

13 December 2024



REF: OIA-16967

Dear 

Request made under the Official Information Act 1982

Thank you for your email of 15 November 2024 requesting the following information under the Official Information Act 1982 (the Act) in relation to the National Ticketing Solution (NTS). I have numbered your questions for ease of reference:

1. *How long has the National Ticketing Project been in existence including all planning, reporting and any implementation attempts?*
2. *Please give a brief time-line of everything that has occurred since this idea began to be worked on by NZTA to today.*
3. *What is the annual budget of the project over the last three years.*
4. *What is the total spend since the inception by the NZTA and have Individual Councils given or received any funding.*
5. *Given Auckland has rolled out open loop payments and a credit card can now be used to pay for a Public Transport trip, what is the future of the National Ticketing System. Have any discussions occurred since this was implemented or planned to be?*

I will address each part of your request in turn.

Questions One and Two – History and timeline

In order to concisely respond to both parts of your request, please find below a timeline of major milestones for national ticketing since it was first suggested.

Date	Event
2009	The NZTA Board agrees to the introduction of a national integrated ticketing system.
2011	NZ Transport Ticketing Limited (NZTTL) is established to handle the national fares system and core system assets. The original plan was to transfer ownership of Auckland Transport's (AT) HOP system and expand it nationally.
2011-2014	AT rolls out the HOP system across Auckland.
2014	A Regional Consortium of nine councils is formed to tender for the front office solution to connect to NZTTL's back office system.

2015	NZTA directs the Greater Wellington Regional Council and the Regional Consortium to purchase the AT HOP Solution for its use. A reasonable purchase price cannot be agreed so no purchase takes place.
January 2018	NZTA brings the consortium of all councils excluding AT, and AT itself, together to agree a unified approach to public transport ticketing.
April 2018	The NZTA Board approves funding for the development of a business case and procurement for the NTS: www.nzta.govt.nz/assets/About-us-2/docs/board-meeting-minutes-2018/minutes-20180420.pdf
July 2022	The NZTA Board endorses the NTS detailed business case: www.nzta.govt.nz/assets/About-us-2/docs/board-meeting-minutes-2022/minutes-20220707.pdf
October 2022	Cubic is announced as the preferred ticketing service provider for the NTS: www.beehive.govt.nz/release/one-stop-ticketing-solution-public-transport
October 2024	NZTA announces the first public pilot of Motu Move will take place on the Christchurch Route 29 Airport Bus.
8 December 2024	The live-pilot commences on the Christchurch Route 29 Airport Bus.

You can find further detail about the NTS and its activities at the following link:

www.nzta.govt.nz/walking-cycling-and-public-transport/public-transport/national-ticketing-solution/

Question Three – Annual budget

The NTS does not have an annual budget but is a multi-year programme with a budget that covers the design, procurement, and implementation of the NTS, as well as the first ten years of operating costs. This total budget is \$1.338 billion over 14 years.

Of this, \$527.8 million is allocated to design and build of the system, and to-date \$146.4m has been spent by the programme.

A further \$800 million is allocated to operational costs, which we have now begun to incur through the live-pilot in Christchurch.

Question Four – Total spend and council funds

Since it was approved to begin development in April 2018, the NTS programme has spent a total of \$146.4 million. this includes \$18.1 million of Public Transport Authority transition costs, which are 51 percent funded by the National Land Transport Fund, and also includes \$7.7 million for Auckland Early Integration costs.

Question Five – Contactless payments in Auckland and the NTS

AT has introduced contactless payments for public transport services as the first step in its transition to the NTS. It has been developed in agreement with the NTS Programme and funded by NZTA through a standard Funding Assistance Rate of 51 percent. It is a key milestone for the technology upgrades which are necessary for the introduction of the NTS in Auckland and will help make the transition for customers easier by making contactless payments a normal part of public transport travel in Auckland.

With the NTS due to be rolled out across the country, this is the beginning of Auckland's transition to the National Ticketing Solution by the end of 2026, which will bring additional benefits for Auckland travellers. Once Auckland has fully transitioned to the NTS, travellers will be able to use their physical or virtual Motu Move transit card, along with contactless payment methods.

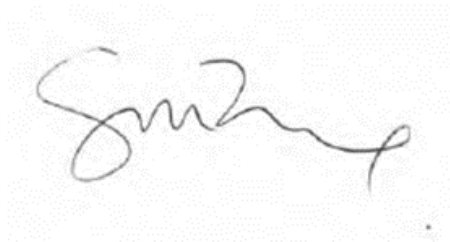
The NTS is preparing to begin rolling out across New Zealand. We commenced a live trial of debit and credit card payments on the Route 29 Airport Bus in Christchurch on 8 December 2024, and the first go-live region will be Timaru in early-2025, followed by Christchurch and greater Canterbury by the middle of 2025.

NTS will then be rolled-out to the regions through 2025 and 2026, along with the two largest metro areas, Wellington and Auckland.

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

If you would like to discuss this reply with NZTA, please contact the Ministerial Services team by email to official.correspondence@nzta.govt.nz.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sarina Pratley', is centered on a light gray, textured background.

Sarina Pratley
Chief Customer and Services Officer