



Inquiry into the procurement and delivery of MyWay+

Answer to question on notice

Asked by: Ms Fiona Carrick

Addressed to: Chris Steel MLA

Reference: Transport Canberra and City Services

Hearing: 27 March 2025

In relation to: MyWay+ consultation

Question received: 3 April 2025

Answer Due: 10 April 2025

Would you please advise me of:

1. the community groups consulted during the development and scoping of the MyWay+ system (the Listening Report, including for functionality wanted)?
2. the user testing process, feedback received, actions taken and outcomes?

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

1. Community groups were not consulted in developing the procurement scope for the provision of a next generation ticketing system for Transport Canberra.

Referring to the information at 'Procurement – Key Findings and Actions' of the [ACT Government Submission to the Inquiry](#), original scoping for the procurement occurred in 2017, with some revision in 2021, with the objective of incorporating features that represented advances in technology, including enabling open loop payments for public transport (i.e. the ability to pay using a credit and debit card, including on a mobile device). The inclusion of this requirement, in the particular, in the procurement scope was in response to well-known demand from the community.

2. Please refer to the response to QTON 03.

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

Signature:

Date:

10/4/25

By the Minister for Transport, Mr Chris Steel

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