

**Ken Ng**

---

**From:** Matthew Floratos <Matthew.Floratos@nzta.govt.nz>  
**Sent:** Saturday, 15 April 2023 10:40 am  
**To:** E&P - Channels & Standards - Channels & Web; Devang Tailor; Dylan Wagstaff  
**Subject:** Re: Application suspension notice

This is a bot that's been deactivated, not our Twitter account. My guess is it's the part of the website that automatically tweets media releases to Twitter?

Twitter has recently moved to a pay model for its API, which is why bots have started going down in the past month or so.

Looks like Twitter has done that piece of work for us [@Devang](#) [@Dylan](#)!

*Sent from my iPhone*

## Matthew Floratos

Senior Advisor, Social Media • Channels and Web

Te Waka Kōtuaia • Engagement and Partnerships

matthew.floratos@nzta.govt.nz

DDI: [section 9\(2\)\(a\)](#)

Mobile: [section 9\(2\)\(a\)](#)

**Waka Kotahi** NZ Transport Agency

Chews Lane Office, 50 Victoria Street

Private Bag 6995, Wellington 6141, New Zealand

---

**From:** Twitter <support@twitter.com>  
**Sent:** Saturday, April 15, 2023 10:24:11 AM  
**To:** E&P - Channels & Standards - Channels & Web <E&PChannels&StandardsWebTeam@nzta.govt.nz>  
**Subject:** Application suspension notice

**CAUTION:** The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

Hello,

This is a notice that your app - NZTA News - has been suspended from accessing the Twitter API.

Please visit [developer.twitter.com](https://developer.twitter.com) to sign up to our new Free, Basic or Enterprise access tiers.

More information can be found on our [developer community forums](#).

Regards,

Twitter Developer Platform

## Ken Ng

---

**From:** Matthew Floratos <Matthew.Floratos@nzta.govt.nz>  
**Sent:** Tuesday, 4 July 2023 8:30 am  
**To:** Stephen Moore; Andy Knackstedt  
**Subject:** Re: [EXTERNAL] - RE: Morning Report question

Mōrena Steve and Andy! I've raised this with our TOC colleagues and am catching up with them on Friday to discuss 😊

### Matthew Floratos

**Senior Advisor, Social Media • Channels and Web**

Te Waka Kōtuitua • Engagement and Partnerships

[matthew.floratos@nzta.govt.nz](mailto:matthew.floratos@nzta.govt.nz)

DDI: **section 9(2)(a)**  
Mobile: **section 9(2)(a)**

**Waka Kotahi** NZ Transport Agency  
Chews Lane Office, 50 Victoria Street  
Private Bag 6995, Wellington 6141, New Zealand

---

**From:** **section 9(2)(a)**  
**Date:** Monday, 3 July 2023 at 4:35 PM  
**To:** Stephen Moore <Stephen.Moore@nzta.govt.nz>; Andy Knackstedt <Andrew.Knackstedt@nzta.govt.nz>; Matthew Floratos <Matthew.Floratos@nzta.govt.nz>  
**Subject:** Re: [EXTERNAL] - RE: Morning Report question

**CAUTION:** The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

I suppose as far as Twitter is concerned it's Elon Musk's world and we're all just living in it!

Thanks for the update, I'll keep an eye on the tweets (rate limit allowing) and look forward to seeing when/if they manage to make their way to Facebook.

---

**From:** Stephen Moore <Stephen.Moore@nzta.govt.nz>  
**Sent:** Monday, July 3, 2023 3:39 PM  
**To:** **section 9(2)(a)**; Andy Knackstedt <Andrew.Knackstedt@nzta.govt.nz>; Matthew Floratos <Matthew.Floratos@nzta.govt.nz>  
**Subject:** RE: [EXTERNAL] - RE: Morning Report question

**section 9(2)(a)**

This one caught us a bit by surprise as well.

The platform we use to publish to social media does allow us to post to more than one channel simultaneously, so we are looking at whether we can replicate our twitter posts on Facebook. This will be a change of process for us so we need to work this through with our Traffic Operations Centres who publish all of our traffic and travel updates.

I've copied in [@Matthew Floratos](#) who runs our social media and he can confirm if and when that is up and running.

In the meantime we will continue posting to Twitter as normal and you will receive any of our media releases and traffic bulletins through the normal channels.

It will be interesting to see how this move from Twitter plays out!

