

21 November 2022

[REDACTED]

REF: OIA-11292

Dear [REDACTED]

**Request made under the Official Information Act 1982**

Thank you for your email dated 22 October 2022 to Te Manatū Waka Ministry of Transport requesting the following information under the Official Information Act 1982 (the Act):

*With the new national card for transport ticketing, how many users are estimated to use multiple systems and thus benefit from the new system?*

*Assuming the cost for 15 years in \$1.3 billion, and thus \$87m per years*

*And assuming that 400,000 people use multiple systems and will benefit. Happy to be corrected here. What is your estimate?*

*The is it not true that the cost per user per year is \$217?*

*Is this good value for money?*

On 26 October 2022, our request for information was transferred to Waka Kotahi NZ Transport Agency for response.

Local councils do not currently supply Waka Kotahi NZ with patronage figures for individual users of public transport. Subsequently, we cannot extrapolate a cost per year, per user of the National Ticketing Solution (NTS).

Therefore, I am refusing this part of your request under section 18(e) of the Act, as the information requested does not exist.

Regarding whether the NTS is good value-for-money, we believe it is.

The total estimated monetised benefit resulting from the NTS is \$917 million. This is predominately made up of decongestion and public transport user benefits that accrue across Public Transport Authorities (councils) and customers.

Value for money can be measured in several ways:

- Economy – the NTS will provide an account-based, open loop hybrid ticketing solution to all New Zealand regions including those that would not otherwise have the resources to fund and support this type of solution.
- Efficiency – a single shared service function, Transport Ticketing and Payments operated within Waka Kotahi will enable a consistent and efficient use of partners' resources across New Zealand.
- Effectiveness – delivery from a single, multi-tenanted platform using a proven global solution.
- Equity – the same system across New Zealand to improve accessibility and convenience for all customers, contributing to increased mode shift.

The benefits of NTS for public transport users include:

- Choice - payment methods suited to the passengers' needs.
- Convenience – just tag on, and off. No need to buy a transit card (unless you choose this option), find cash, queue to get tickets or pre-pay for travel. You can pay with what is already in your pocket (contactless bank card or digital card).
- Consistent and reliable experience across NZ on urban public transport services like buses, trains, and public transport ferries.
- Get the best possible fare – no need to figure out the best ticket for your travel.
- Immediate access for international visitors using an overseas bank card or mobile.

Please note that a number of the current ticketing systems are either at, or close to the end of their life, necessitating upgrades which would have cost a comparable amount to replace.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to refuse part of this request. The contact details for the Ombudsman can be located at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

In line with Waka Kotahi policy, this response will soon be published on our website, with personal information removed.

If you would like to discuss this reply with Waka Kotahi, please contact the Ministerial Services team, by email to [official.correspondence@nzta.govt.nz](mailto:official.correspondence@nzta.govt.nz)

Yours sincerely



**Yogesh Anand**  
Programme Director, NTS