

NATIONAL TICKETING SOLUTION

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National Ticketing Solution (NTS)

Executive Steering Group

Meeting Minute

Paper No:

Date:	21 September 2022	
Time:	8:30am – 10:00am	
Location:	Microsoft Teams	
Steering Group (All Teams)	<div>section 9(2)(a)</div> Chair) Charles Ronaldson Vanessa Ellis Roger Jones Samantha Gain Delaney Myers Nick Donnelly Stewart Gibbon	Independent WK-NZTA AT AT GWRC WK-NZTA ORC ECAN
In Attendance (All Teams)	Graham Alston James Timperley Rachael Turnage Laura Wilmot Mark McHugh (Secretariat for this meeting) <div>section 9(2)(a)</div> Nicki Lau Young Gavin Greaves Vivienne Mitchell <div>section 9(2)(a)</div> (Actions)	NTS NTS AT NTS NTS ECAN GWRC NTS NTS NTS
Apologies	Samantha Gain	

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Item	Description	Action	Resp
1.	Minutes and Open Actions	<p>Minutes from 17th August 2022 and 2nd September 2022 and 14th September approved.</p> <ul style="list-style-type: none"> • Actions were reviewed and the actions list was updated. • Most actions were closed – only seven remain outstanding. <p>It was noted:</p> <ul style="list-style-type: none"> • Latest iteration of Schedule 5 not yet published. • Catalogue of Services action superseded by finalisation of Service Descriptions and their relationship with requirements, Service levels and signoff of all Schedules and MSAs. • A detailed review exercise is now being done to map every requirement to a service level description. Need to complete that exercise and tie into the requirements traceability matrix. <p><i>Action: 20.07.22.06: PTA Resources</i></p> <ul style="list-style-type: none"> • RT has not yet been involved in conversations about PTA resource secondments. Will need some notice and lead in time in order to get people seconded if required. • YA noted currently in midst of detailed planning with workshops kicking off and should be able to get back to PTAs soon requirements for specific resources. • Ben Fernandez has been sharing workshop detailed with Tim Choy, Jeani Powell-Smith and other PTA representatives. <p><i>NTS Communications</i></p> <ul style="list-style-type: none"> • YA noted he had a request from the AT Board that NTS branding is scalable so that AT and other PTAs will be able to expand and use in wider context as well as co-branding. YA confirmed that's what is intended and it will be up to the NTS Governance Board to determine use of branding going forward. • LW and section 9(2)(a) will meet post 30th September. • LW confirmed brand is scalable – that has always been the position and expect it will continue to be so. <p><i>Caveats</i></p> <ul style="list-style-type: none"> • VE noted that complete line of sight is required for any caveats on P2 or contract negotiation matters. • YA noted that CR circulated four or five co-dependencies. • AT have shared caveats in the shared P2 Artifacts folder but other PTAs haven't yet. • Caveats will be superseded by closure on the contract provisions and signoff of the P2 Agreement. • VE noted there were 2 things <ol style="list-style-type: none"> 1. Make sure we all take same caveats to governing bodies. 2. In terms of other documents are there other documents outstanding before contract award. 	

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		<ul style="list-style-type: none"> SGi noted caveats across parties may be different in the way they are worded and presented but the intent is the same so we are all wanting to see the same checks done and completed although might be worded slightly differently. <p><i>Translink visit report</i></p> <ul style="list-style-type: none"> VE will share her report on the Translink visit. Noted NLY has done a good summary so can combine and share. GA asked if there are any comments for anyone to share with regards to contract negotiations can this be alerted to GA sooner rather than later. VE noted and NLY agreed, was in hindsight they wish they had an arbitration clause. 	
2.	Contract Negotiations	<p>(Paper 2022-09-21-02 and 2022-09-21-02a)</p> <p>GA gave an update on contract negotiations progress and it was noted:</p> <ul style="list-style-type: none"> Good progress made over last two weeks and all schedules have been reviewed. Biggest current activity is detailed mapping of requirements to ensure all requirements are mapped to service descriptions and reflected in the traceability matrix. Cross checking work is being carried out by 3 or 4 people who are working full time on that. Will be challenging to have everything done by 30th September but not making any compromises where compromises shouldn't be made. <p>Action: GA to draft a memo for NTS Steering Group for signoff of the requirements and traceability matrix, by Monday 26th September and for discussion at SG update meeting on Tuesday 27th September.</p> <p>GA reported on the <i>Refreshed Financial Viability Report</i> and it was noted:</p> <ul style="list-style-type: none"> Updated feedback is from Mafic (previously Martin Jenkins were engaged to do this work) with largely the same results. NLY thanked GA for the very good paper and assessment. Question raised around residual risk following mitigations and who assesses whether residual risk is acceptable. YA confirmed ultimately Waka Kotahi is signing the contract so an assessment has to be done in terms of Waka Kotahi and whether it's acceptable. More important is what provisions we have should things go wrong and what's captured in contract. Gives greater level of comfort this is ok. VE noted that AT Board will need to be provided with assurance party we're entering in contract with ok for life of programme. <small>section 912</small> noted the role of the NTS Governance Board will come into play. That WK when approves execution of contract has understood and accepted mitigations acceptable given residual risk. Might not be in hand yet by time go to Board. Might sit as caveat. 	