Kind regards

## Stephen Moore

### Senior Manager Channels and Standards

Te Waka Kōtuia | Engagement and Partnerships

[facebook](#) | [twitter](#) | [linkedin](#)

---

**From:** section 9(2)(a)  
**Sent:** Monday, 3 July 2023 12:32 PM  
**To:** Andy Knackstedt <[Andrew.Knackstedt@nzta.govt.nz](mailto:Andrew.Knackstedt@nzta.govt.nz)>  
**Cc:** Stephen Moore <[Stephen.Moore@nzta.govt.nz](mailto:Stephen.Moore@nzta.govt.nz)>  
**Subject:** RE: [EXTERNAL] - RE: Morning Report question

**CAUTION:** The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

Thanks Andy! Look forward to hearing from you Stephen.

---

**From:** Andy Knackstedt <[Andrew.Knackstedt@nzta.govt.nz](mailto:Andrew.Knackstedt@nzta.govt.nz)>  
**Sent:** Monday, July 3, 2023 12:31 PM  
**To:** section 9(2)(a)  
**Cc:** Stephen Moore <[Stephen.Moore@nzta.govt.nz](mailto:Stephen.Moore@nzta.govt.nz)>  
**Subject:** [EXTERNAL] - RE: Morning Report question

Hi section 9(2)(a)

Thanks for reaching out – I'm copying in my colleague Steve Moore, as he oversees our online and social media channels and he'll be best placed to respond.

Cheers,

Andy K

**Andy Knackstedt** / Senior Media Manager

**Te Waka Kōtuia** Engagement and Partnerships

**M** section 9(2)(a)

**E** [andrew.knackstedt@nzta.govt.nz](mailto:andrew.knackstedt@nzta.govt.nz) / [www.nzta.govt.nz](http://www.nzta.govt.nz)

---

**From:** section 9(2)(a)  
**Sent:** Monday, 3 July 2023 11:37 AM  
**To:** Andy Knackstedt <[Andrew.Knackstedt@nzta.govt.nz](mailto:Andrew.Knackstedt@nzta.govt.nz)>  
**Subject:** Morning Report question

**CAUTION:** The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

Hi there,

Hope this email finds you well. I'm currently in the process of refreshing the way Morning Report does its traffic bulletins. As I am sure you have heard by now Twitter is limiting the number of tweets one can view in a day, and in the past the various NZTA Twitter feeds have been quite helpful. Has NZTA got any plans to post the same content on another website or social media?

I am a quite consistent user of the Highway Conditions page on the site, but I can't work out a way to get it to either integrate into an RSS feed or organise it by most recent update. I have found all the Facebook sites for the various regions Waka Kotahi provides updates for but they are not quite as up to date as the Twitter accounts are, this morning some events were posted on Twitter but not Facebook. If they go onto Facebook or some other site it would be easier to monitor, but with the current Twitter set up it is proving a challenge.

Happy to chat more to explain the issue, just thought I would drop a line as well and see if it was on the Waka Kotahi radar.

section 9(2)(a)

RNZ, PO Box 2209, Auckland, New Zealand, 1140  
[rnz.co.nz](http://rnz.co.nz)

Emails sent by Radio New Zealand Limited (RNZ) or any related entity, including any attachments, may be confidential, protected by copyright and/or subject to privilege. If you receive an email from RNZ in error, please inform the sender immediately, delete it from your system and do not use, copy or disclose any of the information in that email for any purpose. Emails to/from RNZ may undergo email filtering and virus scanning, including by third party contractors. However, RNZ does not guarantee that any email or any attachment is secure, error-free or free of viruses or other unwanted or unexpected inclusions. The views expressed in any non-business email are not necessarily the views of RNZ. [www.rnz.co.nz](http://www.rnz.co.nz)

This message, together with any attachments, may contain information that is classified and/or subject to legal privilege. Any classification markings must be adhered to. If you are not the intended recipient, you must not peruse, disclose, disseminate, copy or use the message in any way. If you have received this message in error, please notify us immediately by return email and then destroy the original message. This communication may be accessed or retained by Waka Kotahi NZ Transport Agency for information assurance purposes.

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Emails sent by Radio New Zealand Limited (RNZ) or any related entity, including any attachments, may be confidential, protected by copyright and/or subject to privilege. If you receive an email from RNZ in error, please inform the sender immediately, delete it from your system and do not use, copy or disclose any of the information in that email for any purpose. Emails to/from RNZ may undergo email filtering and virus scanning, including by third party contractors. However, RNZ does not guarantee that any email or any attachment is secure, error-free or free of viruses or other unwanted or unexpected inclusions. The views expressed in any non-business email are not necessarily the views of RNZ. [www.rnz.co.nz](http://www.rnz.co.nz)

This message, together with any attachments, may contain information that is classified and/or subject to legal privilege. Any classification markings must be adhered to. If you are not the intended recipient, you must not peruse, disclose, disseminate, copy or use the message in any way. If you have received this message in error, please notify us immediately by return email and then destroy the original message. This communication may be accessed or retained by Waka Kotahi NZ Transport Agency for information assurance purposes.

