

# National Ticketing Solution

## GOVERNANCE BOARD – MINUTES

MEETING INFORMATION	
Date	Friday 29 <sup>th</sup> September 2023
Time	10.00am to 3.00pm Room: AKL AON 4.01 Kawakawa – Waka Kotahi Office, 29 Customs Street West, Auckland, and via Teams.
Chair	Rachel Reese (RR),
Members Present	Giles Southwell (GS), Samantha Gain (SG), Mat Taylor (MT), Sarina Pratley (SP), Liz Maguire (LM), Kim Ngarimu (KN), Vanessa Ellis (VE),
In Attendance	Yogesh Anand (YA), James Timperley (JT), Jared Van Huenen (JVH), Jane Hardy (JH), Christine Rout (CR), Anske Janssen (AJ), Marlene Kotze (MK), Jeremy Dickson (JD), Stacey Munro-Flynn (SMF), Victoria Tsoy (VT), Deborah Parsons (DP), Vivienne Mitchell (VM), Dave Preece (DPr),
Apologies	Roger Jones (RJ), Gavin Greaves (GG), Paul Everett (PE),
Quorum	N/A

### ITEM 1 – BOARD TIME ONLY

The Board discussed the following in Board only time:

- Item 10 - Independent Board Member Update; progressing discussions with two potential candidates.
- Update on programme structure changes and how the new structure will work, noted that implementation of new structure is by end October 2023.
- section 9(2)(g)(i)

### ITEM 2 - KARAKIA, HOUSEKEEPING, CONFLICT OF INTEREST DECLARATIONS, APOLOGIES

- The Chair welcomed the team to the meeting.
- Apologies noted.
- Conflict of Interest declarations – None raised.

### ITEM 3 – PREVIOUS MINUTES AND ACTIONS

- The previous minutes of 25<sup>th</sup> August 2023 were accepted.
- The previous minutes of 14<sup>th</sup> September 2023 were accepted.
- YA provided an update on outstanding actions:
- 11.03 Action Update: PTAs to ensure their respective Governance Board Members are briefed. Ongoing action. Close this action.
- 11.07 Action Update: GS advised that section 9(2)(j) . Close this action.

- The Board were advised that Cubic are attending the Governance Board meeting in October 2023.
- YA provided background and update on recent NTS media coverage post comments made at a technology conference attended by Cubic representatives. The matter has been raised with Cubic management. Discussion followed on communications protocols, and it was acknowledged that the protocols will work for proactive media releases, however we do need to consider how we respond to reactive issues.

• section 9(2)(g)(i)

• section 9(2)(b)(ii)

## ITEM 4 – EXECUTIVE PROGRAMME SUMMARY

- YA provided an update on the programme and the latest position on schedule. Key call outs:
- Current Pilot/Go Live date is scheduled for July/August 2024. section 9(2)(j)

• section 9(2)(j)

• YA undertook to provide an update to the Board once conversations have finalised and we understand further where we have landed.

- **Actions:**
- **Provide current shape of the integrated plan to October meeting. YA / GG**
- **Provide update prior to next meeting on progress. YA.**

## ITEM 5 – BRAND LOGO DECISION

- Dave Preece (DPr) presented the paper.
- Seeking from the Board approval of the Brand logo, so that associated work around providing collateral to Cubic could be met.

- Key points:
- The Board confirmed the approval of the brand name in September and since then discussions have been held on brand timeline and plans on how to socialise the new brand.
- DPr advised there have been minor amendments incorporated from the PTAs feedback and the Brand Working Group. All parties are now happy with adjustments and have agreed the brand is suitable from their point of view to take forward.
- Discussion followed on the legal aspects around social media handles and domain names. DPr advised that all the necessary brand associated background work was conducted and that the team have started work on trademarking the brand name. If the logo is approved today the team will also start on trademarking the logo.
- The Board were advised that the brand name and logo wouldn't be announced until at least after the General Election and that no brand information will be shared until post that period.
- DPr advised that further work is taking place on brand guidelines for PTAs and will be distributed next year.
- The Board queried the section 9(2)(b) name and the fact there could be a potential clash with the section 9(2)(b)(ii) consulting agency. YA and DPr undertook to follow up on this matter discussions with relevant parties.
- **Actions:**
- **Provide brand information pack as part of the wider comms pack on the programme. YA/SMF.**
- section 9(2)(b) name. Engage Richard May to assist with approach to section 9(2)(b)(ii) consulting agency YA.
- **Decision:**
- **Approved the logo with caveats as follows:**
  - **Ability to secure logo, trademark, and relevant social media and website domains.**
  - **Confirming that the logo has been evaluated for accessibility and usability on different touchpoints.**

## ITEM 6 – TRAVELLER ARCHETYPES

- YA introduced Stacey Munro-Flynn.
- Taken as read. Key points:
- Traveller Archetypes is the method the programme is utilising to understand customer. The team have mapped the customer journeys and used the traveller archetypes view for journeys, concessions, touchpoints, and change plans.
- The Board acknowledged the work to date and requested a view of the points of friction that customers may experience. JVH explained that there is work taking place to address points of friction in the development of the change plans. Once finalised the change plans will provide a clear view and the change impacts will have been assessed against the archetypes and the interventions that we will put in place.
- **Action:**
- **Provide customer friction points information. SMF/JVH.**

## ITEM 7 – CHANGE REQUEST 006 – section 9(2)(b)(ii)

- Taken as read. YA outlined background.
- section 9(2)(b)(ii)

- **Decision:**
- **Approved Change Request section 9(2)(b)(ii).**

## ITEM 8 – TE AMOKURA MAORI CONSULTATION – REPORT BACK

- Taken as read.

