



**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: 022

Submitter: Andrew Wadey

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**From:** [LcommitteeEnvironment@parliament.act.gov.au](mailto:LcommitteeEnvironment@parliament.act.gov.au)  
**To:** [LA Committee - Environment](#)  
**Subject:** Inquiry submission - procurement and delivery of MyWay+ - Andrew Wadey  
**Date:** Thursday, 6 February 2025 11:38:15 AM

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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., I would like to be contacted about making my response confidential or having my name withheld if published.

How often do you use public transport?: A few times a week

How would you rate your experience with MyWay+?: Dissatisfied

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

How do you think the public launch of MyWay+ in November 2024 could have been done better?: Further testing on two fronts seems like the obvious first attempt at improvement: - The performance testing on the systems seems to have been inadequate as the volume of network traffic seems to have taken the system by surprise - More importantly, User Experience and User Interface testing seems to have been extremely limited, as even basic User Interface functionality is clunky or difficult to use

What issues have you experienced with the new MyWay+ 1. Needing an email address for my 6 year old to have his own card seems unnecessarily complicated. The advice from the card vendor that I could use the app is even less helpful - what 6 year old has their own phone!?!? 2. Very limited availability of physical card outlets 3. Map/Next Bus interface is glitchy, often bringing up information for the wrong interchange platform, and refusing to expand/collapse 4. Next Bus information is often incorrect or well out of time, including busses appearing on the system but not coming as they have broken down 5.

system, if any?: Having to go through two external websites and a two-factor authentication in the browser just to check my account balance is ridiculous. Tap-On, Next Bus Times, and Account Balance (if not top-up) should be first level basic functionality - the first two are glitchy and the last one is outsourced to an external website not integrated into the app.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Absolutely. If I have a hard deadline I will drive (or ride), I have no confidence in the system to provide me with accurate times or notify me of delays/breakdowns. I have been burned on this front twice since November. I used the train to get to the Festival of Speed with my children and it was great, as we didn't have a particular schedule. During the week I only take busses now if the weather is too poor to ride and I don't have a hard deadline.

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?: Not helpful. I needed to purchase a card. The vendor at Belconnen was less than useless - noting three days in a row "the system is down, try tomorrow" and then "you can just use the app" - not helpful for a 6 year old. The vendor at BP Jamison was somewhat more helpful in providing cards, but advised that it would all automatically move over if I registered the card. Not accurate but I was at least close to the right place at that point.

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 should have, at minimum, three basic functions - Tap-On, Next Bus Times, and Account Balance. Additional functionality such as account top-ups, journey planning, favourite routes etc. are good aspirational goals, but to function as intended these three are a minimum. - Tap-On - I haven't used the QR code as I have a card and it was more reliable early, so I haven't seen a need to move to the QR scan thus far. - Next Bus Times - this has gone from non-functional to basic functionality. The Maps are glitchy and hard to zoom/move, the next bus times are very glitchy to expand/collapse, the times default to 10 mins from now, not current time, and selecting platforms at an interchange often shows the busses from another platform, not the one selected. However it is actually functioning for the most part now which is an improvement from launch. - Account Balance - having this on an external website and not integrated into the app, at a bare minimum to show account balance (I understand that credit card details etc. may need more security, and having to log in to top-up doesn't seem unreasonable), is poor implementation and shows that very little thought has been put into the actual usability of the app. Low balance alerts are impossible using this system set up. It seems to have been designed around what information was easiest to implement in an app, not what information users are most likely to use or need. What's the point of knowing when the next bus is coming if my account is in negative and I

can't use it? Most-used information and the order of display of information is basic user interface design.

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

As a 10+year Federal public servant in an IT area, I am at least familiar with technology and of a reasonable skill level to use it. If I struggled with the app and took significant time to get my account working as intended, what chance do senior citizens or those with physical, intellectual, or learning disabilities have? I am a middle class male with a family, I have a spouse who can help, our family has two cars and I have a bike - I can make other arrangements. Many of these people cannot and would not be able to use this system, leaving them stranded. This is a generally poor implementation of an app, which moved backward in functionality and reliability for a significant project cost. The vendor should be embarrassed by the solution at release, and the Department should never have signed off acceptance of it. The poor management on so many levels is staggering, and a massive reputational hit to the vendor, the Department and Canberra public transport in general. When the Government of the day cannot afford further reputation loss as they are trying to push people from individual to public transport, and trying to justify the significant cost of further investment in the rail based public transport system, I cannot understand why this was not sent back to the vendor to get right before release.

Would you be like to speak to the committee about your experience at a public hearing?:

Yes

I understand I cannot share my submission until the committee publishes it:

Yes