



**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: 059

Submitter: ACT Government

Date authorised for publication: 13 March 2025

**Standing Committee on Environment, Planning, Transport and City Services**

**Inquiry into the procurement and delivery of MyWay+**

**ACT Government Submission**

## **Introduction**

Transport Canberra has long planned for the replacement of the outdated ticketing system 'MyWay' with an upgraded, modern, and cost-effective public transport ticketing system to suit the future needs of Canberrans. Since 2017, a range of procurement activities were undertaken with the objective of delivering a value-for-money and fit-for-purpose ticketing system to meet Canberra's transport needs. In particular, Transport Canberra sought to establish an account-based ticketing system that would allow for payment via credit or debit card in addition to traditional travel cards.

The outcome of the tender was the award of a contract to NEC Australia as Transport Canberra's partner to deliver the new MyWay+ system. MyWay+ includes a ticketing system allowing for contactless payments, as well as real-time passenger information and a driver experience system, integrated with other existing ACT Government ICT systems. The delivery partner worked with the ACT Government to design, plan, and implement the new system, including undertaking consultation and testing phases ahead of the fare collection launch in November 2024.

Customers did experience a number of issues using the new system on and following the launch day. The ACT Government acknowledges the issues encountered after Go-Live have impacted customers, caused frustration, and did not deliver the seamless experience as was planned. Specifically, these included issues with the availability of MyWay+ travel cards, the automatic activation of on-board validators at certain stops, and the functionality of the MyWay+ Pass (QR code) within the MyWay+ app. Transport Canberra acknowledges these concerns and apologizes to the community for not meeting full expectations upon launch. Transport Canberra and NEC have been working to identify and triage these issues, addressing them progressively through updates to the MyWay+ operating system, online account, and mobile app.

Despite these challenges, Transport Canberra and NEC worked quickly to address the issues, with 50% of the key, identified problems resolved within two days of launch. The remaining issues have been addressed through a series of system updates over the following weeks. The steps taken to resolve these issues are outlined in this submission and the attachments.

Despite the initial challenges, almost a quarter of Canberrans have already downloaded the MyWay+ app (with almost 113,000 people registering accounts to date) to plan their journeys in real time. Over 5.8 million taps across 2.5 million journeys have been made with MyWay+, and around half of these are by commuters who are using the simple contactless payment options, including linked credit or debit cards for trips, which were not previously available to Canberrans. Additionally, almost 88,000 MyWay+ cards are active, and \$1.2 million in travel credits from over 56,000 old MyWay cards have been successfully transferred to new MyWay+ accounts.

The new system removes barriers to choosing public transport, particularly for occasional and interstate travellers, by providing more flexible payment options for customers. Services have continued to run without disruption during this transition period. A deliberate, educative approach has been taken to help the community adjust to the new options available, including the introduction of contactless payments and other new features aimed to improve overall customer experience. MyWay+ functionality will continue to improve as new features are introduced, and updates are rolled out in response to customer feedback. System updates can be expected regularly, alongside releases of updated versions of the mobile app.

The Transport Canberra website offers a range of resources, including how-to guides, and the customer service team provides individual support for account setup and troubleshooting. The community will continue to be kept informed through public communications to ensure the transition to MyWay+ is as smooth as possible.

## **Procurement – Key Findings and Actions**

### **a) the initial, failed procurement of a MyWay replacement**

The original public transport ticketing system, MyWay, was implemented across the ACT's public transport system in 2011, under a 10-year contract of supply by Downer EDI. Understanding the length of time involved with system procurement, design development and implementation, TCCS began investigating solutions for a replacement system early on in the lead up to the contract expiry in 2020.

In late 2017, TCCS issued an Expression of Interest (EOI) for the procurement of an integrated bus and light rail, in preparation for the first services commencing in Canberra, Electronic Ticketing System (ETS) to replace the current MyWay system when the existing contract expired in October 2020. The EOI also sought to procure a ticketing system with the following features, which represented advances in technology since the procurement of the existing MyWay system:

- smartphone open loop payment systems, using flash pass barcode code functionality;
- the replacement of existing, bus-based ticketing devices with next generation ticketing (NGT) devices;
- implementation of an account based ticketing system allowing open loop payments; and
- real time passenger information capabilities.

