

Media Release

The Hon Ben Carroll MP
Minister for Public Transport
Minister for Roads and Road Safety



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PUBLIC TRANSPORT TICKETING EXPRESSION OF INTEREST PROCESS COMMENCES

The Victorian Government has opened the expression of interest process for the continued operation and upgrade of the Myki public transport ticketing system.

The Department of Transport has already embraced opportunities presented by new and emerging technologies such as Mobile myki, instant myki top up using the PTV app, and the Ridespace app.

The myki system commenced its roll-out in 2007, and the current ticketing service contract with NTT Data expires in 2023. The expression of interest and tender process will run over the course of two years, and a successful operator will commence when the current contract expires.

The Victorian Government is seeking interest from parties who will continue to operate the myki system, while also building on upgrades that have been delivered over recent years like the successful mobile myki on android devices and top up through the PTV app.

Upgrades that the Victorian Government will seek to have delivered to the myki system over the term of the next contract will include credit card tap on and tap off, additional smartphone payment options, and account-based options for passengers.

The priority for public transport ticketing is to ensure users can safely and seamlessly access, use and pay for public transport. In preparing for this EOI process, the Department of Transport has looked at our current system, the experience of other major cities, and changes in technology and mobility trends. A key consideration for the transfer to a new contract has been to minimise any impacts to passengers.

Expression of Interest are now open and will run over the course of two years.

Quotes attributable to Minister for Public Transport Ben Carroll

"We are always looking at ways to make our public transport network more accessible – and public transport ticketing plays a big part in that."

"We have looked at the experience of other major cities around the world as we continue to upgrade the Myki system and deliver the best outcome for passengers."