXTBUS real-time feed to track the buses and trams. I just wanted to let you know it seems like the TC NXTBUS feed for apps is down so the apps aren't currently able to display real-time information. Another app, AnyTrip, is having the same problem. Would appreciate it if TC could have a look into it. Thanks [REDACTED]		
<b>Incident Image Capture</b>	NXTBUS real-time outage on apps		

Hi Geet and Damien

This feedback came through yesterday, case 313206, can you advise if there are any issues?

*Hi there, I use the NextThere app which uses the Transport Canberra NXTBUS real-time feed to track the buses and trams. I just wanted to let you know it seems like the TC NXTBUS feed for apps is down so the apps aren't currently able to display real-time information. Another app, AnyTrip, is having the same problem. Would appreciate it if TC could have a look into it. Thanks [REDACTED]*

Regards

Barbara

23/05/2023, 15:49

Case: 00313206 ~ Salesforce - Unlimited Edition

Barbara Gough

Director Customer Experience

T 02 6207 8857 E [barbara.gough@act.gov.au](mailto:barbara.gough@act.gov.au)

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**Citizen Details**

Account Name	██████████	Contact Email	██████████
Contact Phone	██████████		

**General Case Detail**

Route Number	Date/Time of Incident	3/05/2023 12:00 PM
--------------	-----------------------	--------------------

**Action Case Detail**

Bus Stop ID	Driver Work Number	
Bus Registration / Light Rail Vehicle #	Investigation Area	CSM Corporate
Shift Number	Waiting for Driver	No
Departure Time	RTA?	No
Direction of Travel	To Be Interviewed By	
Outcome	Age Bracket	

**MyWay Case Detail**

MyWay Card Number	MyWay Agent
-------------------	-------------

**Case Detail**

Source	Access Canberra	Incident Address
Case Origin	Feedback Form	Suburb
Original Incident Description		ACTCCS Latitude
Date/Time Opened	3/05/2023 7:38 AM	ACTCCS Longitude
Date/Time Closed	8/05/2023 2:01 PM	

**Timetable**

Timetable Belconnen	No	Timetable Tuggerong	No
Timetable Central	No	Timetable Weekend	No
Timetable Gungahlin	No	Timetable Woden and Weston	No

**System Information**

Created By	AC TCCS Integration, 3/05/2023 7:38 AM	Last Modified By	Barbara Gough, 8/05/2023 2:01 PM
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## Contact Information

---

Account Name	[REDACTED]	Primary Phone	[REDACTED]
Birthdate		Email	[REDACTED]

---

## Address Information

Billing Address

## System Information

Created By	AC TCCS Integration, 12/03/2022 2:23 PM	Last Modified By	AC TCCS Integration, 12/03/2022 2:23 PM
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## Notes

### Customer Entry (Auto Note)

Last Modified **3/05/2023 7:38 AM**

Owner **AC TCCS Integration**

Text Preview

This is an auto note of the original customer submission. Subject: NXTBUS real-time outage on apps Category: Transport, Road & Traffic > ACTION Buses > Journey Planner/NXTBUS AC Description (forms): Plain Description: Hi there, I use the NextThere app wh

## Activity History

Email: nxtbus

---

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	<b>8/05/2023</b>
Assigned To	<b>Barbara Gough</b>
Last Modified Date/Time	<b>8/05/2023 2:01 PM</b>
	<b>Additional To:</b> [REDACTED] <b>CC:</b> <b>BCC:</b> <b>Attachment:</b>
	<b>Subject:</b> nxtbus <b>Body:</b> <b>Dear</b> [REDACTED]
Comments	<p>Upon receipt of your feedback I forwarded your query to our IT area. They confirmed there was an issue with the feed/reports on 3 May 2023, however this was rectified by 7pm on the same day.</p> <p><b>Regards</b> <b>Barbara</b></p> <p><b>Barbara Gough</b> Director Customer Experience T 02 6207 8857 E barbara.gough@act.gov.au Transport Canberra  Transport Canberra  ACT Government 480 Northbourne Ave, Dickson   GPO Box 158 Canberra ACT 2601   www.act.gov.au</p> <p>ref:_00D6F2VEqH._5008w1uA2W:ref</p>

