

Attachment A: PTCBR comments on the current state of MyWay+

Tapping on and off

Issue	PTCBR comment
Validator installation	Requires improvement → Only 95% of “buses which are due to have MyWay+ equipment installed”. → Unclear how many buses will remain without equipment, and for how long. → Unclear how this affects driver information. → TC should be public about which buses are affected, and provide timelines about when they are expected to be replaced.
Validators reading MyWay+ cards and bank cards	Mostly good → Reads cards quickly. → Issues relating to validators turning on at stops appear to have largely resolved. → Issues relating to reliability appear to have largely resolved. → Some validators occasionally display a “Card Transactions Not Allowed” message. This should be a clearer message that takes up the entire screen, such as “Validator offline”.
Validator acknowledgment	Getting there → Loud and clear chime on buses. → Light rail validators are still too quiet. → “MyWay+ accepted” message can be confusing when people use other forms of payment. Consider the more generic “Fare payment accepted”. → Can be difficult to distinguish when multiple passengers are boarding at once, perhaps consider a visual break between each tap, or a quick animation that displays upon each successful/failed validation.
QR codes	Bad → Does not meet requirements for all transactions to be under 300ms (Statement Of Work 3.47(i)). → Passengers taking way too long to successfully tag on. → Even when used correctly, takes >1000 ms to read, additional “validating QR”

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	phase. → Default on MyWay+ app and 5% autoloading discount is encouraging people to use this slower method.
Displaying account balance on validators	Unresolved → TC to introduce later this year.

Passenger information

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On-bus PIDs	Requires improvement → Are not yet “clear, highly readable displays” (System Description 5.6.1(d)). → Type can be too small to read. → We acknowledge recent improvements in naming route destination at top of screen. → Our preference would be for a modified version of the display illustrated on page 153 of the 2018 TC Style Guide, as shown here.
Interchange PIDs	Bad → No indications yet from TC when these will be reactivated. → Existing screens were difficult to read and approaching end of life, TC needs to consider replacements.
Audio announcements	Unresolved → Update 22.01.25: TC to introduce in February. Still not introduced. → Unclear when vision impaired users will be provided with on-board real-time expected arrival times (SOW 3.6.3).
Real-time bus tracking	Bad → On-board information and MyWay+ app information are inconsistent, but both wrong and do not accurately account for early running between timing points. → Does not “enable an enhanced customer experience through a world leading Estimated Time of Arrival (ETA) Prediction Engine and ETA Dissemination

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	Engine” (NGT System Description 3.85). → Does not provide “highly accurate arrival and journey times” (SOW 3.87.1) → SMS real time service is now inactive, meaning bus blades now mislead passengers. If the SMS service is not to be reinstated, all bus blades should be replaced with new blades featuring the correct information, consistent with the design illustrated on pages 205-213 of the 2018 TC Style Guide. → Real time location of buses does not refresh “every few seconds” (Objective 5.1.10). It appears to refresh every 30 seconds, which is twice as long as the specified minimum (NGT System Description 3.68 and NGT System Capabilities 4.25.10).
Journey planner	Bad → Default transport options lead to absurd suggestions of lengthy walks, motorcycle and taxi journeys. → Changing defaults for both transport options and outcome preferences could significantly improve journey planning. → Active travel modes should have default limits (e.g. 1km walking, 5km cycling). → Does not prioritise bus stop ID results when searching for origin/destination.
Third party apps	Unresolved → Update 22.01.25: TC to give third party apps access to real-time data in February. Still not introduced.
Formatting and grammar	Bad → Far too much random capitalisation, e.g. “Welcome Onboard”, “Card Transactions Not Allowed”. Only the first letter should be capitalised unless the word is a proper noun, as detailed on page 75 of the 2018 TC Style Guide.

MyWay+ app

Issue	PTCBR comment
Overall user experience	Bad → Does not provide an “intuitive customer app” (SOW 4.7). → Poorly laid out, difficult to read. → Others have provided <u>more detailed critiques</u> of the app design.
MyWay+ website	Requires improvement → Not yet “intuitive and simple to use” (SD 4.19).
Wheelchair and bike rack information	Bad → Does not provide relevant information such as whether service is wheelchair accessible or if the bus has a bike rack (SOW 4.9.6).
MyWay+ portal	Bad → Requirement for multiple logins and steps to access MyWay+ portal is cumbersome. → Only shows 10 most recent transactions, no ability to generate longer history. → Does not consistently record linked EMV transactions. → “A User must have the ability to view and manage the status of individual travel tokens, view their travel history and overall payments history” (SD 4.38).
Accessibility	Bad → Does not yet meet WCAG requirements (SOW 4.34.5). → Unclear whether currently supports travel notifications for approaching vehicles and desired alighting points (SOW 4.27.6, 7.1.7). → A number of other accessible features required by the contract are yet to be rolled out.
Feedback mechanism	Bad → App needs to allow users to provide feedback (SOW 3.107).
MyWay+ retailer locations	Requires improvement → Map only displays some of the retailer locations.

