

17 December 2024

Zach Blomby  
fyi-request-29205-597a6f30@requests.fyi.org.nz

REF: OIA-16949

Dear Zach

**Request made under the Official Information Act 1982**

Thank you for your email of 14 November to the Ministry of Transport requesting information about the National Ticketing Solution (NTS) under the Official Information Act 1982 (the Act).

On 15 November 2024, the Ministry of Transport advised you that it was transferring your request to NZ Transport Agency Waka Kotahi (NZTA), under section 14 of the Act.

To provide you with some context, Auckland Transport (AT) has introduced contactless payments for public transport services on its current (non-NTS) ticketing system as the first step before moving to the NTS. AT has introduced contactless payments for public transport services as the first step in its transition to the NTS. It has been developed in agreement with the NTS Programme and funded by NZTA through a standard Funding Assistance Rate of 51 percent.

With the NTS due to be rolled out across the country, this is the beginning of Auckland's transition to the NTS by the end of 2026, which will bring additional benefits for Auckland travellers. Once Auckland has fully transitioned to the NTS, travellers will be able to use their Motu Move card.

I will respond to each part of your request in turn.

*When it was announced in 2022, the national single payment system for public transport was going to cost 1.3 billion dollars and that the supplier was Cubic.*

*Is this still accurate or have the costs or supplier changed? Please provide both original costing estimates and current costing expectations if they are different.*

The costs and supplier have not changed. The total cost of the NTS is \$1.33 billion. This includes the development and implementation of the system, and the first decade of operational costs once it is live. The main supplier is Cubic Transportation Systems (Cubic).

*Additionally, how much has the Auckland rollout of the program cost, originally estimated and final cost of delivery?*

AT budgeted \$23 million for the rollout of contactless payments in Auckland. 51 percent of that cost will come from the National Land Transport Fund, up to a maximum of \$11.7 million. As AT is responsible for the development and delivery of its contactless payments upgrade, through its own supplier, I recommend that you engage with AT if you have further questions about it.

The final cost for delivery of the project is \$25.6 million. NZTA has not increased its funding and the additional \$2.6 million was funded by AT.

*When announced in 2022, the system was said to allow for concessions. Now when the Auckland program is being rolled out, it specifically does not have this functionality*

The NTS / Motu Move will include concessions once it is rolled out. When it is introduced in Auckland, concessions and other fare products such as weekly caps will be available as planned.

AT's current contactless payments system has not been designed to take concession fares, and customers using concessions need to continue using their AT HOP cards as normal. AT has a multi-step ticketing transformation journey; this first step was to bring contactless payment to Auckland public transport (PT), allowing users to adopt multiple ways of paying, improving the flexibility and accessibility of PT for both customers, occasional users, and visitors to the city. It paves the way for AT to move to NTS, where its customers can then benefit from the additional functionality NTS/Motu Move will provide, such as an account-based system that allows concessions to be loaded against credit cards.

If you have any questions about AT's open loop system and contactless payments, including concession fares, we suggest contacting AT directly by email to [atofficialinformation@at.govt.nz](mailto:atofficialinformation@at.govt.nz).

*Please provided all documents and emails between the supplier and ministry relating to functionality of the system, including proposed and agreed functionality.*

On 21 November 2024, NZTA contacted you seeking clarification of this part of your request, as it contains no timeframe and is very broad in its scope. We advised that as it stood, we would likely need to consider refusing this part of your request under substantial collation and research grounds.

On 25 November 2024, you responded to NZTA and clarified that you were interested in why the "promised functionality isn't being rolled out in Auckland as part of the contact less payments rollout."

Based on your clarification, we have provided a detailed explanation in response to part three of your request, regarding concessions. In relation to your request for documents and emails between NZTA and Cubic; due to the substantial amount of work that would be required to research and collate the information you have requested, I am refusing this part of your request under section 18(f) of the Act, as the information requested cannot be made available without substantial collation or research.

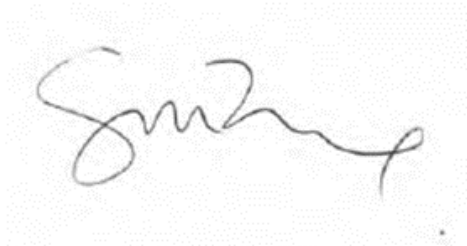
We have considered whether charging or extending the timeframe for responding to your request would help, as required by section 18A of the Act. However, due to the number of years which the project has been in operation and the volume of communications between NZTA and Cubic in relation to the proposed and agreed functionality of the NTS, it is estimated that several thousand documents and emails would fall within the scope of this part of your request, necessitating a substantial collation and research exercise which would impact the operations of the NTS programme.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to refuse part of this request. The contact details for the Ombudsman can be located at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

In line with NZTA policy, this response will soon be published on our website, with personal information removed.

If you would like to discuss this reply with NZTA, please contact the Ministerial Services team by email to [official.correspondence@nzta.govt.nz](mailto:official.correspondence@nzta.govt.nz).

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sarina Pratley', is centered on the page. The signature is written in a cursive, flowing style.

**Sarina Pratley**  
Chief Customer & Services Officer