



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: 042

Submitter: Name withheld webform responses

Dates authorised for publication: 19 February 2025, 4 March 2025 and 13 March 2025

From: LACommitteeEnvironment@parliament.act.gov.au

<LACommitteeEnvironment@parliament.act.gov.au>

Sent: Friday, 31 January 2025 9:45 AM

To: LA Committee - Environment <LACommitteeEnvironment@act.gov.au>

Subject: Inquiry submission - procurement and delivery of MyWay+

Full name:

Email address:

Physical address:

Phone number:

Please select one of these statements: 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+?: Neither

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?: Testing for longer. I was one of the testers in the testing period I only caught 3 busses with the new system 1 time worked 2nd time driver couldn't turn on even with transport officers assistance 3rd time system wasn't registering correctly. Testers never got chance to test the QR codes we were able to register cards online but it was difficult via ACT digital record. Testers never tested the app or QR code which was released on the day announced fares were going to start again. It was all last minute due to 3G shutdown

What issues have you experienced with the new MyWay+ system, if any?: I haven't as I only use the actual my way+ card but inconvenient that still recharge machines are still not installed at major interchanges and balances can't be seen at tap off.

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

Yes testing should've happened for a lot longer with testers actually giving feedback I know I was never asked for feedback during testing period.

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

No I figured it out myself with frustration

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?:

Stop announcements, balance displays at tap off. The actual MyWay+ card added to a digital wallet not linked credit card many people don't use visa or Mastercards. And get rid of the QR code

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

Still seeing passengers not paying as no credit on my way+ card

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

No

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

Yes

From: LACommitteeEnvironment@parliament.act.gov.au

<LACommitteeEnvironment@parliament.act.gov.au>

Sent: Sunday, 2 February 2025 8:00 AM

To: LA Committee - Environment <LACommitteeEnvironment@act.gov.au>

Subject: Inquiry submission - procurement and delivery of MyWay+

Full name:

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., 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?: Daily

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

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

How do you think the public launch of MyWay+ in November 2024 could have been done better?: I could no longer use my old my way card and as a student it was very difficult to get a new card and transfer the funds from my old card

What issues have you experienced with the new MyWay+ system, if any?: the process of getting a new card and transferring the funds was very difficult. I went to access canberra and was told they do not do my way anymore so i had to call a number. I called the number and was told i had to create an online account then go to a shop and buy a new card then come home and link my new card to my account then link my old card to my account and then

transfer the funds. the processes is very clunky
confusing and time consuming

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

yes, i feel it is easier to walk or drive then use the public
system

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

yes i needed help. the assistance was not helpful as they
actually couldn't do anything besides list the 10 steps i
was already struggling to figure out

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

No

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

less reliance on technology and return to a simple
system of tapping on and off with a card. relying on
technology creates a bigger gap between the advantaged
and disadvantaged which is especially problematic
when the disadvantaged rely more on public transport

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

If my submission is published i would like be anonymous
and my name to be kept confidential

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

No

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

Yes

From: LACommitteeEnvironment@parliament.act.gov.au

<LACommitteeEnvironment@parliament.act.gov.au>

Sent: Friday, 7 February 2025 11:39 AM

To: LA Committee - Environment <LACommitteeEnvironment@act.gov.au>

Subject: Inquiry submission - procurement and delivery of MyWay+

Full name:

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., 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+?:

Neither

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?:

What issues have you experienced with the new MyWay+ system, if any?:

When using a debit card or Apple Pay, charges would often be processed several days later. This would normally be fine if I was only travelling during peak time, however, with weekend and off-peak travel, it is extremely difficult to check whether I am being correctly charged, particularly because some of the

consolidated charges I have received cannot be split to something that makes sense, even if I try and factor in the default fare for an incorrect tap-off. Additionally, my partner has experienced an issue where the readers on the bus stopped working when the bus reached the last stop, and they were told by the bus driver to just contact Transport Canberra and try and reclaim the default fare.

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

Yes. I have little faith that I will be correctly charged if I use a debit card or Apple Pay and have decided to purchase a MyWay+ card so I can verify that each trip is being correctly charged.

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

No, the process was quite simple

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?:

The MyWay+ needs to have a system where commuters who use contactless payments can view the last several trips and view the amount being charged, similar to the system in place in NSW (<https://transportnsw.info/manage-contactless/>). If such system does in fact exist, it has been extremely difficult to locate.

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

Whilst more of a customer service issue, my partner and I have experienced two instances in the past fortnight where we, and several other commuters, have been chastised by the bus driver for supposedly not hailing the bus. This is despite myself, or someone else, clearly raising our hand to hail the bus. Whilst I understand that driving a bus is a demanding job, and I do appreciate the work drivers do, I do feel the way we were treated was quite harsh. Overall though, my

experience with the MyWay+ card and bus system has been positive.

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

From: LACommitteeEnvironment@parliament.act.gov.au

<LACommitteeEnvironment@parliament.act.gov.au>

Sent: Sunday, 9 February 2025 8:12 PM

To: LA Committee - Environment <LACommitteeEnvironment@act.gov.au>

Subject: Inquiry submission - procurement and delivery of MyWay+

Full name:

Email address:

Physical address:

Phone number:

Please select one of these statements: 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+?: Satisfied

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

How do you think the public launch of MyWay+ in November 2024 could have been done better?: I think that accessibility features such as voice notifications of stops, and audible tag on and off, should have been included from the outset.

What issues have you experienced with the new MyWay+ system, if any?: I've had no issues with the on bus system. I do wish the app was easier to use without having to log in every time to check my balance.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: No

Did you need help to set up or use MyWay+? If you did, how helpful No

did you find the advice or assistance you received?:

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?: Accessibility (voice) and more readable screen on the bus

Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?: I have seen a lot of complaints about the system and I think that unfortunately people are using it as an excuse for not taking public transport. There seem to be unrealistic expectations that the system should be flawless.

Would you be like to speak to the committee about your experience at a public hearing?: No

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

From: LcommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ [REDACTED]
Date: Tuesday, 11 February 2025 8:06:17 PM

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Physical address: [REDACTED]
Phone number: [REDACTED]

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?: Daily

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

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?: Very badly organised, not very professional. Testing appeared amatuerish. They had plenty of time to educate the public but it seemed like a year 10 student was in charge.

