

NATIONAL TICKETING SOLUTION

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National Ticketing Solution (NTS) Executive Steering Group Meeting Minute

Paper No: 2022-08-17-01a

Date:	3 August 2022	
Time:	8:30am – 10:00am	
Location:	Microsoft Teams	
Steering Group (All Teams)	<div><div>section 9(2)(a) (Chair)</div><div>Charles Ronaldson</div><div>Vanessa Ellis</div><div>Roger Jones</div><div>Sam Gain</div><div>Delaney Myers</div><div>Nick Donnelly</div><div>Stewart Gibbon</div></div> <div>Independent</div> <div>WK-NZTA</div> <div>AT</div> <div>AT</div> <div>GWRC</div> <div>WK-NZTA</div> <div>ORC</div> <div>ECAN</div>	
In Attendance (All Teams)	<div><div>Graham Alston</div><div>James Timperley</div><div>Rachael Turnage</div><div>Laura Wilmot</div><div>Mark McHugh</div><div>(Secretariat for this meeting)</div><div>s 9(2)(a)</div><div>Nicki Lau Young</div><div>Kelly Curry</div><div>Gavin Greaves</div><div>Vivienne Mitchell</div><div>s 9(2)(a) (Actions)</div></div> <div>NTS</div> <div>NTS</div> <div>AT</div> <div>WK-NZTA</div> <div>NTS</div> <div>ECAN</div> <div>GWRC</div> <div>NTS</div> <div>NTS</div> <div>NTS</div> <div>NTS</div>	
Apologies	James Timperley	

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Item	Description	Action	Resp
1.	NTS Communications	<p>(Paper 2022-08-03-01a and 2022-08-03-01b)</p> <p>LW: Branding & comms update Looking for endorsement of direction and the Comms Protocol requires feedback.</p> <p>CR reported that ND (Notified that later to meeting) is comfortable with branding and comms from a regional consortium perspective. CR asked ND what input would Councils expect to have to brand decision and ND said none – when BeeCard was developed it was signed off and agreed by Exec.</p> <p>SGa: No concerns</p> <p>SGi: Nothing to add</p> <p>VE: Could LW take s 9(2)(a) through it.</p> <p>ACTION: LW will take up branding & comms with s 9(2)(a) from AT (requested by VE)</p> <p>section 9(2): Don't lose sight of it being bilingual</p> <p>RJ: what will branding mean for Terms & Conditions for AT HOP users – everyone will need to reapply.</p> <p>Delaney: Thanks Laura and well done to Laura and team for work on this. Has market sounding been done and was there feedback, or is that next step?</p> <p>LW: Done some high level market sounding and have dove-tailed into messaging. Customer experience work and workshops and brand piece need to connect closely – looking to join working groups together so not doubling up.</p> <p>LW: Comms protocol: Any concerns or feedback?</p> <p>SGa: Concerned to make sure not cutting across what elected officials might do. Can't control that but can have protocols – can't be bound in that regard. Think about how that situation reflected in the document in particular about ministerial. Communications is different from LGOIMA – section 9(2) Ministerial and LGOIMA that piece is missing</p> <p>ACTION: LW to call out LGOIMA specifically in communications protocol</p> <p>CR: Comms protocol is part of the P2 agreement.</p> <p>LW: Brand protocols don't yet exist – not clear how those things separated.</p> <p>ACTION: LW to work on brand protocols</p> <p>SGa: Another aspect it relates to is operating model and how PTAs are going to interface with the TTP in a more general sense – comms as specific item – need to be designed to be consistent.</p> <p>SGa: Noticed it's to be signed by each PTA: GW, ECAN AT, WG as well as Steering Group – why would Steering Group need to sign it too?</p> <p>YA also had that question – if part of P2 Agreement and this will be living document – so Steering Group should just note it rather than separately sign it.</p> <p>ACTION: LW to ensure Steering Group note rather than sign off Comms Protocol as it will be signed off by PTAs.</p>	<p>LW</p> <p>LW</p> <p>LW</p> <p>LW</p>

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3.	National Alignment	<p>(Paper 2022-08-03-03a and 2022-08-03-03b)</p> <p>CR: Paper 3A update on national alignment No comments or questions from Steering Group - Accepted CR: Paper 3B – next tranche of items – common definitions VE: Have financial implications of change been evaluated? CR: From PTA perspective can't answer that. VE: Need to understand financial implications of standardisation.</p> <p>ACTION: Financial implications of national alignment to be evaluated as PTA's need to understand the financial implications.</p> <p>SGi: Standardisation as baseline as each PTA retain control over pricing over concessions so financial implications 100% in our control. CR: Correct. e.g.: Supergold a number of PTAs choose to run from 9-9:30 others choose not to and window in afternoon where charge. Through fare table can suit specific needs.</p>	CR
4.	Timeline	<p>Verbal</p> <p>CR gave a verbal update. Had constructive meeting last week with P2 working group. Expected draft yesterday. Looking to meet next week. Final document by then addressing WK and AT liability clauses. Nothing is not addressable – just how address so all happy with final outcome. Hannah Earles off with Covid so causing slight delay. Balance of agreement is looking good.</p> <p>GA: Cu's current plan now aligned to getting ECAN implementation in the Xmas 2023 period. Need design elaboration to start Sept to meet Dec2023 Ecan implementation date. Need to find ways to start work as earlier as possible. CR – to reaffirm with R&A can start activity earlier based on approved budget. CR – Discussion Yogesh and Nicol to be held also.</p> <p>GA: section 9(2)(b)(ii)</p> <p>s 9(2)(b)(ii)</p>	

