

Media Release

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MOE BUSES TO MAKE SMART TICKETING MOVE

Moe residents are being encouraged to make the switch to myki when the new smart card ticketing system begins operating on local buses on Monday 18 May.

Moe, as part of the Latrobe Valley, will be the fifth regional area in Victoria to start using myki. The system is already working well on buses in Geelong, Seymour, Ballarat and Bendigo. The myki system has already been used for more than 660,000 bus trips in these cities.

Myki is a durable, reusable smart card that gives customers the best fare for the way they travel. It saves time and money when compared to buying short term tickets.

Transport Ticketing Authority CEO, Gary Thwaites said customers in other regional areas had found myki easy to use once they understood how the new system works.

“Using myki is easy but like other areas we do expect it will take a short amount of time for people to become acquainted with the different system,” Mr Thwaites said.

“Passengers need to remember to touch their myki card to a reader as they board the bus and then touch off at a reader at the end of their journey. This allows the system to give them the best possible fare.

“As more people start to use myki we have found that the system saves time, because passengers don’t need to stop and buy tickets from their driver.

“Importantly for our passengers it will actually be cheaper for them to travel using myki, rather than buying short term tickets.”

“A person who buys two short term tickets, to travel to and from their destination on Moe town bus services, would pay \$4.00 while a person using myki money for the same trip would only pay \$3.20. That’s a saving of 80 cents a day.”

Mr Thwaites encouraged Moe residents to stop and speak with customer service staff known as myki mates if they wanted to know more about the system.

“myki mates are currently travelling on Moe buses educating customers about the system and selling the \$5 myki starter pack,” he said.

“The \$5 starter pack comes with \$5 worth of travel so passengers can start using myki as soon as the system is ready on Monday 18 May.

“myki users can top up their card online and through the call centre. They will also be able to top up via their bus driver to a maximum of \$20 once the system is live.”



The mobile myki discovery centre is currently touring the Latrobe Valley, giving public transport users the opportunity to learn about the system and experience all of the equipment they will use with myki.

Residents of Latrobe Valley can visit the mobile myki centre on the following dates and locations:

- 11 May Safeway Carpark Warragul 9am-4pm
- 13 – 15 May Coles Carpark Moe 9am-4pm
- 18 – 22 May Stockland Traralgon Traralgon 9am-4pm
- 28 – 29 May Safeway Carpark Warragul 9am-4pm

The \$5 myki starter pack can be purchased from:

- myki mates travelling around on Moe buses
- myki.com.au
- by calling 13 6954 (13 myki)

The Latrobe Valley is the last regional area to be converted to myki. Melbourne passengers are expected to start using myki at the end of the year with the rollout continuing into 2010 when V/Line will switch to the new system.

In the future, Moe residents will be able to travel from Moe to Melbourne using a V/Line service and travel on trains, trams and buses in the city using the one myki card.

For further information please contact:

Adrian Darwent
E-mail: adrian.darwent@transport.vic.gov.au

Tips for travelling with myki

- When customers board a bus, they will find a myki reader by the door. They simply touch their myki to the reader, and if they have successfully touched on, the reader will issue a sound and display a green light.
- It is important that customers present their myki to the myki reader by touching and holding it at the device until they see the green light confirming a successful read. If they take the myki away too early, a red light indicator will shine and a message will ask them to touch on again.
- At the end of the trip, customers must remember to touch off as they disembark. As customers disembark, myki automatically calculates the best fare for the way the passenger travelled, and will also calculate any concessions.
- If customers don't touch off at the end of their trip, their myki will be unable to calculate the best fare and may instead deduct a provisional fare which may be up to the cost of a short term ticket.
- Topping up myki is easy. People can top up on the bus to a maximum value of \$20, or they can top up at the myki website and at the call centre to a maximum of \$250 using credit card only.

It's important to touch on...



- Green light: you're ready to go.
- Green and amber lights together: myki has been topped up or updated with your requested change and you're ready to go.
- Red light: card rejected.*

...and touch off to save



- 1 Transaction successful
- 2 Closing balance
- 3 Cost of fare

*Your myki can be rejected for reasons such as insufficient funds or a duplicate touch on. For further information, call 13 6954 (13 myki).