



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	Not Applicable
5. Additional information identified	Published
6. Fees	Not Applicable
7. Processing time (in working days)	32 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

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

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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]



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.”

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

On 26 May 2023, I provided you with a decision on your access to sixteen records falling within the scope of your application.

Following feedback you provided our office on 30 May 2023, additional searches of our records were completed. These searches identified two records that had not been identified previously. I am confident that the additional searches were exhaustive and no further information is held by TCCS.

In accordance with section 36 the FOI Act, I am providing a further decision on access falling within scope of your application.

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 partial access to two additional 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.

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 accordance with the FOI Act, I find that the disclosure of the remaining information within these records is, on balance, in the public interest. A list of records relevant to your application is enclosed at [Attachment A](#). A copy of the relevant information with deletions applied to information contrary to the public interest 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 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

ACT Civil and Administrative Tribunal (ACAT) review

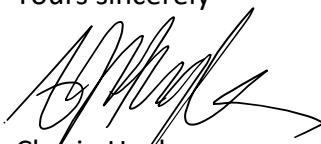
Under section 84 of the Act, if a decision is made under section 82 on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

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



Cherie Hughes
Information Officer

16 June 2023

ATTACHMENT A - ACCESS APPLICATION SCHEDULE, FREEDOM OF INFORMATION

Reference Number: 23-042 (Decision 2, additional information)

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*.

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 - 3	FW_ For immediate response_ NXTBUS outage_	7 March 2023	Partial access	Schedule 2.2(a)(ii)	Decision to be published on the TCCS Disclosure Log .
2	4 - 7	FW_ Nxtbus Outage	7 March 2023	Partial access	Schedule 2.2(a)(ii)	

Total number of documents: 2

From: [Blake, Callum](#) on behalf of [TCCS_DLO](#)
To: [Bourne, Sarah](#)
Subject: FW: For immediate response: NXTBUS outage?
Date: Tuesday, 7 March 2023 1:57:00 PM
Attachments: [image001.png](#)

OFFICIAL

Callum Blake | Directorate Liaison Officer

Office of Minister Steel MLA
Office of Minister Berry MLA (Sportsgrounds)
Phone: 02 6205 9763 | 0434 970 969 | Email: tccs.dlo@act.gov.au

Transport Canberra and City Services Directorate | ACT Government | act.gov.au



From: Hossain, Tanzil <Tanzil.Hossain@act.gov.au>

Sent: Tuesday, 7 March 2023 1:57 PM

To: TCCS_CM Media <TCCS.Media@act.gov.au>; Rainbow, Jed <Jed.Rainbow@act.gov.au>; TCCS_CM Media <TCCS.Media@act.gov.au>; Gallacher, Anton <Anton.Gallacher@act.gov.au>; Virtue, Geoff <Geoff.Virtue@act.gov.au>; Slinger, Erin <Erin.Slinger@act.gov.au>; Riley, Renee <Renee.Riley@act.gov.au>; McHugh, Ben <Ben.McHugh@act.gov.au>; Sturman, Judith <Judith.Sturman@act.gov.au>; Taylor-Dayus, Sarah <Sarah.Taylor-Dayus@act.gov.au>; TCCS_DLO <TCCS.DLO@act.gov.au>

Cc: Clarke, Christopher <Christopher.Clarke@act.gov.au>

Subject: RE: For immediate response: NXTBUS outage?

OFFICIAL

Gday Jed & Tahni,

We have three separate enquiries just now in addition to below. Also [REDACTED] from Region. ABC is requesting an interview also.

We will get a response urgently.

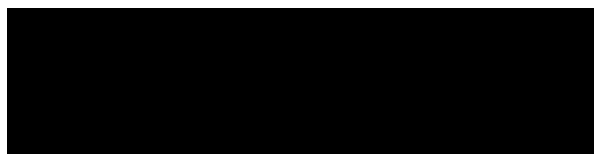
=====

Hi,

Would someone from Transport Canberra be free for an **interview with [REDACTED] this afternoon about the issues with the NXTBUS system**, and when they will be resolved? It would be at **4:05pm AEDT**.

Many thanks,

[ABC](#)



We acknowledge Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work.

