



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: 058

Submitter: Name withheld

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MyWay+ Considerations

System Testing

The minister stated that they had to wait until they could get a large number of people using the system to determine performance under load.

The IT industry has had software-based IT system load testing capabilities for over 20 years. Many organisations use these to ensure that their systems can handle the load before the system is released.

Why were these types of load-testing capabilities not used prior to the system rollout ?

MyWay+ Card Availability

With the increasing number and frequency of data breaches from both government and business organisations, it is no wonder that so many people preferred using a dedicated card rather than their credit or debit card.

I spoke to a number of newsagents in the weeks prior to the rollout. They all told me that they were given a weekly allocation of 200 cards, and these usually sold out within a few hours.

Bank Card Data Security

With so many people now having their credit or debit cards out to tap on and off, has the government put in place arrangements to prevent card skimmers being used to steal card data.

Skimmers are small battery-powered devices that activate the RFID features of the card and record the card data. I understand that they work successfully provided they are within a metre or so of the card. There is no physical indication of their use that a normal passenger would be able to detect.

I know this is a real issue as I have had my card details stolen in this manner.

Fines for Not Tapping Off

Why does the government impose a fine for not tapping off ?

If you don't tap off you pay the maximum fare – this is reasonable.

But to add an additional fine because there were too many people waiting to tap off, or because you were pre-occupied and forgot appears to me to be unreasonable.

Finally, I understand that my comments may be made public, but if so, I ask that my name be withheld.

Regards,