- An update was provided on the relationship management work, undertaken by Te Amokura, that has taken place so far:
  - A national approach has been explored and we are proposing a model whereby we devolve work so that PTAs are managing their respective relationships with Iwi.
  - Noted that the “Customer” relationship is owned by PTAs.
  - It was acknowledged by the team that all the PTA’s Iwi partners will have multiple interest groups in their areas and other relationships to manage.
  - The Board noted the report and agreed that relationship management should shift back to PTAs but with a national oversight.
  - The Board asked YA to follow up with Te Amokura and ensure a response is provided to the Iwi’s to let them know what we heard, what we are doing about it, and note that the ongoing relationship will revert to PTAs, with a national oversight.
- Discussion followed on privacy matters and how we manage and utilise data, including Iwi’s. There has been concern in the past around who has access to data and for what purpose, hence restricting its use. Discussion turned to the need for a better understanding of how data will be used and accessed, and that there needs to be further discussion on how data will be shared.
- YA said there is work being conducted on the Terms and Conditions for use of NTS and that will include what data is captured, used, and managed. A privacy impact assessment has been conducted already.
- The Board said we need to ensure that our terms and conditions allow for wider sharing of data between Waka Kotahi and PTAs, once its use is understood and agreed, to provide other travel/transport related services. It also asked that the T&Cs to be confirmed by the Privacy Commissioner.
- **Actions:**
- **T&Cs will need to be confirmed by the Privacy Commissioner. JT.**
- **Amendments, in red above, from Board feedback - 27<sup>th</sup> October 2023 Meeting.**

## ITEM 9 – APPROACH TO PROVIDING NTS PROGRESS UPDATES TO COUNCILLORS AND BOARDS

- YA introduced Victoria Tsou.
- At the last meeting, the Board had requested an approach to providing updates to Councils /Councillors.
- Approval for the approach proposed is sought from the Board.
- The Board agreed the approach and development of pack for October, followed by quarterly updates.
- Further discussion followed and the Board said the reporting will need to align with updates the PTAs currently provide. The programme team were asked to continue with approach, and it was noted that the information provided should be publishable information should any of the members want to utilise it.
- **Decision:**
- **Proceed with approach to providing NTS progress updates to Councillors and Boards. YA / VT**

## ITEM 10 – UPDATE ON INDEPENDENT BOARD MEMBERS

- Update provided in Board Time.

## ITEM 11 – NTS GOVERNANCE BOARD MEETINGS DATES – 2024

- Board discussed and approved the 2024 meeting schedule.
- The Board covered Cubic’s attendance noting after the October Meeting the Members would decide whether more frequent meetings will be required. Currently scheduled quarterly.
- Discussion followed and the preference is still for in person meetings.
- DP will send out calendar invites for 2024. Members will block out the whole day in their calendars in case there is a need to change from a virtual meeting to an in person meeting over the coming year.
- **Decision:**
- **Agreed the 2024 GB Meeting Schedule.**

## ITEM 12 – INFORMATION PAPERS

### a) CDR Memo (Update – Noting Only)

- Taken as read.
- CDR update noted.
- LM requested the opportunity to review the CDR with her CTO and Chief Architect in November before the final version is signed-off.
- **Action:**
- **Review CDR with CTO WK and Chief Architect prior to final version sign off. YA/GG/LM.**

### b) section 9(2)(g)(i)

- Discussed during Board time only.
- section 9(2)(g)(i)

### c) Level of Confidence around delivery date

- Due to information received earlier in week the Board could see that confidence level has shifted.

### d) NTS Change Request Summary

- Taken as read.

## ITEM 13 – PROGRAMME HEALTH

### a) Status Update

- Taken as read.
- Schedule reporting Amber due to delays.
- The RAG status indicator has followed the Waka Kotahi guidelines; Red projects will require a path to green plan reviewed by the Leadership team fortnightly to ensure the project can return to Amber/Green.
- section 9(2)(b)(ii)
- Work has been progressing with the comms and marketing strategy which will be ready in the new year. Noted that Waka Kotahi's Engagement and Partnership team can be utilised for national campaigns, and PTA for any local campaigns.
- Background was provided on TTP status. JT explained additional scope has been identified and the team need to put in resourcing to address this. Further work is taking place to uncover assumptions that exist between workstreams on scope with an aim to clarify gaps and resolve/close out. Work is underway to realign roles and responsibilities in the programme to ensure there is a focus on gaps and understanding of scope. The team expect to complete this activity during October.

### b) Schedule and Milestones

- Taken as read.
- Milestone slides will be adjusted as per recent developments.

### c) Finance Report

- Taken as read.
- section 9(2)(b)(ii)

### • **Action:**

- **A running total of the contingency and how it is being used to be provided for each reporting cycle. VM.**

### d) Risks and Issues Update

- Risk deep dive scheduled for 19<sup>th</sup> October 2023.

e) **NTS Governance Board Decision Register**

- Taken as read.

## **ITEM 14 – ANY OTHER BUSINESS**

- YA updated the group on the Wall Walk. The pictorial representation was developed by the team and formed part of all of programme workshop in September to assist in understanding, and to explain what we are trying to do, how, and what the journey is. This document is a living document and will be updated periodically to reflect latest developments. Every PTA is being sent a version to display at their office.

**Meeting closed at 2.30pm.**

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