

Media Release

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READY, SET, TAP AND GO AT NEXT STAGE OF TESTING

Victorians are a step closer to tapping on and travelling with their credit card, smartphone or watch, with the Allan Labor Government moving into the next stage of contactless payment testing on the myki network.

After successfully installing nearly 3,000 new ticket readers at more than 280 myki-enabled train stations, a small number of controlled, closed-group trials will begin early next month.

The upgrade remains on track to deliver modern contactless technology across the rail network over the coming months, giving passengers faster, simpler and more flexible ways to travel.

This next phase will involve a closed-group technical testing in a laboratory environment with Department of Transport and Planning staff across three days, allowing the system to be tested across a wide range of bank cards and smart devices.

Further tests will take place at a small number of selected train stations, designed to ensure the new system performs reliably in real-world conditions, ahead of tap and go payments being switched on early this year.

The trial will test key customer functions, including refunds, customer support and contact center processes, to ensure the system works smoothly with minimal impact to passengers and no impact on services.

Public trials will begin over the coming months, allowing passengers at selected stations to take part and provide feedback ahead of contactless payments being switched on for full fare paying passengers on myki enabled train lines soon after.

More information on how passengers can participate in public trials will be announced soon.

Installation of new readers across the train network was completed late last year, with buses and trams due for completion early this year.

Once testing is finalised, full fare paying passengers will be able to touch on using credit and debit cards, smartphones and smartwatches, starting on trains, followed by buses and trams.

In the meantime, passengers are reminded that the new readers currently accept myki only and passengers should keep using their myki card or Mobile myki for now.

More information can be found at transport.vic.gov.au/news-and-resources/projects/myki-upgrade.

Quote attributable to the Minister for Public and Active Transport Gabrielle Williams

"This is a critical next step in rolling out tap and go payments, allowing us to test the technology in real-world conditions and make sure the system works smoothly before it's switched on for passengers."

"In the coming months, passengers will be able to touch on using a credit or debit card, a smartphone or a smartwatch – starting on trains, then rolling out across the rest of the network."