



Legislative Assembly for the
Australian Capital Territory

Standing Committee on Environment,
Planning, Transport and City Services

Submission Cover Sheet

Inquiry into the procurement and delivery of MyWay+

Submission number: 009

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From: [Lachlan Fisk](#)
To: [LA Committee - Environment](#)
Subject: Myway + feedback
Date: Friday, 7 February 2025 6:38:08 PM

Dear Committee, I am writing to express my concern about the continued failure of the Myway plus rollout. I hope you will be able to consider my concerns and raise them in the Myway plus rollout inquest.

I want to express my disappointment on the continued failure for the QR codes, it is clear these rarely work, as I attempt and watch other attempt to use these QR codes. We are constantly told to reload the app or hold it at a certain distance, but to no avail. This is frustrating not only for passengers but also for drivers. I have noticed that drivers are also becoming more aggressive with people trying to use the QR code, which is not acceptable given it is an accepted form of payment for the system.

I also want to mention that on Fare Free Friday, drivers refuse entry because they do not tap on when boarding. I don't understand why there is a need to tap on and off when it's FREE. Yes, it is excellent for tracking passenger movements; however, when you watch people tapping on with credit cards for a fare-free, I question the validity of why you must tap on. I have conversed with six different drivers, who have all said you can't travel. Again, I'm wondering if it's valid if it's FREE.

Another concern is the number of fare evaders who jump on and off, with no mention from the drivers. Are they scared to have this conversation? Although it is hard to police, there is this accepted policy where it is ok to berate some passengers and not engage with others. I did experience being yelled at while boarding the R4 one morning, because the driver refused to open the back door, then yelled at me when he closed the door on me, because I didn't want to run for the door. I have a degenerative ankle, which affects how quickly I walk. This doesn't affect my gait, and I am not a cripple, but it does affect how quickly I walk. When I do force myself to run, then yes, I do experience serious pain. I also want to say the driver continued to berate as I walked towards the back of the bus saying, 'you have no problem walking now!' No, I never said I had a problem walking; you didn't give me time to walk from the back door to the front door to get on the bus and then he chose to berate me when I tapped on the door, asking him why he closed it on me. I believe this showed complete ignorance and was a disgusting display of behaviour from a bus driver.

I have raised my concerns with Transport Canberra, but they say you must tap on and also that they would speak to the driver. I am taking their word that they are doing that because there was no apology for being subjected to this abysmal display.

I still don't get the logic behind tapping on with a credit card, travel card, or QR code when it's a fare-free travel day.

I do notice Chris Steel keeps saying the system is great and these experiences the Canberra public is experiencing only amount to teething problems. The system doesn't work, and the Labor leader and Chris Steel should wholeheartedly apologise. Chris Steel should also do the honourable thing and step down. History shows that when things fail this badly the people responsible, whether they are CEO's, VPs they would.

The expense and rushed delivery is entirely unsatisfactory. We deserve better and I hope the government is held accountable.

Regards
Lachlan Fisk