

# RE: Ticketing System Update

Sonia Simpson <sonia.simpson@aut.ac.nz>

Fri 6/04/2018 2:14 p.m.

Inbox

To: Hayden Woodhead <qsj6872@autuni.ac.nz>;

Excellent – On with the graft

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**From:** Hayden Woodhead <qsj6872@autuni.ac.nz>

**Sent:** Friday, 6 April 2018 2:05 PM

**To:** Sonia Simpson <sonia.simpson@aut.ac.nz>; Sally Vallely <sally.vallely@aut.ac.nz>

**Cc:** William Liu <william.liu@aut.ac.nz>

**Subject:** Re: Ticketing System Update

Ahh we have missed the alerts in the mockups. The requirement for it is definitely recorded and we plan on implementing both in a screen in the app as well as notifications sent to user devices (just like emails, facebook notifications etc).

As for Bobby its an obscure tech reference and is a placeholder for the users full name.

As for free shuttles. At this current moment we cant think of a way to include this nicely into the app (in terms of databases and data modeling). We will have a think and get back to you. Manual counting may be the easiest in these instances.

I haven't flicked it through to Abby or Ian but I will.

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**From:** Sonia Simpson <sonia.simpson@aut.ac.nz>

**Sent:** Friday, 6 April 2018 1:52:17 p.m.

**To:** Hayden Woodhead; Sally Vallely

**Cc:** William Liu

**Subject:** RE: Ticketing System Update

Hello Hayden

Yes – 3 day weeks are lovely however they do impact productivity!

I have reviewed your proposal and you have all done a good job.

From a user perspective my only feedback at this point is to add a 'Current Traffic Alerts' or 'Current Schedule Disruptions' option on the Bobby Tables screen (what is a Bobby Table? I really don't need to know....).

This could have a little number next to it if there are any current alerts of motorway issues and consequent timetable delays. I suppose the other option around the alert is the app would 'send' an alert message that would pop up on the phone screen even if the app wasn't open. This might be annoying if you weren't actually at Uni that day/s. Anyway – after the week we have had on the Southern motorway this week – it is at the top of my mind.

Otherwise the app looks very good from a user perspective.

A couple of variations that will be required;

- Consider our 'Free' shuttle days during O-week and Graduation weeks. We will still want to record passenger numbers accurately but not charge.
- Consider our new students particularly during O-week who will have neither the app nor a paper ticket. The same applies for Graduation weeks when friends and family can travel for free – on these very few days is a manual count process the only option? Or, could the driver simply tap the screen (somehow) to tally passengers as they embark? Or, a pre-printed multi-use QR code the driver can scan for non-paying, non-app holding passengers. If push comes to shove on this one it doesn't matter. The drivers can simply let the passengers on.

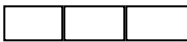
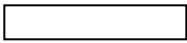
Can you please confirm that Ian Birch and Abby Dowd received the proposal also as I cannot comment on the technical aspects of the project.

Kind regards  
Sonia

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### Sonia Simpson

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**Subject:** Ticketing System Update

Hello

Just a quick update on how we're tracking. Easter has put as bit behind but we are working hard to catch up. Currently doing some planning before starting any programming.

Have you had a chance to review the proposal as per our last email? If not please find attached the proposal. Most of it can be ignored (the budget especially) however the requirements and designs we would like some feedback on.

Thanks  
Hayden