## Case History

23/05/2023, 15:49

Case: 00313206 ~ Salesforce - Unlimited Edition

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**8/05/2023 2:01 PM**

User **Barbara Gough**  
Action **Changed Status from Assigned to Case Closed. Changed Sub Status from Forwarded to Agency to Resolved.**

---

**4/05/2023 5:28 PM**

User **Barbara Gough**  
Action **Changed Sub Status from Updated to Forwarded to Agency.**

---

**4/05/2023 5:28 PM**

User **Barbara Gough**  
Action **Changed Incident Image Capture.**

---

**3/05/2023 11:46 AM**

User **Barbara Gough**  
Action **Changed Status from Unassigned to Assigned. Changed Sub Status from Unresolved to Updated.**

---

**3/05/2023 11:46 AM**

User **Barbara Gough**  
Action **Changed Case Owner from Transport Canberra to Barbara Gough.**

---

**3/05/2023 11:46 AM**

User **Barbara Gough**  
Action **Changed Incident Image Capture. Changed Subject from NXTBUS real-time outage on apps to nextbus.**

---

**3/05/2023 7:38 AM**

User **AC TCCS Integration**  
Action **Changed ACTCCS Description. Changed Account Name to [REDACTED]. Changed Feedback Type to Action Buses. Changed Sub Status to Unresolved. Changed Case Owner from AC TCCS Integration to Transport Canberra. Deleted Medium in Priority. Changed Case Origin to Feedback Form. Changed Case Record Type from TCCS General to Public and Flexible Transport. Created.**

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## Case: 00312915

<b>Case Owner</b>	Christie Stewart	<b>Status Indicator</b>	
<b>Reassignment Reason</b>			

### Case Overview

<b>Case Number</b>	00312915	<b>AC Case Number</b>	00711643
<b>ACTCCS Contact First Name</b>		<b>Feedback Category</b>	Journey Planner/NXTBUS
<b>ACTCCS Contact Last Name</b>		<b>Priority</b>	
<b>ACTCCS Contact Phone</b>		<b>Urgent</b>	No
<b>Feedback Type</b>	Action Buses	<b>Response to Customer</b>	Anonymous
<b>Subject</b>	Web-Pages	<b>Response Required?</b>	No
<b>Status</b>	Case Closed	<b>Social Media</b>	
<b>Sub Status</b>	Resolved	<b>Comment Category</b>	Request for Service
<b>Incident Category Classification</b>	Web-Pages		
<b>Incident Category Detail</b>	Third Party Applications		
<b>ACTCCS Description</b>	NXTBUS bus real time information supplied to 3rd party apps has once again failed. It has been unavailable since Sunday. This has been a recurring problem.		
<b>Incident Image Capture</b>	Third party apps have access to open data portal.		

### Citizen Details

<b>Account Name</b>		<b>Contact Email</b>	
<b>Contact Phone</b>			

### General Case Detail

<b>Route Number</b>		<b>Date/Time of Incident</b>	
---------------------	--	------------------------------	--

### Action Case Detail

<b>Bus Stop ID</b>		<b>Driver Work Number</b>	
<b>Bus Registration / Light Rail Vehicle #</b>		<b>Investigation Area</b>	CSM Corporate
<b>Shift Number</b>		<b>Waiting for Driver</b>	No
<b>Departure Time</b>		<b>RTA?</b>	No
<b>Direction of Travel</b>		<b>To Be Interviewed By</b>	

Outcome

Age Bracket

**MyWay Case Detail**

MyWay Card Number

MyWay Agent

**Case Detail**

Source	Access Canberra	Incident Address
Case Origin	Feedback Form	Suburb
Original Incident Description		ACTCCS Latitude
Date/Time Opened	2/05/2023 11:08 AM	ACTCCS Longitude
Date/Time Closed	2/05/2023 2:48 PM	

**Timetable**

Timetable Belconnen	No	Timetable Tuggerong	No
Timetable Central	No	Timetable Weekend	No
Timetable Gungahlin	No	Timetable Woden and Weston	No

**System Information**

Created By	AC TCCS Integration, 2/05/2023 11:08 AM	Last Modified By	Christie Stewart, 2/05/2023 2:48 PM
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**Notes**

**Customer Entry (Auto Note)**

Last Modified **2/05/2023 11:09 AM**  
 Owner **AC TCCS Integration**  
 Text Preview **This is an auto note of the original customer submission. Subject: NXTBUS realtime outage Category: Transport, Road & Traffic > ACTION Buses > Journey Planner/NXTBUS AC Description (forms): Plain Description: NXTBUS bus real time information supplied to**

