



Legislative Assembly for the
Australian Capital Territory

Standing Committee on Environment,
Planning, Transport and City Services

Submission Cover Sheet

Inquiry into the procurement and delivery of MyWay+

Submission number: 007

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Date authorised for publication: 19 February 2025

From: [Leon Arundell](#)
To: [LA Committee - Environment](#)
Subject: MyWay+ submission
Date: Thursday, 30 January 2025 9:13:00 AM

Dear Standing Committee on Environment, Planning, Transport and City Services

Please consider the following issues:

- Why it was decided that MyWay+ would be incompatible with MyWay
- The impact of that incompatibility on the ability to collect fares during the changeover period
- The impact of MyWay+ on the ability to collect public transport statistics
- The impact of the timing of the 2024 ACT election on the timing of the fare-free period

Why it was decided that MyWay+ would be incompatible with MyWay

There does not seem to be any technical issue that would prevent MyWay+ machines from being able to read MyWay cards. The lack of compatibility caused many problems in the transition, included inability to collect fares and inability to collect [public transport statistics](#) such as Daily Public Transport Passenger Boardings and Journeys and Daily Public Transport Passenger Boardings By Passenger Group.

The impact of that incompatibility on the ability to collect fares during the changeover period

The impacts of the incompatibility of MyWay+ with MyWay included millions of dollars of lost revenue, resulting from the failure to collect fares for more than two months from 20 September to 27 November 2024.

The impact of MyWay+ on the ability to collect public transport statistics

Public transport statistics are essential for evaluating the impacts of measures such as [fare free Fridays](#).

Will MyWay+ be able to provide the daily public transport passenger boarding and journey statistics that MyWay provided from 1 July 2019 to 29 September 2024?

The government's Open Data Portal says that [Daily Public Transport Passenger Journey](#) numbers were updated on January 29, 2025. No passenger journeys have been recorded since 29 September 2024.

Transport Canberra's Quarterly Data Reports show that per capita public transport journeys increased by 11% in the first nine months of light rail, compared with the previous nine months. That increase was due to a combination of the popularity of light rail, a 4% increase in services on the remaining bus routes, and a month of free transport.

If those statistics had been collected daily rather than quarterly, they could have been used to separately identify the patronage impact of the [month of free public transport](#).

The ACT Government's Open Data Portal provides daily [public transport statistics](#) from 1 July 2019 to 29 September 2024, including Public Transport Passenger Boardings and Journeys by Service Type, and Public Transport Passenger Boardings By Passenger Group.

291,955 journeys were recorded in the week from 13 to 19 September 2024. Many fewer journeys were recorded during the fare-free period from 20 September to 27 November. During the Only 7,358 journeys were recorded in the first ten days of the fare-free period.

The impact of the timing of the 2024 ACT election on the timing of the fare-free period

An ACT election was due to be held on 19 October 2024.

The Transport Minister announced on 5 September 2024 that "*Canberrans will enjoy free public transport from September 20 with Transport Canberra switching over the existing system to MyWay+ which is expected to take at least six weeks.*"

The announcement was made before MyWay+ had been adequately tested, before it was known whether MyWay+ would work properly, and before a date had been identified for the switchover.

I can think of no rational explanation for the premature announcement of this period of free public transport, other than that it was expected to attract votes at the forthcoming election.

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