



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: 001

Submitter: Name withheld

Date authorised for publication: 16 January 2025

From: [REDACTED]

Sent: Monday, 16 December 2024 7:50 PM

To: LA Committee - Environment <LACCommitteeEnvironment@act.gov.au>

Subject: Comments on the MyWay+ fiasco

Dear Committee

The rollout of MyWay+ has obviously been a shemozzle. While some of the very patent technical issues have been resolved, others remain: as far as I can tell is still not possible to scan a QR code at end of trip; electronic bus time indicator boards are not working; the readers seem to intermittently fail; etc.

But I want to comment on some other issues relating to the procurement and rollout of this system, where even some very basic steps (such as design of the reader devices, see 1 below, and information on the poster promoting the app, see 5 below) were not done right.

Please see my comments below.

I am happy for my submission to be published but do not want my name or personal details published.

Yours sincerely,

[REDACTED]
[REDACTED]
[REDACTED]

1. The design of the readers (or the devices on buses) is very user-unfriendly. It is frankly unbelievable that these devices do not include any visual cue for how/where to scan a QR code. That is a major fail. It defies belief that someone could have thought it acceptable or a good idea to have no indication on the reader devices of how to use one of the promoted ways to pay. But even aside from that they are also poorly designed in other fundamental ways. They are black, the rectangle for tapping a credit card or myway+ card is black, and the outline of that rectangle is black. The only indication of where to tap is a small symbol. Basic principles of user design/experience would suggest that there should be much more obvious visual cues on the devices, even just for regular users. For those with visual impairments the devices are even more user-unfriendly. It is as if the experience of the visually impaired (and elderly) was not considered at all.

2. The travel planning on the website/app is also user-unfriendly. It is not helpful to prioritise travel options that involve walking for more than 3 hours, for example - which the app calls "cheapest", even though it is only actually cheapest if I place less value on 3 hours of my time than the cost of a bus fare. Also, it is not helpful to present options

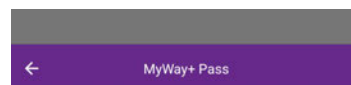
for driving or using a taxi. That is not why I am looking at the MyWay+ app. I am looking at it for public transport (buses). The system should not default to include options that are of no interest to the vast bulk of users

3. The travel planning on the app and website also seems defective, compared to the previous version. By way of example, there are two bus stops close to Wanniasa Shops - one for the R4 and one for the R5. The previous travel planner would give both options when I selected Wanniasa Shops as the start point. The travel planner on MyWay+ does not. It only suggests the R5.

4. The QR code is obviously problematic. But quite apart from the technical issues - if it is indeed the case that I am required to tap off as well as on, why does the QR code page say "scan when boarding"? See attached screenshot. The app should give instructions that make sense and align with what is required. If it is necessary to scan when getting off then the screen should say "Scan when boarding and when alighting".

5. The posters advertising the MyWay+ app are misleading/just plain wrong. See attached photo. The poster says "download the free app" and then lists "tap to pay" as one of the benefits along with live updates and journey planning. But you **cannot** tap to pay with the app. The app only offers use of a QR code to pay (ie "scan to pay"). It would be much simpler if it offered a tap to pay option, but I presume it doesn't because Apple/Google would then take a cut. But the point is: why does the poster promoting the MyWay+ app suggest the app has a feature that it doesn't have? Who wrote this copy/approved it?

6. Why do the screens on the buses indicate, at the very top, the origin of the bus instead of the destination? That is not helpful information. It is of no use to me to know where the bus I am on started its current route prior to me getting on board.



10:44:29

