

## Transport Canberra and City Services

**To:** Minister for Transport  
Treasurer

Tracking No.: MIN S2024/01632

**Date received  
in MO:** 08/11/2024

**From:** Executive Branch Manager, MyWay+

**Through:** Director-General  
Deputy Director-General, Transport Canberra and Business Services  
Chief Operating Officer  
Chief Financial Officer  
Executive Group Manager, Transport Canberra  
Senior Director, Marketing and Communications

**Subject:** MyWay+ Launch & Go Live dates

**Critical Date:** 08/11/2024

**Critical Reason:** To allow for the communication and lead times for MyWay+ go-live, including relevant precedent activities.

### Recommendations

That you:

1. Note the information contained in this brief and attachments;

 **Noted / Please Discuss**

2. Agree to:

Option 1 - Customer Portal and App launched on Monday, 11 November 2024 (public announcement) with a go live date in the week of 18 November 2024, with Free Fares extended by two weeks; or

 **Agreed / Not Agreed / Please Discuss**

3. Agree to:

Option 2 – Customer Portal and App launched on 11 November 2024 (public announcement), with a go live date in week of 25 November 2024, with Free Fares extended by three weeks.

 **Agreed / Not Agreed / Please Discuss**

4. Note the associated financial impact of additional period of time where fares will not be collected.

 **Noted / Please Discuss**

Chris Steel MLA .....  ..... 8/11/24

Minister's Feedback

**Background**

5. The MyWay+ contract was signed with NEC as the delivery partner on 1 March 2023. This contract, while centred on NEC's solution to Transport Canberra and City Services' (TCCS) request for a next generation ticketing and real time passenger information systems, also involved partnerships across government with the Data, Digital and Technology Services division of CMTEDD, to deliver this as a program of work.
6. The Government has been regularly updated through all phases of this work, including various Cabinet Submissions (reference 22/092) in March 2022, Cabinet Submission (23/883) as well as updates in July 2022 (22/200), December 2022 (22/618), March 2023 (23/186) and May 2023 (23/319).
7. The most recent submission (23/883) in May 2023, provided information on the current delivery plan (including at paragraphs (para 11.d)), the identification of a planned accelerated installation phase involving the removal of old MyWay alongside the installation of new MyWay+ equipment. This work was to be undertaken across Transport Canberra's fleet of buses as well as installation of new platform equipment, such as validators, network equipment and ticket vending machines on the light rail network and at bus interchanges.
8. The accelerated installation phase was estimated to take 6 weeks and be a period where TCCS was unable to collect fares. As a result of this, TCCS received Government approval to this approach. The financial impact analysis of fare collection foregone (table 2, in 23/883) estimated this phase would result in \$2.463m, or \$410.6k per week of foregone fare revenue.

9. As advised in the same Cabinet Submission, the accelerated installation phase originally planned by the MyWay+ program would be initiated by the successful determination of a Go/No-Go decision (para 13.), noting that you as Minister for Transport announced on the 5 September 2024 that MyWay+ installations would commence from 20 September 2024, thus activating this stage.

## Issues

### Bus Installations

10. Bus installations began slightly ahead of your notification referred to above, with NEC completing newly commissioned Yutong E12 Battery Electric Buses and one each of the 7 main bus configurations, with the goal of documenting the installation process and train staff in quality assembly and commissioning practices. This meant that 20 buses were installed by the commencement of the phase.
11. As at 4 November 2024, after 5 weeks, installation was at around 50% of the fleet target, which was behind schedule by between 1-2 weeks. NEC has identified several factors that have contributed to this under-performance, including inconsistent bus configurations and quality issues with their componentry. These issues were only identifiable by undertaking the install process itself.
12. NEC has implemented a plan to increase their rate of throughput, without impacting quality, with a revised target of more than 80% of the fleet target by 18 November 2024 and targeting 100% by 25 November 2024.
13. This NEC recovery plan involves re-allocating resources and increasing the shifts, including working 7 days a week.

### Platform Installations

14. Platform Installations have progressed and are ahead of plan, with the first part being the completed installation of all 68 upgraded platform validators delivered over three weeks.
15. The next stage of work on the Light Rail network involves installing new ticket vending machines (TVMs) and data and communication components.

