

Media Release

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TICKETING PILOT SHOWS SIGNS OF SUCCESS

A pilot of Victoria's new ticketing system conducted on five buses in Geelong in May this year has yielded positive results with a success rate of more than 90% for all scenarios tested.

Transport Ticketing Authority CEO Gary Thwaites said the results of the detailed pilot showed real progress in developing the new myki system, but also pointed at some more work that needed to be done.

"The pilot aimed to put many aspects of the technology to a tough test in the field," Mr Thwaites said.

During this pilot, project staff simulated the role of customers.

Some 124 separate scenarios were tested, of which 112 passed.

Scenarios tested included:

- Scan on and scan off
- Adding value to a myki
- Purchasing a variety of tickets using cash and money loaded on a card
- Driver log on/log off
- Driver routes and shift selection
- Testing GPS functioning across multiple zones

As well as checking that on-bus transactions flowed to the correct areas, other depot and back office processes were tested.

"The identification and prompt fixing of one fault relating to the web portal shows the real value of the tests. While patrons could view their history accurately on-line and the data in the back office was also accurate, patrons were unable to print a transaction history. To rectify this, an additional link will be added to the portal and the fix will be reflected in the next cycle," Mr Thwaites said.

The pilot also tested a high volume of transactions in one hit – testing how the system worked when 50 people got on a bus. This was particularly encouraging with 638 transactions being generated, 100% of which were successful.

Mr Thwaites said he was generally very pleased with the pilot.

"There is still along way to go but this is a positive step forward for the project."

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