

## Project NEXT

### Executive Steering Group

### Meeting Minute

Paper No: 2021-09-01

<b>Date:</b>	<b>18 August 2021</b>	
<b>Time:</b>	8:30am – 10:00am	
<b>Location:</b>	<b>Microsoft Teams</b>	
<b>Steering Group (All Teams)</b>	<div> <div>section 9(2)(a) (Chair)</div> <div>Independent</div> </div> <div> <div>Charles Ronaldson</div> <div>WK-NZTA</div> </div> <div> <div>Vanessa Ellis</div> <div>AT</div> </div> <div> <div>Roger Jones</div> <div>AT</div> </div> <div> <div>Scott Gallacher (to 9:30)</div> <div>GWRC</div> </div> <div> <div>Delaney Myers</div> <div>WK-NZTA</div> </div> <div> <div>Nick Donnelly</div> <div>ORC</div> </div> <div> <div>Stewart Gibbon</div> <div>ECAN</div> </div>	
<b>In Attendance (All Teams)</b>	<div> <div>Graham Alston</div> <div>NEXT</div> </div> <div> <div>James Timperley</div> <div>Waka Kotahi</div> </div> <div> <div>section 9(2)(a) (Teams)</div> <div>Waka Kotahi</div> </div> <div> <div>Rachael Turnage (Teams)</div> <div>AT</div> </div> <div> <div>Andrew McCallin</div> <div>Waka Kotahi</div> </div> <div> <div>section 9(2)(a)</div> <div>Waka Kotahi</div> </div> <div> <div>Mark McHugh</div> <div>NEXT</div> </div> <div> <div>(Secretariat for this meeting)</div> </div>	
<b>Apologies</b>		

Item	Description	Action	Resp
<b>0.</b>	Introduction	Welcome by section 9(2)(a) who proposed that we deal with the agenda topics in priority order and defer to those members that need to leave early due to internal operational issues.	
<b>1.</b>	Approve Draft Minutes 21 July 2021	Minutes are taken as read. All actions are closed or in progress.  <b>Minutes from 21 July 2021 steering group meeting accepted.</b>	
<b>2.</b>	Open Actions	<b>Open Actions from 21 July 2021 minutes</b> <b>TTP establishment</b> 1. Steering Group to be provided with greater visibility of the position of the TTP establishment and integration with the Authorities including, operating model.	CLOSED

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Item	Description	Action	Resp
		<p>2. Key objective is to demonstrate integration of the people</p> <p><b>Preferred Supplier Engagement Report</b></p> <p>1. Preferred Supplier Engagement Report to be completed</p> <p>2. Steering Group date to review report needs to be secured as on critical path.</p> <p><b>Preferred Supplier Correspondence</b></p> <p>1. BAFO response required before decision on early works to be made by steering group</p> <p>2. Charles to check with Waka Kotahi Board as to their level of comfort with an early works order.</p> <p>3. Check with MERW as to cost of preparing an interim agreement</p> <p><b>Respondent Correspondence</b></p> <p>1. Debrief response (Formal Report) to be prepared by the Project Director and timing to be agreed with supplier. 18/8 – Reports prepared, waiting for suitable time to release.</p> <p><b>NTS Communication</b></p> <p>1. [redacted] to engage with Waka Kotahi Iwi Engagement team to lead a national relationship and engagement approach with iwi with branding also to be considered. 18/8 – meeting 19 August</p> <p>2. Delaney to be responsible for a national branding and standardisation strategy and report back to the steering group.</p> <p>3. Comms Working Group Task to be sent to Stewart Gibbon as Ecan member to be added to group</p> <p><b>Open Actions from 19 May 2021 minutes</b></p> <p><b>Business Case</b></p> <p>1. Transit card costs to be understood between the TCPM and TSP – ongoing discussions continue</p> <p><b>Preferred supplier workshops</b></p> <p>1. Memo to Authorities for candidates for fares working group that is also to include Ben Fernandez.</p> <p><b>P2 Agreement</b></p> <p>1. P2 Agreement must be tabled at the June MPGG meeting for endorsement, 21 July – Updated draft will be distributed to stakeholders within 10 Days, now distribution due by 20 August</p>	<p>CLOSED</p> <p>CLOSED</p> <p>CLOSED</p> <p>CLOSED</p> <p>CR (OPEN)</p> <p>CLOSED</p> <p>(GA) OPEN</p> <p>CLOSED</p> <p>CLOSED</p> <p>CLOSED</p> <p>MM(OPEN)</p> <p>DM (OPEN)</p> <p>CR (OPEN)</p>
1.	Project Report (To 30 July 2021)	<p><b>(Paper No 2021-08-02)</b></p> <p>Project report presented by GA and taken as read</p> <p><b>Project Status: Green</b></p> <p>GA drew attention to key matters:</p> <ul style="list-style-type: none"> <li>The updated RFP response document set has now been prepared</li> <li>section 9(2)(g)(i) [redacted]</li> </ul>	