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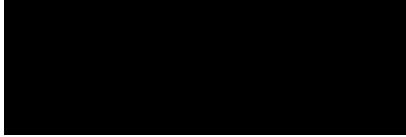
Hi,

The Public Transport Association is saying the real time bus info though NXTBUS hasnt been working since Saturday. None of the apps are receiving Transport Canberra data.

What is happening and is it being fixed?

Apparently TCCS is not accepting that there is anything wrong despite reports from passengers.

Best regards,



E. [REDACTED]
M. [REDACTED]
W. Region.com.au

==

From: Littlejohn, Tahni <Tahni.Littlejohn@act.gov.au>

Sent: Tuesday, 7 March 2023 1:39 PM

To: Rainbow, Jed <Jed.Rainbow@act.gov.au>; TCCS_CM Media <TCCS.Media@act.gov.au>

Cc: Gallacher, Anton <Anton.Gallacher@act.gov.au>; Virtue, Geoff <Geoff.Virtue@act.gov.au>;

Slinger, Erin <Erin.Slinger@act.gov.au>; Riley, Renee <Renee.Riley@act.gov.au>; McHugh, Ben

<Ben.McHugh@act.gov.au>; Sturman, Judith <Judith.Sturman@act.gov.au>; Taylor-Dayus, Sarah

<Sarah.Taylor-Dayus@act.gov.au>; TCCS_DLO <TCCS.DLO@act.gov.au>

Subject: RE: For immediate response: NXTBUS outage?

Hi All,

I am looping in Ben, Judith and Sarah as I have raised the real-time bus data over the last 2 days.

I have attached screenshots from the message being displayed on the NextThere application (Apple). AnyTrip (Android) is only showing scheduled bus data, no real-time data.

Kind regards,

Tahni

Tahni Littlejohn

Senior Adviser

Office of Chris Steel MLA

Minister for Transport and City Services

Minister for Skills

Special Minister of State

ACT Legislative Assembly

GPO Box 1020, CANBERRA, ACT 2601 Australia

Email: Tahni.Littlejohn@act.gov.au | Phone: (02) 6205 2928



From: Rainbow, Jed <Jed.Rainbow@act.gov.au>

Sent: Tuesday, 7 March 2023 1:32 PM

To: TCCS_CM Media <TCCS.Media@act.gov.au>

Cc: Littlejohn, Tahni <Tahni.Littlejohn@act.gov.au>; Gallacher, Anton

<Anton.Gallacher@act.gov.au>; Virtue, Geoff <Geoff.Virtue@act.gov.au>; Slinger, Erin

<Erin.Slinger@act.gov.au>; Riley, Renee <Renee.Riley@act.gov.au>

Subject: For immediate response: NXTBUS outage?

Importance: High

Hi team – quick input needed, please.

Jed Rainbow – Senior Media Adviser

ACT Government Communications Unit

Offices of Deputy Chief Minister Yvette Berry and Minister Chris Steel

 jed.rainbow@act.gov.au

From: Jasper Lindell <jasper.lindell@canberratimes.com.au>

Sent: Tuesday, 7 March 2023 1:29 PM

To: Rainbow, Jed <Jed.Rainbow@act.gov.au>

Subject: NXTBUS outage?

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[Learn why this is important](#)

Hi Jed,

The Public Transport Association of Canberra has put out a statement this afternoon saying NXTBUS has been down for four days across the territory's public transport network.

Is Transport Minister Chris Steel aware of the outage?

What advice has been provided to Mr Steel regarding the outage and efforts to restore the system?

Is there an issue providing third-party app developers access to the data from the ACT's

Will the issue be resolved in the life of the current system? If not, why not?


Could I please have something back as soon as possible this afternoon?

Cheers,

Jasper

--


The Canberra Times


[a](#) Level 1, 121 Marcus Clarke Street
Canberra City, ACT 2601



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From: [Blake, Callum](#) on behalf of [TCCS_DLO](#)
To: [Bourne, Sarah](#)
Subject: FW: Nxtbus Outage
Date: Tuesday, 7 March 2023 12:52:00 PM
Attachments: [image001.png](#)

OFFICIAL

Callum Blake | Directorate Liaison Officer

Office of Minister Steel MLA
Office of Minister Berry MLA (Sportsgrounds)
Phone: 02 6205 9763 | 0434 970 969 | Email: tccs.dlo@act.gov.au