What issues have you experienced with the new MyWay+ system, if any?: Insufficient cards available (even though the numbers of MyWay users must have been known). Machines either not available or not working at the outlet where cards could be purchased. Over 70 years seniors were informed on TV that their cards would not be available till June 25. Many people experiencing problems clocking on and off. MyWay+ still having problems and not working on some of the newer buses.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: I'll get back to you on that one. I have used public transport in many other cities both in Australia and overseas and I have found the new MyWay+ rather under done.

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?:

Clocking On and Off needs a lot more attention. Can be very slow or not work at all. It would be nice if you could check your card balance.

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

I have spoken to a number of bus users and many of them feel the numbering system on the front of the buses is very hard to see. A bigger number at the bottom of the front window (may help). The street screen inside the bus has changed since MyWay+ has been introduced. The print on the screen is much smaller and harder to read especially if you are sitting towards the back of the bus. You can forget about reading the screen if you are on one of the long buses.

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

No

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

Yes

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ [REDACTED]
Date: Saturday, 15 February 2025 10:34:09 PM

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Full name: [REDACTED]
Email address: [REDACTED]
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., 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?: Poor

How do you think the public launch of MyWay+ in November 2024 could have been done better?: It could have been handled a lot better. Information seemed to be lacking for public consumption. No one seemed to know when it would be switched on. The system was not installed across all buses on launch and most buses couldn't process payment and the public displays weren't operational.

What issues have you experienced with the new MyWay+ system, if any?: QR code recognition seems to be slow and the scanners have issues when the sunlight hits phone screens and the phone needs to be placed in a such a way that leave little room for movement. The App has issues logging back in and randomly logs me out and then won't allow me to log in. It will randomly work after this.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Yes, I wonder how the ACT government allowed the use of QR technology especially given the use of Tap-n-go on bank cards and the Action supplied cards. I feel there would have been considerable savings in not using QR and therefore no barcode readers and allowed the public to load a tap-n-go card to their phone wallet. This would also make tapping on and off smoother and quicker

Did you need help to set up or use MyWay+? If you did, how helpful did you find the: Yes, the system does not recognise certain special characters. I had to call access Canberra to help resolve my password creation after many attempts of using unrecognised characters. The woman that assisted me seem to be very frustrated and over worked, I suspect the volume of angry customers. This lady was very polite and professional and I

advice or assistance wish I could provide her name as she deserves to be recognised for you received?: this.

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?: Things seem to work although QR codes have issues that need resolution

Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?: update the app to make it more friendly and allow a digital wallet card to improve getting on and off for people that don't want to use credit cards or pay for a myway+ card.

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

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

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - [REDACTED]
Date: Sunday, 16 February 2025 5:40:09 PM

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Email address: [REDACTED]
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Phone number: [REDACTED]

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?: Daily

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

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

How do you think the public launch of MyWay+ in November 2024 could have been done better?: Noy forcing parents to create digital accounts for children with unique emails, they're kids! Should be possible for parents to use their existing accounts and control their children as dependents.

What issues have you experienced with the new MyWay+ system, if any?: Logging in is near impossible for the children's accounts, it like a journey through time. I struggle to remember my uen details, now im remembering multiples? You think kids are logging in and maintaining their cards, no parents are. Seriously, do some basic real world UX.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: They've confirmed my low expectations of senior act public servants to see real world outcomes from internal workflow and policy decisions.

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?: Sought help from social media from other parents experiencing the same issue.

Do you feel the MyWay+ system has improved since it was launched in November 2024?: No

What improvements do

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

See comments above. No child should be forced to sign up to a government account!!!

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

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

No

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

Yes

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - [REDACTED]
Date: Sunday, 16 February 2025 10:46:56 PM

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Full name: [REDACTED]
Email address: [REDACTED]
Physical address: [REDACTED]
Phone number: [REDACTED]

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+?: 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?: The launch should have been delayed until the system was fully tested and known issues resolved. The video tutorials should have been tested with actual users and should have shown all the steps to log in and link an actual credit/debit card and confirm success. Helpline staff should have received more training.

What issues have you experienced with the new MyWay+ system, if any?: Very little support or concern for Concessional users without the app. We were led to believe we could just register a debit card on the portal and be charged the correct fare while waiting for a physical MyWay+ card. The video tutorial did not show how to confirm that the card was successfully registered which led to me being charged for several weeks instead of free for offpeak concessional travel. The app suggests ridiculous routes with no options for someone with limited mobility. I have to rely on Google Maps to find travel routes with options for 'less walking' or 'wheelchair accessible'. The continuing lack of accurate real-time tracking is a big step backwards compared to the old system.

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

Without real time tracking fully restored I can no longer tell if my bus has been cancelled. On a weekend that can mean another 2 hours before the next bus. When I'm stuck at a bus stop with no seat or shelter, that's just unacceptable.

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

Video tutorials were misleading and didn't actually show the complete sequence of steps. When I rang for help the person asked me to tell them my ACT Digital login and password (!!) so they could do it for me. I still can't link my debit card and have given up trying. I just use the MyWay+ card now.

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?:

Journey planning and route suggestions with options for people with limited mobility. Audible stop announcements. Accurate real time tracking.

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

Please remember that some people are completely reliant on public transport and we shouldn't be treated as second class citizens because of it. Bus routes seem to be planned for people who only use public transport to commute for study or work. Surely we all deserve to have access to public spaces like the botanic gardens, the arboretum and the zoo? There are no buses to these places that could do so much to improve well-being. There also needs to be big improvements to weekend timetables so we're not waiting 2 hours between buses. I challenge you to spend a month using only buses and light rail (no taxis or ubers or lifts from family or friends) in peak summer heat or winter cold, then imagine what it's like to live like that forever and also have chronic health issues.

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

No

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

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - [REDACTED]
Date: Monday, 17 February 2025 2:54:34 PM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]

Email address: [REDACTED]

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?: Machines should have been installed on all bus and light rail stations before it was launched. The machines at bus stations where you used to be able to top up your MyWay card should have been converted and available to use. More shopfronts should have been provided with physical MyWay+ cards and the ability to top up BPAY and PayPal should also be available as ways to top up MyWay+ account The expectation that everyone would be happy to use the app (which doesn't work) or a bank card was way off.

