



# Inquiry into Annual and Financial Reports 2023–24

## Answer to question on notice

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Asked by: Ms Fiona Carrick MLA

Addressed to: Mr Chris Steel MLA

Reference: Minister for Transport – Transport Canberra and City Services

Hearing: 19 February 2025

In relation to: MyWay+ Ticketing

Question received 21 February 2025

Answer Due: 28 February 2025

1. When will a MyWay+ ticket machine be installed at Woden Interchange?
2. Why was the decision made not to provide ticket machines when the MyWay+ system went live?
3. Under the previous system, people could access real-time information about the next bus arriving at a particular stop by entering the four digit stop number into a website, or by text response. When will this functionality be reinstated?
4. When will MyWay+ users be able to see the fare charged and the balance remaining on their card when they tap off?
5. Why was the decision made not to provide this basic functionality when the system went live?

**Mr Chris Steel MLA: The answer to the Member's question is as follows:**

1. Ticket Vending Machines (TVMs) fitted out with MyWay+ technology will be installed at all 35 locations across the network, including Woden Interchange, over a several week period, following independent certification of the units.
2. TVMs fitted out with MyWay+ technology were scheduled to be available for when MyWay+ went live. This schedule was not achieved due to factors including supply chain delays and electrical certification. TVMs were not considered a function critical element of operational readiness within the new MyWay+ system given the increased payment options provided by the new system, including the introduction of contactless payments and account management through the MyWay+ online portal and mobile app, and through the retail networks.

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3. Under the old MyWay system, the NXTBUS real time passenger information (RTPI) component enabled passengers to look up timetabled, bus departure times by bus stop ID, route of location. The MyWay+ RTPI system, which replaced NXTBUS, has improved on this by providing live tracking of light rail vehicles and buses with MyWay+ installed.

Passengers can view live, rather than timetabled, departure times for particular stops by searching for a location or clicking on a stop in the journey planner in the MyWay+ mobile app or on the Transport Canberra website. Passengers can still access timetabled information by stop ID through the Transport Canberra website or on the timetables available online or at stops.

4. With MyWay+, a user can see their account balance from the app or via the website accurately once all transactions are finalised with the customers banking provider, typically this occurs overnight each day. With the old MyWay system, which was card based and not account based, the only way to read your balance was via tapping the card on a reader.

Community feedback has indicated a preference to also see an account balance at the card readers (validators), so Transport Canberra is working with the delivery partner (NEC) to include this enhanced functionality in a future update.

5. This functionality was replaced with several, alternative methods of viewing account balances provided by the new, account-based functionality in MyWay+.

Approved for circulation to the Standing Committee on Environment, Planning, Transport and City Services  
Environment, Planning, Transport and City Services

Signature:



By the Minister for Transport, Mr Chris Steel MLA

Date:

4/3/25