

# National Ticketing Solution (NTS)

## Monthly Report for August 2023

Issued on 31 August 2023

Proactively Released

# NTS Programme Executive Summary

Work on the delivery of phase 1 is progressing to the agreed plan. The technical design is almost complete and is expected to be signed-off by the end of August 2023.

The financial services provider Master Services Agreements (MSA), Transit Card Programme Manager (Mastercard) and Merchant Acquirer (ASB), have now been executed by all parties. This is the final step to the NTS Participation Agreement between Waka Kotahi NZ Transport Agency and the Public Transport Authorities being unconditional, although we have been operating under the terms of the Agreement since October 2022.

Testing on the two brands short-listed at the last NTS Governance Board meeting is progressing well and we expect to have the testing completed by the end of August 2023 and a final decision by September/October 2023.

Work is progressing with Greater Wellington Regional Council (GW), **section 9(2)(j)** who will be the next Public Transport Authorities (PTAs) after Environment Canterbury (Ecan) to transition onto the NTS.

Budget is green (better)	Schedule is amber (same)
The overall budget is not at risk. The Phase 1 integrated plan budget (to end of October 2024) has been endorsed by the NTS Governance Board and therefore the RAG status has been improved to green.	We continue to refine the Phase 1 integrated plan. Getting appropriate resources onboarded in a timely fashion could still pose a risk to the delivery of the solution but this is being managed closely. We continue to review and ensure there is adequate contingency in the relevant parts of the plan.

# Risk management summary

Risk area and trend	Description	Risk trend	Action update
section 9(2)(g)(i)			

# Public Transport Authority NTS roll out updates

Key deliverable	Start	Finish	Phase	RAG	Comment
Environment Canterbury (ECan)	October 2022	section 9(2)(b)(iii)	Design	Green	Work continues on the Phase 1 Integrated plan including critical success factors for go-live to ensure we have a well-planned pathway to a successful launch of Phase 1. We expect this to be completed by the end of September 2023. We anticipate approval of the plan in October 2023.
Greater Wellington Regional Council (GW)	section 9(2)(ba)(i)	section 9(2)(ba)(i)	Transition planning	Green	More work has been completed on setting up the programme of work for GW. The focus now is on preparing for the GW design phase.
Auckland Transport (AT)	section 9(2)(ba)(i)	section 9(2)(ba)(i)	High level design	Green	AT Early Integration technical feasibility has been confirmed. section 9(2)(ba)(i)
Regional Consortium (RC)	section 9(2)(j)	section 9(2)(j)	Transition planning	Green	The RC has agreed to a phased rollout approach for transition for the 10 members of the RC. Activity has started with section 9(2)(j) on their business readiness process.

Proactively

## Communications and Engagement

- There has been some media activity from Radio New Zealand (RNZ) recently as a result of a proactive release of an OIA request related material. The OIA was from GTS/Thales (OIA-12109, published on 31 July 2023 - [www.nzta.govt.nz/about-us/official-information-act/official-information-act-responses/](http://www.nzta.govt.nz/about-us/official-information-act/official-information-act-responses/)) and focused on documents relating to the procurement phase of the programme from early 2022. The media report questioned Auckland Council commitment to the NTS programme. Subsequently, we, along with Auckland Transport, have met with Auckland Councillor Maurice Williamson and briefed him on the NTS. **section 9(2)(g)(i)** RNZ has also requested additional information on governance matters and this is being provided to them as an OIA.
- We continue to receive limited number of OIAs primarily focused on the procurement process for selecting the NTS system supplier. We are currently working through the OIA from RNZ mentioned above.

## Iwi/Māori Engagement

We have two focus Areas for Iwi/Māori engagement:

- Issues/Opportunities related to payment methods for public transport.
- Issues/Opportunities related to the collection, storage and use of iwi/Māori customer data.

Initial feedback from our engagements is generally positive but we await a greater sample before drawing final conclusions and adapting the NTS Programme, as required. A full report is due to the Governance Board in September 2023.



