

27 February 2019

Amanda Cropp
Christchurch Business Bureau Chief
Stuff Media
amanda.cropp@stuff.co.nz

REF: OIA-4596

Dear Amanda

Request made under the Official Information Act 1982

Thank you for your email of 15 January 2019 requesting information about the NZ Transport Agency's Information Technology (IT) projects under the Official Information Act 1982 (the Act).

Connected Journey Solutions (CJS) was established in July 2017 to deliver innovative transport solutions through the exploration of new technologies, products and services. At this time, CJS was tasked with the responsibility of pre-existing software development, as well as new digital initiatives. Most app/software projects listed below pre-date the establishment of CJS.

As your request relates to CJS app/software development, the information provided covers the period from its inception on 1 July 2017 to the date of your request. I have set out answers to your questions below.

What apps and software has the NZTA Connected Journeys team been responsible for developing in the last five years, either in house or via contractors?

CJS is responsible for the following apps and software:

- MobilityOS (Choice, RideMate and the Mobility Marketplace platform)
- NIEMS and Traffic Watcher: to manage unplanned events on the network and understand real-time performance of the network (part of the TransportOS)
- Pothole detection: an application to improve data collection and analysis, to inform the condition of road assets and support maintenance planning
- TravVerse: an app to share the stories of Kaikoura as people travel on SH1 (in development)
- Milford Alliance: Homer Tunnel worker and avalanche inspection application
- WeighRight: to enable automated compliance for freight journeys
- Variable Message System controller: to co-ordinate and prioritise the display of information on electronic message signs on state highways
- Truckr: a tool to help drivers in the South Island to find new rest areas on the alternate, post-earthquake route
- New Zealand Business Number (NZBN) integration: delivery of the NZBN service integration into NZTA online services
- Vehicle permits: aggregates heavy vehicle permit information to make it available for other NZTA systems to use

How much has the NZTA spent on app/ software development over the past five years?

You further clarified this part of your request on 25 January 2019 to:

*How much has the NZTA spent on **this** app/ software development over the past five years*

The Transport Agency has spent a total of \$6,692,081.51 on this software development, since the establishment of CJS.

What was the total value of payments to external companies or individuals for software/app contracts over this period?

You further clarified this part of your request on 25 January 2019 to:

*What was the total value of payments to external companies or individuals for **these** software/app contracts over this period?*

The total value of payments to external companies or individuals for the development of this software/these apps since the establishment of CJS, is \$6,639,308.51.

How much was spent on developing the RideMate app for Auckland and the Choice transport app for Queenstown?

Choice was the first app developed at a total cost of \$775,000 (at launch). In order to ensure efficiency of service, RideMate was developed using the same codebase as Choice. The total cost for getting both products to market at the launch of RideMate was \$1million.

How much did partners such as Auckland Transport and Auckland Airport contribute?

Partners such as Auckland Transport and Auckland Airport did not financially contribute to the software development of the RideMate or Choice apps.

Have any current or past NZTA staff members had financial interests in any of the companies awarded contracts for software or app development? If so, who, and what was their interest?

The Transport Agency is not aware of current or former employees having a financial interest in any company with whom we have engaged for software or app development.

What was the target useage for each of the RideMate and Choice apps and has it been reached?

The RideMate and Choice apps were developed in order to not only test the Mobility Marketplace (mobility OS) concept in New Zealand, but to also assess our ability to integrate transport providers into a realtime platform (the Mobility Marketplace). As the aim of the pilot was to provide a proof of concept, there were no target usage figures applied; the focus was on the platform operation, management of users and commerical operators privacy and to gauge interest from commerical operators to share data.

As the information you have requested does not exist, this part of your request has been refused under section 18(e) of the Act.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to decline this part of your request. The contact details for the Ombudsman can be located at www.ombudsman.parliament.nz.

If not, what has the usage rate been?

	Lifetime Unique Installs*		
	iOS	Android	Total
Choice (22 Aug 17 - 31 Dec 18)	6,281	9,236	15,517
RideMate (15 Dec 17 - 31 Dec 18)	3,052	6,762	9,814
Combined	9,333	15,998	25,331

***Note:** Number of people who installed the app for the first time. Subsequent installs are not counted as unique. Source: Google play and Apple App Stores.

	App Usage	
	Unique users*	App launches
Choice (22 Aug 17 - 31 Dec 18)	16,422	126,693
RideMate (15 Dec 17 - 31 Dec 18)	9,207	47,345
Combined	25,629	174,038

***Note:** If a user signs up with different credentials, the user is counted as unique.
Source: Facebook Analytics.

The NZTA website says "There are many more partners yet to come along this journey in future releases." What other partners or transport providers have become involved, other than those listed on the NZTA website?

All partners and transport providers currently involved in RideMate and Choice are listed on the Transport Agency website. Various conversations are taking place with possible partners/transport providers and will be announced publically, should they choose to launch into the Marketplace.

*The NZTA website says: "At this stage, you can only book for some transport options. We are currently looking into how we can offer payments in the not too distant future, watch this space."
When will app users be able to pay via the app?*

The timeline for a payment option is largely dependent on current programmes underway and regional council readiness to allow integration of payments into their transport marketplaces. We anticipate work will begin on the payment option towards the end of 2019.

If you would like to discuss this reply with the NZ Transport Agency, please contact Andrew Knackstedt, Senior Manager Media, by email to Andrew.Knackstedt@nzta.govt.nz or by phone on 04 894 6100

Yours sincerely

A handwritten signature in blue ink, appearing to read 'MM', with a long horizontal stroke extending to the right.

Martin McMullan

Director - Connected Journey Solutions