



Inquiry into the procurement and delivery of MyWay+

Answer to question taken on notice during the hearing

Asked by: Jo Clay MLA

Addressed to: Chris Steel MLA, Minister for Transport

In relation to: Monthly bus usage data for the last 12 months (period before fare free and after – where 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:

THE CHAIR: Perhaps for on notice, what might be useful and let us check what data you guys keep. I wonder if you can give us bus usage data each month, the last 12 months? Would that get that answer out?

Mr Steel: The answer is no because the system was shut down—

THE CHAIR: Okay.

Mr Steel: —and there was no patronage data for the fare-free period.

MS TOUGH: So the period before the fare-free and then—

Mr Steel: So we can look at what information we can provide—

THE CHAIR: Yes.

Mr Steel: But it will be the entire period. There were disruptions in the data.

THE CHAIR: Okay.

MS TOUGH: Yes.



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

The following table is provided, showing passenger journeys, by month for the last 13 months. This data is combined light rail and bus patronage. Patronage data is discussed further in the response to QTON 08.

Period	Journeys ^a
March 2024 ^b	1,307,552
April 2024 ^b	1,120,966
May 2024 ^b	1,329,390
June 2024 ^b	1,109,666
July 2024 ^b	1,141,606
August 2024 ^b	1,320,700
September 2024 ^{b, c}	801,459
October 2024 ^c	Nil
November 2024 ^{c, d}	47,546
December 2024 ^d	599,407
January 2025 ^d	676,338
February 2025 ^d	1,132,411
March 2025 ^d	1,167,097

DATA NOTES:

- On average, the ratio between light rail and bus patronage is 20:80
- Tap on/tap off data collected from the MyWay system, through NetBI.
- Incomplete data due to the fare free period (MyWay shut off, 20 September 2024, to MyWay+ Go-Live, 27 November 2024).
- Initial raw NEC MyWay+ tap on and off data, not validated for provision in the Open Access Data, only commenced recording journey data from go live on 27 November 2024.

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