



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: 098

Submitter: Jim Schimd

Date authorised for publication: 6 November 2025

From: LACommitteeEnvironment@parliament.act.gov.au

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Sent: Monday, 10 February 2025 9:35 PM

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

Subject: Inquiry submission - procurement and delivery of MyWay+ - Jim Schmid

Full name:	Jim Schmid
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?:	Poor
How do you think the public launch of MyWay+ in November 2024 could have been done better?:	They shouldn't have launched it, it was far from ready. The minister and TC should know this from start, because their ignorance and ego, my way launched destined to fail.
What issues have you experienced with the new MyWay+ system, if any?:	17.5% of the bus fleet has not installed the fare collection terminal and GPS tracking (80 out of 458 buses). The GPS tracking system is unreliable and does not always report on the latest position or ETA on the in-house app. Just one of many examples... R5 saying on time at woden, but it departed 2 mins early. Completely missed it, next R4 in 15 mins. No real-time data has been released to third-party developers yet – Since 17.5% of buses are not equipped with fare collection and GPS tracking, it would have a lot of missing data anyway. No stop announcement on buses. All PIDs for bus departures at all interchanges are switched off. All ticket vending machines at light rail stops and bus interchanges are switched off. No balance or fare deductions are shown on the validators when tapping off using preloaded cards. QR codes are not always

	<p>detectable by the validator or take a long time to recognise as the app does not turn the screen to the brightest (increases dwell time). The in-house online journey planner is not accurate and useful (eg. telling users to walk 9km from Dickson to Gungahlin as the top option).</p>
<p>Have these issues affected your confidence in any aspect of the public transport system? If so, how?:</p>	<p>It's terrible, I can't predict when the bus is coming without accurate bus tracking. QR codes slow people down, it takes a minute to scan and validate. The old system was much simpler and more reliable, especially with real time bus tracking. We paid so much for this rubbish.</p>
<p>Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?:</p>	<p>In this age, if you need to read through a manual to get to solve your problem/ complete a task, the designer has failed their job. This is what exactly happened to my way plus.</p>
<p>Do you feel the MyWay+ system has improved since it was launched in November 2024?:</p>	<p>No</p>
<p>What improvements do you feel the MyWay+ system still needs, if any?:</p>	<p>17.5% of the bus fleet has not installed the fare collection terminal and GPS tracking (80 out of 458 buses). The GPS tracking system is unreliable and does not always report on the latest position or ETA on the in-house app. Just one of many examples... R5 saying on time at woden, but it departed 2 mins early. Completely missed it, next R4 in 15 mins. No real-time data has been released to third-party developers yet – Since 17.5% of buses are not equipped with fare collection and GPS tracking, it would have a lot of missing data anyway. No stop announcement on buses. All PIDs for bus departures at all interchanges are switched off. All ticket vending machines at light rail stops and bus interchanges are switched off. No balance or fare deductions are shown on the validators when tapping off using preloaded cards. QR codes are not always detectable by the validator or take a long time to recognise as the app does not turn the screen to the brightest (increases dwell time). The in-house online journey planner is not accurate and useful (eg. telling users to walk 9km from Dickson to Gungahlin as the top option).</p>
<p>Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?:</p>	<p>Fire the transport minister and TC officials. Why do they deserve high salaries when they fail to do their jobs?</p>

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