

Response to Question on Notice No 19

Question: *In Attachment A to your submission you provided comments on the current state of MyWay+. Has the status of any of these changed since you provided the submission? Out of these issues remaining unresolved, which are the priority items you believe the ACT Government should be addressing immediately, and why?*

Response: Based on reports PTCBBR has received from our members, we have updated the “Audio announcements” item of the table as follows:

Issue	PTCBBR comment
Audio announcements	<p>Requires improvement</p> <p>Update 03.04.25</p> <ul style="list-style-type: none">→ Only announces at some stops.→ Announces shortly after the previous stop, rather than shortly before the next stop.→ Audio through existing bus speakers is muffled and difficult to hear, rather than previous standalone speakers for the NXTBUS system.→ Unclear when vision impaired users will be provided with on-board real-time expected arrival times (SOW 3.6.3).

Noting the large number of issues which still require addressing, PTCBR would encourage Transport Canberra to address the following as a matter of priority:

Issue	Reason for priority
MyWay+ app security	PTCBR did not directly address this in our initial submission, but following the evidence of other witnesses, we consider there needs to be an external audit of the security of the MyWay+ app and website to ensure there are no outstanding vulnerabilities.
MyWay+ app accessibility	This is necessary to allow some people with disabilities to access public transport and ticketing information.
Real-time bus tracking	Ongoing inaccuracies with bus information undermine confidence in the public transport system.
MyWay+ app overall experience	The poor user experience undermines confidence in the public transport system.
Ticket vending machines	This is necessary to ensure infrequent users without a MyWay+ card or account can access concession fares.

Yours sincerely,



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