



Inquiry into annual and financial reports 2024–2025

Answer to question taken on notice

Asked by: Mr Andrew Braddock MLA

Addressed to: Minister for Transport

In relation to: MyWay+ Validator (data availability)

Hearing: 19 November 2025

Uncorrected Proof Transcript p XXX

Transcript provided: DD Month YYYY

Answer Due: DD Month YYYY

Can you specifically identify the number of validators that aren't working and provide information on how often they fail?

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

There are 1,067 Validators in operation across Transport Canberra's bus and light rail network; 997 of these are on buses, 70 are deployed across 14 platforms from Gungahlin to the City.

Improving validator performance has been a significant focus of mine and Transport Canberra's drive for operational stability, and as such we have sought answers a difference between reported **availability** data, and anecdotal evidence of **usability**, or the ability for the community to tap on and tap off of a bus or light rail journey and for the validator to accept valid cards and other forms of media.

This investigation required NEC to produce significantly more detailed reporting, including logs within the sub-systems of the validators.

The following table shows this data, to date:



	% Fully Degraded	% Seriously Degraded (<90%)	Below Standard (90-99%)	Fully Operational (>99%)	Requires Investigation (Margin of error)
Average	0.7%	11.0%	25.7%	60.5%	2.1%

NEC has identified two critical issues that require resolution: one a communications error caused by an ill-fitting Driver Console cradle, resulting in intermittent power and communications disconnection between the Driver console and the on-bus validators, and an internal (to the validator) sub-system communication problem between the card reader and the validator. This latter issue is being addressed by NEC's sub-contractor – based in Malaysia – who has sent their lead engineer to work 'on the ground' in Canberra, to address this issue. Software patches to address the communication issues are under development and should commence testing in the coming weeks.

The first, cradle issue, is being addressed through an upgrade and replacement program initiated by both NEC and their supplier, Strike, an Australian specialist in heavy vehicle communication accessories. It is hoped that both of these issues are addressed as quickly as possible, with the cradle replacement program expected to be complete by the end of the year and the card reader communications issue shortly thereafter.

Approved for circulation to the Choose an item.

Signature:

By the Minister for Transport, Chris Steel MLA

Date:

28/11/25