

**Joint WDC-NRC Whangarei Public  
Transport Working Party  
Tuesday 1 October 2024 at 9.00am**

# **AGENDA**

## Joint WDC-NRC Whangarei Public Transport Working Party Agenda

Meeting to be held in the NRC council chambers  
36 Water Street,  
Whangārei  
on Tuesday 1 October 2024, commencing at 9.00am

**Please note: working parties and working groups carry NO formal decision-making delegations from council. The purpose of the working party/group is to carry out preparatory work and discussions prior to taking matters to the full council for formal consideration and decision-making. Working party/group meetings are open to the public to attend (unless there are specific grounds under LGOIMA for the public to be excluded).**

### MEMBERSHIP OF THE JOINT WDC-NRC WHANGAREI PUBLIC TRANSPORT WORKING PARTY

	Chairperson, Councillor Rick Stolwerk	
NRC Councillor Jack Crow	WDC Councillor Scott McKenzie	WDC Councillor Simon Reid
NRC Councillor Joe Carr	WDC Councillor Carol Peters	

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<b>2.0 NGĀ WHAKAPAHĀ/APOLOGIES</b>	
<b>3.0 NGĀ WHAKAPUAKANGA/DECLARATIONS OF CONFLICTS OF INTEREST</b>	
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**TITLE:** Confirmation of Minutes - 25 July 2024 (Extraordinary)

**From:** Haylee Labelle, Personal Assistant Community Resilience

**Authorised by** Louisa Gritt, Group Manager - Community Resilience, on 02 September  
**Group Manager/s:** 2024


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### Ngā mahi tūtohutia / Recommendation

That the minutes of the Whangarei Public Transport Working Party Extraordinary meeting held on 25 July 2024, be confirmed as a true and correct record and that these be duly authenticated by the Chair.

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### Attachments/Ngā tapirihanga

Attachment 1: Whangarei Public Transport Working Party - Extraordinary Meeting Minutes - 25 July 2024 [↓](#) 

Extraordinary Joint WDC-NRC Whangarei Public Transport Working Party  
25 July 2024

## Extraordinary Joint WDC-NRC Whangarei Public Transport Working Party Minutes

Meeting held on the MS Teams  
on Thursday 25 July 2024, commencing at 2.00pm

### Tuhinga/Present:

Chairperson, Councillor Rick Stolwerk  
Councillor Jack Craw  
WDC Councillor Scott McKenzie  
WDC Councillor Simon Reid  
WDC Councillor Carol Peters

### I Tae Mai/In Attendance:

**Full Meeting**  
NTA Strategy and Planning Manager, Jeff Devine  
NRC Group Manager – Community Resilience, Louisa Gritt  
NTA Transport Projects Officer - Dean Mitchell  
NTA Regional Transport Coordinator, Kayla Gunson  
NRC Personal Assistant– Community Resilience, Haylee Labelle

The Chair declared the meeting open at 2pm. Karakia performed by Cr Peters.

### Ngā Mahi Whakapai/Housekeeping (Item 1.0)

### Ngā whakapahā/Apologies (Item 2.0)

That the apologies from Councillor Carr for non-attendance be received. Noted apologies from Marty Robinson, Calvin Thomas and Chris Powell

### Kamo Priority Lane - Project Update (Item 4.1)

Report from Jeffrey Devine, Northland Transport Alliance - Strategy & Planning Manager

### Ngā mahi tūtohutia / Recommendation

That the report 'Kamo Priority Lane - Project Update' by Jeffrey Devine, Northland Transport Alliance - Strategy & Planning Manager and dated 23 July 2024, be received.