### Operational Readiness Testing

16. Operational Readiness Testing involving TCCS staff and the community-based testers has been ongoing, albeit with less buses available than expected and the light rail platform validators only being powered on in recent days.
17. This testing was always integral to the assurance of MyWay+ for go-live. Even with a smaller volume of data this has provided the required assurance to the program regarding quality and defects and we are less concerned.
18. To date, testing has resulted in high levels of confidence in the end to end system operation.

### Ticket Vending Machines

19. Ticket Vending Machines (TVM) are on track to begin being installed from 18 November 2024, two weeks later than originally planned due to a delay in the supply chain as these devices are being flown in from Singapore. The installation of these devices will be prioritised to the high traffic terminus stations of Alinga Street and Gungahlin Place, followed by Dickson and EPIC/Racecourse stations, followed by the remaining stops, bus interchanges and the Canberra Airport site.
20. NEC expect to install 15 TVMs per week, completing the total of 35 over the three weeks starting on 18 November 2024. TC expect the use of TVMs to drop considerably with the introduction of the new payment options provided by MyWay+ thus making their installation by go-live a convenience rather than an essential requirement for go-live.

### MyWay+ Customer Portal and Mobile Application

21. MyWay+ Customer Portal and mobile application (app) are key components for go live and to delivering a satisfactory customer experience in accessing the new system. The Customer Portal and mobile app are ready to go live in the public domain from 11 November 2024.
22. MyWay balance transfer data migration into MyWay+ will be complete by 11 November to allow funds from the old MyWay system to be transferred and the journey planner will also be operational.

### Go Live Date Options

23. TCCS have considered two possible options for go live date with rationale and determining factors considered below.
24. NEC has focussed on a November Delivery Date, starting with a target go-live date of 4 November 2024 in the original Single Phase Delivery Approach plan. This aligns with community announcements and information provided that MyWay+ would be launched in November.
25. Subsequently though, NEC encountered slight delays in completing their systems development as well as in the bus installation plan, and the program managers agreed to consider a delayed go live date in November. Two options for this are presented in this brief.
26. TCCS has reviewed various days and dates for an announcement of the customer portal and apps being available, as well as go live based on providing a minimum of seven and up to 14 days for customers to register before going live with fare collection.
27. Option 1 would see an additional two weeks of fare free travel, with Option 2 an additional three weeks of fare free travel.

### Option 1

28. Would see an announcement that MyWay+ is live, Apps are available to download, and the portal is open for people to register their accounts on **Monday 11 November 2024** with the go live date to start fare collection in the week of the 18 November 2024. Fare free Friday to commence the first Friday after, being **Friday 22 November 2024**.
29. Commencing the go live during this period, including the first fare free Friday allows appropriate timing for the community (minimum 7 days' notice) and gives clear direction on fares returning to normal.

30. Whilst this provides an optimal timing in relation to the earliest date for an announcement and go live date, TCCS is cognisant that this will fall the week after first sitting of the new Government in the Legislative Assembly when there may be a priority for other Government announcements.
31. As at the 18 November 2024, all light rail stops and stations will be fitted out with MyWay+ card reading technology, and TC expects to have more than 80% of buses fitted out. During the week of 18 November 2024 TVMs will be installed on all Light Rails stops.

Option 2

32. Option 2 will adopt the same announcement that MyWay+ is live, Apps are available to download, and the portal is open for people to register their accounts in the week of **Monday 11 November 2024**, with a go live date in the week of Monday 25 November 2024. Fare free Friday to commence on, **Friday 29 November 2024**.
33. This option takes into consideration the first sitting week of the Legislative Assembly and forming of Government and that there may be a desire to prioritise other announcements.
34. This option allows for further hardware installation on buses to reach circa 100%.
35. This option allows for two weeks for people to register, transfer balances and download the applications and test the journey planner.
36. This option will allow for 15 of the 35 TVMs to be operational.