The outcome of the EOI process was a shortlist of four respondents. A Request for Proposal (RFP) was subsequently issued to these respondents, three of which submitted a response to the RFP with the other withdrawing prior to closure of the RFP.

The tender evaluation team's assessment of the three, received tenders noted none of them met the criteria requested in the RFP, particularly the high impact requirements, nor the ability to demonstrate experience in the change management, financial operations of the system, and operational aspects of implementing the required solution. As a result, the tenders were assessed as unacceptable in meeting the Territory's requirements for a replacement ticketing system which represented value for money. The ACT Government does not assess this outcome as a 'failure', but an outcome consistent with the requirements of the *Government Procurement Act 2001*.

In late 2018, TCCS also commenced conversations with another state jurisdiction to explore the possibility of leveraging off their Government's contract for an integrated ticketing supplier through entering single source negotiations with their supplier. These negotiations progressed through 2019, however, were unable to identify a value for money solution for the Territory.

Following these processes, the ACT Government entered contract extension negotiations with the existing MyWay supplier on two occasions to ensure the continued provision of public transport services to the community and ability to collect fare revenue, while another approach to market was developed.

This was considered an appropriate option to effectively manage the transition from the current to a new, upgraded system. Extending the contract was considered essential in order to preserve the data and information held within MyWay, which was to become critical in enabling pre-loaded customer funds to be transferred or refunded, at the time of system transition.

#### **b) the decision to procure a bespoke product**

A key objective maintained throughout these processes was to procure a single, integrated NGT product which would replace the existing, bespoke model of having multiple interfacing systems and products, each under individual contracts, needed to provide the complete public transport management and customer experience pathway.

In addition to MyWay providing ticketing services, the other, existing components managed through Transport Canberra included:

- NXTBUS real time passenger information (provided by supplier, Trapeze) – a separate telemetry system, interfacing with my MyWay, used to provide GPS location information for buses, with data made available for third-party applications;
- journey planning applications and real time passenger information system used by Transport Canberra and third parties (managed through supplier, Skedgo);
- cash collection services (initially delivered and managed through supplier, Proscure);
- light rail GPS location services; and

- individually managed contracts with retail agents for MyWay card supply and reload services across the ACT.

The existing MyWay and NXTBUS systems were approaching end of life, with a number of factors affecting how long they could continue operations while a replacement ticketing system was procured and implemented. Both systems relied on the 3G network which was scheduled to be decommissioned. Continued reporting from Optus was the 2100 frequency would be decommissioned in May 2022, with the 900 frequency remaining available to Transport Canberra. Furthermore, ageing system equipment and the availability of obsolete parts limited the ability to extend their operational lifespans.

These factors presented a risk to both MyWay and NXTBUS operating consistently, which began to noticeably materialise in 2022 through frequent outages across both systems attributed to the above.

*On 29 March 2021, Cabinet agreed to a revised scope and commencement of a new open tender procurement for the next generation public transport ticketing solution for Transport Canberra.*

Whilst the amended scope retained the core objectives as included in the 2017 RFP, a key change was the removal of the requirement for providers to accommodate cash transactions, with a greater shift towards an account based ticketing solution.

TCCS had already implemented a cashless management approach to public transport fares in response to the COVID-19 pandemic. It was anticipated the movement to a cashless NGT solution would:

- attract a greater response to the revised RFP, as the complexity of cash fare management had been identified as an area of deficiency in tenders for the 2017 RFP;
- provide greater opportunity for integration with cross border services as other jurisdictions also moved to account based ticketing; and
- reduce ongoing operational costs associated with cash fare collection and processing, and maintenance costs and liabilities associated with cash componentry of ticketing machines.

Recognising the impacts of the proposed cashless NGT solution, TCCS engaged with the Chief Digital Officer and the Community Services Directorate CSD to ensure design specifications of the final solution would be able to interface with the ACT digital solution and satisfy human rights considerations, respectively.

