



Inquiry into the procurement and delivery of MyWay+

Answer to question on notice

Asked by: Ms Fiona Carrick MLA

Addressed to: Minister for Transport

Reference: Minister for Transport – Transport Canberra and City Services

Hearing: 01 May 2025

In relation to: Passenger Information Displays

Question received: 13 May 2025

Answer Due: 21 May 2025

The information provided in QTON no 3 indicates that the provision of passenger information displays at bus interchanges was “not in scope”.

The display of service information for passengers is a standard, integral component of transport interchanges the world over, including at Canberra’s bus interchanges prior to September 2024.

- (1) Why was the decision made not to provide passenger information displays at Canberra’s bus interchanges?
- (2) When will this standard functionality be restored to Canberra’s bus interchanges?

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

1. Passenger Information Displays at interchanges were not a contract specification. Transport Canberra is exploring options for improvements in how we communicate real-time information to passengers at key locations including interchanges that will complement the new ticketing system as part of the new Accessibility Reforms.
2. This functionality will be provided once Transport Canberra has carried out an assessment of requirements and funding has been identified.

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

Signature: 

Date: 20/5/25

By the Minister for Transport, Chris Steel MLA