**Case History**

**2/05/2023 2:48 PM**

User **Christie Stewart**  
 Action **Changed Status from Assigned to Case Closed. Changed Sub Status from Updated to Resolved.**

**2/05/2023 2:48 PM**

User **Christie Stewart**  
 Action **Changed Case Owner from Transport Canberra to Christie Stewart.**

**2/05/2023 2:47 PM**

User **Christie Stewart**  
 Action **Changed Incident Image Capture. Changed Sub Status from Unresolved to Updated. Changed Subject from NXTBUS realtime outage to Web-Pages. Changed Status from Unassigned to Assigned.**

**2/05/2023 11:08 AM**

User **AC TCCS Integration**

23/05/2023, 15:59

Case: 00312915 ~ Salesforce - Unlimited Edition

Action	<b>Changed ACTCCS Description. Changed Feedback Type to Action Buses. Changed Sub Status to Unresolved. Changed Case Owner from AC TCCS Integration to Transport Canberra. Deleted Medium in Priority. Changed Case Origin to Feedback Form. Changed Case Record Type from TCCS General to Public and Flexible Transport. Created.</b>
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## Case: 00312620

<b>Case Owner</b>	Barbara Gough	<b>Status Indicator</b>	
<b>Reassignment Reason</b>			

### Case Overview

<b>Case Number</b>	00312620	<b>AC Case Number</b>	00710847
<b>ACTCCS Contact First Name</b>		<b>Feedback Category</b>	Journey Planner/NXTBUS
<b>ACTCCS Contact Last Name</b>		<b>Priority</b>	
<b>ACTCCS Contact Phone</b>		<b>Urgent</b>	No
<b>Feedback Type</b>	Action Buses	<b>Response to Customer</b>	Anonymous
<b>Subject</b>	Nxtbus	<b>Response Required?</b>	No
<b>Status</b>	Case Closed	<b>Social Media</b>	
<b>Sub Status</b>	Resolved	<b>Comment Category</b>	Complaint
<b>Incident Category Classification</b>	NXTBUS		
<b>Incident Category Detail</b>	PAX Info SMS		
<b>ACTCCS Description</b>	NXTBUS sms service is not working		
<b>Incident Image Capture</b>	bg 2/5 reported to the provider nfa		

### Citizen Details

<b>Account Name</b>		<b>Contact Email</b>	
<b>Contact Phone</b>			

### General Case Detail

<b>Route Number</b>		<b>Date/Time of Incident</b>	
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### Action Case Detail

<b>Bus Stop ID</b>		<b>Driver Work Number</b>	
<b>Bus Registration / Light Rail Vehicle #</b>		<b>Investigation Area</b>	CSM Corporate
<b>Shift Number</b>		<b>Waiting for Driver</b>	No
<b>Departure Time</b>		<b>RTA?</b>	No
<b>Direction of Travel</b>		<b>To Be Interviewed By</b>	
<b>Outcome</b>		<b>Age Bracket</b>	

## MyWay Case Detail

MyWay Card Number

MyWay Agent

### Case Detail

Source	Access Canberra	Incident Address
Case Origin	Feedback Form	Suburb
Original Incident Description		ACTCCS Latitude
Date/Time Opened	1/05/2023 1:16 PM	ACTCCS Longitude
Date/Time Closed	2/05/2023 9:18 AM	

### Timetable

Timetable Belconnen	No	Timetable Tuggerong	No
Timetable Central	No	Timetable Weekend	No
Timetable Gungahlin	No	Timetable Woden and Weston	No

### System Information

Created By	AC TCCS Integration, 1/05/2023 1:16 PM	Last Modified By	Barbara Gough, 2/05/2023 9:18 AM
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### Notes

#### Customer Entry (Auto Note)

Last Modified **1/05/2023 1:17 PM**  
 Owner **AC TCCS Integration**  
 Text Preview **This is an auto note of the original customer submission. Subject: route no 56 Category: Transport, Road & Traffic > Public Vehicles AC Description (forms): NXTBUS sms service is not working Plain Description: Location Data: Address: Latitude: Longitude:**

