



ACT
Government

Transport Canberra and
City Services

FREEDOM OF INFORMATION COVERSHEET

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

FOI reference: 22-029

Information to be published	Status
1. Access application	Published
2. Decision notice and schedule	Published
3. Documents	Published
4. Additional information identified	n/a
5. Fees	waived
6. Processing time (in working days)	18 days
7. Decision made by Ombudsman	n/a
8. Additional information identified by Ombudsman	n/a
9. Decision made by ACAT	n/a
10. Additional information identified by ACAT	n/a

From: [REDACTED]
To: [TCCS_FreedomOfInformation](#)
Cc: [REDACTED]
Subject: FOI Request | Annual Reports Briefs
Date: Thursday, 10 March 2022 12:56:16 PM
Attachments: [image001.jpg](#)

Good afternoon,

RE: FOI REQUEST – ANNUAL REPORTS BRIEFS

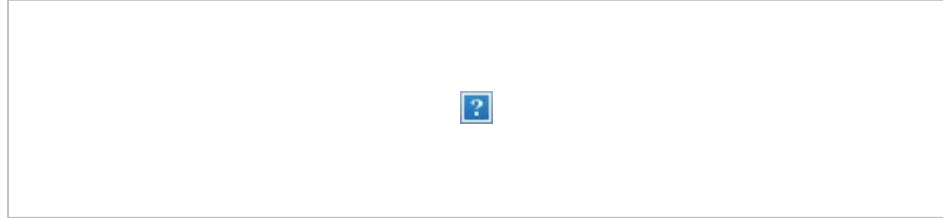
I write to request under the *Freedom of Information Act 2016* any final briefs prepared for any ACT Minister(s) or ACT Government witnesses during the 2020 – 2021 Annual Reports Hearings. I ask that my request be transferred to other entities that may hold relevant documents.

Duplicate documents may be excluded.

Should you require any further information or clarification about my request, please contact my office on [REDACTED].

Kind regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]





[Redacted]

Dear [Redacted]

Freedom of Information Request - Reference 22-029

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) on 10 March 2022 under the *Freedom of Information Act 2016* (FOI Act) seeking:

“Any final briefs prepared for any ACT Minister(s) or ACT Government witnesses during the 2020-2021 Annual Reports Hearings”.

Authority

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the FOI Act.

Timeframes

A decision is due on your application by 8 April 2022.

Decision on access

In accordance with the FOI Act, a search was conducted of records held by TCCS.

Final briefs prepared for the Minister

I can confirm that no briefs were prepared for the Minister by TCCS for the Annual Report Hearings.

Final briefs prepared for ACT Government Witnesses

This search identified five records (12 pages) as relevant to your request. These records are detailed in the schedule at Attachment A.

In reviewing the information within these documents, I have found, on balance, it is in the public interest to provide you with full access to all five records.

Additionally, I have been advised that some ACT Government witnesses relied on the existing briefs outlined in the FOI access application referenced TCCS FOI 21-111. This FOI was provided to you on the 10 December 2021 in response to your FOI access application.

The TCCS ACT Government witness list on the Hansard transcripts includes some Major Projects Canberra (MPC) officers. As MPC is also processing a similar application, MPC has confirmed that any records relating to this section of the request will be captured during its search for relevant records.

My decision is further detailed in the below statement of reasons.

Statement of Reasons

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

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

- Schedule 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability;
- Schedule 2.1(a)(ii) - contribute to positive and informed debate on important issues or matters of public interest;
- Schedule 2.1(a)(iii) - inform the community of the government's operations, including the policies, guidelines and codes of conduct followed by the government in its dealings with members of the community;
- Schedule 2.1(a)(iv) - ensure effective oversight of expenditure of public funds; and
- Schedule 2.1(a)(viii) - reveal the reason for a government decision and any background or contextual information that informed the decision.

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

- No factors identified for non-disclosure.

Charges

Pursuant to *Freedom of Information (Fees) Determination 2018* no fee is applicable to this application in accordance with section 107.

