

MINO-1186 NTS Live Trial on Christchurch Airport Bus

7 October 2024

Updated: 10 October 2024

Provide information on a Live Trial of the National Ticketing Solution (NTS) on the Route 29 Christchurch Airport Bus and an update on contactless payment being rolled out in Auckland.

NZ Transport Agency Waka Kotahi (NZTA) response:

Christchurch

- The National Ticketing Solution programme team will begin a pilot in Christchurch from early December 2024 on a single bus route to test the equipment and financial backend for new contactless debit and credit card payments technology before a phased implementation of the full Motu Move solution across Canterbury from early 2025, starting in Timaru and Temuka. This is part of our work to ensure a smooth transition to Motu Move-for public transport customers in Canterbury.
- Motu Move card readers will be placed on Route 29 buses from Christchurch Airport to the central city. This will enable visitors to the city, and residents using that route, to use contactless debit and credit cards and devices to pay for non-concession fares. During the pilot, residents will also be able to continue to use their existing MetroCards and make cash payments as normal.
- A joint media release with Environment Canterbury is planned to advise Cantabrians about the pilot and update them on the proposed new implementation timeframe.
- The release is scheduled for Thursday 10 October, with an embargoed copy issued to media on Wednesday 9 October. The release is included below.
- NZTA and the NTS programme team are available to assist with any inquiries the Minister may receive.

Auckland

- The Auckland region will be rolling out contactless payments for public transport later this year (using its current system).
- This first step in its transition towards the National Ticketing Solution means Auckland travellers paying a standard adult fare will be able to pay with debit cards, most credit cards, and Apple and Google Pay, in addition to the current HOP card. Some features currently available on the HOP card will not be available for contactless payment cards, including concession fares, notifications and alerts, and full travel details through MyAT.

Noted by Minister ☐

Attachment: NTS Programme media release

Motu Move pilot from December for Christchurch Airport bus route

The National Ticketing Solution (NTS) *Motu Move* will pilot its new contactless payment technology on the Route 29 bus from Christchurch Airport to the city from December 2024. This will allow passengers to pay for adult non-concession fares with debit or credit cards, alongside the existing Metrocard and cash payment options.

Yogesh Anand, NTS Executive Sponsor says the pilot will allow this key component of the new system to be tested in a live environment before Motu Move is rolled out in the Canterbury region.

“We’re taking a phased approach to the rollout of Motu Move in order to provide a smooth transition for people using public transport, and the live testing on the Route 29 bus will help to ensure that the new contactless payment technology is operating effectively before we deliver the first phase of the Motu Move solution to Canterbury customers next year.”

Mr Anand says adding the pilot to the implementation programme means that the first rollout of Motu Move in Timaru and Temuka will now be in early 2025, followed by delivery throughout Greater Christchurch.

Giles Southwell, Environment Canterbury’s Director Corporate & Public Transport Services says Environment Canterbury’s priority is making sure that Cantabrians are supported to make the change to using Motu Move and that the programme delivers public transport users an experience that’ll make travel by bus and ferry easier.

“Seeing a pilot of contactless payments first before rolling out in Timaru and Temuka will help ensure that happens. Having the NTS team use Route 29 as their pilot, as one of our main airport buses in Christchurch, will make it easier for visitors to the city over the summer.”

More information about the specific dates and details for the rollout in Canterbury will be finalised over the next few months. Any changes to the subsequent regional rollouts will be confirmed as planning progresses.

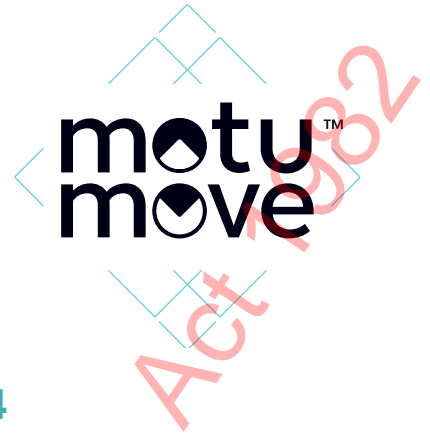
Notes for editors:

Motu Move has been created through the National Ticketing Solution programme which is a partnership between NZ Transport Agency Waka Kotahi and 13 Public Transport Agencies across the country. Having a single national solution will provide the country with better technology at a lower cost than we can with the current regional systems.

Motu Move is a ticketing and payment system which will provide easy, consistent ways to pay for buses, trains and ferries across Aotearoa.

For more information on Motu Move go to: <https://www.nzta.govt.nz/walking-cycling-and-public-transport/public-transport/national-ticketing-solution/motu-move/>

As previously announced, as part of Auckland Transport’s move towards the NTS, they will also be rolling out the ability to pay for public transport with contactless debit and credit cards and devices. This will be set up on their current ticketing system, Auckland are then expected to transition to the Motu Move system in 2026.



Media release – planned for 10 October 2024

EMBARGOED UNTIL 2PM 10 OCTOBER 2024

Motu Move to run a pilot in Christchurch

The National Ticketing Solution (NTS) Motu Move will deliver new ways to pay for public transport across New Zealand, making it easier for more people to use public transport more often.

A smooth transition for public transport customers to Motu Move, is the key driver for a phased implementation of the programme. It's that customer experience focus that's led to a decision to add a pilot stage for just the new contactless debit and credit card payment technology to our schedule.

This pilot will start in December 2024 on the route 29 bus from Christchurch airport to the city. It will enable adult non-concession fares to be paid by debit or credit card alongside the existing Metrocard and cash payment options.

Yogesh Anand, NTS Executive Sponsor says:

“As our testing has progressed it's been agreed that pilot would be beneficial. This live testing will help us ensure the new contactless debit and credit card payment technology is operating effectively before we deliver the first phase of the Motu Move solution to Canterbury customers.

Adding the pilot means Motu Move's first implementation in Timaru and Temuka will be in early 2025, followed by delivery throughout Greater Christchurch.

This approach provides greater assurance for a successful delivery to customers. “

Giles Southwell, Environment Canterbury's Director Corporate & Public Transport Services, notes:

“Environment Canterbury's priority is making sure that Cantabrians are supported to make the change to using Motu Move and that the programme delivers public transport users an experience that'll make travel by bus and ferry easier. Seeing a pilot of contactless payments first before rolling out in Timaru and Temuka will help ensure that happens. Having the NTS team use route 29 as their pilot, as one of our main airport buses in Christchurch, will make it easier for visitors to the city over the summer.”

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