#### Customer Entry (Auto Note)

Last Modified **1/05/2023 1:17 PM**  
 Owner **AC TCCS Integration**  
 Text Preview **This is an auto note of the original customer submission. Subject: route no 56 Category: Transport, Road & Traffic > Public Vehicles AC Description (forms): NXTBUS sms service is not working Plain Description: Location Data: Address: Latitude: Longitude:**

### Case History

**2/05/2023 9:18 AM**

User **Barbara Gough**  
 Action **Changed Status from Unassigned to Case Closed. Changed Sub Status from Unresolved to Resolved.**

**2/05/2023 9:18 AM**

User **Barbara Gough**  
 Action **Changed Case Owner from Transport Canberra to Barbara Gough.**

**2/05/2023 9:18 AM**

User **Barbara Gough**  
 Action **Changed Incident Image Capture. Changed Subject from route no 56 to Nxtbus.**

**1/05/2023 1:16 PM**

User **AC TCCS Integration**  
 Action **Changed Feedback Type to Action Buses. Changed Sub Status to Unresolved. Changed Case Owner from AC TCCS Integration to Transport Canberra. Deleted Medium in Priority. Changed Case Origin to Feedback Form. Changed Status from Assigned to Unassigned. Changed Case Record Type from TCCS General to Public and Flexible Transport. Created.**

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**From:** [REDACTED] (AnyTrip) [REDACTED]  
**Sent:** Wednesday, 3 May 2023 11:46 AM  
**To:** Sebastian, Geet  
**Subject:** Re: NXTBUS SIRI Error | AnyTrip

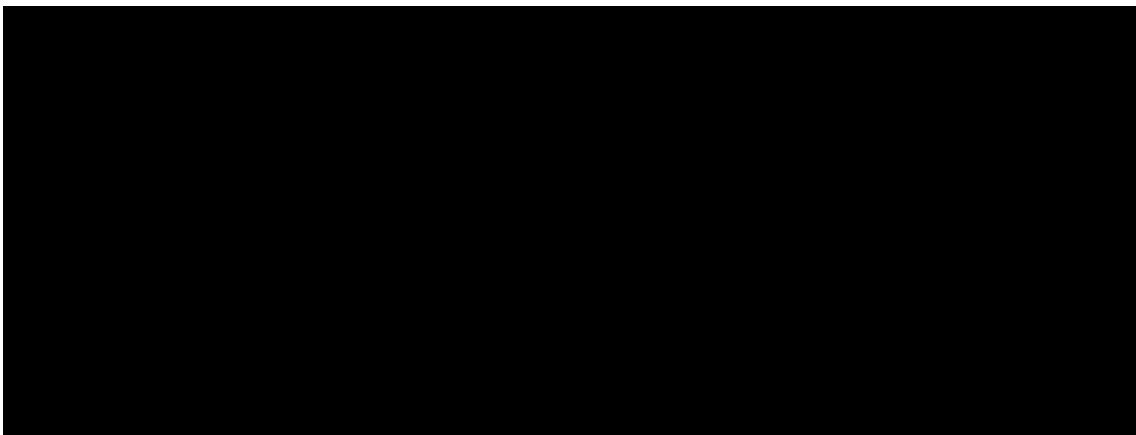
**Caution:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Hi Geet,

Hope you've been well.

We appear to have an issue with the SIRI VM feed again, but it's different from the previous "service not registered" issues we've encountered. The feed is returning a valid response, but no vehicles are being returned.

Is that something you can have a look at for us?



Thanks,



On Tue, 4 Apr 2023 at 16:42, [REDACTED] (AnyTrip) [REDACTED] wrote:

Hi Geet,

Yes, confirming it's been resolved.

Many thanks,



On Tue, 4 Apr 2023 at 09:04, Sebastian, Geet <[Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)> wrote:

OFFICIAL

Good Morning [REDACTED]

The HTTP 400 issue has been solved. Can you please confirm?