Emails sent by Radio New Zealand Limited (RNZ) or any related entity, including any attachments, may be confidential, protected by copyright and/or subject to privilege. If you receive an email from RNZ in error, please inform the sender immediately, delete it from your system and do not use, copy or disclose any of the information in that email for any purpose. Emails to/from RNZ may undergo email filtering and virus scanning, including by third party contractors. However, RNZ does not guarantee that any email or any attachment is secure, error-free or free of viruses or other unwanted or unexpected inclusions. The views expressed in any non-business email are not necessarily the views of RNZ. [www.rnz.co.nz](http://www.rnz.co.nz)

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

## Ken Ng

---

**From:** Stephen Moore <Stephen.Moore@nzta.govt.nz>  
**Sent:** Tuesday, 4 July 2023 10:44 am  
**To:** Andy Knackstedt  
**Subject:** RE: [EXTERNAL] - RE: Morning Report question

Waka Kotahi became aware of the change last Sunday when it was announced by Twitter. Since then Twitter has increased the cap on the number of tweets a user can receive a day from 600 to 1000 and those who pay a subscription to the Twitter Blue service can view 10,000 tweets a day.

The changes don't limit the number of tweets we can send out and we will continue to use Twitter. The biggest concern for Waka Kotahi would be if there is a major weather event or natural disaster where there are likely to be a significant number of tweets being sent out by a range of government agencies and users may reach the daily cap quite quickly and miss out on receiving our messages, such as road closures.

In saying that Waka Kotahi does not rely solely on Twitter for traffic and travel updates. In addition to Twitter we use Facebook, media releases and our Journey Planner website to provide traffic and travel information to the general public.

We currently only use Facebook to publish more significant incidents and events that are likely to impact travel on our state highways. With the changes Twitter has made we are likely to start also using Facebook for minor incidents and updates.

As with all of our social media channels we constantly review any changes to how they operate and adjust our approach accordingly.

## Stephen Moore

### Senior Manager Channels and Standards

Te Waka Kōtuia | Engagement and Partnerships

[facebook](#) | [twitter](#) | [linkedin](#)



[www.nzta.govt.nz](http://www.nzta.govt.nz)

---

**From:** Andy Knackstedt <Andrew.Knackstedt@nzta.govt.nz>  
**Sent:** Tuesday, 4 July 2023 10:27 AM  
**To:** Stephen Moore <Stephen.Moore@nzta.govt.nz>  
**Subject:** RE: [EXTERNAL] - RE: Morning Report question

I'll go back to here Steve – can you and Matt give me some lines for a written response?

Will let her know that's what we can provide.

Cheers,

Andy

**Andy Knackstedt** / Senior Media Manager  
Te Waka Kōtuia Engagement and Partnerships

M [section 9\(2\)\(a\)](#)  
E [andrew.knackstedt@nzta.govt.nz](mailto:andrew.knackstedt@nzta.govt.nz) / [www.nzta.govt.nz](http://www.nzta.govt.nz)

---

**From:** Stephen Moore <[Stephen.Moore@nzta.govt.nz](mailto:Stephen.Moore@nzta.govt.nz)>  
**Sent:** Tuesday, 4 July 2023 9:36 AM  
**To:** Andy Knackstedt <[Andrew.Knackstedt@nzta.govt.nz](mailto:Andrew.Knackstedt@nzta.govt.nz)>  
**Subject:** FW: [EXTERNAL] - RE: Morning Report question

Advice please!

## Stephen Moore

**Senior Manager Channels and Standards**

Te Waka Kōtuia | Engagement and Partnerships

[facebook](#) | [twitter](#) | [linkedin](#)



---

**From:** [section 9\(2\)\(a\)](#)  
**Sent:** Tuesday, 4 July 2023 9:34 AM  
**To:** Stephen Moore <[Stephen.Moore@nzta.govt.nz](mailto:Stephen.Moore@nzta.govt.nz)>  
**Cc:** Matthew Floratos <[Matthew.Floratos@nzta.govt.nz](mailto:Matthew.Floratos@nzta.govt.nz)>; Andy Knackstedt <[Andrew.Knackstedt@nzta.govt.nz](mailto:Andrew.Knackstedt@nzta.govt.nz)>  
**Subject:** RE: [EXTERNAL] - RE: Morning Report question

**CAUTION:** The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

Kia ora Stephen,

Hope you are well.

My colleague [section 9\(2\)\(b\)](#) passed on Waka Kotahi's response to her question of Twitter limiting the tweets visible per day.