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		<ul style="list-style-type: none"> <li>section 9(2)(b)(ii)</li> <li>section 9(2)(g)(i)</li> </ul> <p>section 9(2)(g)(i)</p> <p>This was noted by section 9(2)(g)(i).</p>	
2.	TTP Establishment Report	<p><b>(Paper No 2021-08-03)</b></p> <p><b>Project status: Amber</b></p> <p>JT comments:</p> <ul style="list-style-type: none"> <li>Progress being made with reviewing the DBC benefits</li> <li>Counter-factual position with each of the participants is being reviewed and this needs to be completed before the updated RFP response is received.</li> <li>VE asked about what is required from the Authorities to facilitate this counter-factual position. JT responded that there is resource working on this but it is taking longer to get through the process.</li> <li>CR emphasised that the construct of the numbers is key and at present the numbers seem light and all costs don't appear to have been taken into account for the counter factual.</li> <li>JT also highlighted the risk with resourcing. This is an industry challenge and although new resource is starting next week there remains a risk here</li> </ul> <p><b>Actions</b></p> <ol style="list-style-type: none"> <li>Do minimum (including milestones and dates) reasonableness review to be presented to steering group prior to the updated response being received</li> <li>TTP Resource risk status to be presented at next steering group meeting</li> </ol>	<p>JT</p> <p>JT</p>

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		3. Authorities to detail to James the involvement they want with the TTP resourcing.	AT/GW/ Ecan/RITS
3.	Product Based Approach	<p>(Paper No 2021-08-04)  section 9(2)(b)(ii)</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
4.	Proposed Approach to Service Levels	<p><b>Verbal Update (GA)</b></p> <p>Update provided as to where we have landed with service levels as per the RFP requirements.</p> <p>The approach is to have a smaller number of business focused service levels, an example being customer availability to top up transit cards, ability to travel etc.</p> <p>The mechanics have been worked through and we now have an understanding with the preferred supplier as to what is required.</p> <p>There are challenges with ticketing solution models which need to be carefully considered. An example being the large number of devices, where the objective is to ensure that the customer has the capability to pay and this is largely driven by device availability. However, having a 99.9% availability level being monitored nationally is interesting, as this service level could still be achieved in a month even if every device at Wellington Station was unavailable for ~4 days.</p> <p>To address this, the proposed approach is to align the service level to the importance of the location. This will involve building a tiered approach to service levels based on major/medium /low density rail stations and similar with bus routes. This will result in the network being managed at the points that are the most important.</p> <p><b>Actions:</b></p> <ol style="list-style-type: none"> <li>1. Definitions of major, medium and low density traffic to be defined</li> <li>2. Liaise with Authorities as to which services/Stations met each of these definitions</li> </ol>	<p>GA</p> <p>GA</p> <p>GA</p>