Thanks and Regards,

**Geet Sebastian** | Assistant Director, Systems Management

02 6207 7524 | [Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)

Transport Canberra and City Services | ACT Government

480 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | [www.transport.act.gov.au](http://www.transport.act.gov.au)

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**From:** [REDACTED] (AnyTrip) [REDACTED]  
**Sent:** Sunday, 2 April 2023 2:18 PM  
**To:** Sebastian, Geet <[Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)>  
**Subject:** Re: NXTBUS SIRI Error | AnyTrip

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Hi Geet,

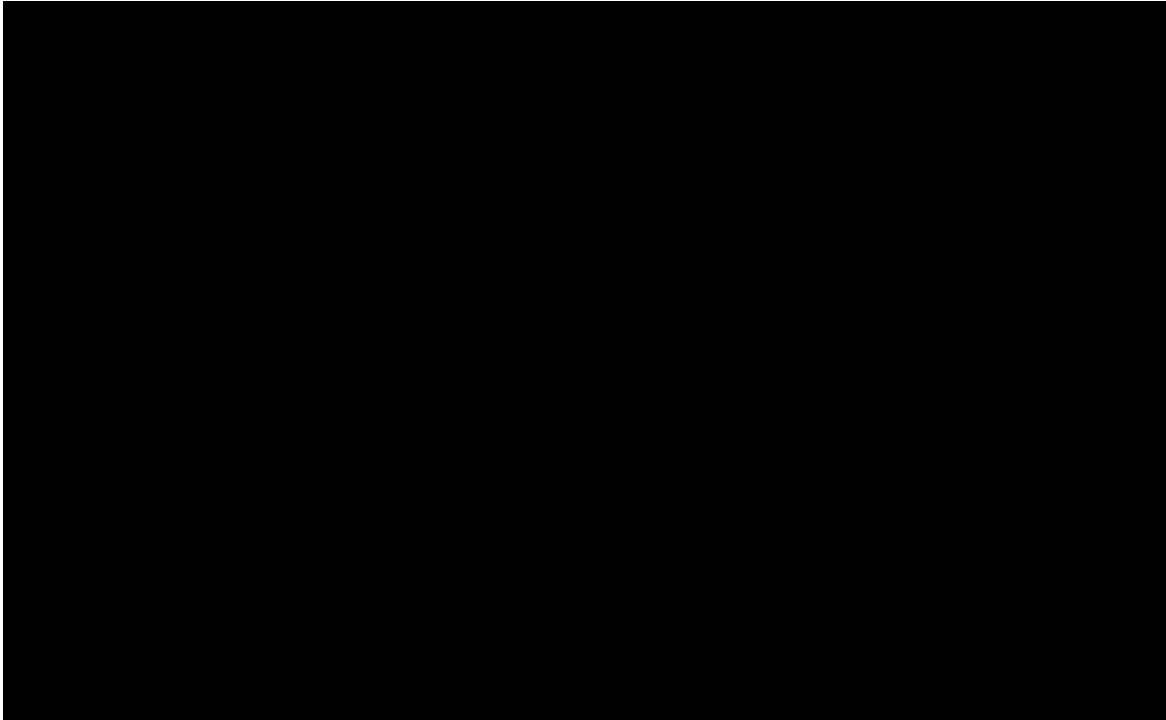
We're currently experiencing the same "service not registered" issue experienced a few weeks ago when making requests to the SIRI APIs.



Are you able to have a look at it for us?

Thanks,

■



On Wed, 15 Mar 2023 at 15:41, ■ (AnyTrip) ■ wrote:

Great, thank you Geet

On Wed, 15 Mar 2023 at 12:47, Sebastian, Geet <[Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)> wrote:

OFFICIAL

Hi ■

I have escalated this issue to the vendor. I will update you as soon as I have a response. Thanks for understanding

Thanks and Regards,

**Geet Sebastian** | Assistant Director, Systems Management

02 6207 7524 | [Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)

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**From:** [REDACTED] (AnyTrip) [REDACTED]  
**Sent:** Wednesday, 8 March 2023 2:57 PM  
**To:** Sebastian, Geet <[Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)>  
**Subject:** Re: NXTBUS SIRI Error | AnyTrip

