

# MIN-4518 – Timeline of the National Ticketing Solution rollout

31 May 2024

Providing a timeline for the rollout of the National Ticketing Solution (NTS) across New Zealand, with an identification of key public facing elements.

## NZ Transport Agency Waka Kotahi's (NZTA) response:

- In March 2024, the NTS Governance Board approved the revised timeline of the NTS rollout and other ticketing solutions for the various Public Transport Authorities (PTAs). An updated timeline is provided in the below table.
- The sequencing and dates will continue to be reviewed and updated based on timeframes and readiness of the PTAs involved in the rollout.
- Please note that some of the Auckland Transport (AT) Open Loop activities included in the table are being delivered outside of NZTA's direct control, as part of AT's own delivery programme. An overview of the progress of AT's Open Loop and timeframes is enclosed as Appendix 1.

## NTS – Timeline of Activities

Focus Area / stakeholder	Activity	Public Facing Activity	Date
<b>2024</b>			
Solution	Concept of Operations Approved	No	s 9(2)(g)(i)
Customer	Branding Design Approved by Minister	No	
Auckland Transport	AT Open Loop – Hardware Rollout on Buses	Yes	
Solution	Network Hardware Received	No	
Customer	Brand Soft Launch (NZTA Website) / Public Transport Authorities Announcements	Yes	
Environment Canterbury	Environment Canterbury Depot and Vehicle Fitout Commences	Yes	
Customer	Customer Testing - Public testing of solution or interventions	Yes (Limited)	
NZTA	Service Catalogue Complete of Transport Ticketing Payments	No	
Solution	System Integration Testing (SIT) - Formal Testing Completes	No	
Solution	User Acceptance Testing (UAT) Completes	No	
Customer	Media Release <ul style="list-style-type: none"> <li>• Overview of Solution &amp; Partners involved</li> <li>• Timaru &amp; Christchurch Dates released</li> <li>• Regional Rollout Timeframe released</li> </ul>	Yes	

Focus Area / stakeholder	Activity	Public Facing Activity	Date	
Auckland Transport	AT Open Loop Technical Go Live	Yes	s 9(2)(g)(i)	
Solution	Back Office Solution Implemented	No		
NZTA	Transport Ticketing Payments Business Team Stood Up	Yes		
Solution	Field Test Completes	No		
Environment Canterbury / Customer	Customer Marketing Commences Timaru	Yes		
Environment Canterbury	NTS Service Commencement (Timaru Go-live)	Yes		
<b>2025</b>				
Environment Canterbury	Timaru Schools Go-live Complete	Yes		
Environment Canterbury / Customer	Customer Marketing Commences Christchurch	Yes		
Environment Canterbury	NTS Training Complete (Greater CHC)	Yes		
Environment Canterbury	Greater CHC Go-live Complete	Yes		
Solution	Back Office Solution – Version Upgrade (Release 2) Key feature – multi-tenancy enabling national model	No		
Regional Consortium	NTS Service Commencement (Invercargill Go Live)	Yes		
Regional Consortium	NTS Service Commencement (Bay of Plenty Go Live)	Yes		
Greater Wellington Regional Council	NTS Service Commencement (Greater Wellington Go Live)	Yes		
Solution	Back Office Solution – Version Upgrade (Release 3) Key feature – enabling early integration	No		
Regional Consortium	NTS Service Commencement (Taranaki Go Live)	Yes		
Auckland Transport	Auckland Transport - Early Integration	No		
Regional Consortium	NTS Service Commencement (Northland Go Live)	Yes		
<b>2026</b>				
Regional Consortium	NTS Service Commencement (Hawke's Bay Go Live)	Yes		

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Focus Area / stakeholder	Activity	Public Facing Activity	Date
Regional Consortium	NTS Service Commencement (Waikato Go Live)	Yes	s 9(2)(g)(i)
Regional Consortium	NTS Service Commencement (Horizons (Manawatū-Whanganui) Go Live)	Yes	
Regional Consortium	NTS Service Commencement (Nelson Go Live)	Yes	
Regional Consortium	NTS Service Commencement (Gisborne Go Live)	Yes	
Regional Consortium	NTS Service Commencement (Otago Go Live)	Yes	
Auckland Transport	Auckland Transport - Full Migration	Yes	
	NTS Service Commencement (Auckland Go Live)	Yes	

- Regional PTA / customer transition will follow a consistent and repeatable pattern – as shown in the diagram below. Dates of specific service commencement will depend on implementation activities on operator fleets, and the capacity of the region to commence transition, and wider project impacts.



**Key points to note** (based on the identified timeline):

s 9(2)(g)(i)

s 9(2)(g)(i)

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s 9(2)(f)(iv)

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