



## TRANSCRIPT OF QUESTION & ANSWER PANEL MAAS TRIP PLANNER TRIAL INFORMATION SESSION 19 JUNE 2019

**Q: Does the API account for passengers carrying heavy loads (e.g. 20kg) on the service?**

**A:** At this stage it does not, we would expect services to comply with the existing legal framework. For public transport, we have rules on what one can or cannot take on board a service e.g. buses do not allow bikes to be carried on board. Transport operators also have the responsibility to ensure that these rules are being followed. For this trial rules for Point to Point have to be followed as well.

**Q: Does the API allow operators to indicate whether their vehicle is suitable for a baby seat?**

**A:** For the purpose of this trial, the customers will be redirected to the operators' products (e.g.: mobile app) to make the booking. If the operator has additional parameters, they can request these from the customer at the time of booking. For future iterations of our digital products and this specification we plan to include such parameters.

**Q: Can you choose to plan a bike ride on a path rather than on a road?**

**A:** We are using OpenStreetMap (OSM) as our cycling dataset underlying the trip planner. We have done an assessment on other products in the market and have found that OSM is the most suitable for use in New South Wales. OSM does include information about cycle path locations as an alternative to roads.

**Q: Do you also consider the terrain of the planned route?**

**A:** Yes, we do consider the terrain of the planned route. The terrain dataset has been integrated with OpenStreetMap and is being calculated in the background to produce the best result for the customer. This includes elevation data and will create a more accurate estimate of travel time.

**Q: How long is the trial?**

**A:** The trial is planned to run for six (6) months but may be extended. We want to have good data and analytics so that we can make an informed decision on the next steps.

**Q: Is there any situation where a user will be presented with a single trip plan that includes catching public transport followed by a Point to Point service?**

**A:** Yes, the trip planner will plan the best route for the customer. It may plan a train service to a location and a Point to Point service to the final destination if this is the best route for the customer.

**Q: What percentage of your users are people with disabilities?**

**A:** It is less than 1% due to our high volume of users. Even though it is a low percentage of users, we allocate significant resources to ensure our digital products cater to people with special needs and that stops are accessible to them. We have data to ensure that we are directing these customers to places with accessibility services and they are only given trip plan results that show accessible stations and stops. All of our digital products are required to meet W3C standards.

**Q: How does the TfNSW trip planner cater for motorway tolls if the route includes rideshare or car share service and it requires travelling on a motorway?**

**A:** The cost for travelling on a motorway should be included in the operator's charges to the customers. We will consider including toll charges into the specification and request the cost from the operator before displaying the fare information in the trip planner to the customers. For services which we do not have the data, we will give an indication to the customers that additional costs that may be added into the trip.

**Q: Do you have any provision to include data to indicate safe pick-up spots where drivers can park safely. In particular pick-up spots that allow drivers to stop safely, and for a customer with a child to have time to get in the car and strap the child into a children's car seat?**

**A:** In this trial, we are focusing on raising awareness of the service and will hand over the booking of the service to the operator. The operator will be required to indicate a safe pick-up location to the customer.

**Q: How did TfNSW get the percentage of people that are walking, cycling and driving?**

**A:** TfNSW derives these numbers from a major research piece every three years and minor research pieces on an ad-hoc basis. The number of people involved in the most recent round of research is about 10,000 people. We also conduct a lot of testing when we release minor and major product features. The figure outlined in this presentation are highly consistent throughout the years and have not changed much e.g. rideshare products is well integrated in the network but we did not see much changes to the percentage of people taking taxis. We also noticed in the research around parking that people choose not to drive because they do not wish to deal with challenging parking options in the CBD and they are looking at other options to travel around Sydney.

**Q: Do you have any research into the driving percentage and possibly separating between ride sharing and taxi?**

**A:** The information presented today does not contain detailed insights in this area. The objective of the most recent major research piece was to gather insight into personalisation and disruption. Secondary findings from that research highlighted insight around mobility-as-a-service and first and last mile connectivity.