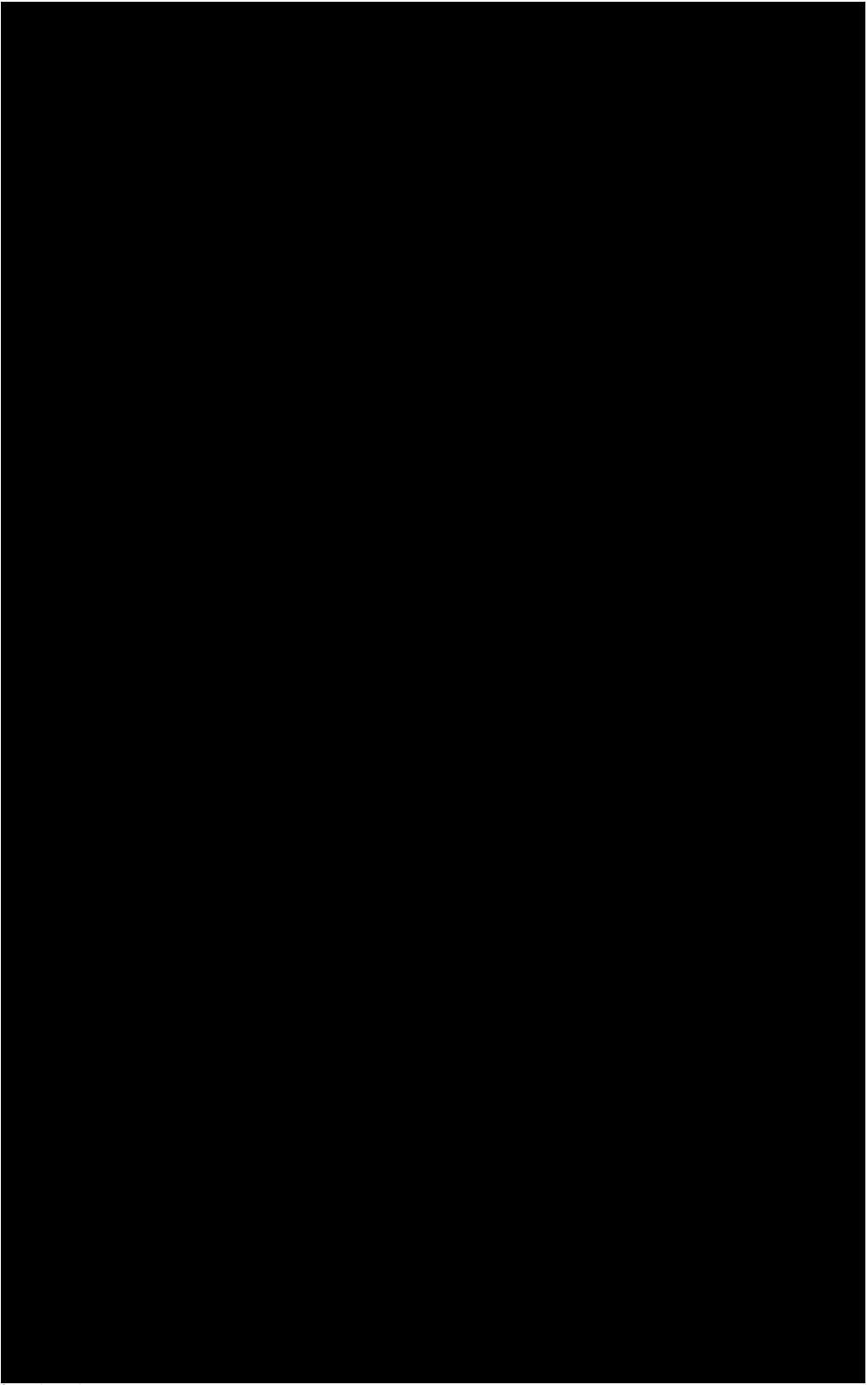
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Hi Geet,

Thanks for getting back to us. Yes, the service is now up and running again. Thank you!

We've previously reported an issue specifically to do with route 46, which is returning a "VehicleMonitoringRef (VisID) VM\_ACT\_0046 unknown" error on the VehicleMonitoring endpoint. Route 46 is a new bus route which commenced operation earlier this year and has never returned data with the SIRI VM feed. Is that something that can be looked into? We've had a few users reach out about this issue.

**Request:**



Thanks,



On Wed, 8 Mar 2023 at 10:23, Sebastian, Geet <[Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)> wrote:

OFFICIAL

Hello [REDACTED]

Hope you are doing well.

I am just following up to check if the NXTBUS SIRI API service errors still exist for you?

Apologies for the inconvenience caused. I had been informed by our vendor that this was fixed yesterday.

Thanks and Regards,

**Geet Sebastian** | Assistant Director, Systems Management

02 6207 7524 | [Geet.Sebastian@act.gov.au](mailto:Geet.Sebastian@act.gov.au)

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