

# National Ticketing Solution (NTS)

Enabling new, easy ways to pay for public transport across New Zealand.

For the Minister of Transport, February 2025



# National Ticketing Solution

1. What is the NTS?
2. Key Benefits
3. Programme Costs
4. NTS Partnership Model
5. NTS Governance and role of Participants
6. Membership of Governance Bodies
7. NTS journey: How did we get here?
8. NTS brand – Motu Move
9. NTS operations – Transport Ticketing and Payments
10. Auckland's transition to NTS

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# 1. What is the National Ticketing Solution?

- The National Ticketing Solution (NTS) is a partnership between the New Zealand Transport Agency (NZTA) and 13 Public Transport Authorities (PTAs) to provide a modern ticketing solution for all public transport in Aotearoa New Zealand. The public-facing brand of the NTS is Motu Move.
- Customers will be able to pay for public transport using contactless debit or credit cards and digital payment methods such as Apple Pay and Google Pay on mobile phones and smart watches, as well as a prepaid Motu Move card and cash in some areas. The key objective is to make public transport more accessible and convenient for all travellers.
- The programme will deliver a single national public transport ticketing and payment solution that will replace the four disparate regional solutions in place today. By making payments easier, the NTS will encourage more people to use public transport more often.
- Contracts with suppliers were entered into between October 2022 and July 2023:
  - Cubic Transportation System, based in San Diego, USA, as the ticketing solution provider
  - Mastercard, as the transit card provider
  - ASB Bank, as the merchant acquirer
  - Activata NZ Ltd, as the retail network manager
  - One New Zealand, as the telecommunications provider.
- A participation agreement (P2 agreement) between New Zealand Transport Agency (NZTA) and 13 Public Transport Authorities (PTAs) was executed in October 2022. This agreement sets out the partnership, governance, funding, and operational arrangements to procure, build, implement and manage the NTS programme over 14 years.
- The 2024 Government Policy Statement on Land Transport states:

**“funding will be used to deliver the National Ticketing Solution to improve the efficiency of public transport. Funding for upgrading, maintaining, or operating Public Transport Authorities’ ticketing systems should only be approved if they are actively working towards delivering, transitioning, or operating the National Ticketing Solution in partnership with the NZTA.”**

## 2. Key Benefits

New Zealand	Customers	Operators
<ul style="list-style-type: none"><li>• An affordable and efficient public transport ticketing network</li><li>• Least cost regional and national investment</li><li>• More accessible and convenient customer experience</li><li>• Proven platform provides access to future innovation &amp; services</li><li>• Provides better data for operational and investment decision making and service improvement</li><li>• Platform capable of being expanded to cover other forms of payments e.g. tolling.</li></ul>	<ul style="list-style-type: none"><li>• Easy ways to pay for public transport</li><li>• Greater choice of payment options</li><li>• Automatically charges the best fare</li><li>• Provides a modern ticketing system</li><li>• Accessible for both customers and international visitors.</li></ul>	<ul style="list-style-type: none"><li>• Provides quality data to optimise public transport services</li><li>• Offers flexibility for easier application of national and regional fares</li><li>• Creates economies of scale for procurement and reducing the volume of driver assisted transactions.</li></ul>

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# 3. Programme Costs

The total cost of the programme is \$1.338bn over a 14-year period, comprising circa \$530m for procurement, design and implementation, and circa \$830m for ongoing operational costs over 10 years. The total budget can be broken down as follows:

- \$474m for the ticketing solution (Cubic) for solution provision plus support and maintenance.
- \$204m for Financial Service Provider contracts (e.g. banking services, prepaid card provision, retailer network management) i.e. capex and opex for:
  - ASB as merchant acquirer responsible for commuter transactions
  - Mastercard to oversee the development and distribution of transit cards, including holding balances on transit card accounts
  - Activata responsible for the retail network i.e. distribution and administration of transit cards, including topping up card balances
- \$359m for additional costs to the 13 Public Transport Authorities (staff and transition expenses).
- \$302m for programme delivery and establishment and operations of the TTP function, a new national shared services organisation to be established within NZTA to operate and support the NTS.

## **Separate regional systems will incur higher costs and less benefits than the NTS programme**

The alternative to the NTS is to upgrade the 4 disparate ticketing systems across New Zealand at a cost of around \$1b over 14 years with no integration between them to allow regional travel (apart from Bee Card inter-regional use), no consistent national information, and no ability to implement national policy initiatives. The estimated costs amount to total capital costs of \$185m and total operating costs of approx. \$900m.