I am currently working on a story about how different government agencies are looking at the change and how it might impact important information from getting to the public.

Please may I have a five minute, pre-recorded phone interview with a Waka Kotahi spokesperson today between 10am and 2pm?

It would be great to discuss if Waka Kotahi is aware of the change, what it's looking at doing to address it, how concerning is it, etc.

My best contact is [section 9\(2\)\(a\)](#), hope a time in this window suits.

Thanks,

[section 9\(2\)\(a\)](#)

RNZ | Level 1, 31 Dundas Street | Christchurch | New Zealand 8011

P: [section 9\(2\)\(a\)](#) | M: [section 9\(2\)\(a\)](#) | [section 9\(2\)\(a\)](#)

---

**From:** Stephen Moore <[Stephen.Moore@nzta.govt.nz](mailto:Stephen.Moore@nzta.govt.nz)>

**Sent:** Monday, 3 July 2023 3:40 pm

**To:** section 9(2)(a) Andy Knackstedt <[Andrew.Knackstedt@nzta.govt.nz](mailto:Andrew.Knackstedt@nzta.govt.nz)>; Matthew Floratos <[Matthew.Floratos@nzta.govt.nz](mailto:Matthew.Floratos@nzta.govt.nz)>

**Subject:** RE: [EXTERNAL] - RE: Morning Report question

Hi section 9(2)(a),

This one caught us a bit by surprise as well.

The platform we use to publish to social media does allow us to post to more than one channel simultaneously, so we are looking at whether we can replicate our twitter posts on Facebook. This will be a change of process for us so we need to work this through with our Traffic Operations Centres who publish all of our traffic and travel updates.

I've copied in @Matthew Floratos who runs our social media and he can confirm if and when that is up and running.

In the meantime we will continue posting to Twitter as normal and you will receive any of our media releases and traffic bulletins through the normal channels.

It will be interesting to see how this move from Twitter plays out!

Kind regards

## Stephen Moore

### Senior Manager Channels and Standards

Te Waka Kōtahi | Engagement and Partnerships

[facebook](#) | [twitter](#) | [linkedin](#)



---

**From:** section 9(2)(a)

**Sent:** Monday, 3 July 2023 12:32 PM

**To:** Andy Knackstedt <[Andrew.Knackstedt@nzta.govt.nz](mailto:Andrew.Knackstedt@nzta.govt.nz)>

**Cc:** Stephen Moore <[Stephen.Moore@nzta.govt.nz](mailto:Stephen.Moore@nzta.govt.nz)>

**Subject:** RE: [EXTERNAL] - RE: Morning Report question

**CAUTION:** The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

Thanks Andy! Look forward to hearing from you Stephen.

---

**From:** Andy Knackstedt <[Andrew.Knackstedt@nzta.govt.nz](mailto:Andrew.Knackstedt@nzta.govt.nz)>

**Sent:** Monday, July 3, 2023 12:31 PM

**To:** section 9(2)(a)



Cc: Stephen Moore <[Stephen.Moore@nzta.govt.nz](mailto:Stephen.Moore@nzta.govt.nz)>  
Subject: [EXTERNAL] - RE: Morning Report question

Hi section 9(2)(a)

Thanks for reaching out – I’m copying in my colleague Steve Moore, as he oversees our online and social media channels and he’ll be best placed to respond.

Cheers,

Andy K

**Andy Knackstedt** / Senior Media Manager  
Te Waka Kōtuia Engagement and Partnerships  
M section 9(2)(a)  
E [andrew.knackstedt@nzta.govt.nz](mailto:andrew.knackstedt@nzta.govt.nz) / w [nzta.govt.nz](http://nzta.govt.nz)

---

**From:** section 9(2)(a)  
**Sent:** Monday, 3 July 2023 11:37 AM  
**To:** Andy Knackstedt <[Andrew.Knackstedt@nzta.govt.nz](mailto:Andrew.Knackstedt@nzta.govt.nz)>  
**Subject:** Morning Report question

**CAUTION:** The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender’s email address and know the content is safe.

Hi there,

Hope this email finds you well. I’m currently in the process of refreshing the way Morning Report does its traffic bulletins. As I am sure you have heard by now Twitter is limiting the number of tweets one can view in a day, and in the past the various NZTA Twitter feeds have been quite helpful. Has NZTA got any plans to post the same content on another website or social media?

I am a quite consistent user of the Highway Conditions page on the site, but I can’t work out a way to get it to either integrate into an RSS feed or organise it by most recent update. I have found all the Facebook sites for the various regions Waka Kotahi provides updates for but they are not quite as up to date as the Twitter accounts are, this morning some events were posted on Twitter but not Facebook. If they go onto Facebook or some other site it would be easier to monitor, but with the current Twitter set up it is proving a challenge.