What issues have you experienced with the new MyWay+ system, if any?: Took many attempts over several months to get the system to recognise me so I could create an account. The fact that the tap off screen doesn't show the available balance is a backward step. There are so many buses in service that have an out of order sign or haven't been transferred to the new system because they're old buses. It's luck of the drawer of whether you end up paying for all your trips or getting them all free! It's not a fair and equitable system.

Have these issues affected your

confidence in any aspect of the public transport system? If so, how?:

Yes! The people making the decisions probably haven't used public transport for a long time so have no idea what the general public wants or needs.

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 just kept trying to do it myself and got there in the end. The ONLY thing that worked as expected was the transfer of balance from my old MyWay card, once I was able to establish a MyWay+ account.

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

No

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

Go back to all journeys being fare free until all the glitches are solved. MyWay worked perfectly well, with easy top up options. New system is rubbish in comparison

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

I'm fortunate enough to live close to an interchange so I have options of buses but the lack of information about delays or cancellations is unacceptable. When you wait for a bus to take you to an appointment and it doesn't turn up, the only information you get is about the timetable. For the capital city this is so below expectations its not funny. The money being wasted on the light rail extension could've been put to much better use. Instead of buying all these big buses - which are good on the rapid and peak routes, invest in more of the hoppa-style buses to do regular runs in the suburbs, connecting with the interchanges. Having to wait 2 hours for a bus - in the capital city - again, really not acceptable. You should be ashamed of the impression you give visitors - who resort to driving because buses are not available. And next time you re-do the timetables - how about getting back services to some of the places people without a car want to visit - like the Zoo, the Arboretum and the Botanical Gardens!! This could be the smaller hoppa buses. If you want people to use public transport and get cars off the road - make it so the buses are useful.

Would you be like to speak to the committee about your experience at

No

a public
hearing?:

I understand I
cannot share

my
submission Yes

until the
committee
publishes it:

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+- [REDACTED]
Date: Wednesday, 19 February 2025 12:58:38 AM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]
Email address: [REDACTED]
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., 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?: Daily

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

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?: Better public information. Better designed systems. Waiting until program was ready to roll out to prevent frustration.

What issues have you experienced with the new MyWay+ system, if any?: I have a myway+ account on my phone. Initially I was unable to tap on/off. I was told on the phone with myway+ support to tap on/off and the system would charge me the lowest fair until the problem was resolved. I was unable to link my son's physical concession myway+ to my account. I cannot check the value on his account online (tried via phone and laptop) so now I need to go in person to a station and add value to his card. I haven't been able to find instructions online to do this. In order to check his balance I need a password. But all accounts default to mine and his isnt

registered in my account so I get no where.

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

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?: Eventually when I for an email back 10 days later it was helpful.

Do you feel the MyWay+ system has improved since it was launched in November 2024?: No

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

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

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:

From: LAcommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ [REDACTED]
Date: Friday, 21 February 2025 5:14:55 PM

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Full name: [REDACTED]
Email address: [REDACTED]
Physical address: [REDACTED]
Phone number: [REDACTED]

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?: Occasionally

How would you rate your experience with MyWay+?: Neither

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?: It could have been implemented a few later to allow more time for testing and installation

What issues have you experienced with the new MyWay+ system, if any?: I'm a bus sdriver. Sometimes my passengers can't tap off at the end of the trip, Sometimes the can't tap on, Sometimes the systems drops out completely, some bus stops aren't properly aligned in the system on the map. QR codes take too long validate if at all.

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

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?: No

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?:

QR codes are somewhat better

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

Real time tracking still isn't available

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

No

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

Yes

From: LAcommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ [REDACTED]
Date: Friday, 21 February 2025 8:17:09 PM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]
Email address: [REDACTED]
Physical address: [REDACTED]
Phone number: [REDACTED]

Please select one of these statements: 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?: Daily
How would you rate your experience with MyWay+?: Satisfied
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?:

What issues have you experienced with the new MyWay+ system, if any?: Portal link from app is not working or down 9 times out of 10 attempts meaning no access to those features.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Card works. Automatic top up works. Portal does not work.

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?: No, portal was mostly working then.

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?: When readers on buses work the card works. Not always so during beginning stages.

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

Would you be like to speak to the committee about your experience at a public hearing?: No

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

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ [REDACTED]
Date: Saturday, 22 February 2025 9:00:33 AM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]
Email address: [REDACTED]
Physical address: [REDACTED]
Phone number: [REDACTED]

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?: Weekly

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

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?: The availability of ticket and recharge kiosks at stations should have been completed at the same time.

What issues have you experienced with the new MyWay+ system, if any?: No technical issues, but the screens on the tap stations for light rail could be brighter, and the lack of displaying the card's available funds/fare charge is a major problem.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: No impact.

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?: No.

Do you feel the MyWay+ system has improved since it was launched in November 2024?: No

What improvements do you feel the MyWay+ Tap stations need to display card balance and fare charge when

system still needs, if any?:

used. Tap station screens need better brightness for visibility in direct sunlight.

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

No

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

No

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

Yes

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - [REDACTED]
Date: Sunday, 23 February 2025 6:33:29 AM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]
Email address: [REDACTED]

Physical address:
Phone number:

Please select one of these statements: 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?: Occasionally

How would you rate your experience with MyWay+?: Very satisfied

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

How do you think the public launch of MyWay+ in November 2024 could have been done better?: Ideally, communication about the switch on of the new system should have started sooner to allow people more time to purchase the new cards. And it would have been good to have information on buses as well as online. But the information provided was generally easy to understand and once the notifications started (I saw the ones on Facebook) they were regular and helpful.

What issues have you experienced with the new MyWay+ system, if any?: None

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: No

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?: No

Do you feel the MyWay+ system has improved since it was launched in: Yes

November 2024?:

What improvements

do you feel the

MyWay+ system still

needs, if any?:

I'm not a great fan of the app - having the map as the landing page makes it hard to find the other information I need to use.

Is there anything else relating to the

MyWay+ system or

the bus system more

generally that you

want to share with us?:

The drivers were very patient during the period when customers were getting used to the new system!

