



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+ milestones and risk register

Question received: 3 April 2025

Answer Due: 10 April 2025

1. Would you please explain why the risk register of 11 September 2025 does not identify:

- the risk of milestones for delivery slipping
- the risk of user testing not being completed adequately
- the risk of hardware not being installed and operational
- the risks of the app and QR functionality not working
- the risk of community groups not being included, for example the lack of family accounts, the lack of information about availability of bike racks and wheelchair access
- the risk of the web site not being compliant with accessibility standards
- the risk that the journey planner doesn't meet the community's needs
- the risk bus live tracking was not working

2. The 11 September 2025 risk register highlights the following concerns, what actions and timeframes were taken for:

- the supply of information display boards
- the agreement sought to revise agreed 2 phase delivery schedule
- NEC over optimistic transition plans
- the establishment of a dedicated program control group
- dependencies and approval processes for specification and design documentation, and security architecture
- recruitment for Executive Program Director, Project Manager, Business Analyst, Contract Manager, and Org Change Manager

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

1. The Risk Register referred to relates to risks as identified and assessed at a program level. The specific matters raised in this question are all contained within this register, noting them may be captured as a consequence or casual factor of an identified program risk.
2. The treatment of all risks follows standard risk management policy and procedures, modelled on ISO31000:2018. With regards to the specific matters raised in this question, Transport Canberra advise:
 - a. *the supply of information display boards* – resolved through NEC providing an alternative supplier and the change to a single-phase delivery approach, Public Information Displays (PIDs) are installed across the bus fleet.
 - b. *the agreement sought to revise agreed 2 phase delivery schedule* – resolved through the implementation of the single-phase delivery approach (see section (e) of the [ACT Government Submission to the Inquiry](#)).
 - c. *NEC over optimistic transition plans* – resolved through the implementation of a Project Control Group and single-phase delivery approach (see section (e) of the [ACT Government Submission to the Inquiry](#)).
 - d. *the establishment of a dedicated program control group* – resolved, see above.
 - e. *dependencies and approval processes for specification and design documentation, and security architecture* – resolved through the implementation of a Project Control Group and Technical Advisory Group (see section (e) of the [ACT Government Submission to the Inquiry](#)).
 - f. *recruitment for Executive Program Director, Project Manager, Business Analyst, Contract Manager, and Org Change Manager* – resolved (see section (e) of the [ACT Government Submission to the Inquiry](#)).

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