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 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 at https://www.cityservices.act.gov.au/about-us/freedom_of_information/disclosure-log.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek an Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in TCCS' disclosure log or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision, you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601
Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

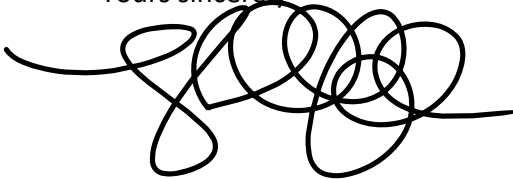
Under section 84 of the Act, if a decision is made under section 82 on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore Street
GPO Box 370
CANBERRA CITY ACT 2601
Telephone: (02) 6207 1740
www.acat.act.gov.au

If you have any queries concerning the directorate's processing of your request, or would like further information, please contact the TCCS FOI team on (02) 6207 2987 or email to tccs.foi@act.gov.au.

Yours sincerely

A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke extending to the left.

Meghan Oldfield
Information Officer

6 April 2022

FREEDOM OF INFORMATION REQUEST SCHEDULE

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.tccs.act.gov.au/about-us/freedom_of_information/disclosure-log

File number		WHAT ARE THE PARAMETERS OF THE REQUEST				
FOI – 22-029		<i>Any final briefs prepared for any ACT Minister(s) or ACT Government witnesses during the 2020-2021 Annual Reports Hearings</i>				
Ref No	No of Folios	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1	Back Pocket Brief - 2020-21 Annual Report Hearing - Controlled Statement of Appropriation	Undated	Full access	Not applicable	Documents to be published on the TCCS Disclosure Log with the applicants personal information removed.
2	2	2020-21 FTC Cals by entities	Undated	Full access	Not applicable	
3	3-4	Annual Report 2020-21 Hearings - FTE analysis	Undated	Full access	Not applicable	
4	5-10	Back Pocket Brief - Annual Report Hearings - TCCS 2020-21 - Missed Accountability Indicators	Undated	Full access	Not applicable	
5	11-12	Back Pocket Brief - Annual Report Hearings 2020-21 - Output class	Undated	Full access	Not applicable	

**TCCS 2020-21 Annual Report Hearings
Back Pocket Brief**

Controlled Statement of Appropriation

Annual Report page reference: 23	Controlled Recurrent Payments	Capital Injection
Total Undrawn Funds as at 30 June 2021	7,273	87,677
Controlled Recurrent Payments Undrawn funds for Light Rail Additional Services (savings)	295	
Appropriation freeze for the following projects (which have been rolled over into 2021-22):		
Improving road safety through Mobile Device Detection Cameras	700	
Local Roads Community Infrastructure Program - Community Paths (Aust Gov't grant)	1,170	
Local Roads Community Infrastructure Program - Fast Track Road maintenance (Aust Gov't grant)	1,000	
ACT Road Safety Fund (annual rollover associated with timing of receiving reports)	930	
Feasibility and design studies for community infrastructure and upgrades	2,240	
Parkes Way Early works	938	
Total Controlled Recurrent Payments	7,273	
Capital Injections:		
Capital projects reprofiled, including mainly:		
Monaro Highway		23,200
Material Recovery Facility		8,300
Better buses to support the new bus network		6,800
Green Waste rollout		3,163
New Bus Depot at Woden		4,100
Rehabilitating landfill sites		2,900
Molonglo Rover Bridge		2,800
Essential Waste management Infrastructure		2,400
Athllon Drive Duplication		2,000
Other projects reprofiled (sum of smaller individual project amounts)		29,477
Subtotal projects reprofiled		85,140
Undrawn capital injections relating mainly to:		
Green Waste rollout		2,437
Canberra Brickworks precinct - environmental offsets		100
Subtotal undrawn amounts		2,537
Total Undrawn Capital Injections		87,677

