



Inquiry into the procurement and delivery of MyWay+

Answer to question on notice

Asked by: Mr Andrew Braddock MLA

Addressed to: Minister for Transport

Reference: Minister for Transport – Transport Canberra and City Services

Hearing: 01 May 2025

In relation to: Real-time passenger information

Question received: 13 May 2025

Answer Due: 21 May 2025

- (1) Why was MyWay+ launched without real-time passenger information, despite the feature being a key selling point of the new system?
- (2) At what point did Transport Canberra realise this feature would not be ready on launch day?
- (3) Why did Transport Canberra develop a journey planning feature that by default performs worse than Google Maps and Apple Maps when planning a public transport journey?
- (4) In the Government's submission 059, Attachment B states the timeframe for real-time information sharing with third parties as Q1 2025. Is this now inaccurate?
- (5) When will Transport Canberra provide real time trip data to third party app providers?

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

1. MyWay+ was launched as a minimum viable product (MVP) in order to address the clear and present risks of the previous system failing and the likelihood of losing network connectivity through the decommissioning of the 3G network. At the bare minimum, the MVP needed to be able to collect fares. Journey planning could still be undertaken regardless of this release, as Transport Canberra continued to provide scheduled timetables through their websites and at all bus stops equipped with Information Flags.
2. Transport Canberra were made aware that real-time passenger information would not be available for go-live on 18 October 2024, when verbally briefed by NEC on features incurring delay.
3. The MyWay+ journey planning applet (widget embedded on the Transport Canberra web site) and integrated into the MyWay+ mobile app is designed and built by NEC Australia's

OFFICIAL

Smart Transport division. It utilises a “world-leading journey planning platform” from Skedgo (<https://skedgo.com/>).

4. It was intended for third party real time data to be provided as advised. Transport Canberra are currently working with DOTS to finalise training that will be required for third parties, which has taken longer than expected.
5. Transport Canberra is expecting to make RTPI available to third party app developers by 30 May 2025.

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

Signature:



By the Minister for Transport, Chris Steel MLA

Date:

23/5/25