Fare Free Fridays

37. The ACT Labor Party committed to implementing a trial of ‘fare-free Fridays’ as a key element of their 2024 Legislative Assembly elections, public transport platform. MyWay+ has the capability to implement this by programming in specific time and dates to operate as per normal, changing the fare rule to only charge \$0.00.
38. Importantly, we should not discourage the ‘tap-on and tap-off’ behaviour as this is critical for collecting data and insights, as well as promoting MyWay+ usage and account sign ups.
39. An instrument to support this initiative will be presented to you as Minister for Transport to sign ahead of the first Fare Free Friday.

**Financial Implications**

Impact on Fare Collection

40. Estimates of free fare travel revenue impact is shown in the following table:

*Table 1 - Estimates of impact on fare collection*

<b>Go Live Date Options</b>	<b>Period of Time</b>	<b>Estimate</b>
18 November Go Live Date	2 weeks	\$821,200
25 November Go-Live	3 weeks	\$1,231,800

*Sourced from TCCS Finance. Estimates based on 2022/23 fare revenue, divided by 4 x ten week in-term and 75%, reflecting a 25% reduction experienced in the remaining 12 weeks of school holidays (.75 x 12 = 8 weeks), making Annual Revenue divided by 48 weeks = Estimate per week. Test/demo bus calculation is the percentage of these vehicles of the total operating fleet numbers.*

41. Transport Canberra officials will work closely with their Treasury colleagues to manage the impacts of this delay throughout the remainder of the financial year.

#### Budget reprofile

42. NEC's original proposal included a series of 31 milestones with associated payments. Approximately half of these milestones were attached to activities associated with the multi-phase delivery approach. These milestones are being re-profiled over the period of the project, including minor adjustments to the attributable percentage of contract value for each milestone. It is expected that during the 2024/25 financial year a technical adjustment will be proposed to realign existing project appropriations to match the delivery outcome.

#### Technical Adjustment (Recurrent to Capital)

43. Original funding allocation for the Next Generation Ticketing project was based on two years of capital, followed by 8 years of recurrent funding to support the managed services component of the solution. These funds were originally split across both phases. A rebalance of capital and recurrent may be required and will be managed through a future budget process if needed.

#### Budget Update

44. TCCS has sufficient funds to progress with the program at this time. A project budget update including existing project contingency levels, and costs to complete will be presented in financial year 2024-25 as part of a planned Cabinet Submission. This submission will also contemplate options for managing the residual unclaimed card balances from the decommissioned MyWay ticketing system and any other budget impacts.

#### **Consultation**

##### **Communication Plan**

45. A strategic communications approach has been developed to align with the milestone of the MyWay+ project. A brief (S2024/01636) was provided to your office to outline the communications approach for the launch of the MyWay+.
46. Phase 3 – MyWay+ is coming - the communications approach can be applied to either option 1 or 2 presented in this brief. Noting the paid media component will commence following the Independent Reviewer advice.
47. Phase 4 – MyWay+ is here - the Transport Canberra Communications team will engage with your office on an appropriate media approach following your decision. It is recommended that the launch of the MyWay+ portal and app be the primary focus with a soft touch approach for the go live date.
48. There will be further opportunities to do follow up media in early to mid-December with NEC. NEC have presented an opportunity to lead a media engagement activity with Dylan Alcott. This can be explored further with your office following your decision.

#### Internal

- 49. MyWay+ Program
- 50. TCCS Communications

Cross Directorate

- 51. ACT Digital Account
- 52. DDTS System Design and Implementation

External

- 53. NEC Australia

**Work Health and Safety**

- 54. There is no expected implication to Work Health and Safety in relation to this brief or its recommendations

**Benefits/Sensitivities**

- 55. Benefits to approving the go-live and associated activities attached this include strengthening the ACT Government’s reputation in delivering on-time and products that enhance our community.
- 56. Sensitivities may include an incoming Government’s agenda and announcement schedule and whether MyWay+ has space in amongst this.

**Communications, media and engagement implications**

- 57. As noted above in the Communications Plan section, a pervious brief contemplates the options presented in this brief which, subject to approval, can be expedited relatively quickly.

Signatory Name: Mark White

Phone: [REDACTED]

**Attachments**

Attachment	Title
Can be provided upon request	Cabinet Submission 23/883