2020-21 Budget vs 2020-21 Interim Outcome

Overall, the 20-21 outcome reflects 46 additional FTEs compared to the 20-21 budget		TCCS	Overall, the 20-21 outcome reflects 38 additional FTEs compared to the 20-21 budget		TCO
2020-21 actuals		1,067	2020-21 actuals		1,016
Variance in actual vs budgeted JFC positions		32	Positions are not funded (Cost pressure)		- 27
Positions funded from Supplies and Services funding		- 31	<i>FTE for COVID cleaning (2.5 FTE in Pay 26 and 9.3 FTE in 2020-21 from Murrays)</i>		- 7
<i>Roads</i>		- 16	<i>FTE for bus drivers (cost pressure)</i>		- 14
<i>No Waste</i>		- 9	<i>FTE for Gunghalin Transport Officers</i>		- 4
<i>Treescape</i>		- 5	<i>FTE for workshop</i>		- 3
<i>Infra Planning</i>		- 2	Other (unexplainable)		4
Positions funded by Independent Revenue		- 14	Conversion from Supplies and Services (Future Bus Network)		- 15
<i>NoWaste Education fund</i>		- 8	2020-21 Budget		978
<i>Roads ACT</i>		- 2			
<i>Licensing & Compliance</i>		- 4			
Unfunded positions		- 14			
<i>Urban Treescapes</i>		- 11			
<i>Strategic Policy & Customer</i>		- 1			
<i>Legal and Contracts</i>		- 3			
Positions funded by Capital initiatives		- 11			
<i>Infrastructure Delivery</i>		- 7			
<i>Communications</i>		- 2			
<i>Chief Operating Officer</i>		- 2			
Temporary positions (backfilling for mat leave & other leave, etc)		- 22			
Vacancies filled by contractors		17			
<i>Libraries ACT</i>		8			
<i>Capital Linen Service</i>		9			
DG funded positions for 2020-21		- 16			
<i>Development Coordination</i>		- 2			
<i>Domestic Animal Services</i>		- 4			
<i>Strategic Policy & Customer</i>		- 2			
<i>Chief Operating Officer</i>		- 1			
<i>Chief Information Officer</i>		- 2			
<i>Communications</i>		- 4			
<i>Legal and Contracts</i>		- 1			
Unfilled DG funded positions		12			
<i>Development Coordination</i>		2			
<i>Domestic Animal Services</i>		4			
<i>Chief Operating Officer</i>		1			
<i>Communications</i>		4			
<i>Legal and Contracts</i>		1			
2020-21 Budget		1,021			

TRANSPORT CANBERRA AND CITY SERVICES

Annual Report page reference
number:

Human Resource Management, Table
13, page 66

Workforce Profile

Table 13: Full-time equivalent and headcount, by division at 30 June 2021

Division	FTE	Headcount
Chief Operating Officer	132.1	135
City Services	666.0	687
Office of the Director-General	18.9	20
Transport Canberra and Business Services	1282.8	1500
Total	2099.8	2342

Included in this table are 16.67 FTEs related to the Canberra Cemeteries, which are excluded from the TCCS Budget Statement FTE table (see below).

Estimated Employment Level – Full Time Equivalent (FTE) As per 2021-22 Budget Statements

	2019-20 Actual Outcome	2020-21 Budget	2020-21 Interim Outcome ¹	2021-22 Budget
Staffing (FTE) – Transport Canberra and City Services (exclude Transport Canberra Operations)	958	1,021	1,067	958
Staffing (FTE) – Transport Canberra Operations	929	978	1,016	978
Staffing (FTE) – Total	1,887	1,999	2,083	1,936

2020-21 Budget versus 2020-21 Interim Outcome

The increase of 84 FTE in the 2020-21 interim outcome (2,083) compared to 2020-21 budget (1,999) is due to:

Jobs for Canberrans (unfilled positions)	-32
Additional positions funded by suppliers and services	46
Additional positions funded by independent revenue	30
Additional positions funded by capital works	11
Additional temporarily funded positions	22

Additional temporary positions from COVID-19 (Murray Bus in TCO)	7
Net movement	84

Further detail is provided in the attached summary sheet

CFO: Andrew Pedersen

Ext: 75389

Missed Accountability Indicators – 20-21 actual results TCCS

Reference: TCCS Annual Report 2020-21, pages 258 to 269

Talking points:

Output 1.1 Transport Canberra: Transport Canberra includes oversight of the Government subsidy paid to bus and light rail operations, the strategic oversight of the public transport network, public transport asset management and the Active Travel Office.

Public Transport Passenger Boardings

Output 1.1.d) Public transport passenger boardings (original target 19.9 million)

- Below target by 24% (achieved 15.1 million)
- Lower than targeted result is due to fewer passengers using public transport because of the ongoing COVID-19 pandemic.