Would you be like to speak to the

committee about

your experience at a

public hearing?:

No

I understand I cannot share my submission

until the committee

publishes it:

Yes

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ [REDACTED]
Date: Sunday, 23 February 2025 7:44:00 PM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]
Email address: [REDACTED]
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., 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+?: Very Dissatisfied

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

How do you think the public launch of MyWay+ in November 2024 could have been done better?: The system should've been working properly from Day 1.

What issues have you experienced with the new MyWay+
1. QR code scanning is a nightmare, doesn't work all the time, I have a long queue behind me usually and have to try different readers. After multiple attempts I give up and even if I travel off peak I am charged peak rate cause there was 'no exit'. Many times I was late for the tram cause I was fiddling with the reader. Some times I can't even generate QR codes.
2. I ordered physical card on 12 Jan 2025, charged \$2.50 - 1.5 months later - still no card. I created Access Canberra case on 31/01/2025, case number AC-01030653 - no reply, the case is not even assigned to anyone 3 weeks

system, if any?:

later 3. MyWay app and its web part do not meet WCAG 2.2, level AA requirements which is illegal as all government apps/website should comply to the standard. There are multiple accessibility issues for the users with disabilities and the users of assistive technologies.

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

1. As a taxpayer I feel that my money were wasted. 2. The old system worked better. 3. People with disabilities are excluded from using the new app.

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

It took awhile to understand that the app is hybrid and has a web part which requires ACT digital account.

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

No

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

1. QR codes should work 10 out of 10 times 2. I should finally get my physical card and my complaints should get responses in the reasonable time 3. My Way app including its web part should meet WCAG 2.2 level AA

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

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

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ [REDACTED]
Date: Saturday, 8 February 2025 9:35:08 AM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]
Email address: [REDACTED]
Physical address: [REDACTED]
Phone number: [REDACTED]

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?: Weekly

How would you rate your experience with MyWay+?: Very satisfied

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?: I attended a paid focus group several years ago about the introduction of a new system. Participants brought up issues that seemed 'foreign' to the facilitators eg seniors & seniors 70+ who travelled free at certain times of the day. We asked why did we need to use a bank card when our trip was free. They shrugged! Participants suspected there would be problems with this new system & asked why wasn't ACT using a proven system eg Opal in NSW. No one knew the answer.

What issues have you experienced with the new MyWay+ system, if any?: None because I was quick & got to the local newsagent early when they had plenty of cards for seniors.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: No

Did you need help to set up or

use MyWay+? If you did, how helpful did you find the advice or assistance you received?: No because the helpful newsagent did it properly for me.

Do you feel the MyWay+ system has improved since it was launched in November 2024?: No

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

Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?: Sometimes totally relying on technology is a mistake..perhaps cash was a better option

Would you be like to speak to the committee about your experience at a public hearing?: No

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

From: LcommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - [REDACTED]
Date: Sunday, 9 February 2025 9:05:14 AM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]
Email address: [REDACTED]
Physical address: [REDACTED]
Phone number: [REDACTED]

Please select one of these statements: 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+?: Very Dissatisfied

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

How do you think the public launch of MyWay+ in November 2024 could have been done better?:
Disastrous, almost every segment of the system didn't work, or worked badly. I have seen people on buses in tears because it wouldn't tap off. Little consideration for children needing MyWay+ cards. Journey Planner or its replacement was disastrous and still is. Originally listed healthiest, fastest etc but no buses. Now, slightly better, lists buses. The tv appearances by Minister Steel and Chief Minister were utterly without truth, empathy or care. They even blamed passengers for not getting right.

What issues have you experienced with the new MyWay+ system, if any?:
I'm a Senior 70+, was waiting for COTA to organise the new Seniors cards. I had no idea till early February that COTA isn't involved, I had to get the card myself. Journey planner or whatever it's called now, can tell me what buses leaving from where I am. It won't let me plan in advance or tell me the buses leaving from another suburb, when I want to know in advance so I can plan my journey home from somewhere.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?:
Absolutely. It is an unmitigated disaster. I have little faith that it will tell me what I need to know. Network 19 bungle, loss of some bus routes, is still remembered; MyWay+ plus will go down in ACT history as the most distressing, badly handled implementation. For me, live bus travel is the biggest need, it simply isn't working. I don't trust MyWay+ one inch.

Did you need

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

Contacted Feedback in writing several times. Early on, I NEVER got an answer. One day I phoned, distressed, the man hung up on me. In Feb, someone finally did answer a question I'd put in writing. That's when I learned COTA aren't organising Seniors bus cards.

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?:

Has improved about 50%. Still has a long way to go. In the Westminster system, Minister Steel would have stood down. As he refuses to go, he should be stood down by the Chief Minister.

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

Obviously, should have been a longer testing period, and Government, Transport, should have LISTENED to the feedback. Clearly, they did not. I want the journey planner system to operate so I can plan my journey home, as well as my journey to somewhere. Also, if I'm making a journey which includes a change somewhere, e.g. in the City, I want to know those times in advance as well. It's not giving me that. I want a system that doesn't require a Ph.D for the ordinary traveller.

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

No

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

Yes

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - [REDACTED]
Date: Monday, 10 February 2025 10:09:59 PM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]
Email address: [REDACTED]
Physical address: [REDACTED]
Phone number: [REDACTED]

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?: Daily

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?: The Myway+ was released in a state where it packed the underlying functionality of its predecessor, this should never have been allowed. The release communication was opaque to the point of falsehood, especially as it related to functionalities such as accessibility and real time tracking. This ensured that many people in vulnerable positions were materially affected for very little benefit. It is astounding that the government allowed the contractor to proceed with such a fundamentally broken product, or that the procurement process was so inadequate that it could not be prevented. In future I would recommend the following: 1. Ensure that all core features are present at launch, or provide a coherent explanation why they are not. 2. Do not spend scarce development resources pursuing peripheral goals (like the travel planner) that are already freely available from other sources. 3. Be honest in communication relating to set backs so that people have a realistic understanding of the amended timeline. 4. Limit the ability of the vendor of myway+ to participate in ACT government contracts until they demonstrate that they have implemented organisational change

addressing their inability to provide basic delivery of contracts.

