



Inquiry into the procurement and delivery of MyWay+

Answer to question on notice

Asked by: Ms Fiona Carrick

Addressed to: Chris Steel MLA

Reference: Transport Canberra and City Services

Hearing: 27 March 2025

In relation to: MyWay+ functionality

Question received: 3 April 2025

Answer Due: 10 April 2025

1. Why was the decision taken to go live with a system that does not provide fare and balance information to MyWay+ card users when tapping-off?
2. When will MyWay+ readers be updated to provide fare and balance information to MyWay+ card users when tapping-off?
3. When will fare machines be operational at bus interchanges?
4. When were these machines ordered?
5. Why was the decision made not to include audio description for stop updates on buses?
6. When will audio description functionality for stop updates be added to buses to assist people with vision impairment?
7. When will next bus information be available on screens at bus interchanges?
8. When will real-time service information be available to third-parties?
9. Why is the journey planner configured to display public transport information below other forms of transport?
10. When will the journey planner be reconfigured to display public transport information first, before other forms of transport?

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

1. This information is provided at section (h) of the [ACT Government Submission to the Inquiry into the procurement and delivery of MyWay+](#) (the Submission).
2. This information is provided at Attachment B of the Submission.
3. Please see response to QTON 03.
4. This information is provided at section (e) of the Submission. Ticket Vending Machines (TVMs) were ordered, alongside most hardware components, after mobilisation of the NEC project team for MyWay+ in March 2023.
5. Please see response to QTON 03.
6. Please see response to part 5; on-board audio announcements, providing notifications of the upcoming bus stops, have been delivered on all buses.
7. Transport Canberra is currently discussing the replacement of information screens for bus interchanges with NEC Australia.
8. This information is provided at Attachment B of the Submission. Current estimates are that data for 3rd party app developers will be available by end of April 2025.
9. A change to the real time journey planner, available through the MyWay+ mobile app and Transport Canberra website, was implemented in December 2024 in response community feedback to select 'public transport' as the default travel preference.

To enable these changes, it is recommended customers check they've got the latest version of the MyWay+ app installed on their device, if automatic updates are not enabled, and clear the cache and cookies in their web browser.
10. Please see response to part 9.

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

Signature:



By the Minister for Transport, Chris Steel MLA

Date:

10/4/25