

MINO-507 – National Ticketing Solution and the SuperGold Card

9 November 2022

The Minister's Office has requested some frequently asked question and answers relating the SuperGold Card and the National Ticketing Solution.

Waka Kotahi NZ Transport Agency's response:

- The National Ticketing Solution will still enable SuperGold Card holders to continue to receive free or subsidised public transport services.
- The difference for a user of the SuperGold Card is that instead of having two cards, such as Bee and the AT HOP card, SuperGold Card users will simply have their concession loaded against either their credit/debit card or a transit card.
- When someone uses their credit/debit or transit card to tap onto public transport, the concession will be applied. It is important to note that they are only able to have their concession loaded against one card, so it is important to always use this card to have the concession applied.
- Other public transport users will also have concessions loaded where appropriate (e.g., Community Services Cardholders) and these will be applied before any charge is made for that person's daily travel.
- Concession benefits will be captured for the chosen card at the time the system goes live and will apply for as long as a person is entitled to that benefit.
- The National Ticketing Solution is being provided by Cubic Transportation Systems, which has been running ticketing solutions globally over 50 years. The system is proven. Cash payments will still be accepted subject to individual council rules.
- There will be access to call centres or via the internet to correct any problems in the event they occur.
- It should be noted that the system is designed to be intelligent and if one forgets to tag off on a journey, instead of charging the price to the end of the journey, the system will look at their travel history and determine where one normally tags off and will charge the fare appropriate to that journey.