



Inquiry into the procurement and delivery of MyWay+

Answer to question taken on notice during the hearing

Asked by: Fiona Carrick MLA

Addressed to: Chris Steel MLA, Minister for Transport

In relation to: Collated user testing feedback and NEC technical testing and evaluation of why it went wrong

Hearing: 27/3/2025

Uncorrected Proof Transcript: UPT 27/3/2025, p 42-43.

Transcript provided: 1/4/2025

Answer Due: 8/4/2025

Chris Steel MLA, Minister for Transport took on notice the following question:

MS CARRICK: It is just more about addressing the feedback from the user testing. It seemed to be limited. What we have heard is that emails did go to the user testing group but there was not really any advice apart from tap on. Then when they did try and raise issues about the access to the app and connecting like the debit/credit card to the account or like the tracking, anything, that there did not seem to be really—those issues were not really addressed.

Ms Sturman: I am happy to start the conversation. So, Judith Sturman, Executive Group Manager, Transport Canberra. I have read and acknowledge the privilege statement.

The user testing was expected to be a phase where we went out and we did engage with our accessibility reference group members, the public and other groups that we knew that would be interested in being involved. The user testing typically is quite transactional and a confidential process that allows scientific-type testing to be done on the systems.

We entered into the process, and Mark can talk a little bit more at length about it with the volunteers, and we did have a good number of volunteers. What occurred was I think what you just described, Ms Carrick, is the interaction with the project team which did not actually answer—I am not blaming at all the user testers—did not answer probably the technical questions that we were looking for but raised other feedback, which feedback we did actually take on and we did include in how we work forward.

I might just move to Mark.

THE CHAIR: We might move to supplementaries. Mr Cain.

Mr Steel: Sorry, if I can, can we provide more information because I do not think—we have not addressed certainly the user testing undertaken with NEC. We have not addressed what the scope of the testing was and how we actually—and what the purpose of the testing from the sort of technical standpoint was in addition to the sort of additional feedback, so there is a few things to add.

MS CARRICK: That is okay because we have got limited time. I do not want to spend it all but if you read the submissions from the user testers, like we are not getting—

Mr Steel: But they were not the only user testers and Mr White has some information on that.

THE CHAIR: Minister, I am sorry, we are going to run out of time. Perhaps you might table that additional information. We might go to the committee members' questions. Mr Cain?

MR CAIN: And I am happy to take on notice in light of what you have just offered, you evaluation of the user testing, what were the flaws with it, what needed to be done differently, and why was not that done in the first place?

Mr McHugh: We have a record of all of the feedback which we would be happy to collate and share. It also is separated into critical issues to address before Go Live and other issues that were more related to subjective views which are in our system, so we are happy to do that.

THE CHAIR: Thank you, Mr McHugh. I will just confirm that you will take on notice a table.

Mr McHugh: Take that on notice.

THE CHAIR: The collated feedback of the user testing—

Mr McHugh: From the user testing experience.

THE CHAIR: Of all of the types of user testing including the community user testing.

MR CAIN: Chair, just to add. Make sure your own evaluation of why it went wrong, why it did not deliver you the information you needed to have the confidence to Go Live.

Mr McHugh: Yes, but that will not be captured in that dataset. That is a separate question but happy to take that one on notice as well.

MR CAIN: Thank you.

Chris Steel MLA, Minister for Transport: The answer to the Member's question is as follows:

Section (e) of the [ACT Government Submission to the Inquiry into the procurement and delivery of MyWay+](#) (the Submission) outlines the process and outcomes of the community-based testing program which was conducted prior to Go-Live.

To provide context for the testing elements preceding MyWay+ Go-Live, NEC conducted extensive system testing as well as User Acceptance Testing (UAT), with much of this testing preceding the community-based testing program, in accordance with the contract for the [provision of the Next Generation Ticketing System for Transport Canberra](#) (the contract). In particular, the UAT conducted by NEC was a multi-faceted exercise that took place over the nine months preceding MyWay+ going live and amounted to many thousands of tests and results, which remain the intellectual property of

NEC but formed the basis of NEC's assurance to Transport Canberra regarding the readiness of the system for go-live.