Happy to chat more to explain the issue, just thought I would drop a line as well and see if it was on the Waka Kotahi radar.

section 9(2)(a)  
RNZ, PO Box 2209, Auckland, New Zealand, 1140  
[rnz.co.nz](http://rnz.co.nz)



Emails sent by Radio New Zealand Limited (RNZ) or any related entity, including any attachments, may be confidential, protected by copyright and/or subject to privilege. If you receive an email from RNZ in error, please inform the sender immediately, delete it from your system and do not use, copy or disclose any of the information

in that email for any purpose. Emails to/from RNZ may undergo email filtering and virus scanning, including by third party contractors. However, RNZ does not guarantee that any email or any attachment is secure, error-free or free of viruses or other unwanted or unexpected inclusions. The views expressed in any non-business email are not necessarily the views of RNZ. [www.rnz.co.nz](http://www.rnz.co.nz)

This message, together with any attachments, may contain information that is classified and/or subject to legal privilege. Any classification markings must be adhered to. If you are not the intended recipient, you must not peruse, disclose, disseminate, copy or use the message in any way. If you have received this message in error, please notify us immediately by return email and then destroy the original message. This communication may be accessed or retained by Waka Kotahi NZ Transport Agency for information assurance purposes.

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Emails sent by Radio New Zealand Limited (RNZ) or any related entity, including any attachments, may be confidential, protected by copyright and/or subject to privilege. If you receive an email from RNZ in error, please inform the sender immediately, delete it from your system and do not use, copy or disclose any of the information in that email for any purpose. Emails to/from RNZ may undergo email filtering and virus scanning, including by third party contractors. However, RNZ does not guarantee that any email or any attachment is secure, error-free or free of viruses or other unwanted or unexpected inclusions. The views expressed in any non-business email are not necessarily the views of RNZ. [www.rnz.co.nz](http://www.rnz.co.nz)

This message, together with any attachments, may contain information that is classified and/or subject to legal privilege. Any classification markings must be adhered to. If you are not the intended recipient, you must not peruse, disclose, disseminate, copy or use the message in any way. If you have received this message in error, please notify us immediately by return email and then destroy the original message. This communication may be accessed or retained by Waka Kotahi NZ Transport Agency for information assurance purposes.

Emails sent by Radio New Zealand Limited (RNZ) or any related entity, including any attachments, may be confidential, protected by copyright and/or subject to privilege. If you receive an email from RNZ in error, please inform the sender immediately, delete it from your system and do not use, copy or disclose any of the information in that email for any purpose. Emails to/from RNZ may undergo email filtering and virus scanning, including by third party contractors. However, RNZ does not guarantee that any email or any attachment is secure, error-free or free of viruses or other unwanted or unexpected inclusions. The views expressed in any non-business email are not necessarily the views of RNZ. [www.rnz.co.nz](http://www.rnz.co.nz)

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

**Ken Ng**

---

**From:** Stephen Moore <Stephen.Moore@nzta.govt.nz>  
**Sent:** Wednesday, 5 July 2023 2:49 pm  
**To:** section 9(2)(a); Andy Knackstedt; Matthew Floratos  
**Subject:** RE: [EXTERNAL] - RE: Morning Report question

Hi section 9(2)(a)

We have a meeting with our traffic operations centres on Friday so will put this question to them. We are also discussing wider use of Facebook at the same time.

One other thing you might want to consider is to sign up for regional updates on our journey planner website – [journeys.nzta.govt.nz](https://journeys.nzta.govt.nz).

This will allow you to select a region/ regions and the days and times (eg between 6am and 8am) that you would like to receive updates. Any new events or updates to existing events will be emailed through to you during those days and times.

The screenshot below shows you where to sign up for that feature.

