

# National Ticketing Solution

## GOVERNANCE BOARD – MINUTES

MEETING INFORMATION	
Date:	Friday 26 <sup>th</sup> May 2023
Time:	10.40 am to 3.00 pm ECan Offices, Christchurch
Chair	Rachel Reese (RR)
Members Present	Liz Maguire (LM), Roger Jones (RJ), Vanessa Ellis (VE), Samantha Gain (SG), Mat Taylor (MT), Giles Southwell (GS), Kim Ngarimu (KN), Marcus Porter (MP), Sarina Pratley (SP),
In attendance	Yogesh Anand (YA), Vivienne Mitchell (VM), Deborah Parsons (DP), James Timperley (JT), Gavin Greaves (GG), Paul Everett (PE), Rebecca Bell (RB), Rachael Turnage (RT), Jeremy Dickson (JD), Charles Ronaldson (CR), Mark McHugh (MM),
Apologies	section 9(2)(a)
Quorum	N/A

### ITEM 1 – KARAKIA AND HOUSEKEEPING

- The Chair opened the meeting.

### ITEM 2 – APOLOGIES, MINUTES, ACTIONS, AND REVIEW FUTURE MEETING DATES AND LOCATION

- **Minutes of Last Meeting:**
- The Board provided minor changes to the minutes of 28<sup>th</sup> April 2023; the feedback has been included in the last version of minutes and filed accordingly.
- Refer to updates in pack.
- The team provided a Māori engagement update:
  - A detailed Māori engagement update will be presented to the June Board meeting.
  - The team are working with Te Amokura on Māori/Iwi engagement.
  - The engagement will focus on payment for access to public transport and the NTS Programme solution and not wider public transport offerings.
  - The Board asked that the team consider data sovereignty issues. Note that within Waka Kotahi these issues are being explored by the Safety Camera Programme of work.
  - Discussion followed on a national vs local engagement with Māori and how the team will approach this. The PTA representatives indicated that they would like material from NTS Programme to allow discussion at local level and how the NTS can be utilised to support Māori outcomes.

#### Actions:

- **Explore how data sovereignty issues have been managed with the Waka Kotahi Safety Camera Programme. YA.**

- **Māori Engagement information: provide material from NTS Programme to allow discussion at local level and identify how the NTS can be utilised to support outcomes. CR.**
- **Future Meeting Dates and Location:**
- The Board agreed that the June Governance Board Meeting will be held in Christchurch not Tauranga.
- The following changes were made:
  - November Meeting scheduled for Tauranga
  - Meeting schedule for the balance of the year to be reviewed and the team will move some of the meetings to virtual and use Teams to reduce travel costs.
  - Online meetings limited to 3 hours.
  - Aim for August as online Teams meeting.
  - The team will work on a schedule and circulate.

**Action:**

- **Provide schedule for virtual vs in person meetings for remainder of 2023. CR.**

### ITEM 3 – EXECUTIVE PROGRAMME UPDATE

- Report as read. Key call outs:
- Discussion on ECan progress and learning.
- The Board queried what does transition look like for the different PTAs and asked what the quantum looks like across the programme.
- The Board said they would like a view of how Phase 1 setup costs will be distributed across the whole programme i.e., what are we spending now that is supporting later phases e.g., Core. Also want to review contingency planning numbers when ready.
- **section 9(2)(g)(i)** [REDACTED]
- The Board expressed concern around timelines and asked how realistic the schedule is.
- **section 9(2)(b)(ii)** [REDACTED] Discussions with the Cubic Executive team has signalled they are committed to deliver to agreed timelines.
- **section 9(2)(g)(i)** [REDACTED]
- **section 9(2)(g)(i)** [REDACTED] The team indicated that the scope meets the requirements for ECan and future elaborations.
- The Board requested the development of the Cubic and PTA dashboard to provide a shared view on progress and areas for improvement.

**Actions:**

- **Provide a view of how Phase 1 setup costs will be distributed across the whole programme. VM**
- **Provide details on Contingency planning. CR**
- **Commence the Cubic and PTA dashboard and table to Board. VM.**

### ITEM 4 – OVERALL PROGRAMME STATUS

- a) **Workstream Updates, High Level Roadmap:**
- Budget is reporting Amber not Green as stated in report.
- Schedule is also reporting Amber. Path to green is when we have further information on the integrated plan included for next Board meeting.
- The Board requested that for the Status Reporting where the status is listed as worse, we should specify in the commentary as to why it is worse.

**b) Critical Path, Milestones and Dependencies, Decisions**

- Taken as read

**c) Completed and Ontrack Milestones**

- Taken as read

**d) At risk and late milestones**

- Taken as read.

## ITEM 5 – FINANCE REPORT

- Taken as read.
- The team will incorporate integrated plan figures in the next month.
- Based on current model we anticipate an underspend. The quantum can be confirmed when we understand integrated plan.

## ITEM 6 – NTS PRIVACY IMPACT ASSESSMENT

- Taken as read.
- The programme needs to ensure that we demonstrate ongoing compliance around privacy and will revisit at each point of transition with PTA's. Post go live, the PTA's will manage the data.
- The team will implement guardrails across workstreams, adding that this work was assessed by an independent organisation.
- The Board asked that the wording is reviewed regarding access to travel history data in the guardrails; consider non/anonymised wording; and that a guideline around Māori data is required.