### Secretarial notes:

- NTA are seeking support for additional funding of \$320k in order to increase the scope to include bus lane from Whau Valley Lights up to Hailes Road (Kamo Intermediate)
- Section 1 has been costed to come in within budget
- Traffic modelling has been undertaken on the impact on traffic flows which has shown the bus lane will have limited impact on traffic flow but will provide benefit to T2/buses

Extraordinary Joint WDC-NRC Whangarei Public Transport Working Party  
25 July 2024

- *Have received prices for civil works*
- *There is \$1.75M available for the construction phase of Section 2 but any over-runs must come from Council*
- *In regards to \$340k shortfall, staff will need to provide options to Council on where to find but until NZTA advise what they will/wont fund staff wont know exactly but can provide a good indication – NTA Strategy and Projects Manager will speak with chair of the WDC Infrastructure committee about what to take to the Council meeting including identifying a project that has the least impact if not completed (Cr McKenzie/Peters to be there)*

*(Secretarial note: NTA Strategy and Planning Manager has received the full support of the WPTWP to endorse the proposal to seek additional funding of \$340k from WDC for Section 2 to be installed this financial year as part of the physical works for the project.)*

### **Whakamutunga (Conclusion)**

**The meeting concluded at 3pm.**

**TITLE:** **Receipt of Action Sheet - 1 October 2024**

**From:** Haylee Labelle, Personal Assistant Community Resilience

**Authorised by** Louisa Gritt, Group Manager - Community Resilience, on 06 September  
**Group Manager/s:** 2024

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### **Whakarāpopototanga / Executive summary**

The purpose of this report is to enable the meeting to receive the current action sheet.

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### **Nga mahi tutohutia / Recommendation**

That the action sheet be received.

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### **Attachments/Ngā tapirihanga**

Attachment 1: Action Tracker - 1 October 2024 [↓](#) 

Whangarei Public Transport Working Party Action Sheet						
Action	Meeting date	Agenda Item	Action	Person(s) responsible	Status	Notes
1	11/06/2024	Operational Report 6.1	Citylink Driver situation response email to be circulated to WPTWP members following the June meeting	Committee Secretariat	Completed	14/6 - email sent on behalf of Cr Craw to WPTWP members
2	11/06/2024	Operational Report 6.1	Provide an email to the chair within one week to provide T2 lanes update	Group Manager - Community Resilience	Completed	25/6 Dawn Spence has referred onto Jeff Devine to follow this up 25/7/24 This was addressed by the extraordinary meeting that we had online 25 July when a detailed update on the T2 and bus lanes was provided to working group members.
3	11/06/2024	Operational Report 6.1	Obtain timeline from National meeting on MOT/NZTA review of Total Mobility criteria	Transport Manager - NTA	Completed	25/6 - email sent on behalf of Cr Craw to WPTWP members
4	11/06/2024	Frequency of future meetings	New meeting dates to be agreed with the chair	Group Manager - Community Resilience & Chair	Completed	23/7 - Council meeting: That the meeting frequency of the WPTWP be reduced from six to three times a year

**TITLE:** **Presentation - National Ticketing Solution**

**From:** Kayla Gunson, Regional Transport Coordinator

**Authorised by** Louisa Gritt, Group Manager - Community Resilience, on 18 September  
**Group Manager/s:** 2024

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### **Whakarāpopototanga / Executive summary**

This report introduces the upcoming presentation on the National Ticketing Solution (NTS) that will be delivered at the council meeting. The NTS will provide a unified, nationwide ticketing system for public transport across New Zealand. The presentation will cover key updates, including the implementation timeline, regional impacts, and benefits to Northland.

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### **Ngā mahi tūtohutia / Recommendation**

That the report 'Presentation - National Ticketing Solution' by Kayla Gunson, Regional Transport Coordinator and dated 18 September 2024, be received.

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### **Attachments/Ngā tapirihanga**

Attachment 1: NRC Transport update October 2024 [↓](#) 





# NTS Overview Northland Regional Council

August 2024



## What is NTS and why do we need it?

The National Ticketing Solution project aims to improve public transport for New Zealanders through a standardised approach to paying for public transport which will provide a common customer experience no matter where you are in the country.

### What is NTS?

There is currently **no consistent approach** to ticketing and payment systems for New Zealand public transport.

