

# NATIONAL TICKETING SOLUTION

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## National Ticketing Solution (NTS) Executive Steering Group Meeting Minute

Paper No: 2021-12-15-01

Date:	17 November 2021	
Time:	8:30am – 10:00am	
Location:	Microsoft Teams	
Steering Group (All Teams)	section 9(2)(a) (Chair) Charles Ronaldson Vanessa Ellis Roger Jones Scott Gallacher Delaney Myers Nick Donnelly Stewart Gibbon	Independent WK-NZTA AT AT GWRC WK-NZTA ORC ECAN
In Attendance (All Teams)	Graham Alston James Timperley Rachael Turnage Andrew McCallin Laura Wilmot Mark McHugh (Secretariat for this meeting) section 9(2)(a) Nicki Lau Young Prue Poata (Actions)	NTS NTS AT Waka Kotahi Waka Kotahi NTS ECAN GWRC NTS
Apologies		

Item	Description	Action	Resp
1.	Introduction	Welcome by section 9(2) who asked that Item 4 is covered first (Proposed Implementation Approach/Pivot) with particular focus on the initial 7 slides.	
2.	Proposed Implementation Approach/Pivot	<b>(Paper No 2021-11-17-02 – NTS Implementation – Pivot Option Planning)</b> In response to VE asking as to the expectation from the planning, section 9(2) explained that the purpose was to report back to the MPGG on 29 November and that the steering group will meet 1 December to review outcomes from this MPGG meeting. GA expanded on the pivot planning slides, noting that MPGG is keen to understand the options around concerning implementation	

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		<p>timelines for Ecan and GWRC (pivot). It was further noted that overall there will be no compromise to the NTS scope.</p> <p>RJ asked what does 'contract negotiating' mean and asked that communications is clear around this outlining what needs to be considered in these negotiations.</p> <p>In response GA explained that the previous position of early works was under a short term contract. This pivot proposal is to contract for the MSA and schedules necessary only to support the works. This would mean that schedules like business continuity and service levels would be completed later.</p> <p>RJ then said that only 85% of the negotiation would be covered. This was acknowledged by GA that it was an undesirable risk profile but it could be done.</p> <p>section 9(2)(b)(ii) asked if there was an out provision. CR confirmed that there needs to be as the DBC would not be approved until mid next year. Also noted by GA that there is section 9(2)(b)(ii)</p> <p>RJ stated that if Ecan and GW were signed there is a significant risk profile if the plug is pulled. CR confirmed that these discussions will be held with the Waka Kotahi Board in December.</p> <p>Stewart asked when was the original contract to be signed. GA stated that post the section 9(2)(b)(ii)</p> <p>section 9(2)(b)(ii) also noted that this was aligned with the DBC with GA pointing out that this was why the pre-contract works was considered.</p> <p>From a governance level, Scott asked for the milestones to be understood so that the timeframes were known and then a reality check can be undertaken as to whether these dates are possible. To support this CR stated that funding needs to commence early before the DBC approval and section 9(2)(b)(ii) also noted that the final MPGG decision on go/no go on the pivot is required at the end of January.</p> <p>section 9(2)(b)(ii) suggested that a two step approach could be agreed (1) by 29/11 engage with Ecan/GWRC and reaching agreement to embark on an accelerated process and (2) by the end of January agree to go forward based on an updated assessment.</p> <p>It was noted that irrespective of the approach there are risks, although lower here.</p> <p>Immediate Tasks – Stewart asked whether the pivot approach was technically feasible from the suppliers point of view and whether this</p>	

