

# Getting Started: TAP Road Use Analytics and Reporting Service

Version 1.0 – November 2020

## About TCA

Transport Certification Australia (TCA) is a national organisation that provides assurance services relating to transport technologies and data to enable improved public purpose outcomes from road transport.

Priority outcome areas enabled by TCA services include improved road safety, transport efficiency, freight productivity, asset management and sustainability.

Key aspects of TCA include:

- An independent not-for-profit entity, with government oversight
- Administration of the National Telematics Framework, including its rules, specifications, agreements, digital infrastructure and other supporting services
- Assurance services that support but are appropriately separated from regulators, policy makers and enforcement activities, and underpin telematics applications and associated information and data services
- Advice that is based on evidence and a deep subject matter knowledge
- Trusted partner to both government and industry stakeholders, enabling a nationally consistent open market, with services covering all road vehicle types and associated digital infrastructure.

## Trademarks

TCA™, Transport Certification Australia™, National Telematics Framework™, TCA Certified™, TCA Type-Approved™, Intelligent Access Program™, IAP®, IAP Service Provider™, IAP-SP™, In-Vehicle Unit™, IVU™, On-Board Mass™, OBM™, Telematics Monitoring Application™, TMA™, Road Infrastructure Management™, RIM™, Intelligent Mass Monitoring™, IMM™, Intelligent Mass Assessment™, IMA™, Intelligent Location Monitoring™ and ILM™ are trademarks of Transport Certification Australia Limited.

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## 1.1 About this Guide

Before reading this guide, please visit our website at [tca.gov.au/tap](https://tca.gov.au/tap) for important information about our Telematics Analytics Platform (TAP).

See also TAP user guides under [tca.gov.au/tap-training](https://tca.gov.au/tap-training), for *Accessing the Telematics Analytics Platform*.

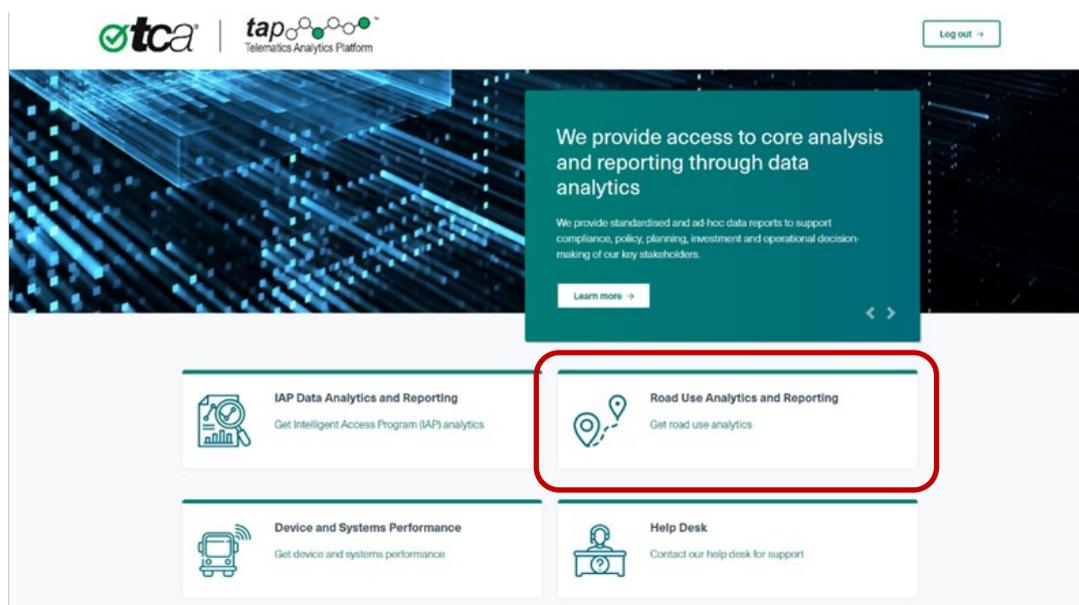
This guide is for those who have already registered with TCA to get access to TAP, and have set up a TAP account into which they can log in.