Transport Canberra and City Services Directorate | ACT Government | act.gov.au



From: Sturman, Judith <Judith.Sturman@act.gov.au>
Sent: Tuesday, 7 March 2023 12:52 PM
To: Littlejohn, Tahni <Tahni.Littlejohn@act.gov.au>; Taylor-Dayus, Sarah <Sarah.Taylor-Dayus@act.gov.au>; McHugh, Ben <Ben.McHugh@act.gov.au>
Cc: TCCS_DLO <TCCS.DLO@act.gov.au>
Subject: Re: Nxtbus Outage

OFFICIAL

All

This is strange as I used NextThere this morning and it was working fine... it must be their pick-up of data?

Judith

Judith Sturman

Executive Group Manager Transport Canberra

Transport Canberra and City Services

Mob: [REDACTED]

From: Littlejohn, Tahni <Tahni.Littlejohn@act.gov.au>
Sent: Tuesday, March 7, 2023 11:02:51 AM
To: Taylor-Dayus, Sarah <Sarah.Taylor-Dayus@act.gov.au>; Sturman, Judith <Judith.Sturman@act.gov.au>; McHugh, Ben <Ben.McHugh@act.gov.au>
Cc: TCCS_DLO <TCCS.DLO@act.gov.au>
Subject: RE: Nxtbus Outage

Hi Sarah,

For your awareness, this is the message that is currently being displayed on the NextThere application.

I don't know what is causing the problem for 3rd party apps, but I thought you should be aware that this is the alert they are posting.

Kind regards,

Tahni

Tahni Littlejohn

Senior Adviser

Office of Chris Steel MLA

Minister for Transport and City Services
Minister for Skills
Special Minister of State
ACT Legislative Assembly
GPO Box 1020, CANBERRA, ACT 2601 Australia
Email: Tahni.Littlejohn@act.gov.au | Phone: (02) 6205 2928



From: Taylor-Dayus, Sarah <Sarah.Taylor-Dayus@act.gov.au>
Sent: Monday, 6 March 2023 6:24 PM
To: Littlejohn, Tahni <Tahni.Littlejohn@act.gov.au>; Sturman, Judith <Judith.Sturman@act.gov.au>; McHugh, Ben <Ben.McHugh@act.gov.au>
Cc: TCCS_DLO <TCCS.DLO@act.gov.au>
Subject: RE: Nxtbus Outage

OFFICIAL

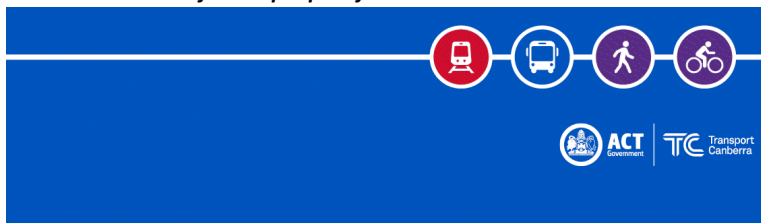
Much thanks Tahni,
Our internal team and Trapeze both checked our API's along with a number of other trouble shooting checks this morning when you first raised the issue and there were no faults found. We don't have contacts for third party App providers unfortunately. However I am sure their customers will raise this with them as their service is not providing data.

Very best

Sarah

Sarah Taylor-Dayus | Executive Branch Manager
Planning & Delivery | Transport Canberra | ACT Government
Mobile: [REDACTED] | Sarah.Taylor-Dayus@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

Connected services for the people of Canberra



From: Littlejohn, Tahni <Tahni.Littlejohn@act.gov.au>
Sent: Monday, 6 March 2023 6:18 PM
To: Sturman, Judith <Judith.Sturman@act.gov.au>; McHugh, Ben <Ben.McHugh@act.gov.au>
Cc: TCCS_DLO <TCCS.DLO@act.gov.au>; Taylor-Dayus, Sarah <Sarah.Taylor-Dayus@act.gov.au>
Subject: Re: Nxtbus Outage

OFFICIAL

Hi Judith,

My apologies, I thought Nxtbus was only showing scheduled trip data (not real time trip data) - Sorry for the confusion.

AnyTrip still isn't showing any real time TC bus data. It was showing buses on Friday afternoon, so it could have been triggered by the short Nxtbus outage. I know it is an external 3rd party

app, but it could be worth flagging with the developers (if TC have contacts).