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		<p>should be explored rather than focussing on the other tasks. GA stated that time is the enemy and all the listed tasks need to be undertaken in parallel.</p> <p>RJ noted that Ecan and GWRC can be done in the interim and that AT can be left to be done later for leverage. GA agreed with this so long as there is clarity of service descriptions then there is protection as each <b>section 9(2)(b)(ii)</b></p> <p>Stewart noted that the highest priority is to bring the GW implementation forward</p> <p><b>section 9(2)(b)(ii)</b></p> <p>Overall thoughts from Scott was that the pivot is timeframe focussed and there are huge risks and we need to be working together for the MPGG decision. Overall he will reflect on this.</p> <p>Stewart also acknowledged that the risk profile is high and if we are doing something then it must be useful in that we must look at what is practically feasible and what are the risks associated with this.</p> <p>CR stated that Matthew Walker has contracted Mafic to review the financials to help the decision.</p> <p>VE asked as to when a resolution is expected by the steering group. CR stated that the resolution today is to continue to explore the pivot and VE asked that the resolution and recommendation process is restated in the minutes.</p> <p>In response to the VE question on the timeframe to explore the options, CR said this must be completed by 12 December as this will be taken to the Waka Kotahi December Board meeting.</p> <p>Agreed that the steering group will be reconvened later next week (25/11) to review the MPGG paper that will explore the risks and confirm whether this approach is to proceed or not.</p> <p>GA confirmed that this paper will be based on these presented slides and the risk is that time on this will be taken off project work.</p> <p>VE asked whether the intention was to have the MPGG on 29 November and then the steering group to meet before the Waka Kotahi Board meeting. CR confirmed that the steering group needs to meet 7/8 December. GA also noted that if the pivot is approved by</p>	

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		<p>MPGG then the Negotiation Plan will need to be approved by the steering group.</p> <p>VE asked that the next 20 days is plotted out as to what needs to happen and needs to include the Integrated Plan.</p> <p>Agreed that 20 day plan outlining decisions, impacts, dependencies and integrated plan.</p> <p><b>Actions</b></p> <ol style="list-style-type: none"> <li>1. Pivot options to continue to be explored</li> <li>2. Ensure the timeline for Ecan of July 2023 is locked in, and look at what can be done to pull forward GWRC</li> <li>3. Group plan on a day by day basis to be prepared</li> <li>4. Waka Kotahi Board paper is to seek interim funding to support a pivot approach. Failure here will result in current process continuing</li> </ol> <p>CR asked if there was anyone opposed to taking this forward. VE stated that she was not opposed in principle and we need to explore the options but we needed to understand the risk profile.</p>	
3.	Approve Draft Minutes 20 October and 3 November 2021	<p>Minutes are taken as read. All actions are closed or in progress.</p> <p><b>Minutes from 20 October 2021 steering group meeting accepted.</b></p> <p><b>Minutes from 3 November 2021 steering group meeting accepted.</b></p>	
4.	Open Actions	<p><b><i>All Open Actions transferred to the Action Point Register</i></b></p> <p><b><i>Open Actions from 13 October 2021 minutes</i></b></p> <p><b>Negotiation Process Handbook</b></p> <ul style="list-style-type: none"> <li>• section 9(2)(b)(ii) [REDACTED]</li> <li>• [REDACTED]</li> <li>• [REDACTED]</li> <li>• [REDACTED]</li> </ul> <p><b>Updated RFP Response</b></p> <ul style="list-style-type: none"> <li>• Regular snapshot of assessment progress to be provided to PTA's</li> <li>• section 9(2)(b)(ii) [REDACTED]</li> <li>• [REDACTED]</li> <li>• [REDACTED]</li> <li>• [REDACTED]</li> </ul> <p><b><i>Open Actions from 15 September 2021 minutes</i></b></p> <p><b>TTP Establishment Report</b></p>	<p>GA (OPEN)</p> <p>GA (OPEN)</p> <p>GA (OPEN)</p> <p>GA (OPEN)</p> <p>GA (OPEN)</p> <p>JT (OPEN)</p>

