

Our Reference:A1293356

12 November 2019

Aaron Rumpler

Email: [fyi-request-11458-ab9162c1@requests.fyi.org.nz](mailto:fyi-request-11458-ab9162c1@requests.fyi.org.nz)

Dear Mr Rumpler,

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

We refer to your information request dated 15 October 2019. A copy of your request is set out below:

*I am enquiring about the delay in rolling out the new Init bus ticketing system. Specifically:*

- *The reasons for the delay (a previous response to a related request for the reasons for the delay (<https://fyi.org.nz/request/9445-new-ticketing-system-timeframe>) did not answer the question).*
- *The current expected timeframe for the rollout.*

I have been informed by Otago Regional Council of the following in response to your questions:

Ensuring the new Regional Integrated Ticketing System (RITS) is fully tested and meets the expectations for the nine-council consortium has taken longer than initially envisaged. With millions of passenger trips taken every year, we believe investing more time in the testing phase is important to ensure the rollout phase goes as smoothly as possible for our customers.

The technical complexity of the project has required a commensurate depth of Site Acceptance Testing (SAT) and User Acceptance Testing (UAT) throughout New Zealand, to ensure the best level of readiness for customers at the Pilot Phase. We have placed significant emphasis on comprehensive system testing to ensure confidence that at the time of Go-Live there will be minimal customer disruption.

RITS will be rolled out sequentially through the nine participating regions starting with Northland as a live test region. Northland will be followed by Horizons (Manawatū-Whanganui) which will sequentially begin in Whanganui, then the rest of the region. Waikato will commence live testing late November, with full implementation in February. The other regions will follow, with Otago scheduled to make the switch in March 2020.

*For our future*

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](http://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

A handwritten signature in blue ink, appearing to read 'JG', with a small flourish at the end.

James Gribble  
**Administration Officer- Legal**