



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: 050

Submitter: Oliver Hulin

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Oliver Hulin
Date: Friday, 21 February 2025 10:30:25 PM

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Full name: Oliver Hulin

Email address:



Physical address:

Phone number:

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+?: Dissatisfied

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

How do you think the public launch of MyWay+ in November 2024 could have been done better?: * The very staggered phase-in of various features should have been communicated up-front. For example there was a barrage of PR about the real-time planning functionality that was not actually enabled until far later. It did not launch with a working real-time planning feature. * Testing that actually had sufficient time and consideration for feedback that was acted upon. There's a great example here of one of the public tester's feedback and where none of it was acted upon prior to the launch. <https://bsky.app/profile/andrew.donnellan.id.au/post/3lc34rx5plk2w>

What issues have you experienced with the new MyWay+ system, if any?: * My local suburban route (55) had no functioning MyWay+ ticketing until 19 January 2025. I enjoyed free-travel for almost 3 months which really seems unfair that others were paying. I understand other routes also were non-functioning for similar time (R2 and some others a bus driver told me). It feels very unnecessary to rush to start charging people in November when multiple routes were known to not be collecting anyway? * Busses that had non-functioning hardware (or are not receiving the new hardware due to pending retirement) frequently were running 3-5 minutes early and I missed the bus multiple times.

I'm still yet to totally trust the application's real-time late/early information.

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

Not yet confident in its accuracy. Some feedback from TC about how accurate or how quickly it updates might be helpful. The aforementioned issues where my local route (and some others) were not working at all (free & unrecorded travel for almost 3 months) gives me concern for the Fare-Free-Friday 'trial' that is going on. I don't see how TC could undertake a trial when they were missing a portion of ticketing data for at least 3 months. The trial needs to be restarted when sufficient ticketing volume is occurring such that the sample is considered realistic and as accurate as can be (or just commit to fare-free-friday remaining in place).

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

N/A

Do you feel the MyWay+ system has improved since it was launched in November 2024?:

Yes

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

* The app showing the bus route's current position updates far too slowly to be useful. Every 30 seconds or longer is too slow to be useable. * QR codes should not be suggested for use in the app. Too many variables (device, location to scan, person's readiness, etc) to provide efficient peak-time boarding and meet the 300ms criteria as per contract. QR code should only be utilised for paper-based tickets * Still no ticketing machines at terminals. * Still no working displays at bus terminals to display next-arriving busses (pre-existing signage) * No transfer of real-time tracking to external navigation (Google Maps, Apple Maps, etc) as per the contract. * The mobile application only allows storing three favourite stops. * Still cannot manage a family set of MyWay+ cards as promised and required in the contract.

Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?:

Please ensure the enquiry understands the significant and very fundamental cybersecurity failures that were detected by the public and reported via the proper channels to enable patching. For example <https://sfulham.github.io/blog/mywayplus-vulnerabilities> This should really drive whether the various software developers were/are qualified. The trip planning feature in the mobile app is terrible and lacks sufficient context and autonomy where it can't function in ways people have come to expect for navigation applications. Don't waste resources on it and just enable people to utilise popular apps like Google Maps and Apple Maps. The app should really just serve to provide account information and support tap-on/tap-off (get rid of QR code except for paper tickets).

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No

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