



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+ revenue and costs

Question received: 3 April 2025

Answer Due: 10 April 2025

Revenue

Would you please advise how much revenue has been foregone from:

1. free travel before 27 November 2024, during the transition between systems?
2. free travel after 27 November 2024, from lack of fare collection capability, due to the lack of ability to tap on and cards with no credit due to people not knowing their account balance has no funds left on it, and any other reason?

Costs

1. how much extra did the post contract decision to integrate with the ACT's digital account cost?
2. will the implementation of the MyWay+ system require additional funding above the \$64m contract price?
3. how much extra staffing costs were required to provide adequate technical expertise and capability (cross functional) to identify scope and budget risk elements pertaining to specification requirements, design elements and security architecture not within agreed contractual requirements?

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

Revenue

1. Transport Canberra foregone fare revenue for the fare free period (16 September to 27 November 2025) is estimated to be \$4 million, based on average revenue for the same period the previous year.
2. This information will be included in the directorate's 2024/25 Annual Report.

Costs

1. The final cost to integrate ACT Digital Account with MyWay+ was approximately \$2.85 million, which was less than the estimated cost of \$3.1 million.
2. It is not anticipated additional funding will be required, noting the initial term for the [Contract for the provision of the Next Generation Ticketing System for Transport Canberra](#) (the Contract) is ten (10) years from the commencement date.
3. Transport Canberra estimates the total cost of program staffing, external to the Contract, to be \$1.3 million over 3 financial years from 2023/24.

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

Signature:



By the Minister for Transport, Chris Steel MLA

Date:

9 / 4 / 25