

Our Reference: A1209644

20 February 2019

George W

Email: fyi-request-9445-0d8af906@requests.fyi.org.nz

Dear George,

**LGOIMA Local Government Official Information and Meetings Act 1987 (LGOIMA)
Request**

We refer to your information request dated 22 January 2019. A copy of your request is set out below:

The new regional ticketing system was supposed to be rolled out in June 2018. Please advise why there has been a delay, and when it can be expected.

I have been informed of the following by ORC transport staff in response to your question:

The ticketing system is a joint project between nine Councils and the NZTA. It was our aim to have the ticketing system in place by June 2018. As with any technology project, this has taken longer than we wanted, however getting the system right for when it goes live is more important than rushing it. We hope to have implemented the system in the second half of 2019.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you have any queries concerning the above, please do not hesitate to contact me.

Yours sincerely



James Gribble
Administration Officer- Legal

For our future