Fares and payments

Issue	PTCBR comment
Deducting correct payments	Requires improvement → Passengers have reported widely varying outcomes in the fares deducted on a trip. Some not charged at all, some overcharged. → Not yet in a state to justify charging penalty fares or fare.
Group accounts	Unresolved → Update 22.01.25: TC to introduce in February. Still not introduced. → Need for children to have their own email addresses to set up accounts has been frustrating and unnecessary for parents. → It does not yet allow for account "administration by the primary accountholder" (SOW 4.1.11). → Does not yet give "Users the ability to manage cards and tokens on behalf of family members" (SD 4.37).
Ticket vending machines	Unresolved → TC to install "early in the new year". → No TVMs 3 months in has caused confusion for passengers. → "The Contractor must replace the existing TVMs as part of the transition to the NGTS solution." (SD 5.7.3).
Linked EMV accounts	Unclear → Passengers are reporting that linked card transactions are not showing up in portal. → Unclear whether linked transactions count towards caps and single fares, etc.
Print-at-home tickets	Unclear → Login screen shows linked to greyed out box for purchasing tickets, but difficult to access, unclear if it works. "A webstore must be provided by the Contractor that will allow Users to purchase limited use QR tickets for travel." (SD 4.46).

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Autoload discount	Unclear → Unclear what the purpose of this is with account based ticketing. → May unnecessarily be encouraging slower QR code transactions.
MyWay+ card availability	Good → Initially there was insufficient supply, appears to have resolved.
Top-up via retailers	Unclear → Some passengers are reporting difficulty topping up with some vendors. → SD 5.7.6.
MyWay+ retailer availability	Getting there → Availability still relatively limited, not comparable to networks in Sydney and Melbourne. → No retailers yet in Molonglo. → Extension to BP service stations is welcome. → Earlier communications from TC suggested supermarkets would be retailers, but they don't seem to be part of the network yet. → Unclear why this hasn't extended to the other retailers in the ePay network, including Woolworths, Coles, Coles Express, Newslink, 7/11, Foodworks and many others (SD 5.7.5).
Park and Ride	Unclear → System appears to be operational on MyWay+ website. → Could be better promoted. → Unclear if it permits multiple account holders to register the same vehicle. → Unclear if new permits have expiry dates, and if so, should this be visible on the app/website.

Advanced features

These are additional features described in the contract which we look forward to seeing once the system is further advanced

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Travel information for special events and disruptions	SOW 3.3.11: travel information that can be configured for special events, including event specific timetabling information (if available through the HASTUS data feed) and disruption information about specific events limited to service alerts, which the NGT System will provide for buses and, provided that relevant data is available from the GTFSRT feed, for Light Rail.
Dynamic journey planning	SOW 3.3.12: alternative journey suggestions based on current network conditions and the User's intended destination
Crowdedness on bus and light rail services	SOW 3.3.13: bus and Light Rail occupancy or 'crowdedness' information in real-time, including colour codes for a low (green), medium (orange) and high (red) passenger count, by reference to load data supplied by the Territory's or Other Contractor's systems using the GTFS-RT data feeds from these systems (where available).
Corporate, institutional and government accounts	SOW 4.1.15: the NGT System allows for corporate, institutional and government accounts for the purposes of purchasing limited use paper tickets for use by their customers
Fare engine	SOW 4.8: The Contractor must provide, as part of the NGT System, a fare engine that constructs User journeys and calculates fares.

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Revenue protection	SOW 4.18: The Contractor must provide either a device or mobile application for Transport Canberra Revenue Inspectors (known as Transport Officers) to accurately check that Users are travelling correctly on the public transport network
Integration	SOW 4.27 The Contractor must ensure that the NGT System has the capability to integrate with other service applications... including: → Other transport modes → Transport services not operated by the Territory → Parking associated with a public transport journey → Uber, GoCatch and other ride share products
Data Analytics and Performance Reporting	SOW 4.50 The Contractor must provide, as part of the NGT System, functionality that allows the Territory to perform web analytics to understand User's needs in order to improve their public transport experience.
Personalisation and notifications	SOW 3.2, 3.3 The Contractor must provide the following functionality to Users as part of the NGT System: in-app travel update notifications if enabled by the User; System Description, 4.16 The MaaS application must allow registered Users to be able to personalise their travel experience and notifications, allowing them to define: - favourite routes and journeys; - favourite stops (home or work as examples); - and pre-defined trips added to a travel calendar (one off or regular commutes).

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Identity Management and Cardholder Security	System Description, 4.43 The NGTS solution must also enable Users to access the additional features that the ABT system provides, which includes an identity management solution that creates a set of shared credentials across the different self-service channels supporting industry standard identity and access management features