

3 August 2017

Dan

[fyi-request-6178-ca4b30c3@requests.fyi.org.nz](mailto:fyi-request-6178-ca4b30c3@requests.fyi.org.nz)

Dear Dan

**Local Government Official Information and Meetings Act 1987 (LGOIMA)**  
**CAS-515722-G7F5P6**

Thank you for contacting Auckland Transport on 10 July 2017, requesting the type of information that is stored on AT HOP cards, and an example of the information stored.

The AT HOP card can hold:

- HOP Money (T-purse or stored value);
- User profile (registered cards);
- Products (Day or Monthly Passes) and their status;
- Card usage information (transactions including date and time);
- Status of the card (e.g. active, cancelled);
- Business entity at which the transaction was completed e.g. top-up at “X” Location; and
- Security keys and secure information.

The following is an example of the information stored on the card as per the above list:

Txn #	Mode	Concession Type	Payment Means Name	Transaction Date - Time	Transaction Type	Location	Route	Trip Fare	Transfer Discount	Fee Value	Net HOP TopUp Amount	Transaction Value	HOP Balance Before	HOP Balance After
2552	Bus		Auto-Topup	26/04/2017 - 16:09:27	AT HOP Card Auto Top-up	N/A		\$0.00	\$0.00	\$0.00	\$30.00	\$30.00	\$4.05	\$34.05
2553	Bus	Adult	HOP Money	26/04/2017 - 16:09:27	Tag-On	Commerce St Opp Achilles House	745	\$0.00	\$0.00	\$0.00	\$0.00	\$-4.85	\$34.05	\$29.20
2554	Bus	Adult	HOP Money	26/04/2017 - 16:33:09	Tag-Off	266 Kohimarama Rd	745	\$-3.15	\$0.00	\$0.00	\$0.00	\$1.70	\$29.20	\$30.90

This information is available to the customer via multiple avenues - including the online MyAT account or by [contacting](#) Auckland Transport (for [registered](#) card holders), or as a “card present” transaction at a Ticket and Top up Machine, retailer, or [Customer Service Centre](#) (for all card holders).

Please note the layout of this information varies dependent on the avenue by which it is requested.



We trust the above information has addressed the matters raised however, should you believe that we have not responded appropriately to your request, you have the right in accordance with section 27(3) of the LGOIMA to make a complaint to the Office of the Ombudsman to seek an investigation and review in regard to this matter.

If you have any further queries, please contact Auckland Transport on 09 355 3553 quoting Official Information request number CAS-515722-G7F5P6.

Yours sincerely



Denise Verrall  
**Group Manager AT HOP**

