



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: Fare and balance information

Question received: 13 May 2025

Answer Due: 21 May 2025

The previous MyWay system provided fare deducted and balance remaining information to card users at the point of tapping-off.

The information provided by Transport Canberra in QTON no 3 shows that the new MyWay Plus system, which does not provide this information, is “functioning as designed.”

- (1) Why was the decision made to no longer provide fare deducted and balance remaining information for card users with the new MyWay Plus system?
- (2) What consideration was given in that decision-making process for users that were likely to have difficulty using an app or online account?
- (3) When will this functionality be restored?

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

1. Refer to your response for QON 74 from the Annual Report Hearings. With MyWay+, a user can see their account balance from the app or via the website accurately once all transactions are finalised with the customers banking provider, typically this occurs overnight each day. With the old MyWay system, which was card based and not account based, the only way to read your balance was via tapping the card on a reader.

Community feedback has indicated a preference to also see an account balance at the card readers (validators), so Transport Canberra is working with the delivery partner (NEC) to include this enhanced functionality in a future update.

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2. I reject the premise of the question. Refer to ACT Government Submission. A deliberate, educative approach has been taken to help the community adjust to the new options available, including the introduction of contactless payments and other new features aimed to improve overall customer experience.
3. Refer to Attachment B of the ACT Government Submission. NEC are exploring options for displaying account balances on the validator screens. MyWay+ functionality will continue to improve as new features are introduced, and updates are rolled out in response to customer feedback. System updates can be expected regularly, alongside releases of updated versions of the mobile app.

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