

MIN-4007 Key messages for Snapper Launch

8 November 2022

Key messages for the Snapper Launch for rail at Wellington Station on Monday 14 November 2022.

Why are we supporting the Snapper rollout when we are going to replace it with the National Ticketing Solution?

- In November 2021, a Snapper on Rail (SoR) Pilot was launched on the Johnsonville Line. The high levels of success and uptake of the pilot, plus the need to prepare for the National Ticketing Solution (NTS), gave Metlink the confidence to roll out Snapper to the entire rail network as well as look to phase out offboard paper-based tickets.
- Expanding the use of SoR will enable Greater Wellington Regional Council to better understand the physical, operational and customer requirements needed for an electronic ticketing future on its rail network.
- SoR will help deliver a quicker and lower cost transition to the NTS through re-use of infrastructure, customer familiarity with an existing electronic ticketing systems and better data to manage the transition.
- SoR has also required a redesign of rail operations to reflect an electronic ticketing environment which will assist in the transition to NTS.
- The process of rolling out snapper across the rail network and the active involvement from Greater Wellington Regional Council in the development process ensures that the solution will meet all of Greater Wellington's requirements when it the solution is implemented across Metlink's network.
- As well as the benefits for the development of the NTS, this interim arrangement will support customers in the Wellington region to familiarise themselves with the electronic ticketing and make the transition smoother for when the NTS is implemented. Auckland transport already has the payment between their rail and bus networks coordinated.

Why not just expand Snapper?

- There was a robust procurement process for the NTS that resulted in the best outcome for a national solution across Aotearoa.
- The Cubic contract provides the best value-for-money for the services delivered, in the long-term, when considered against other options.
- SoR is an interim solution and an important step in Metlink's transition to the NTS.

NTS seems an excessive cost if we have already paid for Snapper?

- There was a robust procurement process for the NTS that resulted in the best outcome for a national solution across Aotearoa.
- The Cubic contract provides the best value-for-money for the services delivered, in the long-term, when considered against other options.
- The cost of continuing to operate the existing systems was estimated at \$800 million to retain the existing systems in current form. This option did not include any price adjustments to the existing systems at the expiry of contracts, or provision for any additional services.

Snapper are local why are we going with a US company?

- There was a robust procurement process for the NTS that resulted in the best outcome for a national solution across Aotearoa.
- Additionally, no New Zealand company bid to our request for proposal.

Why can't the NTS just be rolled out now instead of Snapper on Rail?

- New Zealand is looking to buy and implement a true national solution, one of only a handful deployed countrywide around the world.
- In New Zealand there are currently four public transport ticketing systems: AT Hop, Snapper, MetroCard, and Bee Card. This creates a unique set of requirements that need to solve the integration of four systems into the one solution, so we are working with each authority to ensure the new solution aligns with their specific requirements. This is complex.
- It is imperative that we take the time during this development stage of the NTS to get it right.