Between 23 April 2021 and 14 May 2021, TCCS released a Pre-Tender Consultation (PTC) seeking advice from ticketing and real time passenger information system vendors to inform the procurement planning for transitioning to a future transport fare collection system to

replace the existing Canberra MyWay (ticketing) and NXTBUS (RTPI) systems (2732-PTC-001).

The PTC process demonstrated positive interest from the market to participate in the tender and provided an opportunity to clarify the scope of requirements to interested vendors, overall resulting in a strong response to the proceeding tender process.

After receiving endorsement from the Government Procurement Board on 13 July 2021, TCCS commenced a two-stage tender process for the provision of a Next Generation Ticketing Solution. Given the scope of the procurement, the Procurement and Evaluation Team included:

- appointment of a commercial expert from the Chief Minister, Treasury and Economic Development Directorate (CMTEDD);
- appointment of the Chief Information Office (CIO), TCCS, who was later replaced by a representative from the Digital, Data and Technology Solutions group (DDTS), CMTEDD; and
- attendance of an experience facilitator, Procurement ACT, representative of the Government Procurement Board, and Transport Canberra ticketing expert.

The REOI was issued released to market on 06 August 2021 and resulted in 20 responses, from which four respondents were shortlisted and subsequently issued an RFP which was released to market on 25 February 2022.

A decision was made to undergo an optional Best and Final Offer (BAFO) process, released in December 2022, involving two of the respondents. This additional level of scrutiny was adopted to ensure the Territory received the best value for money outcome, which the tender evaluation assessment determined to be the submission by NEC Australia.

The NEC solution proposed using an existing NEC platform, not a bespoke system, which would integrate with key ACT Government systems, including HASTUS (see parts c) and e)). Whilst integration with other systems is a customised element, this was required to ensure the benefits of the NGT system could be fully realised.

### **c) the capabilities and business case for MyWay+**

NEC Australia would deliver MyWay+, a Mobility as a Service (MaaS) ticketing solution, built on NEC Australia's '[Smart Mobility Platform](#)', a cloud-based software-as-a-service (SaaS) product and based on the Territory's requirements as detailed in [Schedule 2 Statement of Work](#) in the contract with NEC Australia. Transport Canberra engaged closely with other areas of Government, including the Chief Digital Officer and Community Services Directorate (CSD), to ensure the suitability of the contracted solution.

MaaS is a term used to describe a user focussed transport service which combines multiple transport modes and ancillary services, such as payment and journey planning functionality, in one central application for a seamless customer transaction (i.e. mobile application and

online account portal). This was considered favourable given the ability to leverage off the company's existing NGT platform and customise its core components to meet the needs of the Territory, rather than the need to develop a new or bespoke solution.

In their submissions, respondents were also required to provide examples of where they had successfully delivered projects comparable to the scope, complexity and requirements as defined in the RFP. NEC Global has a long history of delivering technology solutions and has been operating within Australia (as NEC Australia) for over 50 years. Furthermore, they were able to deliver, operate and maintain the solution using a local team within its Canberra based facility. Notable projects demonstrating their experience included:

- *Surat Money Card, India* – delivery of an integrated, automated fare collection (AFC) system, including the introduction of contactless EMV cards, and associated hardware across two modes of transport and multiple operators. No major issues have been identified. NEC Corporation India was awarded the India Smart Cities Award (for Multi-sourcing Service Integration) for this project in 2022.
- *City Bus, Ahmedabad* – delivery of an intelligent transport management system (ITMS) across two bus operators integrated with a cashless AFC system.
- *PASPY, Japan* – delivery of an integrated journey planning and AFC system, including the introduction of smartphone QR codes and Integrated Circuit (IC) cards, across four modes of transport and 31 operators.

The Territory executed a contract for the provision of the Next Generation Ticketing System for Transport Canberra with NEC Australia (see [GS0314302](#)). The appointment of NEC Australia as the successful tenderer was announced on 27 February 2023 (see [media release](#)) and the contract commenced on 20 February 2023.

#### **f) consideration of opportunities to improve the quality and transparency of public procurement processes in the ACT**

The ACT Government does not believe the issues that have arisen after the launch of MyWay+ are linked to the procurement process for a supplier.

