

Transport  
for NSW

# Information Session Q and A

5 February 2025

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**Q: Are participants able to request any additional data sets or access to other APIs aside from what's already on the website?**

A: No, this challenge is focused on using the data sets already available on the open data hub. You should bring these data sets together in an innovative way to develop a solution. However, if you have any questions about the available datasets, please get in touch with us through the channels mentioned.

**Q: Will the slide deck and recording be available after the session?**

A: Yes, they will be made available after the session.

**Q: What are the key selection criteria for the trial solutions?**

A: You can find more detailed information about the criteria in our innovation challenge guidelines on our website. The key things we'll be evaluating are the innovativeness of the idea, the feasibility of implementing the solution, the impact on customer experience, and alignment with the objectives of this challenge and the broader Transport for NSW challenge objectives.

**Q: What would be an authoritative source of disruption information? Would that be the GTFS alerts feed?**

A: The GTFS alerts feed is a great source of disruption information. All alerts inputted by the Transport Management Centre into our service alerts management system will be available through this feed. You can also use other data sources, such as monitoring delays in the real-time feeds, and the Opal Card assignment models for bus, ferry, and light rail services, to see the effect of disruptions on individual services.

**Q: Are the APIs well described for the required incident detail?**

A: For the GTFS alerts feed, the alerts will be tagged to a route ID, trip ID, or stop ID, which you can match back to the GTFS data published on the Open Data hub. The start and end dates for the alerts are also well described and documented in the GTFS alerts spec on the Open Data hub. If you have any further questions, feel free to get in touch with us.

**Q: What is the internal process for communicating when a disruption happens? Are there SLAs and requirements for the message, such as what's impacted and knock-on effects?**

A: The teams at the Transport Management Centre are responsible for reviewing incidents as they occur and providing information to customers about the impact. There can sometimes be a gap between the incident occurring and the message going out to customers, which is part of what this challenge aims to address.

**Q: Is there a preference for communicating the situation to customers or offering alternatives or workarounds to help them get to their destinations, or both? Is one prioritised over the other?**

A: Often, when we can verify the impact, we try to communicate alternative modes that customers can transition to, such as light rail or replacement bus services. However, there may be delays in arranging these alternatives, so part of the challenge is understanding how we can better communicate with customers to allow them more time to travel, defer their journey, or take an alternative route.

**Q: What is the timeline for the challenge? When is the expected time for outcome release and launching the project?**

A: Ideally, we would like to have the solution launched by May or June, with testing in those months. You can find more detailed information about the proposed timelines and deliverables in the innovation brief and guidelines.

**Q: Can participants join forces for this challenge to leverage their respective strengths? How can we see who else is interested in entering the challenge and their competencies?**

A: Yes, we are happy to accept joint applications. The best way to find potential partners is to post on the Open Data forum communication and discussion channel, where you can pitch yourself and your interests, and connect with other interested parties.

**Q: Is there the ability to get early feedback or Q&A on submissions prior to finalising the submission?**

A: We won't be reviewing applications before they are submitted. However, you can submit questions, and the best place to do that is on the forum, where everyone can see the questions and answers. This ensures an equal process where everyone has access to the same information.



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