



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: 002

Submitter: Harry Morgan

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From: Harry Morgan

Sent: Friday, 20 December 2024 1:09 PM

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

Subject: Submission for the MyWay+ inquiry

Good afternoon,

My name is Harry and I'm a frequent user of public transport services in the ACT as a Canberran who does not have a car.

Overall, I've found the MyWay+ rollout to be poorly managed and full of problems.

My favourite thing about the new system is the convenience of paying with my debit card (one fewer card sitting in the wallet now!) and being able to link said card to my student concession entitlement online. I also appreciate the real-time tracking through the MyWay+ app (which is finally operational).

However, I've encountered several problems in the short time since the rollout. These include:

- Connecting my card to my concession entitlement; this was difficult to begin with as it required several steps to make it through the app, to the portal, and finally to the correct page. Furthermore, my preferred bank card was not accepted initially by the system (although this has now been rectified)
- Driver training; drivers are often poorly trained on how to operate and reboot the MyWay+ system on buses (or at least, it seems that way. I had one driver raise their voice at me when I politely let them know that the system was not working.
- MyWay+ on buses; while the light rail has so far given me no problems, buses are a completely different story. I've been overcharged twice due to failure to tap off (it charges the default fare, which is my concession fare, but does not take into account previous transfers, effectively charging me twice for one trip). This is down to the system's failure to recognise when it is at a stop and react accordingly by turning on. Not only has it overcharged me, but it has caused considerable inconvenience. If a driver is having to reboot the system (which can take in excess of 1 minute) at each stop - which has happened - my journey can be extended by up to 10 minutes, causing me to miss my connection (which on one particular day made me late for work)

I also think that the rollout could have better educated irregular public transport customers; I still see people to this day attempting to tap on with their old MyWay cards, not realising that the new system has been introduced and won't accept the previous cards.

Thank you for your consideration of this submission.