



# 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: Conditions satisfied before go-live date and report prepared Projects Assured.

Hearing: **01/05/2025**

Uncorrected Proof Transcript: **UPT 1/5/2025, pp 44-46.**

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

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

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

**MR CAIN:** So I guess what I am getting at, what were the crucial elements that were satisfied that had not been previously satisfied that gave Mr McHugh the assurance to tell you the system was ready to go-live?

**Mr McHugh:** I will be happy to answer that question if you like. So we had a series of conversations internally about what we required as the minimum viable product before we were confident the system could be operational. Some of those were related to meeting the absolute minimum requirements in the system and its operation, its functionality, from a back-end perspective, and that being completed, and being able to prove that the payment methods were safe and that that system operated.

The other was around hardware and the minimum number of buses on the road, noting that we were installing four or five more buses per day in the fit-out phase of the project, so that number changed fairly rapidly. What was the minimum number we needed to give the best customer experience outcome from day one and minimise the risk that someone was encountered with a bus that did not have the technology on it for a minimum period. They were the types of conversations we were having before I was confident and provided with information that gave me confidence to advise government to go-live.

**MR CAIN:** Can you sort of give us some sort of indication with a very specific detail of what were you satisfied had happened before you gave the minister that advice to say the system was ready to go-live?

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**Mr McHugh:** I think that a lot of that information is captured in the brief to the minister with the recommendations, so I would be happy to refer to that in the question taken on notice in sharing that information.

**Mr White:** Mr Cain, if I could also add as well, we also had an independent project assurance undertaken in the month before we went live, and they provided us also with some written advice—

**MR CAIN:** Sorry, remind me by whom was that being undertaken?

**Mr White:** A company called Projects Assured.

**Mr McHugh:** Projects Assured.

**MR CAIN:** Projects Assured?

**Mr White:** Assured. A-S-S-U-R-E-D.

**MR CAIN:** And are you able to provide this committee with—

**Mr White:** I believe we have provided it previously.

**Mr McHugh:** Yes, we will point you to that.

**MR CAIN:** And they lined up with your conclusion?

**Mr White:** Certainly, but it was not necessarily a, you know, all things ae tickety-boo. They highlighted various risks. It was quite a balanced report, but it was one that, on the balance of their assessment, they felt that it was appropriate for us to go-live.

**MR CAIN:** We have not heard from them at all during these hearings, I believe. Okay, thank you Chair.

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

I refer the committee to the response to QON 21 from the hearings on the 27 March 2025, which included a copy of Ministerial Brief (MIN S2024/01729 - MyWay+ update and Go-Live Decision).

This brief informed me that an independent assurance review by Projects Assured (provided at [Attachment A](#) of this response) had been undertaken in late October to test the readiness of the MyWay+ project outputs ahead of the new system being progressed to launch date and go live. It advised that Transport Canberra had responded to recommendations in the assurance review and addressed any critical items prior to 'Go Live' as well as contingency arrangements.

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