

National Ticketing Solution

Monthly Report for October 2022

ISSUED ON 28 October 2022

National Ticketing Solution

This October 2022 report provides a centralised dashboard of information outlining a high-level view of the National Ticketing Solution project for discussion.

GOVERNANCE

- The Governance Review is complete and the terms of reference are now finalised. The new National Ticketing Solution (NTS) Governance Board will be stood up in late November 2022.
- Public Transport Authority members have been finalised and we are recruiting for the independent members.

DETAILED BUSINESS CASE

- The Participation Agreement was signed by all 14 parties on Tuesday 18 October 2022.

ASSURANCE - GATEWAY REVIEW

- The next Assurance Review is planned for November 2022.

COMMUNICATIONS AND ENGAGEMENT

- Design workshops with the ticketing and financial suppliers have commenced.
- Environment Canterbury implementation is planned for mid-2024. Auckland Transport and Greater Wellington timelines will be finalised as part of the implementation roadmap.
- We are working closely with the Auckland Transport Executive team to determine the best option for early provision of EMV (Europay, MasterCard and Visa) usage on public transport. Once implemented, this will help reduce transition risk for Auckland Transport.
- Interest has been high after the contract signing event, with constant management of responses needed.
- Topics of interest for Official Information Act and media requests are about the contract terms, what NTS means for public transport users, the procurement process adopted to award the contract, what parties pay for, how will customer data be protected by Cubic, and what did Waka Kotahi know about the supplier's defence work internationally.
- The LinkedIn post announcing contract has been the most popular post this year and in the top five highest overall for Waka Kotahi with 509 likes 25,000 views.
- Our sponsor will present at the ITS T-Tech conference on 1 November 2022.
- We are managing requests for interviews and editorials week by week.

FINANCIALS

- \$27.9 million was spent on procurement to get to contract signing.
- \$1,388.1 million is the total cost over the lifespan of the contract.

Risks – new risks post contact signing



LOW
RISK

1. A large Participating Agency withdraws, undermining the viability of a national solution.



LOW
RISK

2. Time delays with Cubic extends time to go-live for Canterbury, resulting in higher costs for authorities and negative public perception.



LOW
RISK

3. Adequate capacity and capability are not available either for Waka Kotahi NZ Transport Agency or Public Transport Authorities resulting in delays to implementation and additional costs.



MEDIUM RISK

4. Media interest in supplier's other business could skew public opinion on data security of customer details.

PROCUREMENT

• The contract with Cubic has been signed.

• Detailed discussions to mitigate transition risks for Auckland Transport are being advanced.

FUTURE

• The solution we have procured is extensible to support other transport initiatives around payments, such as congestion charging, micro mobility, and Mobility as a Service (MaaS).

• We will discuss with the Public Transport Authorities the opportunities this account-based ticketing platform creates to support other initiatives.

Partnering



Regional Consortium

- This group will follow larger Public Transport Authorities.

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Auckland Transport

- Engagement continues to identify roadblocks around transition options. Continued support is offered to ensure a smooth transition and an improved customer experience.

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Greater Wellington Regional Council

- The Snapper on Rail launch is imminent, scheduled for 12 November 2022 on the Kapiti Line. Continued support is offered to ensure a smooth transition and an improved customer experience.

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Environment Canterbury

- Detailed design and planning is underway for Canterbury to ensure operational readiness is achieved for mid-2024. Continued support is offered to ensure a smooth transition and an improved customer experience.

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