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

## Enter your journey ⓘ

\*Required fields

\*Travelling from

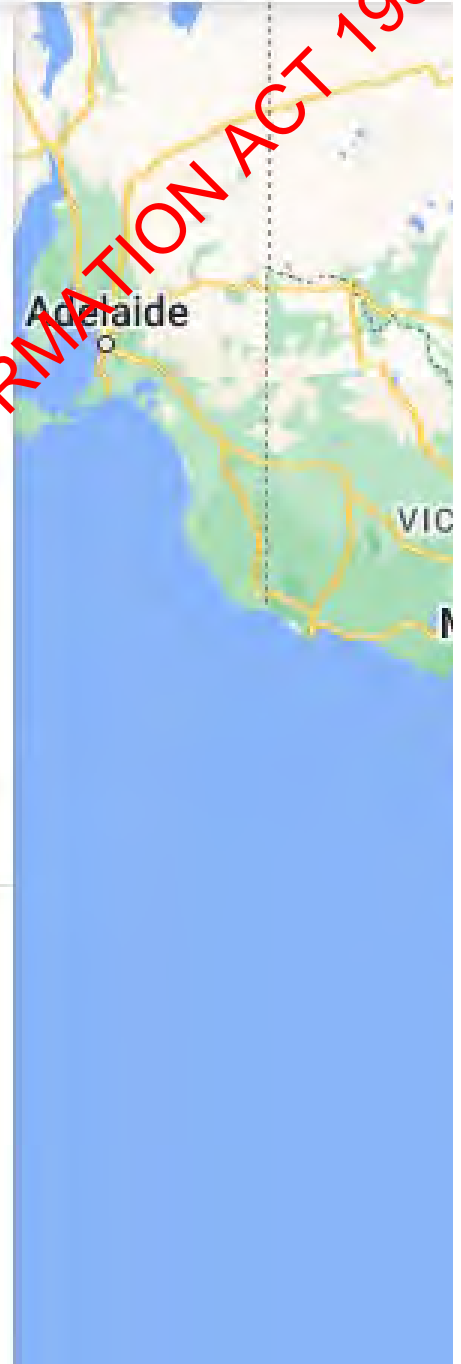
\*Travelling to

Filter

### Your recent journeys

Queenstown to Wānaka

Wellington to Palmerston North



**Stephen Moore**

Senior Manager Channels and Standards

Te Waka Kōtuitia | Engagement and Partnerships

[facebook](#) | [twitter](#) | [linkedin](#)

---

**From:** section 9(2)(a)

**Sent:** Wednesday, 5 July 2023 12:59 PM

**To:** Stephen Moore <Stephen.Moore@nzta.govt.nz>; Andy Knackstedt <Andrew.Knackstedt@nzta.govt.nz>;  
Matthew Floratos <Matthew.Floratos@nzta.govt.nz>

**Subject:** RE: [EXTERNAL] - RE: Morning Report question

**CAUTION:** The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

Hello there,

One more question I have, thanks to a colleague. Back in the pre-Twitter days we used to do regular check calls to NZTA through the morning to see if there are any incidents. Would this still be an option? It's okay if not but I have been asked to check.

Thanks

---

**From:** Stephen Moore <[Stephen.Moore@nzta.govt.nz](mailto:Stephen.Moore@nzta.govt.nz)>

**Sent:** Monday, July 3, 2023 3:40 PM

**To:** section 9(2)(a) Andy Knackstedt <[Andrew.Knackstedt@nzta.govt.nz](mailto:Andrew.Knackstedt@nzta.govt.nz)>; Matthew Floratos <[Matthew.Floratos@nzta.govt.nz](mailto:Matthew.Floratos@nzta.govt.nz)>

**Subject:** RE: [EXTERNAL] - RE: Morning Report question

Hi section 9(2)(a),

This one caught us a bit by surprise as well.

The platform we use to publish to social media does allow us to post to more than one channel simultaneously, so we are looking at whether we can replicate our twitter posts on Facebook. This will be a change of process for us so we need to work this through with our Traffic Operations Centres who publish all of our traffic and travel updates.

I've copied in [@Matthew Floratos](#) who runs our social media and he can confirm if and when that is up and running.

In the meantime we will continue posting to Twitter as normal and you will receive any of our media releases and traffic bulletins through the normal channels.

It will be interesting to see how this move from Twitter plays out!

Kind regards

**Stephen Moore**

**Senior Manager Channels and Standards**

Te Waka Kōtuaia | Engagement and Partnerships

[facebook](#) | [twitter](#) | [linkedin](#)

---

**From:** section 9(2)(a)  
**Sent:** Monday, 3 July 2023 12:32 PM  
**To:** Andy Knackstedt <[Andrew.Knackstedt@nzta.govt.nz](mailto:Andrew.Knackstedt@nzta.govt.nz)>  
**Cc:** Stephen Moore <[Stephen.Moore@nzta.govt.nz](mailto:Stephen.Moore@nzta.govt.nz)>  
**Subject:** RE: [EXTERNAL] - RE: Morning Report question

**CAUTION:** The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

Thanks Andy! Look forward to hearing from you Stephen.

---

**From:** Andy Knackstedt <[Andrew.Knackstedt@nzta.govt.nz](mailto:Andrew.Knackstedt@nzta.govt.nz)>  
**Sent:** Monday, July 3, 2023 12:31 PM  
**To:** section 9(2)(a)  
**Cc:** Stephen Moore <[Stephen.Moore@nzta.govt.nz](mailto:Stephen.Moore@nzta.govt.nz)>  
**Subject:** [EXTERNAL] - RE: Morning Report question

Hi section 9(2)(a)

Thanks for reaching out – I'm copying in my colleague Steve Moore, as he oversees our online and social media channels and he'll be best placed to respond.

