AUCKLAND PROJECT

OPEN AND INTEROPERABLE TICKETING SYSTEM
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Auckland Integrated Fares System (AIFS)-branded AT HOP replaced all public transport ticketing systems to simplify travel by public transport in the region.

WHAT WAS THE CHALLENGE?

Auckland Transport wanted a smartcard-based integrated fare collection system for multi-modal travel on bus, ferry and rail public transport services across all operators in the region.

One of the challenges was to deliver a preliminary system on time for the Rugby World Cup in 2011 and a fully operational system later on.

HOW DID WE ANSWER?

Thales was awarded the contract for creating a fully-integrated smartcard system across all of Auckland’s modes of public transport.

AT HOP is similar to London’s Oyster system and Hong Kong’s Octopus. It’s benchmarked against some of the best systems in the world.

The approach was to start offering core functions and then phase in additional functionalities such as the purple HOP card or the buses inclusion in the system in 2013.

Thales put in place a committed, multi-cultural and multi-skilled team based in New Zealand, Australia, Hong Kong and France and delivered on time for the key milestones.

THE RESULTS

The AT HOP card was launched in October 2012 for gradual use on trains from 27 October 2012, ferries in November 2012, and buses in 2013.

In December 2014, 464,000 cards have been sold and 278,000 were active and in use daily. 31% of the Auckland population uses Public Transport to travel to work.

FARE DEVICES PROVIDED:

- 108 handheld devices
- 3,000 validators
- 1,200 on board sales units
- 41 gates
- 75 ticket vending machines
- 107 point of sales terminals