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		<ul style="list-style-type: none"> YA noted all mitigations are within the contract. If PTAs are happy to sign the contract by virtue of signing the contract Waka Kotahi are accepting the arrangements as appropriate for Waka Kotahi. YA will go to the Risk & Assurance Committee today and based on risk profile these are actions to take and happy to move forward. <small>section 9(2)</small> noted all NTS SG have been involved in reviewing contract and can ACCEPT GA's paper that all required mitigations are in place. <p>Action: CR to circulate to the NTS Steering Group key points in a memo for the Waka Kotahi CE and confirmation that the Waka Kotahi CE has agreed to the recommendations.</p>	
3.	Updated Implementation Dates	<p>(Paper 2022-09-21-03)</p> <ul style="list-style-type: none"> The updated implementation dates paper was taken as read. VE noted for AT there remains a funding risk which needs to be resolved. Paper presented is a chronology of activities and not a plan. Implementation plan should include strategic risks and opportunities. Open loop needs to be included for AT as a risk. <p>Action: YA to ensure implementation plan includes proposed dates, strategic and funding risks and opportunities, and ensure Auckland Transport open loop risk is included.</p>	
4.	P2 Agreement	<p>(Paper 2022-09-21-04) – paper was not included in the Board pack</p> <p>CR gave an update on P2 Agreement acceptance and it was noted:</p> <ul style="list-style-type: none"> CR received feedback on the P2 Agreement late yesterday which needs to be checked with the internal Waka Kotahi legal team. Some more minor changes have been made to the P2 Agreement based on feedback. <small>section 9(2)(b)(ii)</small> <p>Action: CR to distribute the updated P2 Agreement today and have a meeting 8am Friday 23rd September regarding the P2 Agreement.</p>	
5.	Transit Card Program Manager Services	<p>(Paper 2022-09-21-05) - Approved</p> <p>CR referred to paper on Transit Card Program Manager (TCPM) and it was noted:</p> <ul style="list-style-type: none"> <small>section 9(2)(b)(ii)</small> 	

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		<ul style="list-style-type: none"> Waka Kotahi is not willing to risk breaching Government procurement rules. 	
6.	Customer Facilitator	<p>Verbal</p> <p>YA led a discussion on a customer facilitator role and it was noted:</p> <ul style="list-style-type: none"> Customers are recognised as critical. PTAs want to manage their own customers themselves. Hoping to get consistent and single view of customers and approach. YA is looking for someone from within a PTA who will help ensure everything for customers from the back end is being delivered. This is an opportunity to bring someone in from PTAs. Do any PTAs have people that might be suitable to be involved with this. VE noted it's fantastic that some thought is being given to this and she has customer leads for projects who have learnings they can share and how to properly set this up. Preference we have a strawman programme structure. Noting important customer focus then work out what's critical. Will most likely not just be a facilitation role but also a strong leadership role. NLY agreed with VE and noted the challenge is the customer voice from PTA is not same for all PTAs built by history and demographics. Difficult to have one representative of all PTAs customers. Need people in TTP to represent. Having conversation for how might work would be excellent. YA noted the intent is not to have a single person who speaks on behalf of all PTAs customers. This role is a leadership role as part of the programme structure, to ensure all PTAs have a voice. We will have to make decisions within a timely fashion. Someone who will lead the conversation with all PTAs and make sure we are not losing sight of customers. YA offered to organise a pre-meeting workshop in advance of the 12th October workshop in Christchurch to ensure PTA representatives with the appropriate customer facilitator and leadership skills are involved to ensure all PTA customer voices are represented. 	
7.	NTS Communications	<p>Verbal</p> <p>LW gave a verbal update and it was noted:</p> <ul style="list-style-type: none"> The Communications Working Group are working on details of communications sequencing to announce contracts for partnerships. Was originally to be a preferred supplier announcement but will now also include a contract announcement. Looking for guidance on dates. Internal and external communications statements will be ready by 30th September. LW has been checking with the Minister on media release. Need to balance conversations with current suppliers and timing with local body elections. 	

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		<ul style="list-style-type: none"> LW will produce a paper with proposed dates. Brand is parked until after the announcement and workshops. LW has a list of requirements from the procurement team to assist with alignment. A number of stakeholders will most likely want to know the go-live date soon after the contract announcement has been made so need to consider risks with regards to communications on go-live date. 	
8.	NTS Status Report	(Paper No 2022-09-21-06) <ul style="list-style-type: none"> It was noted that strategic risk workshops are likely to be held in October 2022. 	
9.	Other Business	Workshops & Resourcing from PTAs <ul style="list-style-type: none"> NLY asked for a discussion to be had on workshops and resourcing from PTAs. YA confirmed communication will occur with all PTAs to ensure right participation from PTAs at workshops. 	
	Meeting Closed 10:00am	Next Steering Group Meeting: Wednesday 12 th October 2022, 9:00am – 5:00pm, Environment Canterbury, Christchurch (booked by Charles Ronaldson)	

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