



**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: 077

Submitter: Peter Bridgewater

Date authorised for publication: 13 March 2025

**From:** [LCommitteeEnvironment@parliament.act.gov.au](mailto:LCommitteeEnvironment@parliament.act.gov.au)  
**To:** [LA Committee - Environment](#)  
**Subject:** Inquiry submission - procurement and delivery of MyWay+ - Peter Bridgewater  
**Date:** Tuesday, 25 February 2025 11:19:08 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: Peter Bridgewater

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+?: Neither

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 main problem was that very clearly the system was not ready for launch on Nov 27. As a "tester" I was initially excited and interested to help. Yet feedback was not responded to. A week before the 27th November I spoke with quite a few very frustrated drivers. It was clear there were problems with the GPS system not marking stops. some drivers were interested to see how the system could be improved but the majority felt (and I understood this well) that this was yet another frustration in a stressful job. It was clear the launch would be the disaster it was. I was interested to see that it was not just buses, but also the beloved tram had issues. And of course, the lack of fully fitting the fleet with new readers was a total disaster and further alienated the travelling public by having to pay on random rides, yet others were "free" because of a lack of equipment. The launch could have been much improved by acknowledgement by the Directorate and the Minister that there were teething problems and postpone the launch until these were cleared up. But like an out-of-control D9 both ploughed on, ignoring feedback and advice, with the Minister appearing to be unaware of the problems and lacking any empathy. Why recruit testers if then no notice is taken for feedback

offered? Why, more importantly, was no feedback sought? I asked the Minister's office for figures as to who in his office use public transport daily, and who in TC management use public transport? Unsurprisingly answer came there none, but I suspect the answer is very low, and this is a key reason why political and bureaucratic decisions do not reflect the real users of public transport.

What issues have you experienced with the new MyWay+ system, if any?: Initially issues with cards not being read and bus stops not being recorded were major problems, and the speed of registration of cards/and especially phones, was very slow, causing major delays in peak hour travel. I acknowledge improvements have been made, but I am now encountering issues with card readers not operating - never mind the 3\*\* series buses all offering free travel until an unknown date. Surely equipment could have been fitted to these units? Worse, some appear on high-revenue R routes, further adding to the pile of losses in the TC budget.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: yes, before i suspected the TC management/minister lacked any knowledge or empathy with the travelling public, now i am certain of it. For me, the most crucial question remains why an outside operator was brought in to fit the system. It is not novel, and similar systems are in use by other public transport ioperators in Australia and around the world.

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 did not but if I had i would probably have simply bought a car!

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?: the proevius quesion should be yes but.... and I refer to the fact that now new card readers seem more and more "out of service" on routes that I regularly use across Canberra, and the continued use of buses that "will be retired". There should be date on this retirement, and an identified cost.

Is there anything else relating to the MyWay+ system or the Vic/NSW/or other states to port their sucessful systems into the ACT? Why was an "off-the-shelf" system not purchased? or work with

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

While I would like to speak with the committee in more detail I am overseas from 28/2 until 1/7 so that will not be possible. I hope my comments are helpful.

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