

From: [David Lorier](#)
To: [Priscilia Gain](#)
Subject: RE: Update on the National Ticketing Solution (NTS) research
Date: Friday, 15 October 2021 5:51:55 PM
Attachments: [image001.png](#)

Thanks Prisca

I have forwarded this to the Minister for his info.

Cheers

Dave

From: Priscilia Gain [mailto:Priscilia.Gain@nzta.govt.nz]
Sent: Friday, 15 October 2021 4:32 PM
To: David Lorier <David.Lorier@parliament.govt.nz>
Subject: Update on the National Ticketing Solution (NTS) research

Hi Dave

We would like to update you about the National Ticketing Solution (NTS). Waka Kotahi NZ Transport Agency has recently completed a research project on the NTS to gather information about preferred payment methods of public transport users, which will be made publicly available on Tuesday 19 October 2021, on our website.

section 9(2)(ba)(i) confidential information

section 9(2)(ba)(i) confidential information

We have also supplied MSD with the national research, which will be published next week.

Here are some of the key stats and messages from that research. This is not an extensive list:

- Public transport users today use a variety of payment methods: 84% use a smart card, 23% use cash, 17% use pre pay tickets, 6% use/show their super gold card
- The research shows that 70% of these users are ready to use their bank issued contactless card to pay for travel or will be ready with some education and encouragement
- The NTS will introduce the ability to pay using a smartphone, and 93% of regular PT users have access to smartphones
- 20% of smartphone users are uncomfortable using a smart phone to pay by contactless payments, and this proportion tends to increase with age
- Of the preferred payment options offered in the survey, 41% preferred a contactless card, 48% transit card, 6% paper ticket, 5% none
- High level barriers to use include security concerns (14%), or people not having a contactless card (4%)

From our understanding, MSD will raise these matters to the Minister for Seniors, Hon Dr Ayesha Verrall next week in a closed forum. They are aware the research is not published and will be notified when it is.

Please let me know if you have any questions and have a lovely weekend!

Ngā mihi nui
Prisca

Priscilia Gain

Senior Ministerial Advisor, Ministerial Services

Te Waka Kotuia | Engagement & Partnerships

Phone: section 9(2)(a) privacy

Waka Kotahi NZ Transport Agency

Chews Lane Office, 50 Victoria Street

Private Bag 6995, Wellington 6141, New Zealand



This message, together with any attachments, may contain information that is classified and/or subject to legal privilege. Any classification markings must be adhered to. If you are not the intended recipient, you must not peruse, disclose, disseminate, copy or use the message in any way. If you have received this message in error, please notify us immediately by return email and then destroy the original message. This communication may be accessed or retained by Waka Kotahi NZ Transport Agency for information assurance purposes.

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982