What issues have you experienced with the new MyWay+ system, if any?:

1. Failure to read QR code 2. Failure to read Myway+ card 3. Failure of onboard screens to display any accurate information. 4. Myway+ website unable to be accessed. 5. Myway+ app giving incorrect and unhelpful information 6. Myway+ digital ecosystem not meeting accessibility standards.

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

It has greatly diminished my confidence in the ACT government to manage large scale contracts successfully, and provide a service that is inclusive and functional.

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

No

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

No

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

See above stated issues, none of which have been fully addressed

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

Real time bus tracking is essential given transport Canberra's policy on bus scheduling being extremely flexible. It's absence in the myway+ launch is inexcusable.

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

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - [REDACTED]
Date: Sunday, 16 February 2025 8:16:55 AM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]

Email address: [REDACTED]

Physical address:

Phone number:

Please select one of these statements: 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?: Daily

How would you rate your experience with MyWay+?: Very 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?: Actually functioning fully the day of the launch. It needed a more rigorous testing period prior to being launched. The human element was not accounted for. Consulting with commuters who use the system on a daily basis. I don't know if there was a consultation period prior to the launch or in the development periods. If there was, it was very poorly advertised. Would have been nice if daily commuters were surveyed as to what they wanted out of a new public transport payment system.

What issues have you experienced with the new
- Inability to use the QR code. I only used this until my previous MyWay card credit was used up before deleting the app and reverting to a MyWay+ card. - Having to pay for a new card. Users should have been able to obtain a free MyWay+ card in exchange for their old MyWay card.
- Inability to load funds via quick top up (as of 16/02 currently not working). This is a huge step backwards. I now go to a newsagents as the system is so unreliable. I miss the convenience of BPay which was also very helpful for managing weekly budgets. - Never knowing how much credit is on my card as the card readers don't show this anymore. Or at least telling me if my card balance is low (again this was a functionality of

MyWay+ system, if any?: the old system). - Not showing each fare deducted on the screen reader. - Longer queues and delays in tapping off and on. An increased number of card readers are now required at Alinga Street light rail stop to deal with queues in peak hour. I've nearly missed connecting buses due to queues. This never happened before MyWay+. - Light rail station top up machines still non functional three months after the launch. - My MyWay+ card has gone into debt nearly \$8 before preventing me from travel. The debt amount was never this large from the old system. Because I don't know how much is on the card, I cannot rectify this ahead of time before travel.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Absolutely. I don't know how much I'm being charged or how much is remaining on my card. There is no transparency or accountability in this. I choose to travel anonymously and I don't want another app on my phone.

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 needed help on several occasions and the only time I could speak to a person was during business hours. This is not acceptable for people who work 9-5. The call centre hours should have been extended to after hours and on weekends during the roll out period, knowing that there would very likely be increased demand.

Do you feel the MyWay+ system has improved since it was launched in November 2024?: No

What improvements do you feel the MyWay+ system still needs, if any?: - Screens need to read 'tapped on' or 'tapped off'. - Please bring back the dollar amount for the fare charged on the screen. - Bring back amount remaining on MyWay+ cards to show up on card reader screen. - Bring back real time bus departures on screens at bus interchanges. Not everyone has the app, nor wants it. - Integrating real time bus tracking onto Google Maps similar to Sydney's bus network.

Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with The Canberra public transport system should be zoned like other major capital cities around the world.

us?:

Would you be
like to speak
to the
committee
about your
experience at
a public
hearing?: No

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

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ [REDACTED]
Date: Sunday, 16 February 2025 5:48:44 PM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]

Email address: [REDACTED]

Physical address: [REDACTED]

Phone number: [REDACTED]

Please select one of these statements: 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+?: Very Dissatisfied

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

How do you think the public launch of MyWay+ in November 2024 could have been done better?: More notice provided before the system started - I think they did less than 2 weeks. as well as more education about how to use the system and app (that came way after it launched). They could have also ensured more cards were available so people could transfer money they already had in the system to use. They could have ensured all busses had the machines installed as well. The comms system from the act government could also have been more comprehensive and helpful. It felt very much like we as the public were at fault for the teething issues.

What issues have you experienced with the new MyWay+ system, if any?: Ive experienced the following issues: QR code won't load when app opens; QR code won't scan onboard, usually when tapping off; QR code expiring so I have nothing to tap off with; real time system doesn't work very well and doesn't show when the bus is early so you miss it; the system charging my card when I've got to scan my QR code; travel planning option not showing a viable bus option and showing it after all other options. Alot of these issues I continue to experience regularly.

Have these issues affected your Absolutely it has. Using the bus is incredibly frustrating and no one seems

confidence in any aspect of the public transport system? If so, how?:

Did you need help to set up

or use

MyWay+? If

you did, how

helpful did

you find the

advice or

assistance you

received?:

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?:

Is there anything else relating to the MyWay+ system or the bus system more generally that

you want to

share with

us?:

Would you be

like to speak

to the

committee

about your

experience at

a public

hearing?:

I understand I

cannot share

my

to care or help or take responsibility and apologise for how bad this has been. It's awful when you are trying to use the system but it just doesn't work. The buses are also held up at stops longer while some people battle to get their QR code to scan.

I needed assistance when my QR code didn't work. Bus drivers were no assistance (which is fine, it's not their job and I felt for them having to deal with the frustrated commuters). I talked to someone in the city interchange whose only response was 'don't worry we aren't charging penalties yet'. Once the help tools were available on the website a few weeks to couple months after launch, they were helpful, but too late.

Yes

The system needs actual live tracking of buses. The QR codes need to be made more reliable or removed completely and the app needs to consistently load the QR code as the app opens. The onboard machines should also include the balance on your account as it not available anywhere in the app - you have to go into the portal.

This roll out was and continues to be absolutely awful. The technology (QR code in particular) seems to have been such a poor decisions and it would be good for the public to understand why our money was spent to procure such a dated/useless technology. Further, the comms campaign of the act gov was awful making the public users if the system feel at fault - saying we needed to 'learn' the system. Further their constant response of 'just use your credit or debbit card' is not realistic when the public has so much money loaded onto their myway accounts and to access the cheapest far possible, is only available through a myway account (the 5% autoload discount).