Cheers,

Andy K

**Andy Knackstedt** / Senior Media Manager  
Te Waka Kōtuia Engagement and Partnerships  
M section 9(2)(a)  
E [andrew.knackstedt@nzta.govt.nz](mailto:andrew.knackstedt@nzta.govt.nz) / [www.nzta.govt.nz](http://www.nzta.govt.nz)

---

**From:** section 9(2)(a)  
**Sent:** Monday, 3 July 2023 11:37 AM  
**To:** Andy Knackstedt <[Andrew.Knackstedt@nzta.govt.nz](mailto:Andrew.Knackstedt@nzta.govt.nz)>  
**Subject:** Morning Report question

**CAUTION:** The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

Hi there

Hope this email finds you well. I'm currently in the process of refreshing the way Morning Report does its traffic bulletins. As I am sure you have heard by now Twitter is limiting the number of tweets one can view in a day, and in the past the various NZTA Twitter feeds have been quite helpful. Has NZTA got any plans to post the same content on another website or social media?

I am a quite consistent user of the Highway Conditions page on the site, but I can't work out a way to get it to either integrate into an RSS feed or organise it by most recent update. I have found all the Facebook sites for the various regions Waka Kotahi provides updates for but they are not quite as up to date as the Twitter accounts are, this morning some events were posted on Twitter but not Facebook. If they go onto Facebook or some other site it would be easier to monitor, but with the current Twitter set up it is proving a challenge.

Happy to chat more to explain the issue, just thought I would drop a line as well and see if it was on the Waka Kotahi radar.

section 9(2)(a)

RNZ, PO Box 2209, Auckland, New Zealand, 1140  
[rnz.co.nz](http://rnz.co.nz)



Emails sent by Radio New Zealand Limited (RNZ) or any related entity, including any attachments, may be confidential, protected by copyright and/or subject to privilege. If you receive an email from RNZ in error, please inform the sender immediately, delete it from your system and do not use, copy or disclose any of the information in that email for any purpose. Emails to/from RNZ may undergo email filtering and virus scanning, including by third party contractors. However, RNZ does not guarantee that any email or any attachment is secure, error-free or free of viruses or other unwanted or unexpected inclusions. The views expressed in any non-business email are not necessarily the views of RNZ. [www.rnz.co.nz](http://www.rnz.co.nz)

This message, together with any attachments, may contain information that is classified and/or subject to legal privilege. Any classification markings must be adhered to. If you are not the intended recipient, you must not peruse, disclose, disseminate, copy or use the message in any way. If you have received this message in error, please notify us immediately by return email and then destroy the original message. This communication may be accessed or retained by Waka Kotahi NZ Transport Agency for information assurance purposes.

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Emails sent by Radio New Zealand Limited (RNZ) or any related entity, including any attachments, may be confidential, protected by copyright and/or subject to privilege. If you receive an email from RNZ in error, please inform the sender immediately, delete it from your system and do not use, copy or disclose any of the information in that email for any purpose. Emails to/from RNZ may undergo email filtering and virus scanning, including by third party contractors. However, RNZ does not guarantee that any email or any attachment is secure, error-free or free of viruses or other unwanted or unexpected inclusions. The views expressed in any non-business email are not necessarily the views of RNZ. [www.rnz.co.nz](http://www.rnz.co.nz)

This message, together with any attachments, may contain information that is classified and/or subject to legal privilege. Any classification markings must be adhered to. If you are not the intended recipient, you must not peruse, disclose, disseminate, copy or use the message in any way. If you have received this message in error, please notify us immediately by return email and then destroy the original message. This communication may be accessed or retained by Waka Kotahi NZ Transport Agency for information assurance purposes.

Emails sent by Radio New Zealand Limited (RNZ) or any related entity, including any attachments, may be confidential, protected by copyright and/or subject to privilege. If you receive an email from RNZ in error, please inform the sender immediately, delete it from your system and do not use, copy or disclose any of the information in that email for any purpose. Emails to/from RNZ may undergo email filtering and virus scanning, including by third party contractors. However, RNZ does not guarantee that any email or any attachment is secure, error-free or free of viruses or other unwanted or unexpected inclusions. The views expressed in any non-business email are not necessarily the views of RNZ. [www.rnz.co.nz](http://www.rnz.co.nz)