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		<ul style="list-style-type: none"> <li>Risk management and identifying who is managing risks to be specified</li> </ul> <p><b>Detailed Business Case</b></p> <ul style="list-style-type: none"> <li>DBC Recommendation to be amended to include:                             <ul style="list-style-type: none"> <li>Should a Participant not proceed with NTS then a detailed commercial review of the do minimum counterfactual must be a pre-requisite to support any decision not to proceed;</li> </ul> </li> <li>Relevant sections of each authority LTP should be attached to the DBC</li> </ul> <p><b>Open Actions from 27 August 2021 minutes</b></p> <p><b>Integrated Plan/Business Case/P2 Agreement</b></p> <p><b>Ecan and GWRC Implementation</b></p> <ul style="list-style-type: none"> <li>ECan engagement with preferred supplier on transition and operations to be a high priority and arranged for November following Updated RFP Response, noting dependency that this will be early works and agreement with Waka Kotahi required on funding availability and that early works can be entered into.</li> <li>GWRC arrangements for engagement between preferred supplier and GWRC also to be arranged</li> <li>Early works activities to be identified.</li> </ul> <p><b>Target State for NTS</b></p> <ul style="list-style-type: none"> <li>Delaney and Andrew to identify what is required to ensure policy personnel are on the customer experience forum.</li> </ul> <p><b>Open Actions from 18 August 2021 minutes</b></p> <p><b>TTP Establishment</b></p> <ul style="list-style-type: none"> <li>Authorities to detail to James the involvement they want with the TTP resourcing.</li> </ul> <p><b>Open Actions from 19 May 2021 minutes</b></p> <p><b>Business Case</b></p> <ul style="list-style-type: none"> <li>Transit card costs to be understood between the TCPM and TSP – ongoing discussions continue</li> </ul> <p><b>Preferred supplier workshops</b></p> <ul style="list-style-type: none"> <li>Memo to Authorities for candidates for fares working group that is also to include Ben Fernandez.</li> </ul> <p><b>P2 Agreement</b></p> <ul style="list-style-type: none"> <li>P2 Agreement must be tabled at the June MPGG meeting for endorsement, 21 July – Updated draft will be distributed to stakeholders within 10 Days, now distribution due by 20 August. 20 Oct – P2 work continuing. Working with AT legal counsel before bring Back.</li> </ul>	<p>JT/MK (OPEN)</p> <p>JT (OPEN)</p> <p>JT (OPEN)</p> <p>GA (OPEN)</p> <p>GA (OPEN)</p> <p>GA (OPEN)</p> <p>DM/AM (OPEN)</p> <p>AT/GW/ Ecan/RITS (OPEN)</p> <p>MM(OPEN)</p> <p>DM (OPEN)</p> <p>CR (OPEN)</p>

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5.	Updated RFP Response	<p>section 9(2)(b)(ii)</p> <p>GA also thanked the resources provided by the PTA's to assist with the updated RFP response assessment.</p>	
6.	Project NEXT Report	<p><b>(Paper No 2021-10-20-02)</b></p> <p>GA outlined that the overall health status of the project had been changed to Amber. This is due to the requirement to report on the Programme outcome as requested at the last SG meet and that the schedule status had also been downgraded to amber due to the reassessment delays.</p> <p>GA also drew attention to the new risks arising from the updated RFP response.</p> <p>Report accepted</p>	
7.	TTP Establishment Report	<p><b>(Paper No 2021-11-17-04)</b></p> <p>JT comments to note:</p> <ul style="list-style-type: none"> <li>Major resource drive initiated, expecting 10-15 resources to be brought aboard</li> <li>There has been an impact on the deliverables due to the refocus on the pivot priorities</li> </ul> <p>Report accepted</p>	
8.	NTS Communications	Brief update on activities provided by Laura. No actions required	
9.	Working Group Progress	Nicki outlined that the pivot outcome as to what it looks like is required before this can move forward.	
10.	Gateway Review Process	Interviews are underway with a debrief to be held tonight and the final report due Friday 19 November 2021.	
11.	AoB	Nil	
12.	Meeting Closed 10:00am	Next Monthly Meeting: Wednesday 1 December 2021, 7:00am – 8:30am	