

7 February 2023

Felix Lee

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Kia Felix,

**Your request for information under the Local Government Official Information and Meetings Act 1987 (LGOIMA) – CAS-677277-C8R3N5**

I refer to your official information request dated 23 January 2023 regarding Ticketing changes planned to happen before the implementation of the National Ticketing Solution.

AT is committed to the National Ticketing Solution.

Please find attached the AT HOP Roadmap that was last updated in August 2022. This diagram shows the inflight projects and the proposed upgrades and improvements to the AT HOP system. None of the possible pipeline initiatives are current projects.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi,



Roger Jones

**Executive General Manager Business Technology**