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		<p>s 9(2)(b)(ii)</p> <p>Timeframe is tight and challenging.</p>	
5.	Service Catalogue	<p>(Paper 2022-08-03-04)</p> <p>GA: service catalogue is aligned with service levels if anyone has questions get in touch.</p> <p>section 9(c): Assumption everyone is comfortable with approach taken.</p>	
6.	Operating Model and Participation Parameters	<p>(Paper 2022-08-03-05)</p> <p>CR: reported there's been good engagement with PTAs around whole operating model. Questions are being addressed and ironed out and written by all parties together.</p> <p>section 9(c): Suggestion – will be good for Steering Group to get closure on this. Target to see if closed here at the next Steering Group meeting on 17th August.</p> <p>CR: It is a PTA document. Everyone has access in common repository folder. People can edit the document and also have an original in read only.</p> <p>section 9(c): Hope to see this closed so it doesn't trip us up in future.</p> <p>ACTION: Have participation parameters closed off at Steering Group meeting on 17th August.</p>	CR
7.	Implementation Roadmap Review	<p>(Paper-2022-08-03-06)</p> <p>GA: Has been outstanding matter for some time. Question whether need to find way to break interdependency cycle. Need to land on decision in principle. Basis of sequence (Ecan, GW, AT) is per RFP and pricing etc based on this. Can be addressed in design but will be at a cost.</p> <p>YA: Need to have agreement on preferred approach and what are things to get that approach confirmed. Happy to have conversation around funding if AT want to go earlier. Don't want to have that conversation unless AT ready to go. One conversation with SGa around going number 2 given Snapper on rail being enabled, some immediate challenges gone away so comfortable if pushed to back of queue.</p> <p>View AT needs to confirm.</p> <p>section 9(c): Questions for AT strategically – does it make sense to explore it? If AT interested there is potential to solve funding – per Yogesh's comment. Does need AT's want to go early.</p> <p>RJ: 3 things: Discussion yesterday (sent notes to GA – transition options that might drive minimum timeline) – need to flesh that out – need to think of software development from Cubic when they need to drop software they need to drop – put those time factors together as this will determine timing.–</p> <p>section 9(c): At will look at whether doable.</p> <p>RJ: Will explore when back next week</p> <p>YA: Work has started but should that possible and achievable. Does AT want to go second? Hasn't heard – if all is doable are we doing it? Or just thinking about it?</p> <p>RJ: That will give minimum timeline of what can be done. GA will have view of whether that creates a gap. All has to slot together.</p> <p>GA: s 9(2)(b)(ii)</p>	

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		<p>s 9(2)(b)(ii)</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>: YA answer looking for is AT is committed in this to looking for most effective rollout of NTS as present.</p> <p>RT: Don't think this is just an AT decision – Ecan also different – capability, resource etc. Big change and yes while might be doable also down to national view – need to consider in terms of the big change and what to do in terms of this</p> <p>[REDACTED]: All consistent in regards to that.</p> <p>ACTION: Come to a view first before a decision on AT going second can be made.</p>	YA/RJ/GA
8.	Other Business	<p>CCO Discussion</p> <p>CR: Current Governance model falls outside of Council Controlled Organisation (CCO) regulations. Had discussions with Mario from AT and feedback from GWRC.</p> <p>CR is putting a paper to MPGG on 15th August that will take out necessity of it being a CCO. Delaney is also looking at legislative changes (PTOM) that are due later this year or next year which will change rules around CTOs so we possibly could continue to run as a project until legislation goes through.</p> <p>YA: Can we look at how alliance model is being used as well model around ATOC that's been established 50-50 split. For us to consider.</p> <p>ACTION: CR to look into how alliance model is being used as well look at model around ATOC (50-50 split) for governance.</p> <p>[REDACTED]</p> <p>Update</p> <p>GA: section 9(2)(b)(ii)</p> <p>[REDACTED]</p> <p>CP sent email to Steering Group members.</p> <p>ACTION: Steering Group need to get back to CR today (3 Aug) visit will probably be week commencing 5th September</p> <p>GA: section 9(2)(b)(ii)</p> <p>[REDACTED]</p> <p>[REDACTED] Deep dive on technology devices. Noting piece of work doing. No objection.</p>	CR ALL
	Meeting Closed 5:43am	Next Steering Group Meeting: Wednesday 17 August 2022, 8:30am – 10:00am	