# 4. NTS Partnership Model



## NZTA & PTAs Partnership

Delivering the national ticketing system, working in partnership to ensure the implementation and ongoing operations are successful. This includes,

- Creating visibility and signposting key decisions
- Actively managing stakeholder confidence.

## NZTA

Providing TTP services, contracting and managing the relationships with NTS Service Providers.

Managing and making decisions in relation to the day-to-day operations.

## Public Transport Authorities

**Greater Wellington Regional Council, Auckland Transport, Environment Canterbury,** and a **Regional Consortium** of ten medium and smaller councils are all involved, to ensure both national and regional concerns and interests are captured.

Regional Consortium that currently use the Bee Card. Those councils are Northland Regional Council, Waikato Regional Council, Bay of Plenty Regional Council, Taranaki Regional Council, Gisborne Regional Council, Horizons Regional Council, Hawkes Bay Regional Council, Nelson City Council, Otago Regional Council, and Invercargill City Council.



## Service providers

### Ticketing

**Cubic** is the ticketing services provider, responsible for building and delivering the ticketing solution

### Financial

**Mastercard** will provision the transit cards

**Activata** as retail manager is responsible for building and maintaining the retail network in collab with the needs of PTAs

**ASB** are the Merchant Acquirer

### Connection

**One NZ** will provision the telecommunication connections



# 5. NTS Governance and role of Participants

**Mobility and Payments Chief Executive Group**

- Informs the NTS Governance Board and management on strategic and policy matters that affect NTS
- Ensures alignment and communicates progress of NTS with respective organisations
- Confirms TOR of NTS Governance Board and reviews NTS governance



**NTS GOVERNANCE BOARD**

- Governs and oversees the NTS programme
- Oversees the operations of Transport Ticketing and Payments (TTP) and monitors the effectiveness of TTP according to agreed KPIs
- Includes representatives from NZTA, PTAs and independents



**NZTA**

- Funds the NTS (\$1.3b over 15 years) from the PT activity class NLTF
- Implements and delivers the NTS
- Operates the TTP i.e. the shared services organisation and scheme operator
- Contract party to NTS suppliers



**13 PTAs**

- Funds transition into NTS and local costs
- Set local strategy
- Delivers public transport services i.e. sets local fare policy, structure and pricing

NZTA in its capacity as administrator of the NLTF, funds the NTS (85% of the implementation costs and 100% of the operating costs) from the PT activity class

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## 6. Membership of Governance Bodies

### Mobility and Payments Chief Executives Group

Brett Gliddon, NZTA (Chair)  
Dean Kimpton, AT  
Nigel Corry, GWRC  
Dr Stephanie Rixecker, ECan  
Fiona McTavish, BOPRC

### NTS Governance Board

Rachel Reese, independent Chair, (former Mayor of Nelson)  
Sarina Pratley (Chief Customer & Services Officer), NZTA  
Liz Maguire (Chief Digital Officer) NZTA  
Roger Jones (Chief Technology Officer) AT  
Stacey van der Putten (Director Public Transport and Active Modes), AT  
Samantha Gain (Group Manager Metlink), GWRC  
Giles Southwell (Director Corporate and Public Transport Services), ECan  
Mat Taylor (General Manager Corporate) BOPRC  
John Bell, independent  
Claire Stewart, independent  
Kim Ngarimu, independent

# 7. NTS journey: how did we get here?



Pre - 2022

Pre-NTS

**Mid-2000s:**  
Concept of a nationwide public transport system was first raised. Investment in PT electronic ticketing systems included in NLTF.

**2013-14:**  
Fully integrated closed loop systems procured separately in the RC and AT.

**2016:**  
GRETS (Greater Wellington, Regional Consortium and Environment Canterbury Ticketing Solution) established to initiate an open loop account-based ticketing system.

**2018:**  
Project Next succeeded GRETS when AT joined GRETS.

**2020:**  
NZTA and PTA partners signed a Participation Agreement (P1 Agreement).

2022

Formation

- October 2022:**
- P2 agreement signed between NZTA and all PTAs
  - National Ticketing Solution programme established
  - Supply contracts signed between NZTA and Cubic, ASB, Mastercard and Activata.