No

submission Yes
until the
committee
publishes it:

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - [REDACTED]
Date: Monday, 24 February 2025 6:50:14 PM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]

Email address: [REDACTED]

Physical address:

Phone number:

Please select one of these statements: 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+?: 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?: 1. Test the new ticketing system on a scale large enough to ensure that the system can work as intended when it's launched to the public. 2. Provide retailers with sufficient numbers of physical MyWay+ cards, so people can buy one at their preferred store before the formal launch of the new ticketing system. 3. Make sure that the features and functionalities of the new ticketing system include those of the old system that worked and were valued by the community, for example, the display of the card balance when tapping on and off.

What issues have you experienced with the new MyWay+ system, if any?: 1. Not able to purchase a MyWay+ card until more than six weeks into the launch of the new ticketing system 2. Not able to link my existing digital account to the MyWay account 3. Not able to see my card balance when tapping on or off at the machine 4. Not able to tell if I tapped on or off successful as no relevant text is displayed at the machine and it takes time for the green 'tick' sign to disappear after the previous person tapped their card

Have these issues affected your

confidence in any aspect of the public transport system? If so, how?:

The botched launch of the MyWay+ system has given me every reason to avoid using public transport.

Did you need help to set up or use

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

Yes, I needed advice on how to link my existing digital account to my MyWay+ account - The information I could find on this issue was pretty much useless.

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

No

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

Make the system display the card balance when tapping on and off while also showing such text as 'tapped on' and 'tapped off' after tapping the card to more clearly indicate to the traveller that the tapping on or off has been successful.

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

I submitted an FOI request on 3 December 2024 for briefing provided to the relevant Minister and ACT Government on the launch of the MyWay+ system. However, the response to my request has been delayed twice, with one of the reasons cited for the delay being "complexity of my request". I believed that my request was clear enough and clarified my request twice after receiving queries from the TCCS. I have no idea at all where the "complexity" is, and the delayed response to my FOI request has negatively affected my ability to make a better informed submission to this Assembly inquiry (I had yet to receive my FOI response at the time of making this submission and wasn't provided a clear deadline of when the response would be provided to me after its second delay).

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

No

I understand I cannot share my

submission Yes
until the
committee
publishes it:

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - [REDACTED]
Date: Tuesday, 25 February 2025 7:05:52 AM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]
Email address: [REDACTED]
Physical address: [REDACTED]
Phone number: [REDACTED]

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+?: 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?: Delayed the launch until myway plus way ready which it clearly wasn't. My husband was picked to be a tester but was unable to go to HQ to pick up his testing card due to work and when contacted them about it he never received a reply.

What issues have you experienced with the new MyWay+ system, if any?: Machines not working, drivers not knowing how to use the machines, qr codes not being read, not being able get a qr code, buses not being tracked and therefore app not showing correct times. Not knowing how much the fare is because it doesn't display. Needing to login into the access canberra Web pages to see balance. Using Qr code is slow. Not being able to link a credit card to use a fare card. Being unable to unlink a card

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: It has gotten better later but I don't trust it especially times and bus seems to be arriving consistently 5 mins or more later

Did you need help to set up or use MyWay+? If you

did, how helpful did you find the advice or assistance you received?: No help required to set up and transfer money but certainly help trying to get machines read the qr code

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?: Showing cost trip on tap off, ability to see balance on app, tray on both front and back machines with markers to show where to put the phone so the qr code can be read properly. Ability to print out tax invoices based on date ranges for work/tax purposes.

Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?: It has been advertised as faster due to ability to tap on tap off, but if like my family you have credit to use up you have to use the qr code, which is slow and unreliable.

Would you be like to speak to the committee about your experience at a public hearing?: No

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

From: LAcommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - [REDACTED]
Date: Tuesday, 25 February 2025 7:54:01 AM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]
Email address: [REDACTED]
Physical address: [REDACTED]
Phone number: [REDACTED]

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?: Daily

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

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

How do you think the public launch of MyWay+ in November 2024 could have been done better?: Public consultation around what worked best for people would have shown that having a program that didn't have one on one or tailored was doomed. They catered for the young people

What issues have you experienced with the new MyWay+ system, if any?: I didn't have a clear understanding of the what and why and how

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: I simply don't trust the system

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 haven't bothered. I just tap my phone. I like that about Sydney's system so just went with what I know

Do you feel the MyWay+ system has improved since it was launched in November 2024?: No

What improvements do you feel the MyWay+ Install the card machines. Should have been done before the

system still needs, if system went live
any?:

Is there anything else
relating to the MyWay+
system or the bus system No
more generally that you
want to share with us?:

Would you be like to
speak to the committee No
about your experience at
a public hearing?:

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

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - [REDACTED]
Date: Tuesday, 25 February 2025 12:23:23 PM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]
Email address: [REDACTED]
Physical address: [REDACTED]
Phone number: [REDACTED]

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?: Occasionally

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

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

How do you think the public launch of MyWay+ in November 2024 could have been done better?: IT security, usability, public education, change management, staged feature rollout, user needs assessment to prioritise app minimum features, family accounts for children, and last but not least, compliance for disanibility (DDA).

Security issue "infinite money glitch". Funds were not ported from the old myway system to new myway+. Rather, users were expected to do it yourself. Without a way for myway+ to check the validity of the claim, thr system left open the option to add credit to a new myway+ account in any amount, repeatedly that could then be used for free bus travel. This socalled infinite money glitch was reported to the Defence Signals Directorate for Cyber Seecurity and just after midnight to the ACT Government . read more here --- title: "MyWay+'s infinite money glitch"