Bus Operations

Output 1.1.e) Customer satisfaction with bus operations services as assessed by passenger survey (original target 85%)

- Below target by 8% (achieved 78%)
- Lower than targeted result is mainly due to the ongoing impact of network changes implemented in 2019, particularly in the area of South Canberra. This is being addressed in the updated network for 2022.

Output 2.1 Roads and Infrastructure: Management of the Territory's road and associated assets, stormwater infrastructure, community paths, bridges, traffic signals, streetlights and car parks. This output also includes the provision of road safety policy, asset information services, capital works and development approvals relating to the acceptance of new infrastructure assets.

Roads

Output 2.1.g) Increase in length (km) of cycle lanes (original target 25km)

- Below target by 16% (achieved 21km)
- This measure is influenced by both creation of cycle lanes through Directorate's ongoing capital works program, and also by gifting of cycle lane assets created by land developers. During the current reporting period fewer than anticipated cycle lanes were received, which may be due to the timing difference between completing the construction works and registration of 'works and executed'.

Asset Acceptance

Output 2.1.i) Respond to developers submissions within adopted timeframes (original target 85%)

- Below target by 25% (achieved 64%)
- Lower than targeted result is mainly due to increasing complexity of submissions associated with urban infill developments and staff turnover.

Output 2.2 Library Services: Provision of library services to the community through the Libraries ACT's branches, home library service, the ACT Virtual Library and the Heritage Library.

Output 2.2.a) Physical visits to Libraries per capita (original target 5)

- Below target by 46% (achieved 2.7)
- Lower than targeted result is mainly due to the impacts of the COVID-19 pandemic including: (1) reduced building capacity limits in libraries due to social distancing requirements; (2) closure of community rooms from July 2020 to April 2021; and (3) substantial reduction in face-to-face programs in line with the ACT Government health and safety advice.

Output 2.2.b) Items borrowed per capita (original target 7.5)

- Below target by 36% (achieved 4.8)
- Lower than targeted result is mainly due to the impacts of the COVID-19 pandemic including: (1) reduced visitor numbers and physical loans due to social distancing requirements; (2) closure of community rooms from July 2020 to April 2021; and (3) substantial reduction in face-to-face programs in line with the ACT Government health and safety advice which resulted in reduced visitor numbers and the use of physical loans.

Output 2.2.c) Percentage of population who are registered library members (original target 55%)

- Below target by 20% (achieved 44%)
- Lower than targeted result is mainly due to the: (1) requirement for library memberships to be re-established since the introduction of the new library management system in 2019; and (2) the impact of the COVID-19 pandemic on the use of libraries including temporary closures and reduced services.

Output 2.2.g) Number of hours assisting client research in the ACT Heritage Library (original target 900)

- Below target by 45% (achieved 491)
- Lower than targeted result is mainly due to: (1) the effect of the COVID-19 pandemic on the visitations to the ACT Heritage Library; and (2) increased digitisation of the ACT Heritage Library collection materials has allowed unmediated use of the collection online without the need for assisted research.

Output 2.2.h) Percentage of participants with a learning outcome from library programs (original target 90%)

- Not measured
- Due to COVID-19 restrictions and associated health and safety advice, paper surveys were not undertaken during the limited number of face-to-face programs run in library branches during the reporting period. As such no customer survey results can be provided. The Directorate is investigating options for implementation of electronic surveys during 2021-22 financial year.

Output 2.3 Waste and Recycling: Provision of domestic waste, recyclables and green waste collection services, operation of resource management and recycling centres, development of waste policy, and implementation and evaluation of waste management programs.

Output 2.3.d) Percentage of customers satisfied with waste collection services (original target <90%)

- Below target by 100% (achieved 90%)
- At 90% the customer satisfaction with waste and recycling services is below the target of > 90%. The customer survey identified the following main areas of dissatisfaction: (1) preference for more frequent collections; (2) delayed or missed collections; (3) inconsiderate driver behaviour; and (4) disruption to normal services caused by industrial action.

Output 2.4 City Maintenance and Services: Planning and management of the Territory's parks and urban open space system including associated community infrastructure, maintaining the look and feel of the city, and managing the urban forest and sportsgrounds facilities. The Directorate also provides advice, education and compliance services in relation to municipal ranger functions,

domestic animal management, plant and animal licensing and significant tree protection. This output also includes Yarralumla Nursery and Birrigai.