**December 2022:**  
NTS Governance Board established

2023

Design and build phase

**2023:**  
Design and build of the NTS solution i.e configuring the off-the-shelf-product. This includes technical configuration, change impact assessments, as well as work to understand the needs of various traveller groups and communities (for example, people with disabilities, students, lower socio-economic groups, infrequent public transport users, Māori / iwi ).

2024

Delivery Phase

- Mid 2024:**
- Customer insights research undertaken in Canterbury and customer change strategies are being developed
  - Motu Move has been soft launched as the NTS brand
  - Planning for PTA transitions commenced

**October:**

- Transport Ticketing and Payments business unit within NZTA stood up

**December:**

- Live NTS Pilot for contactless payments (release 0.5) commenced on Airport Route 29 Christchurch.
- Testing commenced for release 1.0

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## 8. NTS brand – Motu Move

The public-facing brand for the NTS is Motu Move. This will be used in all customer communications e.g. regional launches, website, app, prepaid cards and retailer collateral.

- Used for ticketing and payments only, not public transport services, i.e. brands such as Metlink in Wellington.
- Does not replace any existing PTA public transport brands.
- Rated as trustworthy, welcoming, engaging, open and honest during brand testing.



# 9. NTS operations – Transport Ticketing and Payments

TTP was stood up as a business function on 7 October 2024 within NZTA's Customer & Services group.



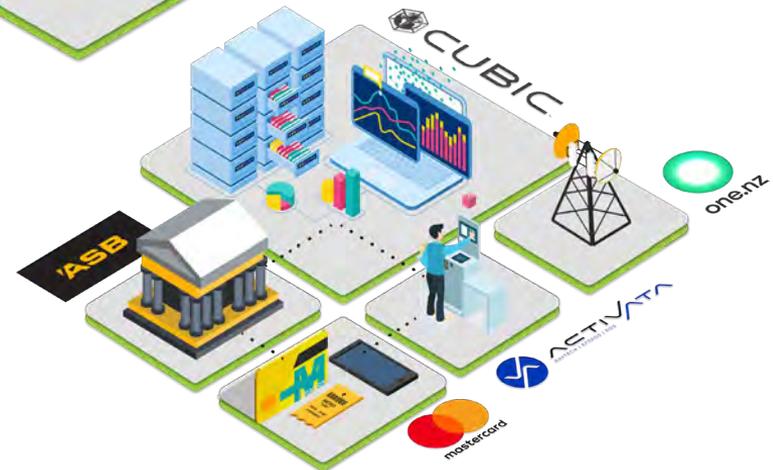
## Transport Ticketing and Payments (TTP)

### A centralised support function

- Future proofing**  
Scalable support model for future public transport payment needs.
- Relationships**  
Simplified supplier relationships through national management.
- Support**  
Centralised customer support for ticketing and payments needs.
- Efficiency**  
Cost savings and operational efficiencies.

#### TTP is responsible for:

- Ticketing and payment support**  
The TTP is the service aggregator for the PTAs, and provides NTS services to the PTAs as a part of BAU
- Technical Solution support**  
The PTAs will interact with the TTP for any NTS queries, issues and escalations.
- Contracts**  
NZTA will be the contract holder with the Ticketing Solution Provider and the Financial Service Providers. TTP will manage these contracts and be their point of contact.
- Assurance**  
TTP's management processes will provide support and assurance to the PTAs.
- Governance**  
TTP's management processes will provide support and assurance to the Participants.
- Financial operations**  
The TTP will facilitate the financial reconciliation process.



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# 10. Auckland's transition to NTS

Auckland will migrate to NTS in three stages for a smoother customer transition:

### Auckland Open Loop November 2024

- Implementation of contactless payments in AT's current (non-NTS) system.
- This enables contactless payments on adult non-concession fares alongside pre-paid HOP cards.
- While this was AT's project, NZTA provided \$20m to fund this project.

### Early Integration

s 9(2)(j)

- NTS equipment will be integrated in AT's back-office.
- s 9(2)(j)
- s 9(2)(g)(i)

### Full integration

s 9(2)(j)

- AT will transition fully into the NTS and migrate from the current HOP system.
- Additional NTS customer features will be available such as concessions, Motu Move Transit Cards and digital channels alongside contactless payments.

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