source: "https://bob-from-canberra.neocities.org/" author: published: created: 2025-02-25 description: tags: - "clippings" --- On the 27th of November at 8:29pm, I sent an email to an ASD `defence.gov.au` address detailing a trivial infinite money glitch in MyWay+. Between 8:44 and 9:42 of the same day, a Canberra local (who we will call Alice) was live posting about about some problems they were having transferring funds from their old myway card to myway+. 8:44: Alice i've managed to get in through the in-app browser but balance transfer keeps failing with an in server error lol oop looks like it's gone through but returned an error :KEKW: balance has been claimed but there's nothing on my account :concern: is \$13 worth calling TC over 1 Carlos 9:36: Alice ok i don't think im gonna call now \[image of a \$40 account balance\] 2 Dan, Erin ok so did the transaction go through the backend despite the backend check failing and throwing 500, or is the restriction on transferring card value on the frontend and bypassable by just sending more requests 18:44: Alice i'm not at a computer rn otherwise i would be trying this but try claiming an already transferred card, duck into the html and delete the disabled attribute on the submit button if there is. see if it makes a call to the back and if that has a checker cos i'm still perplexed that i managed to claim the same card 3 times because it automatically retried a request 3 times This of course intrigued me. Surely they aren't just doing trivial client side validation right? Surely not. Bob Removing the disabled attr does not work Ok, so the easiest attack doesn't work. Faythe Infinite money glitch 1 Alice Alice damn, other thing to try is just replay the request it makes when you claim one of your unclaimed cards As it turns out, this works. They don't even check that the balance that you claim is correct. That means that running this command: `` curl 'https://api.abt.prod-tc.nec.com.au/web-portal-business-service/abt/wpbs/c-portal/balance-transfer/transfer-card-balance' \ -X POST -H 'Accept: application/json' -H 'Content-Type: application/json' -H 'authorization: Bearer == INSERT YOUR TOKEN HERE ==' \ -H 'Origin: https://mywayplus.transport.act.gov.au' -H 'Connection: keep-alive' \ -H 'Sec-Fetch-Dest: empty' -H 'Sec-Fetch-Mode: cors' -H 'Sec-Fetch-Site: cross-site' -H 'Pragma: no-cache' \ -H 'Cache-Control: no-cache' -H 'TE: trailers' \ --data-raw '["mywayCardId":"==any myway card==", "purchaseType":"00010", "purchasePoint":"00001", "paymentType":"BT", "userId":"==user id==", "cardBalance":0.69, "companyId":5, "createdBy":"==user id==", "updatedBy":"==user id=="]' `` Will result in a 69c transaction appearing in your account. You could change `cardBalance` to be whatever you want and run the request as many times as you wanted. Bob Fun fact: I did not have a myway card with 69c on it Bob I should probably write an actual disclosure of this. And that leads me to how I ended up writing an email to ASD cyber assist at 8:29pm. They got back to me at 12 minutes past midnight, saying they had notified the ACT government. A few days later, I remember reading someone complaining on reddit that balance transfer had been temporarily disabled. There have been additional limits placed on balance transfers. These limits mean that a myway card that I never transfered can no longer be transfered. Oh well, I guess the ACT government just stole like \$110 from me :bkcry: If you are looking to build a transport ticketing system, steer clear of NEC's ABT (Account Based Ticketing) system. They don't know how to handle your money (in more ways than one...)

What issues have you experienced with the new MyWay+ system, if any?:

Have these issues

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

It seems that the security of the data (money) and privacy laws have been neglected. Credit card data was displayed as plain text in the browser. Are our details now secured encrypted and secure from cyber attack. Can I trust the sytem tapping on and off with a credit card.

Did you need help to set up or use

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

The digital identity system setup on salesforce and use for access canberra is far from perfect. the absence if a ticketing system so that issues can be tracked and accountability measures against required level of service. the system is clearly not ITEL certified.

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

No

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

Independent audits for cyber security and disability compliance. Reports should be made public and submitted to the ACT Legislative Assembly for reply from ACT Government as is done for committee recommendations.

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

The lack if capabikity within the ACT public service for management of IT contracts is disturbing. In the civil engineering sector, it is standard practice to hire the services of civil consultants to supervise the construction contracts for new suburbs (see Whitlam 3 and 4). Contract management is only in part an legal and accounting matter. Expertise is further required to ask hard questions at an early stage and avoid later zero day vunerabilies. Every system should be stress tested. Can it be broken? The beginning of thr school year was sufficient to result in system collapse. System overloads were also evident on the day Myway+ went live.

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

No

I understand I cannot share

my
submission Yes
until the
committee
publishes it:

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - [REDACTED]
Date: Tuesday, 25 February 2025 7:58:34 PM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]
Email address: [REDACTED]
Physical address:
Phone number:
Please select one of these statements: 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+?: Satisfied
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?:
What issues have you experienced with the new MyWay+ system, if any?: Charging machines not working. No information on card balance when tapping on or off.
Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Yes. Don't trust using my debit card due to so many teething issues. Not knowing my balance is stressful in case it affects my journey. I don't believe we should be required to use an app or register.
Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?: No
Do you feel the MyWay+ system has improved since it was launched in November 2024?: No
What improvements do you feel the MyWay+ system still needs, if any?: Show balance when tapping on/off; more reliable charging machines.
Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?: Sometimes buses come early. Timetables should be reliable.
Would you be like to speak to the committee about your experience at a public hearing?: No
I understand I cannot share my

submission until the committee publishes it: Yes

From: LcommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - [REDACTED]
Date: Wednesday, 26 February 2025 8:50:40 AM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]
Email address: [REDACTED]
Physical address: [REDACTED]
Phone number: [REDACTED]

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?: Occasionally

How would you rate your experience with MyWay+?: Very 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?: Proper testing and input from people who actually use public transport. Feels like the system was designed by outsourced consultants who don't actually use to be public transport system.

What issues have you experienced with the new MyWay+ system, if any?: App constantly logging out. App failing to show any journey or transaction history. Credit/debit cards added to account failing to associate with my myway balance and instead taking funds from my bank. Unclear if I've tapped on or not due to the new myway readers not being loud enough, and not showing balance/a tick in the screen like the old ones did. Trip planner functionality in the app is useless. Live tracking in the app is useless compared to third party apps such as any trip.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Yes, reduces by faith in transport Canberra's ability to deliver major projects.

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

No

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?:

Major improvements still needed. All of the issues raised above are still major issues I'm experiencing with the system.

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

Would be great if the government would speed up the rollout of additional light rail stages.

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

No

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

Yes

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - [REDACTED]
Date: Wednesday, 26 February 2025 10:10:36 AM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]
Email address: [REDACTED]
Physical address:
Phone number:

Please select one of these statements: 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?: 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 testing phase should have lasted much longer. It was definitely rushed and a few testers I have spoken to have pointed out many existing issues to Transport Canberra during the testing phase, yet had fallen on deaf ears with nothing rectified before public release.

