



**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: 066

Submitter: Name withheld

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## Terms of Reference

### Inquiry into the procurement and delivery of MyWay+

The Committee will inquire into and report on the procurement and delivery of MyWay+, including:

- a) the initial, failed procurement of a MyWay replacement;

There is no doubt that the procurement process failed on the upgrade and implementation of MyWay replacement. Best practice procurement practices do not appear to have been adopted, and if they were, were ignored or poorly implemented. I suggest this led to the failed roll out of the new system.

Whether those involved, from the relevant Minister to the DDG TS&BS were sufficiently experienced to oversee this activity should also be investigated. The public advice repeatedly given by Mr McHugh was clearly false and misleading, as the results did not support his proposition.

- b) the decision to procure a bespoke product;

Why a bespoke product needed to be acquired and why the decision was made to procure a bespoke 'orphan' system is questionable; and again, not best practice. The ACT public transport network is not sufficiently complex that it would warrant a bespoke system, when there are many examples of existing systems that are tried and proven that could and should have been considered. Again, the competence of those involved in making the recommendations and the subsequent decision to procure a bespoke system needs to be understood.

- c) the capabilities and business case for MyWay+;

This would be interesting to see. I'm sure it will demonstrate the many failures that we saw and continue to see with the bespoke system.

- d) impacts and potential impacts on public transport confidence and usage;

The roll out of the bespoke system should have been a straight forward affair with minor issues identified – no system is perfect. However, this roll out will most likely become a textbook case of what not to do.

- e) the development and delivery of the MyWay+ system, including the adequacy of testing and consultation;

It would appear that there was testing, however, it appears to have not been as extensive as required and if the media reporting from the drivers and Union were correct, the feedback relating to errors was not listened to or acted upon. A further period of testing should have been undertaken.

- f) consideration of opportunities to improve the quality and transparency of public procurement processes in the ACT;

This was a lost opportunity to improve the ACT public transport system. It appears to have been implemented and overseen by those who lack competence in project and program management, communication and change management.

- g) the sufficiency and quality of public communications before, during and after the launch of MyWay+;

Clearly a failure. The repeated incorrect information give by Ben McHugh was laughable. The guy clearly had his head in the sand.

- h) the timing of the MyWay+ launch;

No comment.

- i) an assessment of MyWay+ data security and any implications for users; and

No comment.

- j) any other related matter.

This is just another failed project overseen by the ACT Government. The list of failed or poorly conducted procurement and/or projects is long and include:

- The Public Housing Program
- The failed procurement of the HR system
- Business Transformation Program: ICT renewal
- The Step up for our Kids program
- Digital Health Records invoicing and payments
- Procurement of a hybrid electric fire truck
- Acton Waterfront Project

The ACT Audit Office has found that the Procurement Board while meeting its obligations, was compromised because it did not understand its purpose. Surely this is a key contributing factor all of these procurement activities failing totally or to some degree.

Procurement and project/program management are clearly not well understood or executed in the ACT Government Directorates. Surely a recommendation from this inquiry is another review into these practices. The ACT Government does not have sufficient of taxpayer funds to continue to throw at these failed endeavours.