

29 July 2020

Steven Carrington
fyi-request-13330-60cc95cc@requests.fyi.org.nz

REF: OIA-6887

Dear Steven

Request made under the Official Information Act 1982

Thank you for your email of Friday 17th July 2020 requesting the following information under the Official Information Act 1982 (the Act) on Waka Kotahi NZ Transport Agency's use of tracking software for COVID-19.

I will answer each part of your request in turn below:

1. Has your organisation been using any sort of app or software to track staff and visitors to your offices during covid-19?

Waka Kotahi uses Who's on Location software as our visitor management system for visitors to each of our locations. During COVID-19, and in response to the need to be able to contact trace our employees and visitors, we also enabled the employee sign in and sign out function. Prior to COVID-19, we did not require employees to sign in using this system.

2. If yes, could you briefly outline the nature of the app/software and who the developers/suppliers are?

Waka Kotahi uses the visitor and employee software 'Who's on Location' (www.whosonlocation.com)

Who's on Location is a software as a service offering, which Waka Kotahi has active subscriptions for its office locations.

Sign in and sign out functionality is available via a kiosk in our office reception areas, and for our employees is also available as a mobile phone app. The mobile phone app option requires employees to select the office they are entering.

The Who's on Location mobile app requires a personally set pin code or thumbprint to be set before the app can be used.

Reporting is available to an approved system administrator, for the purposes of COVID-19 contact tracing. Information includes:

- Employee name / visitor name
- Company (if visitor)
- Phone number and email address (manually entered for visitors)
- Sign in mode (either via mobile app or kiosk)
- Date and time signed in and signed out
- Location (office)

3. Could you please report on the compliance rate of both staff and visitor use of the app/software? A simple percentage or similar is all I'm after.

Visitors:

It is a requirement that all visitors to Waka Kotahi offices sign in using our Who's on Location visitor management system. Visitors are able to sign in themselves using the kiosk system at our reception areas, or our reception staff can enter visitor details into the system using the web portal. The visitor's host is then notified that their visitor is waiting in our reception area.

Employees:

It is estimated that Waka Kotahi has approximately 60% compliance with employees using the sign in app. This estimate is based on manual head count at our main locations against Whos on Location sign in reports.

If you would like to discuss this reply with the Waka Kotahi, please contact me, by email to Lizette.Marais@nzta.govt.nz or by phone on 09 928 8738.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lizette Marais', written in a cursive style.

Lizette Marais

Senior Manager – Business Support Services