

# media release

15 August 2012

## MYKI TOP UP REPLACES METCARD TICKET SALES AT RAILWAY STATION TICKET OFFICES

Train passengers will be able to buy and top up their myki card at all Premium railway stations as the rail network begins the final conversion to full myki sales and top up services.

Transport Ticketing Authority Chief Executive Officer Bernie Carolan announced that starting at the end of August at Williamstown railway station, Metcard ticket issuing equipment at staffed station windows will be progressively removed over the coming weeks and replaced with myki ticket office terminals, marking the end of Metcard sales to train users.

More than 90 per cent of ticket validations on trains are already myki touch ons and Mr Carolan encouraged the remaining passengers using Metcard to now get a myki.

“All Victorians have known for some years that myki is coming and now really is the time to be clear – myki is the only public transport ticket you can buy at train stations,” Mr Carolan said.

“The myki sales network is quite extensive and the full range of myki cards are available at around 800 retail outlets including all 7-Eleven stores, online at [myki.com.au](http://myki.com.au), by calling 1800 800 007 and at staffed train stations. Full fare myki cards are available from myki machines.

“Anyone who thinks they may need to catch a train, tram or bus at any time in the future is advised to get a myki card and keep it in their wallet or purse for when the need to use it arises, just as they do with a driving licence, bank card or retail store card.”

Passengers who currently buy 2-hour, Daily, City Saver or Seniors Daily Metcards from ticket offices will be able to buy and top up a full fare, concession, child or seniors myki over the counter as their particular station is converted.

Mr Carolan said that most passengers who buy these tickets will save money by making the switch to myki and urged them to obtain a myki now to ensure a smooth transition.

“Those who use public transport infrequently or who want flexibility with their ticket, who would until now have bought individual tickets, should top up with myki money after getting their myki card,” Mr Carolan said.

“Card fees were reduced at the start of this year to \$6.00 for a full fare and \$3.00 for a concession or child myki, while Victorian seniors are entitled to receive their first myki card free.

“When using myki money passengers automatically pay the lowest fare when touching on and off, which means a full fare passenger travelling in Zone 1 will save more than a dollar a day.

“Because of the savings that are possible using myki, including all day travel in Zones 1 and 2 on weekends for \$3.30, it is possible to recoup the cost of the card within a small number of days.”

Passengers should note that in order to prepare for the transition to offering myki sales and top up services, ticket offices will close at 5.00 pm on the previous day and passengers should buy and top up a myki in advance so they can travel with a valid ticket.



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Mr Carolan reminded passengers that top ups at retail outlets, myki machines and via station staff are immediately added to their myki card and that value will remain available to use indefinitely, even if they do not use the card for an extended period.

“While convenient for many, online and telephone top up may not be the most suitable for infrequent travellers because the top up is only added to the card when it is used and if this doesn’t happen within 90 days then the online top up is temporarily suspended,” Mr Carolan said.

“Those who want to have a few dollars on the card ready to go should use an instant top up method and they can then rest assured they have enough value to pay for a trip or two when they choose to travel.”

The removal of Metcard ticket issuing equipment, and therefore Metcard sales, from Premium station ticket windows marks the penultimate milestone on the rail network ahead of the final switch off of all Metcard equipment later this year – at that time, yet to be announced, Metcards already in people’s possession won’t be able to be used on the train system.

Further announcements about the withdrawal from sale of the remaining individual Metcards from trams and buses will be made in the future; but people are very much encouraged to use their remaining Metcards as soon as possible.

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Note to editors: Public Transport Victoria (PTV) provides a single point of contact for customers wanting information on public transport services, fares, tickets and initiatives. Customers can continue to call 13 6954 (13 myki) with myki enquiries and select the myki option after being immediately transferred to the PTV call centre menu.