



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: 085

Submitter: John Storey

Date authorised for publication: 13 March 2025

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - John Storey
Date: Tuesday, 25 February 2025 8:10:18 PM

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Full name: John Storey

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?:

Occasionally

How would you rate your experience with MyWay+?:

Very 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?:

It was rushed. The system went live without adequate testing and was (and still is) full of bugs. Any new system should be thoroughly tested on a broad range of users, and refined to make sure it is fit for purpose.

What issues have you experienced with the new MyWay+?

Moving my MyWay account to MyWay+ on a desktop was a nightmare. First, for a month or two the information was simply not available and the website was not working. So, I waited. When I thought it would be ready, just a few weeks ago, I found the website to be one of the clumsiest, most user-hateful of the modern era. A task I thought would be a few minutes took well over an hour, as fields I had filled in were reset if I changed something unrelated, passwords were always invisible (guys, this is 2025...) and instructions were ambiguous at best. Please model your future websites on Google, not on Qantas. Having got the desktop account fully functional, and transferred my MyWay balance to MyWay+, I then went

system, if any?:

about setting up the mobile app. Brand new phone (Samsung S25). First day, everything worked fine. Next time I turned my phone on, it told me my card had "expired". Checking my balance *in the same app* I'm told the card is not only alive and well, but has a balance of \$40. However, I can't use the app because one half of the app thinks my card has "expired". And whose dumb idea was this inane QR code thing?

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

No. But they have affected my willingness to pay for a trip if, for some reason, this train wreck of an app fails to allow me to tap on and off.

Did you need help to set up or use

MyWay+? If you did, how helpful did you find the advice or assistance you received?:

I prefer not to seek advice. If a website is not transparent and clear in its instructions, it should be re-written. Employing a small army on the helpdesk is a miserable substitute for good programming.

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

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

Scrap it and switch to Opal. Opal works.

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

Yes. First, it was very difficult to find the appropriate site to lodge this submission. Given that it's a submission on MyWay+, and knowing it's been a public relations disaster, wouldn't it make sense to feature a link to this page prominently on the MyWay+ webpage? Instead, it's hidden away at <https://www.parliament.act.gov.au/parliamentary-business/in-committees/committees-11th-assembly/environment,-planning,-transport-and-city-services/inquiry-into-the-procurement-and-delivery-of-myway-plus/inquiry-into-the-procurement-and-delivery-of-myway-submission/> Genius move. The fact that you'd only received four submissions (at the time of writing) would give most competent public servants a teensy weensy hint that nobody can find the (expletive deleted) form. Secondly, it's time that all of Canberra's buses used the same ticketing system.

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

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