## 1.2 Road Use Analytics and Reporting

Once you have logged into TAP, you'll see four services. The Road Use Analytics and Reporting link (Figure 1) will give you access to the relevant analytics and reporting customised for you.

Figure 1: TAP Home Screen



## 1.2 Accessing Folders

As TAP is a secure portal for authorised users, you have specific role-based access to folders which include dashboards and analysis customised for you. The folders and dashboards you see are based on your permissions.

On the left of the screen, the navigation menu provides you with options regarding the folders and favourite dashboards you are able to view, as shown in Figure 2.

**Figure 2: Navigation Menu**

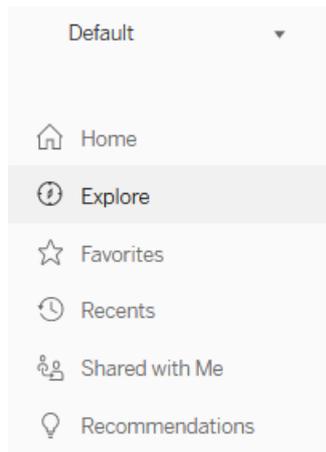
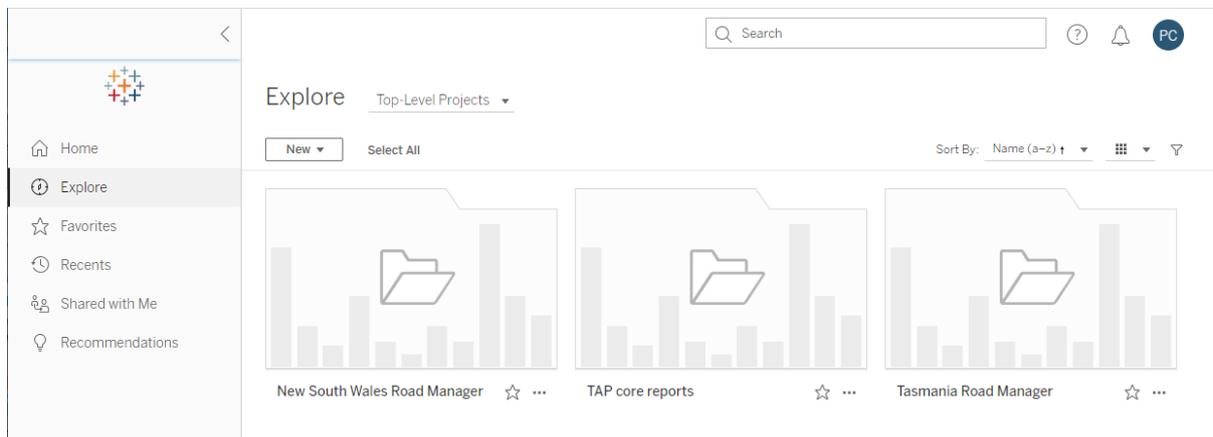


Figure 3 shows an example of folders that contain dashboards that may be available to you.

