



Freedom of Information request 01/FOI/24/2446
We received your request on the 11/02/2024.

Request

You asked us:

I am writing to request information about the Railway Guardian app.

1. How many downloads has the app had, broken down by month since the launch of the app? (This information should be readily available from the app stores where the app has been downloaded)
2. How many monthly active users has the app had, broken down by month since the launch of the app? (This information should be readily available from any analytics software, such as Google Analytics, that you use to measure the performance of the app)
3. How much have you spent on developing the app, both for one-off costs and ongoing subscription/maintenance costs.

We have handled your request under the Freedom of Information Act (FOIA)

Our response:

1. Current downloads (caveat: this only includes public user downloads from relevant app stores and does not include institutional downloads that have been managed using a corporate Mobile Device Management system).

Month	Apple App Store	Google Play Store
Jul-22	4150	1296
Aug-22	1077	505
Sep-22	657	250
Oct-22	543	202
Nov-22	624	290
Dec-22	2439	836
Jan-23	1112	593
Feb-23	12196	636
Mar-23	1662	814
Apr-23	1040	652
May-23	2079	385
Jun-23	10709	357
Jul-23	1288	688
Aug-23	2061	699
Sep-23	13799	669
Oct-23	52150	799
Nov-23	3058	1122
Dec-23	13761	1991

Jan-24	2794	950
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2. Monthly active figures

Month	Year	Monthly Active Users
7	2022	7412
8	2022	8522
9	2022	5507
10	2022	5638
11	2022	7141
12	2022	8976
1	2023	8690
2	2023	9888
3	2023	11909
4	2023	9546
5	2023	8407
6	2023	8125
7	2023	7313
8	2023	7861
9	2023	10318
10	2023	12325
11	2023	11544
12	2023	21180
1	2024	23132

3. BTP were awarded a grant of £550,000 following an application to the Home Office Safer Streets Scheme 3.

The eventual build cost and ongoing cost of the Railway Guardian app –
The actual build costs were £373,854, as per below.
Ongoing costs - We have a contract for the next 2 years of £200,000.