Thanks,

Tahni

Get [Outlook for Android](#)

From: Sturman, Judith <Judith.Sturman@act.gov.au>

Sent: Monday, March 6, 2023 3:19:52 PM

To: Littlejohn, Tahni <Tahni.Littlejohn@act.gov.au>; McHugh, Ben <Ben.McHugh@act.gov.au>

Cc: TCCS_DLO <TCCS.DLO@act.gov.au>; Taylor-Dayus, Sarah <Sarah.Taylor-Dayus@act.gov.au>

Subject: RE: Nxtbus Outage

OFFICIAL

Hi Tahni

The system is working – see link below.

[http://www.nxtbus.act.gov.au/#/liveDepartures?
stopId=6350786798486032598&stopType=BUS_STOP&name=Marcus%20Clarke%20St%20after%20Farrell%20Pl%20%5B3047%5D&latitude=-35.2813338888889&longitude=149.1240227777778&smsCode=&alternativeStopRef=](http://www.nxtbus.act.gov.au/#/liveDepartures?stopId=6350786798486032598&stopType=BUS_STOP&name=Marcus%20Clarke%20St%20after%20Farrell%20Pl%20%5B3047%5D&latitude=-35.2813338888889&longitude=149.1240227777778&smsCode=&alternativeStopRef=)

Judith

Judith

Judith Sturman | Executive Group Manager Transport Canberra

Phone: 02 620 52639 | Mobile: [REDACTED] Email: judith.sturman@act.gov.au

Transport Canberra and City Services | ACT Government

Level 3, 480 Northbourne Avenue, Dickson Canberra ACT 2601

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From: Littlejohn, Tahni <Tahni.Littlejohn@act.gov.au>

Sent: Monday, 6 March 2023 9:23 AM

To: Sturman, Judith <Judith.Sturman@act.gov.au>; McHugh, Ben <Ben.McHugh@act.gov.au>

Cc: TCCS_DLO <TCCS.DLO@act.gov.au>; Taylor-Dayus, Sarah <Sarah.Taylor-Dayus@act.gov.au>

Subject: RE: Nxtbus Outage

Hi Judith,

I cannot speak for Saturday/Sunday, but I don't think Nxtbus was working this morning and it doesn't appear to be working currently.

Kind regards,

Tahni

Tahni Littlejohn

Senior Adviser

Office of Chris Steel MLA

Minister for Transport and City Services

Minister for Skills

Special Minister of State

ACT Legislative Assembly

GPO Box 1020, CANBERRA, ACT 2601 Australia

Email: Tahni.Littlejohn@act.gov.au | Phone: (02) 6205 2928



ACT
Government



From: Sturman, Judith <Judith.Sturman@act.gov.au>
Sent: Monday, 6 March 2023 9:19 AM
To: Littlejohn, Tahni <Tahni.Littlejohn@act.gov.au>; McHugh, Ben <Ben.McHugh@act.gov.au>
Cc: TCCS_DLO <TCCS.DLO@act.gov.au>; Taylor-Dayus, Sarah <Sarah.Taylor-Dayus@act.gov.au>
Subject: RE: Nxtbus Outage

OFFICIAL

Hi Tahni

Sarah has confirmed that there was a connection issue and it failed on Friday night but was up and operating normally at 9am Saturday morning, so very little impact, hence we wouldn't have advised.

Judith

Judith Sturman | Executive Group Manager Transport Canberra

Phone: 02 620 52639 | Mobile: [REDACTED] | Email: judith.sturman@act.gov.au

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Level 3, 480 Northbourne Avenue, Dickson Canberra ACT 2601

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Transport Canberra

From: Littlejohn, Tahni <Tahni.Littlejohn@act.gov.au>
Sent: Monday, 6 March 2023 9:06 AM
To: McHugh, Ben <Ben.McHugh@act.gov.au>; Sturman, Judith <Judith.Sturman@act.gov.au>
Cc: TCCS_DLO <TCCS.DLO@act.gov.au>
Subject: Nxtbus Outage

Good morning Ben and Judith,

I hope you had a good weekend.

It looks like Nxtbus has been down since Saturday (for all bus service).

Could you please provide me with an update on what is causing the issue and the ETA for rectification, when you are able to?

Thank you,

Tahni