

24 October 2024

David L

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Kia ora David,

The information you requested - CAS-990287-L1P4L6

Thank you for your request for information date 10 October 2024 relating to Auckland Transport (AT) HOP card readers.

The AT HOP card readers across the network are being replaced so that they can accept contactless payment by the end of the year. I have four questions relating to that, chiefly regarding forwards compatibility with the Motu Move system.

Is there a specific date for when the system will go live?

Contactless payments for Auckland public transport has commenced comprehensive product verification testing (PVT). Once this testing is complete, it needs to be assessed. The decision to go-live, and therefore launch date, will not be available until after this important testing is complete.

Is it already live for testing but not advertised to the public, meaning it would accept a contactless payment currently?

The contactless payments system is live for testing only. What this means is we have testers on the network, completing product verification testing to ensure the system works as designed, followed by beta testing with whitelisted cards.

What is important to note is the system will not accept or read the public's contactless payment cards or devices until the launch date.

Will these readers be compatible with the new Motu Move ticketing system when it launches in Auckland in 2026? Or will the readers need to be replaced again?

The readers technically will be compatible with the Motu Move ticketing system. The transition of assets to the new system requires careful consideration of various factors beyond compatibility.

Auckland Transport is working alongside NZTA, in 'detailed design workshops' to assess the ticketing asset management model for AT. This comprehensive evaluation includes understanding the servicing requirements, the necessary support model, ongoing maintenance, and the total cost of

ownership. The goal is to ensure the Motu Move ticketing system is implemented in Auckland with the best possible outcomes both operationally and financially.

If the readers will need to be replaced again, could you provide the reasons why the readers were not made to be compatible and what the cost of re-replacing the readers will be?

As expressed in the above answer, we don't believe compatibility is an issue. Replacement of the AT HOP equipment will be dependent on the analysis of the lifecycle of the equipment, costs to support, and a transition plan.

Should you believe that we have not responded appropriately to your request, you are able to make a complaint to the Office of the Ombudsman in accordance with section 27(3) of the LGOIMA and seek an investigation and review in regard to this matter.

Yours sincerely



Phil Wratt
Engagement Manager, Customer Care.