**Agreed:**

- **NTS Privacy Impact Assessment and to continue work on next steps.**

**Actions:**

- **PIA wording is reviewed regarding access to travel history data in the guardrails; consider non/anonymised wording; and that a guideline around Māori data is required. JT.**

## ITEM 7 – BENEFITS MANAGEMENT UPDATE

- Taken as read. Key call outs:
- Next step is to return to the Board in August to present the benefits management plan.
- The Board agreed that the programme continue the benefits management plan activity.

**Agreed:**

- **Benefit Management Update continue with next steps. VM**

## ITEM 8 – NTS PHASE GATE AND READINESS FRAMEWORK

- Taken as read.
- Request to Board for support to use this approach and process.
- Next steps are to confirm and socialise information with PTAs, confirm criteria and identify decision makers.
- The Board requested the inclusion of customer impact criteria and Waka Kotahi operations criteria.

- The team were asked to consider checkpoints and gates for pilot vs roll out and the Board said that they expect to see dress rehearsals within document in the next iteration. These will be fleshed out as we progress the details later this year.
- The framework will evolve over programme phases and will work in conjunction with other streams and include processes such as risk management.
- The next steps were taken as read.

**Agreed:**

- **The Board supported the approach subject to fine tuning as outlined above.**
- The Board said they need clarity around where decision making sits and requested a draft approach on go live decision making.
- Further discussion around who has delegated authority to make decisions and what is the process to confirm delegations, as this can be time consuming. Asking the members to provide clarity around organisation decisions frameworks.

**Actions:**

- **Prepare a decision-making approach for go-live. CR**
- **All PTA members to confirm their delegations. VE/RJ, SG, GS, MT**

## ITEM 9 – DECISIONS FOR GOVERNANCE

- Taken as read.
- Upcoming decisions points were provided. The team have presented Board meeting dates, where decisions will be required, adding that the GB forward programme will be included in the future Board packs, and this will be a living document.
- Items that need key decisions will be included at the start of the meeting agenda to ensure we cover important matters in a timely manner.
- The Board said that they would like to understand approaching decision milestones. They may need more time to consider the decisions. They would also need to receive a de-brief from their leads prior to the meeting. Suggestion to provide a deep dive on critical decisions prior to Board – on the Weds of the same week. A Deep Dive for the integrated plan will be scheduled for 21<sup>st</sup> June.

**Actions:**

- **Combine the Forward Papers list and the Governance Decisions paper into one for future meetings. CR.**
- **Schedule deep dive for 21<sup>st</sup> June on Integrated Plan. YA.**
- **Board members from Parties to the NTS Participation Agreement to provide CR a note of their delegation levels that they can exercise at Governance Board and those things that are reserved for more senior forums in their respective organisations. LM, SP, RJ, GS, VE, MT, SG**

## ITEM 10 – STRATEGIC RISKS UPDATE

- Taken as read. Key slides – refer to 50 and 51.
- Risk information has been reviewed and updated since January 2023 workshop.
- Approval from the Board was sought on the seven risks presented in the pack. The Board agreed the seven risks are reflected accurately however, the Board did ask that the team remove duplication and confusion around risks for programme on alignment and outcomes.
- The Board were informed that the risk information provided forms a living document as risks will evolve over time and will form part of the regular agenda. The team will provide a monthly update for each risk and any significant changes will be highlighted.

**Approved:**

- **The seven risks presented in the pack.**  
*Noting that the team remove duplication and confusion around risks for on alignment and outcomes.*

**ITEM 11 – NTS UPLIFT**

- Taken as read.
- A Gateway TIA Review is scheduled at the beginning of June.
- Outcomes from TIA Gateway Review will be brought back to GB in July.

**ITEM 12 – NTS GOVERNANCE BOARD DECISION PAPER**

- Taken as read.

**ITEM 13 – NTS GOVERNANCE BOARD FORWARD PAPERS**

- Noted.
- To be combined with decision list in future.

**ITEM 14 – ANY OTHER BUSINESS**

- **Cubic and Integrated Plan**
- The Board would like to get assurance from Cubic on their ability and confidence to deliver to required timeframes. It was agreed to invite Cubic Programme Manager to the integrated Plan discussion on 21<sup>st</sup> June, and Cubic executive leader(s) to the Board meeting in June. It would also be useful to showcase the solution when practical.
- There was a discussion on proposed changes for Budget 2023 and how these will be managed, in particular the determination of the concession eligibility and if this was something that NTS could provide. It was noted that while NTS could support new concessions, it could not however determine eligibility, and this would have to be dealt with separately.

**Action:**

- **Written update from Cubic on progress to date. YA**
- **Invite Cubic to meet the Board in August. YA**
- **Budget 2023**
- The Board would like a one page for the next meeting on the potential impact on NTS as a result of proposed Budget 2023 changes.

**Action:**

- **Document budget 2023 changes and the Identify potential impact on NTS for the next meeting. CR**
- **Conflict of Interest**
- The Board requested that a Conflict-of-Interest section is included as standing item agenda for Board Meetings.

**Action:**

- **Conflict of Interest section is included as standing item agenda for Board Meetings. DP**

**Meeting closed at 2.15pm**