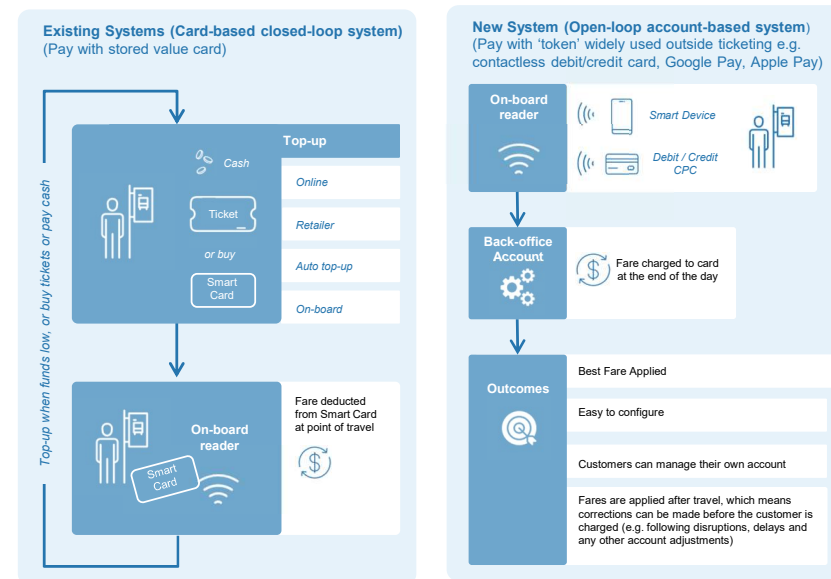
The NTS is a **single, national, public transport ticketing and payment solution** that will transform the customer experience and create a flexible, modern, fit-for-purpose system which will provide improved digital capabilities to meet the needs of the Regional Councils.

The NTS will deliver an **account based ticketing and payment system** with **open loop functionality**, support for all fare models and ease of adaptation to new technologies

Customers will be able to pay using their choice of fare media including:




- a contactless bank card
- digital payment account (such as Google Pay)
- a pre-paid transit card (similar to Bee Card)
- and possibly cash

Back office software will aggregate each customer's journeys over a travel day and charge the card over night with the lowest possible / optimal fare

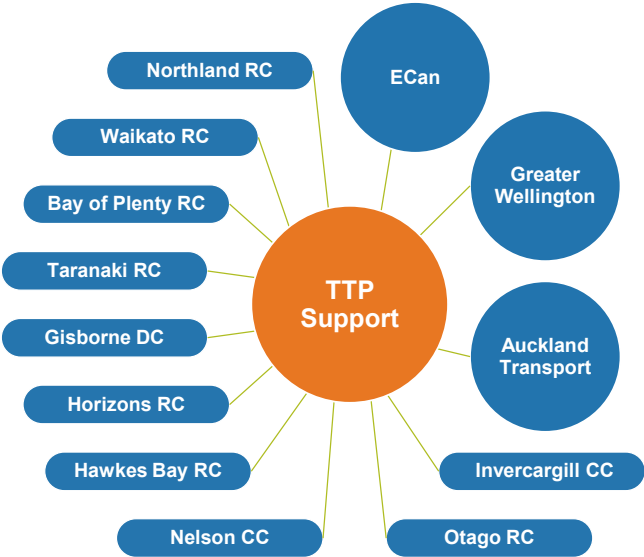


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# What's Changing?

