



Inquiry into the procurement and delivery of MyWay+

Answer to question taken on notice during the hearing

Asked by: Fiona Carrick MLA

Addressed to: Chris Steel MLA, Minister for Transport

In relation to: Dataset for validator activation tracking on buses

Hearing: **27/3/2025**

Uncorrected Proof Transcript: **UPT 27/3/2025, p 44-45.**

Transcript provided: **1/4/2025**

Answer Due: **8/4/2025**

Chris Steel MLA, Minister for Transport took on notice the following question:

Mr McHugh: We have been tracking validator activation since Go Live on a daily basis, and there were a number of updates made to the system that have improved that and apparently the automatic activation rates are in the very high 90 percentile.

MS CARRICK: I wonder, Mr McHugh, if you have been tracking that on a daily basis are you able to provide that data in some form, whether it is daily or weekly or like can you provide a dataset for us?

Mr McHugh: Yes, we are definitely happy to do that. We can provide a dataset on that. We will take that on notice.

MS CARRICK: Did you track it before the Go Live? If you can track it after Go Live, did you track it before Go Live?

Mr McHugh: Then I am not sure.

THE CHAIR: If you can provide the dataset and explain what the dataset is, that would be excellent. Thank you very much.

Mr McHugh: We will take that on notice, Ms Clay.

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

Data on the percentage of validators being fully active, as measured by the MyWay+ program team and by NEC, is provided in the table below; data collection commenced two weeks after Go-Live.

‘Program Results’ represents data collected by Transport Canberra MyWay+ program team members testing validator performance across a random selection of buses, light rail stops and routes, and using different payment methods (debit/credit cards, MyWay+ Card and QR Code). Performance was recorded as instances of success (able to tap on/off when present) or failure (unable to tap on/off when present). ‘NEC Results’ represent data from the validator systems logs across 850 validators with success measured as a) the validator being in an active state; and b) a successful transaction.

The Program and NEC results represent different test cases (the latter measuring equipment and the former measuring what could be likened to ‘user experience’) therefore results are expected to differ. NEC results are also expected to be lower than Program results given the larger test sample. Cumulative results for each data set are also provided.

Week ending	Program Results (a)	Cum. Program Results (a)	NEC results (b)	Cum NEC. Results (b)
8/12/2024	75.6%	75.6%		
15/12/2024	78.0%	76.8%		
22/12/2024	80.7%	78.2%	85.4%	85.4%
29/12/2024	83.4%	79.5%		85.4%
5/01/2025	86.1%	80.9%	88.6%	87.0%
12/01/2025	88.7%	82.2%		87.0%
19/01/2025	91.4%	83.5%		87.0%
26/01/2025	97.5%	86.6%	95.5%	90.5%
2/02/2025	100.0%	87.8%	96.1%	90.8%
9/02/2025	100.0%	89.1%	97.4%	91.4%
16/02/2025	100.0%	90.3%	95.6%	90.5%
23/02/2025	100.0%	91.6%	97.2%	91.3%
2/03/2025	100.0%	92.8%	97.9%	91.7%
9/03/2025	100.0%	94.1%	98.2%	91.8%
16/03/2025	100.0%	95.3%	98.8%	92.1%
23/03/2025	100.0%	96.6%	98.5%	92.0%
30/03/2025	100.0%	97.8%	98.9%	92.2%

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

Signature:



Date:

8/4/25

By Chris Steel MLA, Minister for Transport