**Q: For this trial, do you just want to raise awareness of the service to the customer and after that they will be redirected to the provider's website or app for booking? The booking and payment or updates to the booking lies on the provider. Is that correct?**

**A:** Yes, for this trial the trip planner will make a request for data via API from the operator as per the specification. Once the trip plan has been display in the TfNSW trip planner and the customer selects the third party operator as an option the customer will be sent to the operator's website or app to complete booking and payment. There are parameters in the trip planner for the customers to choose first and last mile travel preferences and trip plans will be displayed accordingly.

**Q: Drivers can receive a fine in the mail if they drop the customers off at an illegal spot. Does TfNSW have any integration to indicate illegal drop-off spots and suggest alternative legal drop-off spots?**

**A:** No, currently it is up to the operator to indicate the pick-up and drop-off spot for the driver to pick up their customers. The implementation of this kind of logic can get incredibly difficult and this trial is the initial phase which we will use to find out what is possible and the services that the people like to use.

**Q: How do you plan to rank the providers in the same category in the trip planning results?**

**A:** The trip planner will present the best options to the customers depending on the parameters which they have selected and the operating area of the providers.

**Q: If customers forget something in the car, how can they report and try to get the lost property back?**

**A:** We have a list of operators in our website which contains the contact details of the operators. The customers can contact the providers to request for assistance in the case of lost property. We will make sure that we have a process for the customers to report lost property if the property is lost while taking a trip with the operator that is in the trip planner.

**Q: Does TfNSW have a communication plan to disseminate the information about the trial?**

**A:** There may be a Ministerial announcement tied to this trial. We also have a communication plan to promote awareness of this trial. We can promote it via our social media channels as well as via physical assets at bus stops and train stations. We also have a huge user base and they will be able to notice this change when they are using our website.

**Q: Does TfNSW have any statistics on the number of people planning trips to the airport (airport stations) for next day or further into the future?**

**A:** Yes, TfNSW has the statistics. For the airport stations, it is within the top twenty stations. In the trip planner, we do track the number of trips which are planned ahead.

**Q: Does TfNSW have statistics about trips planned for immediate travel vs trips planned for future travel?**

**A:** Yes, around 65% of trip plans are for immediate departure or departure within a five minute range, and 35% for departure further into the future.

**Q: What happens if one of the modes in the trip planner requires the customers to use a credit card or be a member to book that service?**

**A:** For this trial, we are only raising awareness. The payment side of things will be handed over to the operator to handle. We will display payment information in the trip planner options so that the customers will know this before they click on a button to go to that operator's website. We also provide alternative times to the customers in the trip planner so that they can consider other options.

**Q: What do you consider as real-time? We had an incident last week resulting in a twenty minute trip becoming a two hour trip. Do you consider that to be real-time?**

**A:** Yes, we do consider that to be real-time. For customers who booked the service with the operators, we hope that the operators do provide real-time information to the customers.

**Q: Over 50% of people living in Sydney's southwest have English as their second language. How are you addressing this?**

**A:** We have a help page on our website, translated into multiple languages with instructions for customers on how to use the trip planner. We also have a call centre if further assistance is required. We have the right level of support for this group of customers.

**Q: Please clarify your statement that only 22% of the users of the trip planner are female?**

**A:** 22% in the "heavy user" group are female and 78% are male. Heavy Users are defined as those who use the trip planner more than once. The gender split for general use of TfNSW products is equally male and female.

**Q: What are the factors that TfNSW is looking for to determine that a transport operator is reputable enough to be selected for this trial?**

**A:** It is important that the operators meet the regulations that have been set out for the services that they offer and we have a level of confidence about the quality of the services that operators provide. We do not want to put up products that are not sustainable. We have some specific questions in the application for the operators to answer in order for us to make an informed decision. Another key consideration is the performance of the APIs and whether the request can be fulfilled within a short amount of time as we do not want our customers to wait too long for the trip planning results.