NEC have continued to work to refine MyWay+ in response to feedback from the community and the Transport Canberra workforce, including the Customer Experience team, Drivers and other operational roles now using MyWay+ systems. TCCS Communications also continues to provide valuable feedback from their community engagement, including from sessions that preceded the MyWay+ launch, as well as from monitoring social media.

The MyWay+ program team has and will continue to evaluate feedback for incorporation into a feedback and observation register for ongoing management. A summary of this register is provided in the table below; of the 45 items, 50% have been resolved and others are being progressed as improvements to be incorporated into the ongoing update program.

Notes with regards to the below table:

- 'System Theme' – feedback/observation items have been organised by system theme to enable ease of reference for NEC and the MyWay+ program team managing this feedback.
- 'Action at time of being reported' – describes the category of action taken at the time the program was made aware, or determined the more specific cause, of the provided feedback. This includes:
 - 'Service Request' – service request raised with NEC to investigate or address.
 - 'Communications' – refers to public and/or internal communications.
 - 'Future Functionality' – outside scope of contract, however, identified as warranting further investigation with potential to be placed on the product roadmap.
 - 'Contract Management' – discussed with NEC regarding inclusion in contract scope and delivery planning.
 - 'Cybersecurity Review' – the MyWay+ program team, Chief Information Security Officer (CISO), DDTS, and NEC are involved in all reviews.
- 'Current Status' – additional information on the current status of key issues is provided at Attachment B of the Submission.
- 'Reported by' (acronyms) – CBT (community based testing group) and CX (Transport Canberra)

As to Mr Cain's question, it is best practice to evaluate all aspects of a complex initiative such as MyWay+. I have been advised Transport Canberra will conduct a post-implementation review, including evaluation of the all testing programs, at an appropriate stage of the project and this information can be provided to the Committee.

Approved for circulation to the Standing Committee on Environment, Planning, Transport and City Services.

Signature:



By Chris Steel MLA, Minister for Transport

Date:

8/4/25

QTON No. 003



Legislative Assembly for the
Australian Capital Territory

System Theme	Feedback / Observation	Action at time of being reported	Current Status	Reported by			
				CBT	CX	Drivers	Other
Account Based Ticketing	Balance Transfer function not working	Outage on 29/11 to 30/11	Resolved	X			
	Concerns over balance transfer security	Cybersecurity Review	Resolved. Determined sufficient controls are in place.	X			
	Unable to use EMV card across multiple accounts	Future Functionality	Functioning as designed. Limitation in banking back-end. NEC will explore other options (Group Accounts).	X			
	Welfare ticketing not available	Future Functionality	Will be facilitated by Institutional Accounts	X			
	Difficulty in creating account	Service Request	Communications updated to highlight authentication email. MFA being evaluated for replacement (Future Functionality).	X	X		
	Time out of Operator Portal is too short	Service Request	Work in progress		X		
	Readability of Portal & App Screen	Service Request	Resolved	X			
	Concerns over Privacy & Security	Communications	Communications updated to highlight TCCS and MyWay+ security & privacy compliance.	X			
	When are Family Accounts available	Communications	Family Accounts will be available in April 2025	X			
	Concession expiry date too soon (December 2024)	Service Request	Resolved	X	X		
	Unable to transact with wearables	Future Functionality	Will be facilitated with introduction of Apple TransitPay	X			
	Concern over banking 'pop-up' when linking EMV	Service Request	Resolved.	X			
	Incorrect charges being applied	Service Request	Resolved.	X			
	Concerns over exposure of information	Cybersecurity Review	Resolved. No Vulnerability found.	X			
	Queries over \$1.00 pending charge with EMV trans.	Communications	Communications updated to explain this function.	X	X		
EMV transactions not showing on transaction history	Communications	Communications updated to explain this function.	X	X			
Journey Planner	Default Transport modes lead to non-PT plans	Service Request	Resolved	X	X		X

