



Media release

The Hon Terry Mulder MP

Minister for Public Transport
Minister for Roads

Friday 20 January 2012

More places to buy myki as Metcard withdrawal continues

The transition to myki continues with plans for 800 places to buy and top up a myki card, the gradual phasing out of Metcard tickets from sale and machines from stations, and the planned introduction of customer service staff to help people switch across.

Minister for Public Transport Terry Mulder today said the Coalition Government last year decided to retain myki and detailed a number of changes to transport ticketing that would occur over the coming months.

“The extensive review of myki last year found that it would cost more to scrap it and start again, so our job is to bring it in and work to improve the way it is rolled out,” Mr Mulder said.

Mr Mulder said the Transport Ticketing Authority had been working to develop a rollout program, with a focus on providing passengers with helpful information and more places to buy or top up a myki card.

“The Transport Ticketing Authority will work to ensure passengers are kept up-to-date with changes as they happen, through on-system advice such as posters at stations and stops and information on the myki website,” Mr Mulder said.

The details of changes to transport ticketing announced today include:

- The gradual rollout of full fare myki card sales at myki machines, starting with around 60 myki machines in January 2012.
- The gradual introduction of myki card sales and top up services at all 7-Eleven outlets and 90 independent retailers, starting in February 2012.
- The progressive removal of Metcard ticket vending machines from Metro railway stations, starting in February 2012 with some CBD locations and then the Williamstown line.
- The introduction of myki card sales at retailers that currently offer myki top up services, starting in mid-March.
- The continued withdrawal of Metcards from sale, including weekly and monthly Metcards, from Monday 26 March 2012.

Transport Ticketing Authority Chief Executive Bernie Carolan said the introduction of myki card sales and top up services at all 7-Eleven outlets and a network of independent retailers would provide passengers with greater access to ticketing services.

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“By the end of April, public transport passengers will be able to purchase and top up myki cards at around 800 retail locations across Melbourne,” Mr Carolan said.

“While it will take a number of weeks to set up all retailers, passengers will know their local retail outlet has converted to myki by looking for the myki poster in the window.

“Passengers can also check the myki retail finder application on the myki website, which will be updated regularly as new retailers come online.”

Mr Carolan said the weekly and monthly Metcards would be phased out from 26 March, and the gradual removal of Metcard ticket machines from Metro railway stations would be the first significant step in the wind-down of the Metcard system.

“Anyone who currently buys a weekly or monthly Metcard will find that a myki pass is the best option for them, and that it offers more flexibility in the number of consecutive days that can be topped up,” Mr Carolan said.

Myki concession cards will be available at retailers, staffed stations and by phone or online.

To help passengers through the next stages of the rollout of myki and phased Metcard withdrawal, the Transport Ticketing Authority is seeking up to 130 customer service people.

Mr Carolan today announced SKILLED Group has been contracted to find, train and manage the on-system helpers.

Mr Carolan said the myki customer service staff would help passengers and public transport operator staff during the transition to myki and at key stages of the withdrawal of Metcard.

“The myki customer service staff will be positioned across the network at railway stations and near trams and buses to help passengers choose the type of myki that is best for them and advise on how to use it,” Mr Carolan said.

“We are looking for a workforce of up to 70 people per shift to demonstrate the new equipment and answer individual customer questions.

“Making the switch to myki involves a range of changes, so face-to-face education and support is a key element of our transition plan.

“While many people may already have a myki, around 70 per cent of passengers are yet to make the switch to using myki.

“I would encourage passengers who are cautious about taking up the smart card technology to speak to myki customer service staff when they are on the system from around March,” Mr Carolan said.

People interested in becoming a myki customer service officer should look out for the recruitment advertisements in this weekend’s newspapers.

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