



Inquiry into the procurement and delivery of MyWay+

Answer to question on notice

Asked by: Mr Andrew Braddock

Addressed to: Chris Steel MLA

Reference: Transport Canberra and City Services

Hearing: 27 March 2025

In relation to: MyWay+ community consulting and testing

Question received: 3 April 2025

Answer Due: 10 April 2025

1. What consultation was conducted with public transport users on the scoping of MyWay+ before/during development?
2. How was the scope of pre-launch user testing determined?
3. What was the process of testing?
4. What specific criteria was tested such that the ACT Government arrived at the conclusion the system was adequate to launch?
5. Could you also provide the detailed community feedback that was provided on MyWay+ at the user testing stage?

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

1. The requirement for open loop payment systems (i.e. the ability to pay using a credit and debit card), in the procurement scope for the next generation ticketing system for Transport Canberra, was in direct response to well-known demand from public transport users.

Subsequent to the contract with NEC Australia being executed ([GS0314302](#)), the MyWay+ program have and will continue to consult with public transport users, and evaluate their feedback for incorporation into the ongoing update program to deliver improvements to MyWay+. Further information on consultation with public transport users is available at Attachment A of the [ACT Government Submission to the Inquiry](#) and the response to QON2,

- 2 – 5. Please refer to the response to QTON 03.

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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