

TRA-000469 - TfNSW GIPA Application

New record of information pursuant to section 75 of the GIPA Act 2009

Response to terms of request provided by Customer Services Division - Digital Products and Services

(1) Feedback2Go Delivery Costs.

As part of the Customer Feedback Systems (CFS) Program, vendor costs for the development of the Feedback2Go App cost Transport a total of \$49,000 excluding GST.

This vendor engagement included initial requirements, prototyping, delivery and defect remediation after extensive testing. The vendor engaged to develop the app is Crunchy Bagel Pty Ltd.

There were no direct costs attributed to promotion for the app - Transport for NSW communication, digital products and social media assets were used at no cost.

(2) Feedback2Go Complaint Volume

The number of complaints provided to the department through the app, broken down into complaints relating to train, bus, ferry, light rail and roads, since 16 September 2016 (to Monday 17 July 2017) is as follows:

TFNSW	Road	Bus	Trains	Ferry	Other	Total
655	55	1086	953	16	4	2,769