Current State 		Future State 	
	<b>Payment Methods</b>	<ul style="list-style-type: none"> <li>Cash or ticket (can be purchased on board or from local service centres)</li> <li>Bee Card (can be used across Regional Integrated Ticketing System (RITS) network)</li> <li>Validators show account balance at tag off, with travel costs deducted at time of tag off</li> <li>Presence of a retail network varies by region, as does ability to purchase and top up Bee Cards on board</li> <li>Digital account registration process (required to be able to use a concession)</li> </ul>	<ul style="list-style-type: none"> <li>Contactless payment cards / tickets</li> <li>NTS prepaid card can be used nationally (plus more top-up locations)</li> <li>Use of cash varies by region</li> <li>NTS validator shows payment accepted/declined (only), with travel costs reconciled at end of day</li> <li>National Retail Network</li> <li>Introduction of a Deny List, with new processes for moving tokens off the Deny List and resolving issues</li> </ul>
	<b>Issue Resolution</b>	<ul style="list-style-type: none"> <li>Combined issue resolution through Transport Operator, PTA, RITS and INIT</li> <li>RITS "Beekeepers" support council teams</li> <li>Local contact number and customer support team</li> <li>No self-service management available</li> </ul>	<ul style="list-style-type: none"> <li>Issue resolution through Cubic, with TTP oversight / escalation</li> <li>Dedicated TTP contact point for each PTA</li> <li>Customers support provided by both the National Customer Support Team (for Payments) and Local Support Team (for Travel)</li> <li>Payment issues directed nationally</li> <li>Self-service management available</li> </ul>
	<b>Technology</b>	<ul style="list-style-type: none"> <li>Bus mounted technology (INIT)</li> <li>Bee Card website for cards, national concessions &amp; accounts</li> <li>PTA website for fares, local concessions and journey planning</li> <li>Physical transit cards and tickets only</li> <li>Use of Customer Service Workstation and Mobile Retail Devices</li> </ul>	<ul style="list-style-type: none"> <li>Bus mounted technology (CUBIC)</li> <li>Multiple self-service channels (NTS payment portal / NTS customer app)</li> <li>PTA website for fares, local concessions and journey planning</li> <li>Both physical and digital payment options available</li> <li>Use of NTS CRM, Customer Service Centre Devices (CSCDs)</li> </ul>
	<b>Ticketing System Operation &amp; Support</b>	<ul style="list-style-type: none"> <li>End to End local PTA operations and management</li> <li>Local travel payment data</li> <li>Locally managed reporting, training, device configuration and maintenance</li> <li>Transport Operators have direct access to INIT systems</li> </ul>	<ul style="list-style-type: none"> <li>TTP business unit within NZTA for operations, financial reconciliation and management, and training oversight</li> <li>National reporting on travel payments, with PTAs access to local travel and payment data via new tools</li> <li>Interface with local Transport Operators</li> <li>New partnership model with NZTA plus additional NTS participants</li> </ul>

A national ticketing solution, delivered by PTA's, supported by TTP



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TTP (Transport Ticketing and Payments) is the team established within NZTA to act as the Shared Service Organisation. There will be dedicated roles within TTP across the functions. They will provide:

- **Ticketing and payment support** - The TTP is the service aggregator for the PTAs, and provides NTS services to the PTAs as a part of BAU
- **Technical Solution support** - The PTAs will interact with the TTP for any NTS queries, issues and escalations.
- TTP's management processes will provide **assurance**
- The TTP will act as a **liaison to Cubic, FSPs** and the network provider on behalf of the PTAs.
- Manage the **Product roadmap** for future enhancements
- **Financial management**, including disbursements and reconciliation

## When is it happening?

The National Ticketing Solution is scheduled to be live on one service in Christchurch this year followed by a larger rollout to Timaru early next year and then the rest of the Christchurch.

The first Bee Card region to go live will be Invercargill – currently planned for May 2025 followed by Bay of Plenty in June/July 2025

Our regions will then be progressively rolled out of the coming year. The target date for NRC is currently November 2025.

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## What will it cost?

The implementation of NTS is fully-funded by NZTA.

There will be some 'local' costs associated with e.g. people, comms, region-specific system integrations that will be funded from a RITS-wide transition budget. Bee Card regional contributions to this have been included in each region's LTP

The ongoing operations costs of NTS are fully-funded by NZTA.

