

**Chris Steel MLA**

Treasurer

Minister for Planning and Sustainable Development

Minister for Heritage

Minister for Transport

Member for Murrumbidgee

---

**RESPONSE TO QUESTION ON NOTICE**  
**Questions on Notice Paper No 5**  
**Friday, 11 April 2025**  
**Question No. 259**

**MS CASTLEY:** To ask the Minister for Transport —

1. What were the fare revenues for (a) buses and (b) trams last financial year.
2. What were the projected fare revenues for (a) buses and (b) trams this financial year, as of 1 July 2024.
3. What are the projected fare revenues for (a) buses and (b) trams this financial year, as of 28 March 2025.
4. What the actual revenues for (a) buses and (b) trams this financial year.
5. How much foregone revenue can be attributed to unforeseen issues are with MyWay+.
6. Does the Government expect issues with MyWay+ to impact revenue in the next financial year.

**Mr Chris Steel MLA – The answer to the Member’s questions are as follows:**

1. Fare revenue for the 2023-24 FY is published in the [Transport Canberra and City Services Directorate \(TCCS\) Annual Report](#); this includes concession revenue claimed from CMTEDD. Note, revenue from bus and light rail services is not reported separately, however, the average ratio between light rail and bus patronage is 20:80, which can be assume for fare revenue also.
- 2 – 3. Projected fare revenue for the 2024-25 FY is published in the [Transport Canberra and City Services Directorate \(TCCS\) Annual Report](#).
4. This information will be published in the TCCS 2024-25 Annual Report.
- 5 – 6. The Government is not able to determine this based on the datasets available at this time.

Referring to the response to [QTON 008](#) from the Inquiry into the procurement and delivery of MyWay+, high level analysis indicates patronage has continued to recover towards pre-COVID-19 levels since the roll-out of MyWay+ at a rate comparable to the previous reporting period.



The response acknowledges a drop in record tap on and tap off transactions following the roll-out of MyWay+, compared to the previous period, which was attributed to issues associated with the automatic activation of on-bus validators and QR codes, and decisions by Government to extend the transition period for seniors until the end of June 2025 and for fare compliance to not be enforced during the transition period.

However, more broadly, MyWay+ is anticipated to have a positive impact on public transport, and subsequently revenue from public transport fares, with the introduction of new ways to pay, including credit and debit cards, removing a previous barrier to choosing public transport, particularly for interstate or non-regular users.

**Approved for circulation to the Member and incorporation into Hansard.**



**Chris Steel MLA**  
**Minister for Transport**

**Date:**.....6/5/25.....

This response required 1 hr to complete, at an approximate cost of \$94.80