The myki electronic ticketing system

The MYKI Electronic Ticketing System The MYKI Electronic Ticketing System Although the MYKI electronic ticketing system has beenpraised a number of times, it has also received a considerable amount of criticisms. These have been generated by the range of failures and loopholes experienced during the project. This project replaced the Metcard ticketing system that was used in Metropolitan Melbourne among other ticketing systems used in busies within the same region. It is the most recent contactless ticketing system that makes use of a smartcard and which is used on public transport. This system started on the 29th of February 2009 and was valid for train service transport of the Metropolitan system (Mitchelle, 2009). From the project management viewpoint, some of the things that have been discovered to have gone wrong include the lack of ability by Lynne Kosky, who was the public transport manager to remember the number that was to be used by passengers to buy a ticket. As a result of this, a computer error occur and resulted in over 1, 600 people receiving new Myki cards onto which their names were printed wrongly or indicated as anonymous. With its production alongside other similar Metcard services, the government continued to make payment in order to ensure that commuters had sufficient opportunity to switch to the Myki electronic ticketing system. Most of the News agents also refused to sell the Myki cards since they earned far less commission from the government than that generated from the other Metcards. In addition to this, a lot of controversy was generated from the tendering process that was applied, an increased dwell times, the potentially high charges in fare, the presence of faulty cards, as well as the problem that was likely to be experienced by people with disability. It is because of this that the project

took longer than it was expected to reach its conclusion. At the moment, the project status of Myki shows that it has not been completely implemented. Nonetheless, it has undergone numerous changes from the initial ones. For example, short term tickets are no longer allowed on the regional bus systems. In this sense, it differs from the original project plan and scope in the way that a limited implementation has been made on the commuter rail services to several regional centers. The card board card with a circuitry that is embedded is no longer available on an hourly or daily basis with different fare types such as the full fare or concession. This has greatly improved the mode of transportation in the rail road services and made it more convenient. Similarly to the past, commuters are allowed to use the Myki electronic systems and the old V lines at the same time until the old system is completely abolished. However, some level of vandalism has been experienced along various rail roads have been damaged. These have been broken into using portable power tools rendering them not easy for commuters to read what has been displayed on the screens (Mitchelle, 2009). A number of lessons present in project management can be learnt from this experience. They include the application of proper management skills to reduce chances of failure. These are elements such as the employment of qualified professionals to handle the registration and top up of the Myki cards. Appropriate strategies should also be put into place to ensure that the operation of the Myki system does not cause any inconveniences to the commuters. The computer and communication systems that include software and other equipment should always be well maintained to reduce errors. Sufficient analysis and research should be

conducted to differentiate the different types of projects. For instance, technological projects are quite different from the other projects hence different approaches required. Of ultimate importance is the need to provide maximum security to avoid destructions leading to losses (Gardiner, 2008). If I was to be given the opportunity to decide whether the project should be closed down or continue going on, I would advise that it the project is made to continue although a few changes and improvements should be made in relation to it. This is mainly because despite the experienced challenges the MYKI electronic ticketing system could still be used. Ultimately, it is expected to replace all the paper tickets on the Victoria line services around Victoria. There are also other added advantages on the use of Myki. These include its strong properties of durability, and reusability of the smartcard that stores value which can eventually be used as payment in the form of fares in public transport (Gardiner, 2008). I feel that the benefits associated with the Myki electronic services far outweigh its disadvantages. For instance, it can read and calculate the cheapest fare in addition to its ability to be topped up and the ability of commuters to collect and share data. In addition, the card is reusable and durable and gives an opportunity to the commuters to trace their travel history and transfer the remaining amount in case a card is lost or damaged. They card also be conversant with the expiry date which is indicated on the card. References Mitchell, Geraldine. (2009). Kosky trips up on myki troubles. Melbourne: Herald Sun. Gardiner, Ashley. (2008). " Myki smartcard put to test". Australian IT. Retrieved 2 November 2013 from www. australianit. news. com. au.