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**TITLE:** **Operational Report**

**From:** Chris Powell, Transport Manager - Northland Regional Council and Kayla Gunson, Regional Transport Coordinator

**Authorised by** Louisa Gritt, Group Manager - Community Resilience, on 18 September  
**Group Manager/s:** 2024

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### **Whakarāpopototanga / Executive summary**

This report provides an update to the Whangarei District Council/Northland Regional Council Public Transport Working Party (WPTWP) on the various Whangarei passenger transport services in operation and projects being undertaken since the last meeting of 11 June 2024.

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### **Ngā mahi tūtohutia / Recommendation**

That the report 'Operational Report' by Chris Powell, Transport Manager - Northland Regional Council and Kayla Gunson, Regional Transport Coordinator and dated 13 August 2024, be received.

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### **Background/Tuhinga**

#### CityLink Service

Staff have requested pricing from Ritchies for increasing the CityLink service frequency, which is planned to double once the Kamo T2 lanes are completed. Ritchies' initial feedback indicates that an additional three peak buses will be needed for the Kamo route.

Council staff are also considering conducting a full Network Performance Analysis to assess operational efficiency.

#### SchoolLink Service

Driver shortages have caused some SchoolLink services to be missed or combined, however despite 36 trips being combined in August, the service has carried over 2,000 passengers. Ritchies management reports that the afternoon Kamo/Tiki services are no longer overloaded, relieving pressure on this route.

CityLink Driver Situation *(still awaiting a response to Chris's email to Ritchies posing the questions listed in previous meeting minutes)*

Ritchies has acknowledged that Northland is the only region still experiencing a significant driver shortage. The operator is working to resolve recruitment delays by working with MSD, providing their own background and medical checks, and are considering opening a training school at the Whangarei depot.

Although the operator has reported being short by only 1 FTE, 42 trips were cancelled or combined in August due to the driver shortage.

### Rose Street Bus Terminus - Update

The tender for the project closes on 25 September, with contractors expected on-site by late October or early November. We are coordinating with Whangarei District Council (WDC) staff for the relocation of services to Vine Street and the setup of temporary facilities, including the office and toilet block.

### Bream Bay Link Service Extension

Staff are planning to launch a survey in the near future. Community engagement will be implemented as opportunities arise to ensure comprehensive feedback and involvement from the community.

### T2 Lanes - Update

The paper submitted to the WPTWP now requires formal approval from WDC for formal approval of funding for Stages 1 and 2. Stage 1 is fully covered within the current budget, however funding for Stage 2 depends on NZTA allocations, which were released recently.

Stage 1 works are set to commence immediately.

### National Ticketing System (NTS)

The transport team has received the first draft of the transition strategy to the NTS which is scheduled to go live in November 2025. The new system will introduce the 'Motu Move' card for CityLink.

National communications efforts are currently focused on the version 0.5 release, which will take place in Timaru and Christchurch as part of the pilot phase. Lessons learned from these initial implementations will inform our transition, ensuring a smoother rollout for Northland services.

As we move closer to the implementation date, further updates will be provided, along with a detailed communication plan for our region.

### Total Mobility Scheme

**Review Progress:** The Ministry of Transport (MoT) has recently updated the terms of reference for the ongoing review of the Total Mobility Scheme, with a more defined focus on advancing the review. This is a positive development, given that progress on this review has been pending since 2005. The update was communicated via email on Wednesday, 4th September 2024.

A national Total Mobility meeting is scheduled for Wednesday, 18<sup>th</sup> September 2024, during which the MoT will be in attendance. Coordinators nationwide are collectively advocating for the Ministry to expedite the review and provide clearer timelines for its completion.

**Client Growth and Funding:** The number of clients enrolled in the Total Mobility Scheme continues to increase, following the implementation of the reduced user pays portion of the fare. Both Whangarei District Council and the NZTA have agreed to cover the increased local and national share to support the growing demand.

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### **Attachments/Ngā tapirihanga**

Nil