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		3. To complete the above 2 actions before receiving Updated RFP Response with outcome to be presented through the Working Group	
4.	RFP Document Set	<p><b>(Paper 2021-08-06)</b></p> <p>Paper tabled outlining the activities undertaken with the preferred supplier since their selection as a Preferred Supplier and also seeks approval to release the updated RFP Document set to the Preferred Supplier.</p> <p>Supporting commentary:</p> <ul style="list-style-type: none"> <li>- Document set is now complete, with two components to be released later. This has been discussed and agreed with the Preferred Supplier.</li> <li>- Proposed approach is to release the Document set today, subject to Steering Group approval. <b>Section 9(2)(b)(ii)</b></li> </ul> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Feedback on these documents to be provided to GA. GA also noted that there is a structured formal process in place for any changes and this can be followed following release.</p> <p>CR also asked that the Document Set sharepoint link needs to be added into the memo.</p> <p><b>Recommendations approved, including approval to the release of the updated RFP Document set to the Preferred Supplier for the purpose of the Preferred Supplier completing their Updated RFP Response.</b></p> <p><b>Action:</b></p> <ol style="list-style-type: none"> <li>1. Paper to be updated to include the sharepoint link to the Document Set</li> </ol>	GA
5.	NTS Establishment	<b>(Paper 2021-08-08)</b>	

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		<p>section 9(2)(b)(i) introduced the paper making it clear that there are a number of activities being addressed outside of this and assumptions made and these are to be put aside as this paper is worked through.</p> <p>Activities include</p> <ul style="list-style-type: none"> <li>- Funding at a higher level is being put to the WK Board on 21 August</li> <li>- Assumption that the Detailed Business case stacks up</li> <li>- The P2 alignment will land</li> <li>- The AT PT Infrastructure class funding concerns are set aside</li> <li>- WK continue to support the NTS, at pace, up to the MP6G</li> <li>- Commitment to funding is there and won't delay the NTS</li> <li>- Waka Kotahi is committed to the project and there are other funding avenues available outside of the NLTE (Delaney)</li> </ul> <p>JT presented the slide deck, outlining the context, noting that the compass has been reset, there is a need for governance that is fit for purpose, the delivery phase planning is underway and there has been a need to align activities with the aspirational delivery date, including the Project NEXT decision points DP10 and DP11 as per the approval process in the Procurement Plan.</p> <p>The Approvals Process slide outlines the Integrated Plan approval is required by 31 October 2021 and this plan will outline what all participants need to do.</p> <p>section 9(2)(b)(i)</p> <p>section 9(2)(b)(i)</p> <p>section 9(2)(b)(i) emphasised that there is no doubt that full functionality will be rolled out and agreed that more time needs to be scheduled ahead of the next steering group meeting.</p> <p>Scott stated that more time is required for the right conversations at the right level</p> <p>section 9(2)(b)(i) asked that the discussion on substance needs to be delayed until a later time and we should continue to focus on the integrated plan.</p> <p>JT identified the definition of success requires further work and the Preferred Supplier response was a key deliverable for the end of October approval date for the Integrated Plan.</p> <p>Mike Knowles asked the members to add what else was required:</p> <ul style="list-style-type: none"> <li>- VE asked for the this to be held over to enable Mike's offer to be taken up</li> </ul>	

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		<ul style="list-style-type: none"> <li>- Stewart G requested more time to talk this through, pointing out this is a priority requiring resolving urgently</li> <li>- CR asked that section 9(2)(a) organises a 3 hour window within the next 2 weeks, preferably next week with the key topics being the NTS Establishment and Communications Plan.</li> <li>- VE indicated an early start was preferable for her.</li> </ul> <p><b>Action</b></p> <ol style="list-style-type: none"> <li>1. 3 Hour Steering Group meeting to be organised in next 2 weeks to discuss NTS Establishment and Communications Plan</li> </ol>	04
6.	National Customer Experience	Hold over until next meeting	
7.	NTS Communications	Hold over until next meeting	
8.	NTS Customer Experience Forum	No update	
9.	Working Group Progress	Rachel confirmed that the focus over the next 6 weeks is on the operating model	
10.	Gateway Review Progress	CR confirmed that the date has now been scheduled for first week of November, although this may move as it needs to sync with the detailed business case timing.	
11.	AoB	No other business	
12.	Meeting Closed 9:40am	Next Monthly Meeting: Wednesday 15 September 2021, 8:30am – 10:00am	

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