**Figure 3: Exploring your Available Dashboards**

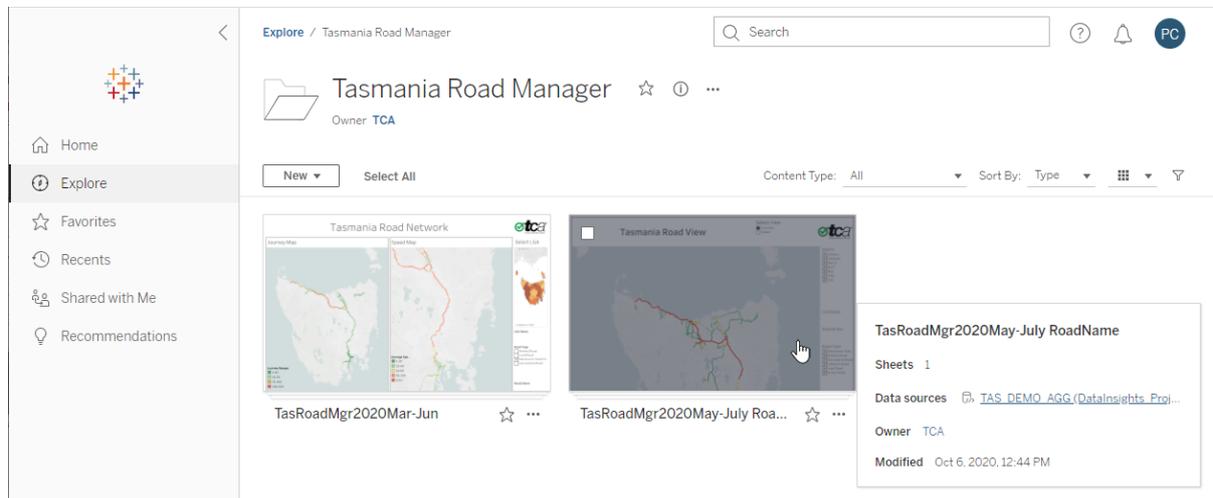


### 1.3 Opening Dashboards

Clicking on each preview within a folder will bring up a dashboard of data analytics or more options (which may include journey counts, speed, or histograms, graphs and other analytics).

To open a dashboard, click the preview.

Figure 4: Selecting a Dashboard



### 1.4 Using the Dashboards

TCA currently provides data primarily in Tableau dashboards. A Tableau licence is automatically assigned to authorised users which allows you to view the dashboards through this portal.

These dashboards are simple and interactive to use.

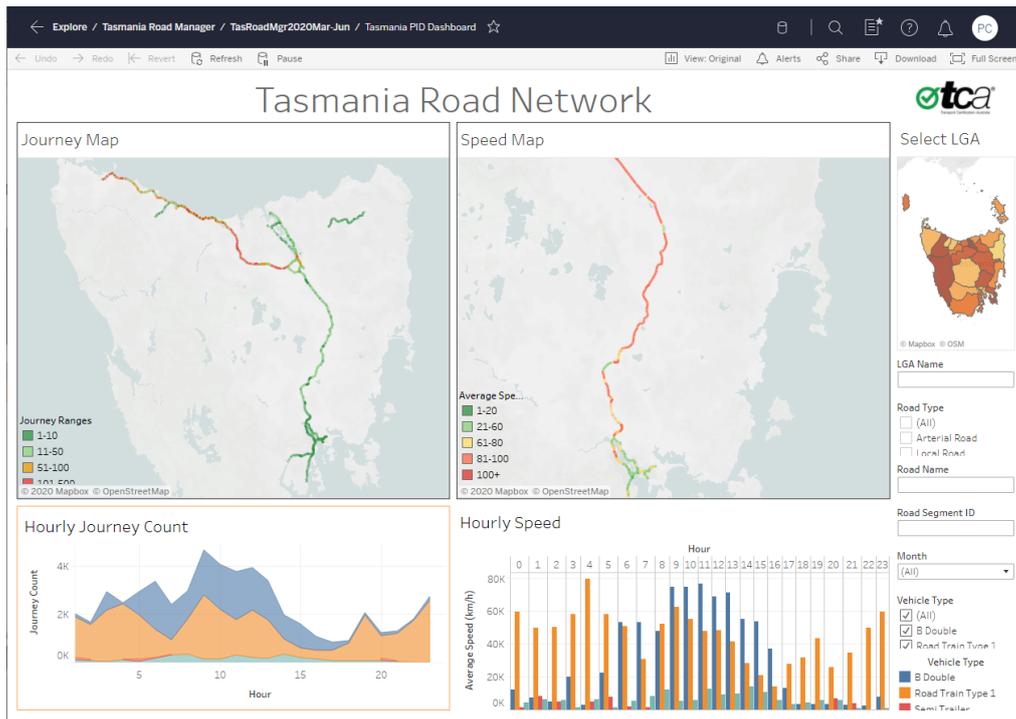
You can visit Tableau for useful information and training on the use of Tableau dashboards at [tableau.com/learn/get-started/viewer](https://tableau.com/learn/get-started/viewer).

