



Inquiry into the procurement and delivery of MyWay+

Answer to question on notice

Asked by: Ms Jo Clay MLA

Addressed to: Minister for Transport

Reference: Minister for Transport – City and Environment Directorate

Hearing: 03 July 2025

In relation to: Bus Boardings

Question received: 07 July 2025

Answer Due: 14 July 2025

Ms Clay, Jo: To ask the Minister for Transport —

1. How many passenger bus boardings have there been each month for the last two years?
2. How much revenue has been collected for each month for bus ticketing for the last two years?
3. What's your estimate of monthly revenue lost for each month since MyWay+ came in either due to MyWay+ failures or due to people simply no longer tapping on and off?
4. In the hearing on 3 July, you said you had better data to measure how many people were catching the bus without paying. Can you provide this data and explain how you collect it?
5. What is the estimated lost revenue from the rollout of MyWay+ to date?
6. What is the estimated monthly lost revenue from Fare Free Fridays?
7. What is the estimated lost revenue from running the bus Fare Free for 12 months from November 2024 until November 2025?
8. In the hearing on 3 July, you said that there was a risk in operating the buses fare free for a long period of time due to behaviour change - people would no longer want to pay afterwards. What has happened with Fare Free Friday? Are people reluctant to pay on Thursdays or Saturdays or do they understand the idea of fare free sometimes?
9. Did the government look at the risks of behaviour change resulting from Fare Free Fridays and what was the outcome?
10. How is government measuring whether refusal to pay for the bus now is as a result of ticketing system failures, Fare Free Fridays or other causes?
11. In the March Quarter 2025 Consolidated Financial Report, Transport Canberra and City Services Directorate spent \$42M more in expenses than budgeted. How much of this was due to MyWay+ or the buses?
12. In the March Quarter 2025 Consolidated Financial Report, Transport Canberra and City Services Directorate generated more income than budgeted. What is this additional revenue from?



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

The following table shows passenger journeys and Public Transport revenue collected, by month, for the last two financial years.

2023-24 Financial Year (plus June 2023)				2024-25 Financial Year			
Period	Bus Journeys ^a	Journeys ^b	Revenue (\$'000)	Period	Bus Journeys ^a	Journeys ^b	Revenue (\$'000) ^c
June 2023 ^d	878,344	1,097,930	-				
July 2023 ^d	866,537	1,083,171	1,939	July 2024 ^d	913,285	1,141,606	2,049
August 2023 ^d	1,071,294	1,339,118	2,203	August 2024 ^d	1,056,560	1,320,700	2,146
September 2023 ^d	954,102	1,192,628	2,018	September 2024 ^{d,e}	641,167	801,459	1,351
October 2023 ^d	974,456	1,218,070	2,018	October 2024 ^e	-	-	-
November 2023 ^d	958,746	1,198,432	2,004	November 2024 ^{e,f}	38,037	47,546	128
December 2023 ^d	707,655	884,569	1,519	December 2024 ^f	479,526	599,407	990
January 2024 ^d	708,862	886,077	1,574	January 2025 ^f	541,070	676,338	1,251
February 2024 ^d	1,080,723	1,350,904	2,175	February 2025 ^f	905,929	1,132,411	1,721
March 2024 ^d	1,046,042	1,307,552	2,230	March 2025 ^f	933,678	1,167,097	1,739
April 2024 ^d	896,773	1,120,966	1,953	April 2025 ^f	780,113	975,141	1,546
May 2024 ^d	1,063,512	1,329,390	2,175	May 2025 ^f	928,248	1,160,310	1,686
June 2024 ^d	887,733	1,109,666	1,755	June 2025 ^f	767,827	959,784	1,428

OFFICIAL

DATA NOTES:

- a. Bus boardings are not considered representative of individuals' journeys, as a customer may make more than one boarding and use more than one mode of public transport for each journey, therefore is not used as a consistent measure of public transport utilisation. On average, the ratio between light rail and bus patronage is 20:80, therefore Bus Journey data has been extrapolated based on Journeys data.
- b. Combined measure of bus and light rail patronage. Note, this data is provided through two systems therefore should be considered as preliminary and subject to change until a final reconciliation between sources has been completed.
- c. 2024-25 Revenue figures are supplied unaudited and should be considered as preliminary and subject to change.
- d. Tap on/tap off data collected from the MyWay system, through NetBI.
- e. Incomplete data due to the fare free period (MyWay shut off, 20 September 2024, to MyWay+ Go-Live, 27 November 2024).
- f. Initial, raw NEC MyWay+ tap on/tap off data, not validated for provision in the Open Access Data portal, commenced recording journey data from 27 November 2024.



- 1) Please refer to the table above.
- 2) Please refer to the table above.
- 3) Transport Canberra considers the best estimate of fare evasion to be 10% at present. Reasons why data post 27 November 2024 is likely to be under-representative of actual public transport journeys is discussed in the response to QTON 08 from the in-person hearing on 27 March 2025.

With regards to “MyWay+ failures”, please refer to the response to QTON 04 from the in-person hearing on 27 March 2025 which provides data on validator performance. Results continue to improve with data from the last three months (April – June 2025) returning an average result of 99.8% and a cumulative result (since the week ending 8 December 2025) of 99.5%.

There may be a number of known and unknown number of factors associated with passenger behaviour and attributing to fare evasion. Transport Canberra will be progressively implementing measures over the coming months to illicit behavioural change attributed to long periods of opportunistic fare evasions from the COVID-19 pandemic and frequent failures in the previous, MyWay system due to it operating beyond end of life. These include the re-introduction of revenue protection measures on light rail services and penalty fares, implementation of similar offences on bus services subject to legislative change, and systems integration between MyWay+ inspection devices and the ACT Government’s infringement notice system. These will be communicated early and in a broad manner to the community prior to introduction at a later date.

- 4) The best estimate of fare evasion at 10% is based on an extrapolation of Light Rail door counts, using the average patronage ratio discussed at data note (a) of the above table, compared to recorded tap on/tap off data over an equivalent period.
- 5) Please refer to the response to part (3).
- 6) Foregone revenue associated with the twelve-month trial of Fare Free Fridays is available in the [2024-25 ACT Budget Review](#); this equates to an average of \$497,750 foregone revenue per month.
- 7) Fare revenue for the 2023-24 financial year was \$23.563 million as published in the [Transport Canberra and City Services Directorate \(TCCS\) Annual Report](#). Using this figure and the average patronage ratio discussed at data note (a) equates to approximately \$18.850 million associated with fare revenue from bus services over a twelve-month period.
- 8) Transport Canberra will conduct an evaluation of Fare Free Fridays at the end of the twelve-month trial period which will consider, in detail, whether it contributed to any significant behavioural change regarding fare payment.
- 9) Yes. As a result, implementation of Fare Free Fridays was accompanied with strategic communications encouraging people to continue to tap on and off, knowing that their transactions were set to zero-dollar charges regardless of the method of payment.
- 10) Transport Canberra does not currently collect this level of data. Implementation of the measures outlined in the response to part (3) may provide opportunity to at a later date.

OFFICIAL

- 11) The Directorate's review of the [March 2025 Quarterly Consolidated Financial Report](#) (the Quarterly Report) could not identify this over-spend.

On the contrary, Attachment F of the Quarterly Report shows year-to-date expenses for Transport Canberra Operations are \$3.845 million less than budgeted.

- 12) Further information on the sources of revenue received by Transport Canberra Operations for the 2024-25 financial year will be reported in the audited financial statements for Transport Canberra, published in the Directorate's Annual Report for the period.

Approved for circulation to the Standing Committee on Environment, Planning, Transport and City Services

Signature:



By the Minister for Transport, Chris Steel MLA

Date:

14/7/25