



Inquiry into the procurement and delivery of MyWay+

Answer to question taken on notice during the hearing

Asked by: Caitlin Tough MLA

Addressed to: Chris Steel MLA, Minister for Transport

In relation to: Has MyWay+ discouraged users from using public transport? Provide any data possible.

Hearing: 27/3/2025

Uncorrected Proof Transcript: UPT 27/3/2025, p 55.

Transcript provided: 1/4/2025

Answer Due: 8/4/2025

Chris Steel MLA, Minister for Transport took on notice the following question:

MS TOUGH: I have a very short substantive that could be taken on notice.

THE CHAIR: State it for notice, then. Sure.

MS TOUGH: Yes, I just want to know if there has been—since the rollout of MyWay+ there has been—it has discouraged any people from taking public transport? Whether there has been any change in numbers to usage?

THE CHAIR: Yes.

MR CAIN: Take on notice.

THE CHAIR: So that is for—to take on notice, thank you.

Mr Steel: Yes.

Chris Steel MLA, Minister for Transport: The answer to the Member's question is as follows:

More than 3.7 million journeys have taken place using MyWay+ since it went live.

The Government is not able to determine based on the datasets available whether MyWay+ has discouraged anyone from taking public transport.

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Referring to the response to QTON 09, whilst the data post 27 November, appears to indicate a drop in recorded tap on and tap off's compared to the previous year, this data is affected greatly by issues associated with validator activation and QR codes (see Attachment B of the [ACT Government Submission to the Inquiry](#)). Furthermore, seniors are not required to tap on and off until the end of June 2025 and other factors, such as the introduction of free travel on Fridays and fare compliance not being enforced during the transition period, are likely to contribute to an under-representation of true patronage in the dataset provided.

High level analysis indicates patronage has continued to recover towards pre-COVID-19 levels at a rate comparable to the previous reporting period. Furthermore, the roll-out of MyWay+ is anticipated to have a positive impact on public transport patronage, with the introduction of new ways to pay, including credit and debit cards, removing previous barrier to choosing public transport, particularly for interstate or non-regular users.

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

Signature:



By Chris Steel MLA, Minister for Transport

Date:

8/4/25