Some dashboards may contain a lot of data, and can take time to initially load. While TCA seeks to optimise the performance of each dashboard, there's an essential balance between speed and provision of useful data.

If you have any questions about loading or using dashboards, please see **Troubleshooting** and **Where to Get Help** at the end of this guide.

Figure 5 shows an example of a dashboard that a road manager might see.

**Figure 5: Dashboard Example**



Each dashboard has data filters and fields you can use to refine your search.

Figure 6 shows examples of common filters available on the right of each dashboard.

**Figure 6: Common Filters**

**LGA Name**

**Road Type**  
 (All)  
 Arterial Road  
 Local Road  
 National or State Highway

**Road Name**

**Road Segment ID**

**Vehicle Type**  
 (All)  
 B Double  
 Road Train Type 1  
 Road Train Type 2 (A Triple, BAB Qu...)

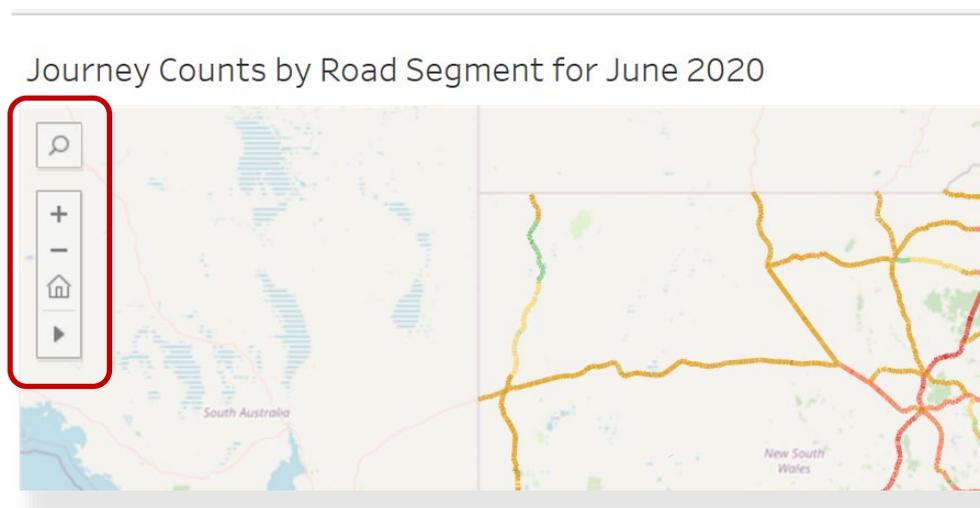
Common filters include:

- **Local government authority (LGA)**—click the graph or type the name of an LGA of your choice in the entry for LGA Name
- **Road type**—click the relevant road type, for example, Arterial Road, Local Road, National or State Highway
- **Road name**—type a specific road name, for example 'Pacific', which would extract data from roads within your jurisdiction that include the search word—for example, Pacific Highway, Pacific Motorway
- **Vehicle type**—click the specific vehicle type for example B-Double, Road Train Type 1, etc, as configured in your dashboard.

## Navigation Bar

There is a navigation bar at the top left of each map, as shown in Figure 7.