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System Theme	Feedback / Observation	Action at time of being reported	Current Status	Reported by			
				CBT	CX	Drivers	Other
	Couldn't add "Home", "Work" or Favourites	Service Request	Resolved	X			X
	Not Showing Real-Time data	Future Functionality	Delivered	X	X		X
MaaS App	MyWay+ pass (QR Code) not working / inconsistent; expiring resulting in unable to tap off.	Service Request	Resolved. Improved communications provided. Replacement technology (eNFC) being evaluated)	X	X	X	X
	Journey Planning difficult to use	Communications	Refer to separate Journey Planner theme.	X			
	Difficulties in creating accounts from App	Communications	Communications updated to explain this function.	X	X		
MADT (On Bus Equipment)	Screen layout and config feedback, including schedule adherence.	Service Request	Future Functionality			X	
	Seeking 1-button solution for Validator activation	Service Request	Future Functionality			X	
	Seeking 1-button for fare non-compliance	Service Request	Future Functionality			X	
	Seeking 1-button for bike use	Service Request	Future Functionality	X			
	Passenger Information Display audible announcements n/w	Future Functionality	Delivered	X			
	Passenger Information Display 'readability' is poor	Service Request	Future Functionality			X	
Retail or Online Sales	Online sale does not require address validation	Service Request	Work in Progress to resolve many Return to Sender (blank address fields)	X	X		
	Unable to purchase Cards. Insufficient retailers available.	Contract Management	No of retailers expanded, Retail Stock on Hand levels and re-ordering improved.	X	X	X	
	Delays/non supply of cards ordered online	Contract Management	Related to defect w address validation. Manual work undertaken by CX team on RTS cards.	X	X		
	Unable to top-up cards at retailers	Contract Management	Resolved. Explicit communications reinforcing licensing agreement	X	X		

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System Theme	Feedback / Observation	Action at time of being reported	Current Status	Reported by			
				CBT	CX	Drivers	Other
	Incorrect Concessions being applied	Contract Management	Resolved. Explicit communications reinforcing licensing agreement	X	X		
	Zero cost (Seniors) being charged	Contract Management	Resolved. Explicit communications reinforcing licensing agreement		X		
Ticket Vending Machines	When are TVMs returning	Communications	TVMs will be installed from April 2025.	X		X	
	Where can I purchase paper tickets	Communications	TVMs will be installed from April 2025. On demand Tickets sold through TC Customer Portal. Communications updated.	X			
Transit Management System	Instances of Validators inactivation	Service Request	Resolved. Validators operating at +96%	X		X	
	Interchange validator activations are problematic	Service Request	Resolved. Validators operating at +96%	X	X	X	
	Stops at end-of-route are deactivating Validators	Service Request	Resolved. Validators operating at +96%	X		X	
	Real-time forecast not showing accurately on long routes	Future Functionality	Investigating interim timing points on R4/R5 Northbound	X			
	Unable to search by Driver	Service Request	Resolved.				X
Validators	Some EMV cards not being accepted	Service Request	Resolved	X	X		
	Reports of Validators not activating	Service Request	Resolved, refer to TMS instances of validator activation	X	X	X	
	Audible feedback on Validators n/w or inaudible	Service Request	Resolved	X	X	X	
	Light Rail Validators randomly re-booting	Service Request	Resolved				X
Items Not in Scope	Balance not displayed on Validators	Communications	Functioning as designed	X		X	
	People still using old MyWay Cards	Communications	Requires further communications and training	X		X	
	Mobile App not available for overseas accounts	Communications	Functioning as designed	X			
	No way to check balances without logging into account	Communications	Functioning as designed	X			
	Concerns over fare compliance	Communications	Not within scope	X		X	

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System Theme	Feedback / Observation	Action at time of being reported	Current Status	Reported by			
				CBT	CX	Drivers	Other
	Interchange Passenger Information Displays not working	Communications	Not within scope. NEC has provided initial cost estimates.	X	X	X	X