

30 June 2014

Nigel Jones

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Dear Mr Jones

Subject: AT HOP Day Pass LGOIMA Follow Up
Customer Reference Number: CAS-315748

Thank you for your correspondence of 19 June 2014 in reply to our LGOIMA response dated 19 June 2014.

I can confirm there is no further documentation concerning the timing of the Day Pass release between Auckland Transport and Thales, nor any missing documentation internally requesting the Day Pass be removed from the monthly Auckland Transport Board Report. We have previously advised the following:

- Through the process of detailed testing various technical issues emerged which required resolving before a product was launched in-market. This is a normal process for any technology/software development project and is an iterative process – therefore until all issues are bottomed out, go-live or launch dates can only be indicative/targets.
- At no point during this process was a definitive launch date promised to the public – as such the resulting “delays” were based around internal targeted timelines.

Further to this, at the time of writing the Board report in question, testing deadlines to fully resolve the technical issues were not fully determined and therefore an update on the timeline was not provided.

I trust this information clarifies your additional queries.

Yours sincerely



Mark Lambert
Group Manager Public Transport