



Inquiry into the procurement and delivery of MyWay+

Answer to question taken on notice

Asked by: Ms Jo Clay MLA

Addressed to: Chris Steel MLA, Minister for Transport

In relation to: provide details of all the elements in the contract that are not complete

Hearing: **03/07/2025**

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Transcript provided: **08/07/2025**

Answer Due: **15/07/2025**

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

Can you provide details of all the elements in the contract that are not complete, provide any further information about what steps TCCS is taking to get those complete to provide a service to Canberra, and provide contract compliance and penalties outlining any of that information.

THE CHAIR: We know that the disability compliance is not complete. Can you briefly summarise the other aspects of the contract that are not complete despite the fact that we are now beyond 30 June?

Mr White: Sure. There are other pieces of functionality such as the group account, which will be released very soon. There are other components more in the functional back-end side of the system, so that is our data systems and data warehouse. Off the top of my head, there are other functionalities that we would be provided to both the community as well as our operators, things that are enhancements to manage our transit systems as well as to manage our account-based ticketing.

THE CHAIR: I would prefer a detailed answer not a top of the head. So could you take on notice, please, all of the elements of the contract that are not complete.

Mr White: I would absolutely take no notice, sure.

THE CHAIR: And provide any further information that you can about what steps TCCS is taking to get those complete to provide a service to Canberra and contract compliance and penalties. Any of the information, if you could take that on notice.

Mr White: I would gladly take that on notice, and we have done some work with NEC in defining exactly what is outstanding on the contract variations.

THE CHAIR: That will do me, so I am going to move to supplementaries, and I am tracking one from Mr Cain and then one from Mr Braddock. Mr Cain?

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

The elements in the contract (as provided in the response to QTON 03 of the 1 May 2025 hearings), not completed as of 7 July 2025 include the following:

- **Milestone 8.** Works required to achieve this milestone include finalisation of Ticket Vending Machine (TVM) installation and operationalisation, and updates to TVM User Interface (UI), involving accessibility improvements and multi-language support (as varied in VP-012).
- **Milestone 12.** Work is complete and acceptance is currently under review by the program.
- **Milestone 18.** Works required to achieve this milestone include:
 - the development completion of three main features, being Group (completed, currently being tested), and Institutional Accounts and Delegated Users (both due Q3, 2025);
 - security upgrades, including the use of a more advanced multi-factor authentication process;
 - reporting, including the delivery of:
 - a standard suite of reports (90% progressed);
 - 25 custom reporting outputs (40% progressed);
 - the implementation of a business intelligence tool (complete); and
 - the connection of the business intelligence tool into a secure and accessible data warehouse (not yet commenced), noting this functionality is also dependent on the program completing integration work with a legacy business intelligence bureau, NetBI (expected completion Q4, 2025); and
 - further rollout of user and administrator self-service functionality, including Bulk Reversals and ticket sales by SMS (expected in Q3, 2025).
- **Milestone 25.** Dependent on Milestone 18.
- **Milestone 29.** Dependent on all precedent milestones (those completed already plus 8, 12, 18 and 25 being complete) as well as all delivery documentation updated to reflect 'as built state'.
- **Milestone 30.** Dependent on milestone 29 and the de-mobilisation and administrative closure of the project, including archiving, post implementation review and financial closures with final payment.

It should be noted that alongside this delivery phase work, the program will also be tracking and contributing to remediation (warranty) works, such as those planned for platform validators and bus

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driver console cradles, as well as any future functionality deemed appropriate to be delivered alongside outstanding contract deliverables, such as a replacement technology for the QR code as the travel token in the MyWay+ app.

The incomplete elements of the contract are currently subject to contract negotiations that could result in future variations or penalties.

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

Signature:



By Chris Steel MLA, Minister for Transport

Date:

17/7/25