

Response to question on notice

Questions on Notice Paper No 15

6 February 2026

Question No. 856

MR BRADDOCK: To ask the Minister for Transport

In relation to the answer to question taken on notice No 17 of the Standing Committee of Transport and City Services' inquiry into annual and financial reports 2024-2025, and the ministerial statement to the Assembly on 4 February 2026 on key priorities for 2026, can the Minister:

- a) describe how "usability" is defined and how it differs from a definition of "fully operational"
- b) identify what precise time span is used for the statistic of "over 99 percent since last year" and
- c) provide an update of the data provided in November 2025 on what proportion of validators are currently:
 - (i) fully degraded
 - (ii) seriously degraded
 - (iii) below standard
 - (iv) fully operational; and
 - (v) requires investigation.

Chris Steel MLA - The answer to the Member's question is as follows:

- a) Usability and fully operational are synonymous terms used by both NEC and Transport Canberra both formally within the contract for services, as well informally when discussing various components of the MyWay+ system.

Through the work described by Mr Smith in answering QTON 17 from the Standing Committee of Transport and City Services' inquiry into annual and financial reports 2024-2025, NEC and Transport Canberra have arrived at a consistent measurement and data set used to report validator performance as a measure of "reliability" (i.e. the system is powered on, ready and able to accept payments, and payments are charged at the correct rate).

Further information is available under "Introduction – Updates on the performance of MyWay+" in the Government Response to the Standing Committee on Environment and Planning Report No 3 of 2025 – Inquiry into the Procurement and Delivery of MyWay+.

- b) The precise time referred to in my statement to the Assembly commenced 16 December 2025 to the day preceding the statement, 3 February 2026.

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- c) Due to the high validator reliability, NEC and Transport Canberra are no longer measuring multiple levels of performance.

As at 5 March 2026, MyWay+ validator reliability was recorded as 99.89% for on-bus validators and 99.93% for light rail platform validators (as published in the most recent weekly validator reliability report for 6 March 2026 available on the Transport Canberra website:

https://www.transport.act.gov.au/_data/assets/pdf_file/0004/3016840/20260306-MyWay-Validator-Reliability.pdf).

Approved for circulation to the Member and incorporation into Hansard.



**Chris Steel MLA
Minister for Transport**

Date: 12/3/26

This response required 15mins to complete, at an approximate cost of \$38.65.