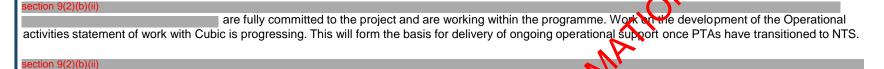
3. Executive Update

NATIONAL TICKETING SOLUTION

Work has continued on the integrated plan, which was approved by the Governance Board at the last meeting. A work shows planned for all project managers early in the week starting 24 July to work through the dependencies and continue to refine the plan and identify any income that need to be managed. As requested at the last meeting, our overall confidence level with the plan remains at section 9(2)(a)(i) which will improve once we have finalised the dependencies and risks, as well as when the detailed design is locked-down. We have also engaged IQA NZ to undertake an assurance of the plan to ensure its completeness. An update will be provided at the August Board meeting. The recommendations from the initial IQA review, included at the August Board meeting. The recommendations from the initial IQA review, included at the August Board meeting. information papers. section 9(2)(b)(ii) Environment Canterbury (ECAN) transition plan has been confirmed and a statement of work for the necessary activities has been executed with Cubic. ECAN are re-visiting their decision on provision of level 1 support for ticketing queries, whether they will provide this support (as originally confirmed) or the Transport Ticketing and Payments team (TTP) would provide this support for them. A decision is expected from ECAN during this week, and we can provide an update at the Board meeting, section 9(2)(g)(i) In the meantime, ECAN are continuing with their resource onboarding and activities necessary for their transition. The operating model work with TTP is continuing. Work is ongoing to build the operational support for ECan, with good progress in the development of the business processes. There is an emerging risk that the development of the final operating model, at the time when all PTAs have gone live, could result in rework as the operating model is iterated over phases. While we will endeavour to keep this at the minimum, some rework is unavoidable. With the scope of section 9(2)(b)(iii we are focusing on the additional business integrator capability that is required to ensure we can achieve the outcomes to the agreed quality levels. This will identify any capability gaps and how we will manage these. As presented at the Self-service deep dive, we have now accepting the approach with ECAN for their customer self-service channels. All other PTAs, excepting Auckland Transport, are planning to take the same approach. In addition to the customer experience deep dive earlier in the week, which outlined some of the key customer experience decisions that are required, we have included the current status of the Brand development work in this Board pack. This includes an update on the brands that have been tested. Our plan is to lake wo options forward for more thorough testing before presenting a recommendation to the Governance Board, most likely in August. The final feedback has been provided to Cube the Critical Design Review (CDR) documents, which cover all our requirements for the core solution for phase 1. This is expected to be signed-off by the end of July. A separate CDR for ECAN specific requirements will be reviewed over August and signed-off. An emerging risk relating to the financial reconciliating and transit card top-ups is materialising section 9(2)(b)(ii) This is being progressed with urgency.

3. Executive Update



Early discussions have also commenced with AT on below will transition them to NTS.

Business services workshops have been completed with the Greater Wellington Regional Counci, (GWRC) and assumptive positions for the key decision areas made. These assumptive positions need to be further reviewed and approved by GWRC. Discussions are also underway with their incumbent supplier to involve them in the transition process. A draft MOU has been developed to enable these interactions.

Work is progressing with the Regional Councils (RITS). An approach of the RITS Business Readiness Process has been agreed, proposed to start with extension and the RITS business services have been outlined by the project team, based on work done with ECAN and GWRC, which will be discussed with the PTAs. Further workshop are planned in August to progress discussions.

Matters for Guidance:

- · Go-live Decision
- · Branding options
- section 9(2)(g)(i)
- Partner Dashboard

Month Allead:

- Execution of FSP Contracts
 - Phase 1 plan dependencies
- Māori engagement activities
- Finalisation of the Cormeum report
- Branding options testing
- Reconciliation and Customer experience impacts

Key Risks:

- · ECAN resourcing
- · Effective Māori engagement
- · Reconciliation and customer experience impact
- Resourcing remains an ongoing challenge, particularly for security resources

