

MINO-1246 NTS Live Pilot on Christchurch Airport Bus Route 29 and Upcoming Activities

27 November 2024

Providing an update on the National Ticketing Solution (NTS) contactless payments technology pilot on the Christchurch Route 29 Airport Bus, and upcoming activities in early 2025.

NZ Transport Agency Waka Kotahi (NZTA) response:

Route 29 pilot in Christchurch

- As announced in NZTA's media release on 10 October 2024, the NTS programme team will begin a pilot of contactless payments on the Route 29 bus route (airport to city) in Christchurch from early December 2024.
- The pilot is planned to start on Sunday 8 December 2024. There is a high level of confidence around readiness, but this date is subject to NTS Governance Board confirmation on Monday 2 December 2024.
- Planned public updates include:

Date	Activity	Audience
Monday 2 December 2024	Pilot start date confirmed on NZTA's NTS webpage (see Appendix 1 for draft).	Public
Monday 2 December 2024	Pilot details published on motumove.govt.nz and on Environment Canterbury's Metro website.	Public
Monday 9 December 2024	NZTA media release on pilot go-live (see Appendix 2 for draft). Environment Canterbury website news article on pilot go-live	Media/public

- There will be no launch event.
- Marketing collateral examples for the pilot are provided in attached pack – noting we chose to use only basic Motu Move branding for the pilot rather than our full marketing creative design, as this will be reserved for the first implementation in Timaru.
- Marketing of the pilot will be limited to on-route and on-bus collateral, with messaging focussed on "We're testing new ways to pay". Communications and marketing activity will be light during December 2024 while we monitor activity and the initial customer experience.

Timaru

- The first Motu Move implementation in Timaru and Temuka is currently planned for March 2025. That timeline would mean the following series of communications:

Date	Activity	Audience
Late January 2025	Public communications around the delivery month.	Public
Late January/early February 2025	Marketing and communications start in Timaru & Temuka and via Environment Canterbury's Metro channels to let Timaru & Temuka customers know new ways to pay are coming soon and start preparing them to choose what payment method will work for them.	Timaru public
Mid-February 2025	Public update and local communications re specific go-live date for Timaru & Temuka.	Public/Timaru & Temuka public
March 2025	Motu Move launch event.	Public, media, Timaru & Temuka

- This overall timeline will be confirmed by the programme in January 2025.
- Motu Move transit cards will be available in Timaru & Temuka and online from mid/late February 2025.
- A launch event will be planned around the go-live date. Details will be provided in January 2025 once the timeline is firmer.

Noted by Minister

Released under the Official Information Act 1982

Appendix 1: NZTA website – Draft NTS page update on Monday 2 December 2024 to confirm pilot date

A contactless payments pilot on the Route 29 bus (Christchurch airport to city) as part of the National Ticketing Solution (NTS) will start at 7am on Sunday ⁸ December 2024.

Christchurch locals and visitors will be able to pay for a single adult fare on the Route 29 bus using their debit or credit card or device. Metrocard and cash payments will still be available during the pilot.

For more information about Motu Move and on how the Route 29 pilot will work go to motumove.govt.nz.



Appendix 2: Draft NZTA media release for 9 December 2024 – Motu Move pilot live in Christchurch

The National Ticketing Solution (NTS) known as Motu Move, started its pilot of contactless payments yesterday (8 December) on the Route 29 bus from Christchurch airport to the city.

On this bus route, customers can now pay for adult non-concession fares with their debit or credit card or device, as well as the existing Metrocard and cash payment options.

“We’re excited to have this key component of the Motu Move system available on Route 29 for regular users and visitors to the city to try over the summer,” says NTS Executive Sponsor Yogesh Anand.

“A lot of hard mahi has gone into finishing 2024 with delivery of some strong customer benefits.

“We’re looking forward to Motu Move’s first implementation in Timaru & Temuka in early 2025, followed by delivery through Greater Christchurch and into all regions across the motu by the end of 2026.”

More information about the specific dates and details for the rollout in Canterbury will be finalised soon. Any changes to the schedule for subsequent regional rollouts will also be confirmed in the next few months.