## Ken Ng

---

**From:** Matthew Floratos <Matthew.Floratos@nzta.govt.nz>  
**Sent:** Wednesday, 5 July 2023 4:07 pm  
**To:** Andy Auer; Ajinkya Paralikar  
**Subject:** Re: Twitter limiting how many tweets people can view

Sounds great 😊 I've forwarded this Friday's invite to Steve Moore as well—he's asked to join for the Twitter discussion to chat through the implications for us. There's also Instagram's competitor to Twitter, called Threads which could be worth discussing 😊

## Matthew Floratos

**Senior Advisor, Social Media • Channels and Web**

Te Waka Kōtuitia • Engagement and Partnerships

[matthew.floratos@nzta.govt.nz](mailto:matthew.floratos@nzta.govt.nz)

DDI: **section 9(2)(a)**  
Mobile: **section 9(2)(a)**

**Waka Kotahi** NZ Transport Agency  
Chews Lane Office, 50 Victoria Street  
Private Bag 6995, Wellington 6141, New Zealand

---

**From:** Andy Auer <Andy.Auer@jtoc.govt.nz>  
**Date:** Wednesday, 5 July 2023 at 8:17 AM  
**To:** Matthew Floratos <Matthew.Floratos@nzta.govt.nz>, Ajinkya Paralikar <Ajinkya.Paralikar@nzta.govt.nz>  
**Subject:** RE: Twitter limiting how many tweets people can view

Thanks For the email Matthew

Was definitely something I was going to raise at our catch up.

Technically our main source of information is the Waka Kotahi Journey Planner. Would love to see a plan around letting people know that. I don't think we have ever pushed it as our one source of truth, updated 24/7. Only thing is it doesn't let us directly interact with customers.

We can discuss further on Friday.

Cheers

**Andy Auer** / Real Time Operations Team Leader (Travel Information)  
Airside and Transport Operation Centre (ATOC)  
D **section 9(2)(a)** M **section 9(2)(a)**  
E [andy.auer@jtoc.govt.nz](mailto:andy.auer@jtoc.govt.nz) / W [nzta.govt.nz/traffic](http://nzta.govt.nz/traffic)

---

**From:** Matthew Floratos <Matthew.Floratos@nzta.govt.nz>  
**Sent:** Tuesday, 4 July 2023 8:29 am  
**To:** Andy Auer <Andy.Auer@jtoc.govt.nz>; Ajinkya Paralikar <Ajinkya.Paralikar@nzta.govt.nz>  
**Subject:** Twitter limiting how many tweets people can view



Good morning guys!

You may've heard the news over the weekend but just in case you haven't, Twitter now limits how many tweets regular users can see...

<https://www.theguardian.com/technology/2023/jul/01/twitter-applies-reading-limit-after-users-report-issues-with-platform>

Regular users can now only see 600 tweets a day before they're blocked from viewing more, though it sounds like Twitter may've just raised this cap to 1000 tweets.

This sounded like a big number to me at first, but then people pointed out that many users search for things or browse trending topics or hashtags, and you can go through the quota fairly quickly. If you follow a lot of accounts or follow people that tweet a lot and retweet others a lot, you could hit the quota within a few hours.

If a natural disaster happens people will max out their quota quickly (thinking about the flurry of tweets from the public, the media, politicians etc. in the January flooding for example)

This affects the general public and their ability to reach our updates, and many journalists use our Twitter channels to monitor for incidents and also embed our tweets in their news stories, so they're affected too

Yesterday we had a query come in from RNZ asking what our plan was for reaching people given the changes to Twitter. I think the simplest option is for all Twitter posts to also be published to Facebook—given how quickly conditions are deteriorating on Twitter, if every message also gets published to Facebook then we know for sure there's a place people can access our updates. It means our Facebook channels will receive more posts than before, but that might not necessarily be a bad thing... we'd have to monitor to see how people respond.

There are a couple of ways of make it work—e.g. just publish everything as individual posts, or have a daily peak-hour post a day that gets updated when an incident happens (sort of like the daily Gabrielle posts that would get updated).

Thoughts? Keen to discuss at our catchup on Friday 😊

In the long term our business units should think about what non-social media channels your teams can use to provide updates—I think often about the liveblogging tools news websites like Stuff use for example—but that's obviously beyond my remit! 🙄

—Matthew

## Matthew Floratos

Senior Advisor, Social Media • Channels and Web

Te Waka Kōtuitia • Engagement and Partnerships

[matthew.floratos@nzta.govt.nz](mailto:matthew.floratos@nzta.govt.nz)

DDI: section 9(2)(a)

Mobile: section 9(2)(a)

Waka Kotahi NZ Transport Agency

Chews Lane Office, 50 Victoria Street

Private Bag 6995, Wellington 6141, New Zealand