Output 2.4.b) Number of dogs processed by the Domestic Animal Shelter (original target of 1,100)

- Below target by 23% (achieved 845)
- Lower than targeted result is mainly due to a reduction in the number of impounded dogs as a result of: (1) the continuation of indirect benefits of the COVID-19 pandemic as working from home has enabled pet owners to provide better care for their dogs and increased availability to collect dogs prior to being impounded; and (2) the implementation of the *Responsible Pet Ownership* marketing campaign - an education strategy that aims to influence pet management contributing to less dogs roaming or being lost.

Output 2.4.d) Remove abandoned vehicles on unleased land within nine calendar days (original target 100%)

- Below target by 25% (achieved 75%)
- 55 vehicles were not removed within the required timeframe. Six (6) out of 55 vehicles experienced delays by the contracted towing provider; three were due to delays by hospital staff confirming whether vehicles parked in their multilevel car park belonged to staff or long term patients; with the remainder due to disruptions caused by the COVID-19 pandemic, staff capacity and prioritisation of other public safety matters.

Missed Accountability Indicators – 20-21 actual results TCO

Reference: TCCS TCCS Annual Report 2020-21, pages 272 to 274

Talking points:

Output 1.1 Transport Canberra Operations: Transport Canberra Operations includes the provision of an integrated public transport network and school bus services, including a range of rapid and regular route services within Canberra suburbs. Transport Canberra Operations also provides special needs transport, flexible transport, and a bus charter service.

Public Transport Passenger Boardings

Output 1.1.c) Public transport passenger boardings (original target 19.9 million)

- Below target by 24% (achieved 15.1 million)
- Lower than targeted result is due to fewer passengers using public transport because of the ongoing COVID-19 pandemic.

Bus Operations

Output 1.1.d) Customer satisfaction with bus operations services as assessed by passenger survey (original target 85%)

- Below target by 8% (achieved 78%)
- Lower than targeted result is mainly due to the ongoing impact of network changes implemented in 2019, particularly in the area of South Canberra. This is being addressed in the updated network for 2022.

Transport Canberra and City Services – Output Class analysis

		2020-21 Original Target \$'000	2020-21 Interim Outcome \$'000	Variance from Original Target \$'000	Explanation of Material Variance (>+ +/- 5%)
Output 1.1: Transport Canberra	Total Cost	215,966	208,320	4%	
	Controlled Recurrent Payments	214,273	209,074	2%	
Output 2.1: Roads and Infrastructure	Total Cost	250,650	263,930	5%	Higher than targeted result is mainly due to unbudgeted expenses from capital projects that did not meet the asset recognition criteria under the Australian Accounting Standards.
	Controlled Recurrent Payments	101,540	99,221	(2%)	
Output 2.2: Library Services	Total Cost	22,464	22,048	(2%)	
	Controlled Recurrent Payments	17,675	17,890	1%	
Output 2.3: Waste and Recycling	Total Cost	67,150	63,076	(6%)	Lower than targeted result is mainly due to: (1) lower than anticipated take-up of bulky waste collections; (2) delayed remediation of West Belconnen Resource Management Centre; and (3) lower than anticipated costs in relation to waste collection contracts.
	Controlled Recurrent Payments	45,528	45,824	1%	
Output 2.4: City Maintenance and Services	Total Cost	142,762	147,742	3%	
	Controlled Recurrent Payments	92,120	91,854	(0%)	
Output 2.5: Capital Linen Service	Total Cost	15,207	14,501	(5%)	Lower than targeted result mainly relates to reduction in linen services provided due to the COVID-19 pandemic.
	Controlled Recurrent Payments	0	0	0	

TRANSPORT CANBERRA OPERATIONS

		2020-21 Original Target \$'000	2020-21 Interim Outcome \$'000	Variance from Original Target \$'000	Explanation of Material Variance (>+ +/- 5%)
Output 1.1: Transport Canberra	Total Cost	260,307	273,014	5%	Higher than targeted result is mainly due to one off expensing of costs transferred from Major Projects Canberra relating to finalisation of light rail construction that did not meet the asset recognition criteria under the Australian Accounting Standards.
	Controlled Recurrent Payments	198,936	194,641	(2%)	