

# National Ticketing Solution (NTS)

## Monthly report for September 2023

Issued on 28 September 2023

# NTS Programme Executive Summary

The Critical Design Review is complete and executed. This enables the ticketing solution provider (Cubic) to move onto the solution build.

Testing of the two brand options has been completed and **section 9(2)(i)** was approved as the preferred brand by the Governance Board. This has also been endorsed by all parties to the NTS. Work on brand collateral will now begin before any wider announcement of the chosen name.

Work continues on the transition related activities for Environment Canterbury (ECan), including rapid mobilisation of the ECan NTS team in Christchurch. The work includes finalisation of customer journeys and change impacts to ensure we can effectively manage the customer change experience.

Whole of programme integrated plan preparation continues to enable a re-baseline of the integrated plan in October 2023.

## Budget is green (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 the Phase 1 forecast has been confirmed.

## Schedule is amber (same)

We continue to work together on fine tuning the Phase 1 integrated programme schedule. Further work completed on dependencies. Customer outcomes will inform change activities. We continue to review and ensure there is adequate contingency in the relevant parts of the plan.

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# Risk management summary

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

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# Public Transport Authority NTS roll out updates

Key deliverable	Start	Finish	Phase	RAG	Comment
Environment Canterbury (ECan)	October 2022	section 9(2)(b)(ii)	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	Amber	GW is reporting amber due to a delay in obtaining Cubic design Statements of Work (SoW) review and approval. Project governance has been established with regular reporting and a steering committee set up for key decision making. The focus is on confirming implementation scope and obtaining SoW approval to start on the 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) Transition strategy planning has commenced with a well-received kick-off meeting on 14 September 2023. Work is now progressing on surfacing focus areas with the AT team for subsequent workshops to analyse and prepare transition plans.
Regional Consortium (RC)	section 9(2)(j)	section 9(2)(j)	Transition planning	Green	Cubic SoW for the Invercargill and section 9(2)(j) equipment orders, as well as the Cubic design, are undergoing review. Business readiness process is in-flight for section 9(2)(j)

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# Communications, media & engagement

## Communications and engagement

- The OIA from Phil Pennington of RNZ on governance matters has been provided and we have not had any further follow up yet. The response has been published online as part of BAU processes.
- Further to information provided via OIA requests, Stuff's business desk posed further questions to Waka Kotahi and Environment Canterbury around go-live dates and transition plans for customers. The information has been provided; however, no story has appeared yet.

## Iwi/Māori Engagement

Our consultation has identified 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.

As a result of feedback received, we will be adopting the recommended government guidelines to capture up to five iwi affiliations for those who wish to register with the NTS. Iwi have indicated interest in knowing and potentially supporting their members' public travel.

Iwi also raised a concern for lower income New Zealanders that the basis of the system charging overnight this means with funds not being immediately deducted, some people may struggle to know how much money they have.

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