



# Inquiry into the procurement and delivery of MyWay+

## Answer to question taken on notice

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Asked by: Mr Peter Cain MLA

Addressed to: Chris Steel MLA, Minister for Transport

In relation to: Number of buses to be fitted out with MyWay+ validator hardware before go-live.

Hearing: **01/05/2025**

Uncorrected Proof Transcript: **UPT 1/5/2025, p 44.**

Transcript provided: **06/05/2025**

Answer Due: **13/05/2025**

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

**Mr Steel:** In fact, I can sort of – if I can jump in there? In fact, I made a deliberate decision to actually push back the go-live date, which has been documented in a brief – in a brief—

**MR CAIN:** Why did you do that, minister?

**Mr Steel:** Because the number of buses that had been fitting out with the hardware was not what we expected. And so the purpose of the—

**MR CAIN:** Sorry, what do you mean by that?

**Mr Steel:** So the – each bus was being fitted out with the MyWay+ validator hardware to operate the new ticketing system. We had expected that a greater number of those buses would have been fitted out with the hardware. But it came to a point where we had not reached the target – Transport Canberra and NEC had not reached the target. And so I made a decision that we would push back the go-live date on that basis.

**MR CAIN:** What was the target? What target are you talking about?

**Mr Steel:** I think that brief actually was provided publicly, so you can have a look at the brief. It is all in the information in the brief.

**MR CAIN:** Sorry, are you able to tell the committee now what that target was?

**Mr Steel:** We would have to take it on notice anyway.

**Mr McHugh:** There were numbers and percentages that we would have to refer to in the brief.

**Mr Steel:** Maybe in the question that we take on notice we can provide a link to the brief, which I think has been made publicly available about that. So I guess the other point I make is—not just the fact that I pushed back the go-live date, not by much, but by a week or two—is that the period of caretaker before the election obviously did affect the frequency with which Transport Canberra was briefing me on all matters related to transport, but also in relation to the MyWay+ system. So obviously caretaker conventions were in place, and they were briefing me in accordance with the caretaker conventions.

**Mr McHugh:** My summary can give further detail of that impact.

**Mr Steel:** So when Mr McHugh gave you the assurance that the system was ready to go-live, those targets have been met? Is that the case?

**Mr Steel:** We can take the question on notice. There were a series of written briefings and in-person briefings that led to the go-live.

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

I refer the committee to the decision made in brief relating to the communications and lead times for MyWay+ Go-Live (MINS 2024/01632) provided at Attachment A.

In this brief I approved a go-live date of sometime in the week of 25 November 2024 based on critical aspects of the system, including bus installations, as well as contingency arrangements.

I also refer the committee to the response to QON 21 from the hearings on 27 March 2025, which included the decision brief relating to the MyWay+ Go-Live decision (MIN S2024/01729)

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

Signature: 

By Chris Steel MLA, Minister for Transport

Date: 13/5/25