What issues: As of the 26th of Feb 2025, these issues still appear prominent: QR codes: They are not fit for purpose. Often people will be trying to scan them for up to 30 seconds, holding up the queue. Another big issue being if you hold your phone too close to the NFC reader, the phone detects it and automatically switches to a digital card, with people unwillingly tapping with their credit/debit card. QR codes need to be eliminated and a digital wallet style myway card should be used instead. On board announcements: Still not active as of writing, leaving hearing impaired passengers to struggle. Ticket machines at interchanges: Still offline as of writing this. Functionality on the driver's end: Unlike the old console, drivers can no

have you experienced with the new MyWay+ system, if any?: longer record information such as unpaid fares, bike rack usage, companion cards, and can no longer check details on passenger myway cards to see why it may be declined. Fare evasion: Due to the combination of clunky roll-out and lack of Transport officers, fare evasion has sky rocketed. As there is no way to tell someone's balance, any excuse is used by members of the public by taking advantage of the situation and drivers can't do anything to combat this. Validators: Unsure if it is the processing speed or internet on these things, but there is often lag where you'll tap your card/device where there will be a delay with the green tick. Delay seen of up to 30 seconds with QR codes where someone will try to scan it, nothing will happen, they will go to sit down, the bus will take off, and THEN the validator will go off. Another point is QR codes can sometimes get scanned twice within a second, so before the green tick is even displayed it will go red and claim an unsuccessful tap which causes confusion.

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

Yes. I cannot fathom how the testing was concluded and the system deemed "satisfactory".

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

There were a few questions I had at the start, unfortunately it appears the drivers had largely been left in the dark about the new system.

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

No

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

All issues mentioned above.

Is there anything else relating to the MyWay+

system or the
bus system
more
generally that
you want to
share with
us?:

Would you be
like to speak
to the
committee
about your
experience at
a public
hearing?: No

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

From: LAcommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - [REDACTED]
Date: Friday, 28 February 2025 8:28:29 AM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]
Email address: [REDACTED]
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., 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?: Occasionally

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

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

How do you think the public launch of MyWay+ in November 2024 could have been done better?: Better testing process of the whole process with a range of members of the public, (elderly, parents, students, multicultural & disability community members). It should not have been rolled out without all functionality resolved (ie parent accounts to link student payments, better integration of student cards, journey planner) Having to PAY for new cards when we already paid for old cards (for students particularly)

What issues have you experienced with the new MyWay+ system, if any?: QR code scanning Managing student accounts in a parent account Journey planning Loss of real time next bus information Account balances not displayed in the app Having to go out of the App / integration of account management is clumsy and not intuitive The app itself is not very intuitive - poor design Poor transfer of old cards and having to

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Whilst it hasn't stopped my likelihood of using transport it hasn't improved my planning. The only improvement is the fact I can use my credit card to tap on. That doesn't improve anything for my student children.

Did you need help to set up or use MyWay+? If you

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

Nil

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?:

App is still a poor design (why do I have to tap to open a QR code).
QR code still doesn't work often Display of account balances &
integration of account management within the app. As I had to get
my kids there own accounts and transferred their card balances there
I haven't checked if parent accounts are available yet - but if they
arent that needs to be sorted ASAP

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

Increasing number of bus drivers are very heavy footed (hard on
acceleration and brakes) often making people come close to falling
when approaching a stop (not great for elderly or disabled)- also
making an uncomfortable journey. Maybe the occasional mystery
passenger could assess drivers and provide feedback to help improve

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

No

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

Yes

From: LAcommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+- [REDACTED]
Date: Friday, 7 February 2025 10:42:01 AM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]
Email address: [REDACTED]
Physical address: [REDACTED]
Phone number: [REDACTED]

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+?: Very Dissatisfied

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

How do you think the public launch of MyWay+ in November 2024 could have been done better?: Allowed users to slowly change their myway cards over and had the new cards ready before the machines got replaced

What issues have you experienced with the new MyWay+ system, if any?: I can't see my balance on my account, I can't transferred the funds from my old cards to my new one. The tap on feature for my way doesn't tell you how much money you have left which is hard to budget

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: The glitches in the cards and the terminal make the bus driver angry at me even though I did nothing wrong and sometimes the tap on doesn't work at all

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 still can't set it up - it's so stupid

Do you feel the MyWay+ system has improved since it was launched in November 2024?: No

What improvements do you feel the MyWay+ system needs?: Make sure you get rid of the tap on and off glitches, make sure

system still needs, if any?:	I can see my balance when I tap on and off, and that I can transfer the balance off multiple cards to my new one
Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?:	Fix it or I'll tell everyone to vote someone else
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

From: LcommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - [REDACTED]
Date: Friday, 14 February 2025 7:41:11 AM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: [REDACTED]
Email address: [REDACTED]
Physical address:
Phone number:
Please select one of these statements: 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+?: Satisfied
How do you rate the Government's MyWay+ public education campaign?: Very good
How do you think the public launch of MyWay+ in November 2024 could have been done better?: The app could have been functional. Still is not functional.
What issues have you experienced with the new MyWay+ system, if any?: I cannot use the app at all. This has been going on since November. It crashes when trying to open. I've communicated this through the ratings in Google Play store. But nothing has been fixed. The app is a big part of how I want to use myway+
Have these issues affected your confidence in any aspect of the public transport system? If so, how?: I use a 3rd party app to try and predict when a bus is going to come. It is unreliable and I wish I had the app. It is hard to plan my commute to work.
Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?: No. The education was very good. I saw some people have trouble with the transition and try to use the old card. But they really should have seen the messaging- it was very clear.
Do you feel the MyWay+ system has improved since it was launched in November 2024?: No
What improvements do you feel the MyWay+ system still needs, if any?: No the app still completely crashes for me. It is the same. The tap on and off is good. Sometimes it takes a while on mobile NFC but it is good and functional
Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?: Education = excellent Bus drivers were patient and accommodating Signage on unworking pay machines not always consistent or clear in the transition. Especially after launch date. But I understand this was probably reactive to issues.

Would you be like to speak
to the committee about your
experience at a public
hearing?: No

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