**Figure 7: Navigation Bar**



With the navigation bar, you can:

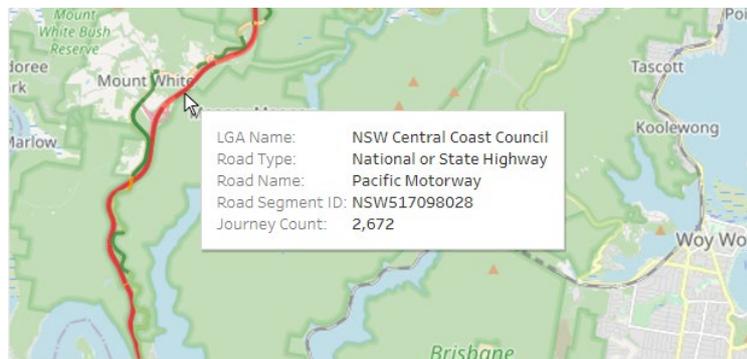
- Search within the map
- Zoom in to the centre of the map
- Zoom out from the centre of the map
- Reset the map to its original loading settings
- Select one of the following tools: 
  - the first tool allows you to zoom to a certain rectangular area
  - the second tool allows you to 'grab-and-pan' across the map
  - the last three tools allow you to select all objects (e.g. roads) within a specific area. The area may be rectangular, circular or irregular.

## 1.5 Accessing Data

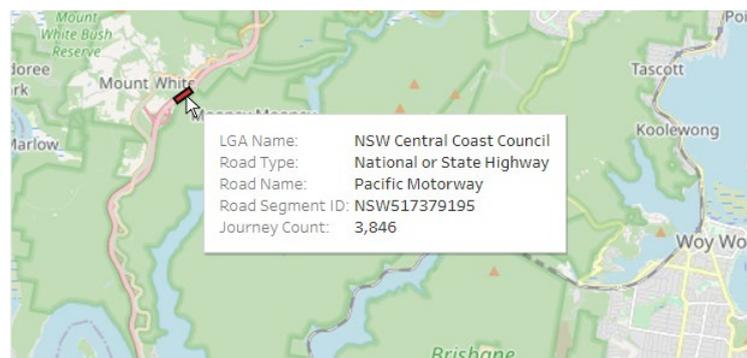
On any dashboard, you can hover your cursor above a specific road segment to see data associated with it, or you can click on a road segment.

Clicking on a road segment allows you to select and view data through a 'Download' menu at the top right of the screen.

