



**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: 019

Submitter: Evan Slayter

Date authorised for publication: 19 February 2025

**From:** [LCommitteeEnvironment@parliament.act.gov.au](mailto:LCommitteeEnvironment@parliament.act.gov.au)  
**To:** [LA Committee - Environment](#)  
**Subject:** Inquiry submission - procurement and delivery of MyWay+ - Evan Slatyer  
**Date:** Saturday, 1 February 2025 1:46:54 PM

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Please select one of these statements: I understand that the committee may publish my submission along with my name, but without my contact details, unless I request my name be withheld or my submission be confidential.

How often do you use public transport?: Daily

How would you rate your experience with MyWay+?: Neither

How do you rate the Government's MyWay+ public education campaign?: Very poor

How do you think the public launch of MyWay+ in November 2024 could have been done better?: Timelines were far, far too rushed for bringing it into regular service. Delaying maybe two weeks while the website was made functional, and then a further two weeks for the cards to be delivered, would have helped a lot. During that time, there could have been extensive signage in the buses and at stops indicating the start date for MyWay+ (in the event, the signage only appeared after MyWay+ was activated, so drivers spent a few minutes at every stop explaining it), testing of routes (eg. the AFP College stop wasn't recognised by MyWay+ for weeks), and of course testing of the app (did nobody actually try to use the QR code system before it was launched?).

Wow, here we go... Website - was hopeless when I first used it. The automatic "firstname.lastname" username doesn't bother me (my name is fairly unique) but I've got no idea how it handles fifty John Smiths all trying to use it. Adding a credit card took three attempts, I set it to auto-topup but that seems to have disabled itself at some point (with no notification, I only found out when the bus rejected my card). Since the website was only semi-usable about a week before MyWay+ was activated, and ordering/posting a MyWay+ card took about a week - my

What issues have you experienced with the new MyWay+ system, if any?:

card arrived the day before activation. Not ideal. Signage - only appeared at stops and on buses after the system was activated, so drivers spent an awful lot of time explaining the new system to people who had no idea. Old MyWay cards - TransportACT spent a lot of time in the media etc complaining about how much money was left on the old MyWay cards, but they didn't think to email MyWay users (who had a MyWay account) to get their attention. Card readers - apparently nobody had tested the QR code functionality at all, it didn't work for weeks until an app update tweaked it. This could still be vastly improved by having a sticker or similar on the bus to show where the QR code should go. In any case, the QR code reading seems like a pain in the neck, it invariably takes ~20s to read a code and if ten people all do that then the bus is seriously delayed. Card reader display - the old MyWay system would tell you how much money was left on your card when you tapped off making it easy to estimate how many more trips before you have to top-up. The new one just says "accepted" ... until you run out of money. It'd be really nice if there was some feedback, even if it was just a message saying "low balance, top-up soon". This could be supplemented with an email, for people who have an account. Routes - For the first few weeks, the Australian Federal Police College stop failed to be detected so it was impossible to tap-off. Really should have tested the system on all routes. It's fixed now. Bus arrival times - the old MyWay system allowed you to text the stop number to Transport ACT and you'd get back a list of the next buses arriving. As far as I know, this doesn't work since MyWay+ started, but it's still advertised at every stop... Training - it appears that the drivers have had almost no training in the new system. That's probably contributed to several of these problems.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?:

I guess my main concern would be in security. This roll-out was a mess, as was the website. Just how secure are all the credit card details stored there?

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?:

Just a bit of help from drivers in persuading the system that yes, this is really a stop, the bus is not moving, and it's time to accept cards.

Do you feel the MyWay+ system has improved since it was launched in November

Yes

2024?:

What improvements do you feel the MyWay+ system still needs, if any?:

Multiple users - like the old MyWay system, there's no easy way for one person to pay for lots of people (eg. a family with teenaged kids who don't regularly catch the bus and therefore don't have their own MyWay cards). Seems like it'd be an obvious improvement for the driver to be able to tell it "charge six tickets on this one card". With two or three card readers on the bus, it can be very difficult to tell just from audio cues whether your one has accepted the card, or whether that sound was from one of the other readers accepting the card. Maybe make the sounds different for each reader? And a different sound for tap-on vs tap-off? Noting the above complaints about QR codes - to be honest, probably best to stop advertising that even if it remains available. Showing remaining balance on MyWay+ cards when tapping-off would be useful. I would have thought that now the MyWay+ app should be able to provide a map with the position of all buses shown in real-time? That'd be nifty for estimating "do I leave work now and run for the bus, or wait ten minutes and get the next one?".

Is there anything else relating to the MyWay+

system or the bus system more generally that you want to share with us?:

Are the MyWay+ cards literally just prepaid debit cards? They sure look like that. I really do appreciate the emails I now get when it automatically tops-up the MyWay+ card, that's a great feature.

Would you be like to speak to the committee about your experience at a public hearing?:

No

I understand I cannot share my submission until the committee publishes it:

Yes