

# media release

15 March 2012

## MYKI USERS URGED TO TOUCH, NOT SWIPE OR WAVE

As more passengers make the switch to myki, public transport users are urged to ensure they touch on and off successfully.

myki use now accounts for around 40 per cent of ticket validations on trains, trams and buses, with many thousands more passengers making the switch each week.

Transport Ticketing Authority Chief Executive Officer Bernie Carolan said it is encouraging to see so many people making the switch from Metcard to myki, but acknowledged there are reports of difficulties when passengers 'swipe', 'wave', 'rub' or repeatedly 'tap' their myki at the myki reader.

"Just under 40 per cent of train passengers are now using myki, while around 50 per cent of tram passengers and one-third of bus trips are taken using the smartcard ticketing system," Mr Carolan said.

"As Metcard ticket types and machines continue to be withdrawn from the network, the number of passenger touching on and off with myki will grow.

"The new ticketing system requires different behaviours to previous systems used in Melbourne and I would urge people to be patient with their fellow passengers as they learn how to use myki.

"The most important tip is for people to touch their card to the centre of the reader and hold it still to ensure a successful touch on or touch off, rather than swiping, waving, tapping repeatedly or rubbing their card across the reader.

"When passengers are more familiar with myki they will find it takes about a second to touch on or off, meaning they easily enter or exit a gated or ungated train station, tram or bus.

"The main message is: touch, don't swipe, touch, don't wave, touch don't rub, touch, don't tap."

To assist passengers, the Transport Ticketing Authority has uploaded a brief video tutorial to the myki website demonstrating how to touch on and off successfully, but more importantly, what not to do.

Mr Carolan urged passengers to visit [myki.com.au](http://myki.com.au) and take a few minutes to view the video.

"Passengers new to myki, or those who are thinking about making the switch soon, should familiarise themselves with the concept of touching on and touching off successfully, as this ensures they always pay the lowest fare," he said.

"Passengers should also ensure their card has sufficient balance and that they have always touched on at the beginning of their journey.

"myki customer service staff are also on the network in increasing numbers and will be positioned at gates wherever possible to provide assistance and advice to passengers.

"These staff will also be at stations where Metcard equipment is being removed.

"I would also advise passengers to remove their myki from their wallet, purse or bag when approaching a myki reader or gate, so that they are ready to touch on or off and avoid disrupting passenger flow.

# media release

“In the coming months, more new myki gates at stations will replace Metcard gates that have been retro-fitted with myki readers, which will provide on-screen information to passengers and ensure a better user experience through faster touch speeds and card status information.”

**Media contact:**

Simon Murphy

Email: [simon.murphy@transport.vic.gov.au](mailto:simon.murphy@transport.vic.gov.au)