**Figure 8: Hovering Over a Road Segment to See Data**



**Figure 9: Clicking a Road Segment to See Data**

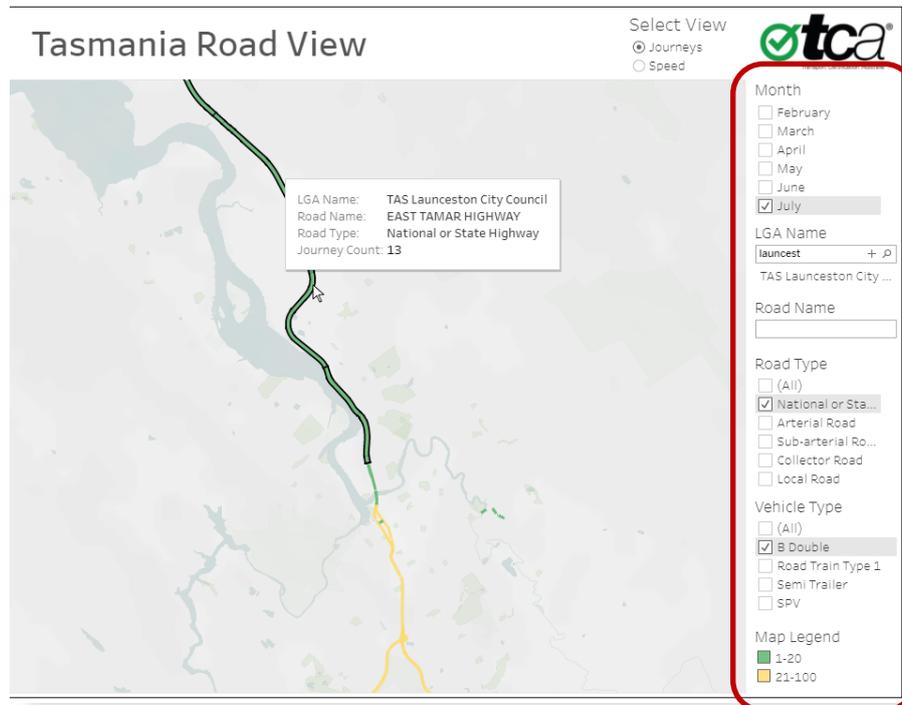


## 1.6 Using Multiple Filters

Using multiple filters is an easy and efficient way to increase the speed of your search.

Figure 10 shows an example of using multiple filters to view the movement of vehicles of the type 'B-Double' travelling along roads classified as 'National or State Highway', within the LGA of 'Launceston', during the month of July, with the cursor hovering over the Tamar Highway.

Figure 10: Using Multiple Filters



## 1.7 Extracting Data

TAP has been designed to provide you with simple analytics through custom dashboards. If you are a compliance manager with appropriate user permissions to the compliance manager dashboards, you can also export identifiable data.

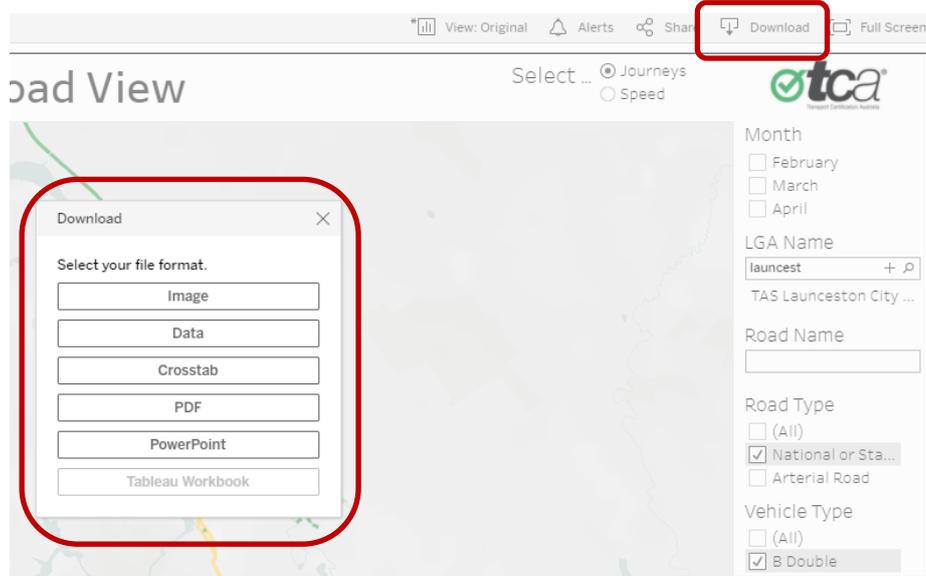
### To export data:

1. Select data for export by using filters to narrow your search to the specific data set you wish to see (e.g. time range, vehicle type, geographic area and road classification)

*Note: You can use the tools in the navigation bar at the top left to refine your search (see Figure 7).*

2. At the top right of the screen, click Download (see Figure 11).
3. In the Download window, select the format in which you would like to export the data or view.

**Figure 11: Exporting Data**



## 1.8 Troubleshooting

If a dashboard is taking a long time to load, try the following:

- Give the dashboard time to cache on the Tableau server while it downloads. Speed should improve quickly after that.
- Avoid opening lots of dashboards at once. A few will work well, but opening all at once may cause them to all run slowly.
- If the dashboards won't load after a while, check that you haven't been logged out. The system will automatically log you out after a period of inactivity.

## 1.9 Where to Get Help

Problems setting up or using the system? Email [support@tca.gov.au](mailto:support@tca.gov.au) to book a help session with one of our support staff.