However, more broadly, the ACT Government has been delivering a comprehensive program of reform to ensure the procurement framework continues to support government business, our economy and our community.

The Procurement Reform Program, commencing in 2022 and due to be completed by 2025, will strengthen our practices and build assurance within the community the ACT Government's program of procurement delivers value for money and efficiently and effectively utilises public resources.

Updates on the status of the program are available at:

<https://www.procurement.act.gov.au/about/act-government-procurement-reform>

## **Project Delivery – Key Findings and Actions**

### **e) the development and delivery of the MyWay+ system, including the adequacy of testing and consultation**

#### **Early work and project governance**

The NEC project team for MyWay+ was mobilised on 25 March 2023. Early work included the delivery and verification of hardware components against order specifications, including power on and load testing by NEC where applicable; mock fit-out of on-bus hardware for consultation with the Transport Canberra driver workforce, Transport Workers Union (TWU) delegates and workshop staff; and early software design and configuration of core systems.

In August 2023, Transport Canberra engaged two dedicated positions to support delivery of the project, an Executive Branch Manager (EBM), MyWay+, and Program (Solutions) Architect. The persons appointed to the roles collectively possessed six decades of professional experience, particularly in complex technology projects, deemed applicable to the project. Additional roles were recruited to the program team, including a Contract Manager; Project Manager; Organisational Change Manager; and Project Support Officer. The program team was also supported by other positions within Transport Canberra, TCCS, and DDTS, including the formal assignment of a Business Analyst from September 2023.

Early into the project, the following forums were established to implement a formal governing structure for decisions related to the project:

- *Senior Representatives Group (SRG)*: quarterly meeting between the TCCS Director-General and Deputy Director-General, Transport Canberra and Business Services (TCBS), and NEC Australian Vice President and Senior Executives, which increased to weekly meetings in the lead up to Go-Live.
- *Government Steering Committee (GSC)*: monthly meeting held to discuss project status, risks and decision point for project activity matters escalated by the PSM, PCG or program. Representation on this meeting included:
  - Executive Group Manager (EGM), Transport Canberra (Chair)
  - Chief Digital Officer (CDO), DDTS
  - EBM Government Services, Environment and Transport, CMTEDD
  - Chief Operating Officer (COO), TCCS
  - EBM Communications, TCCS
- *Project Steering Meeting (PSM)*: monthly meeting between Transport Canberra and NEC representatives to discuss project status, risks and matters as advised by NEC.
- *Technical Advisory Group (TAG)*: fortnightly meeting between program staff, TCCS CIO, DDTS, ACT Digital Account and NEC representatives.

- *Project Control Group (PCG)*: weekly meeting between Transport Canberra, DDTs, ACT Digital Account and NEC representatives to discuss project status, risks and current activities.

A dedicated risk register, including risks for both the transition to MyWay+ system and decommissioning of existing MyWay and NXTBUS systems, was also developed and maintained by the program team and reported to the GSC.

In February 2024, Transport Canberra were made aware of the findings of the review of the ACT Government's HRIMS Program and associated recommendations relating to the management of tasks and activities, governance and importantly, staffing of the project teams. The MyWay+ project was internally assessed against these recommendations, which were determined to have been implemented, or were in the process of being implemented.

### Transition in planning

NEC Australia initially developed a 20-month, multi-phase delivery (Transition In) plan for the project involving pilot installations across both the bus and light rail fleet. The original Transition In Plan proposed the operational bus fleet would undergo MyWay+ hardware installation and testing, however the existing MyWay hardware would not be decommissioned until the end of the installation period and would continue to operate as normal; system development, integration and testing would occur in parallel.

Transport Canberra conducted a review of this plan between August and September 2023. The concurrent presence of both old and new systems on the bus fleet would have presented significant customer confusion for an extended period of time (up to twelve months) which was determined to be an unacceptable risk likely to undermine public confidence in both systems and lead to degraded revenue collection over the period.

Following this assessment, Transport Canberra directed NEC Australia to investigate a single-phased Transition In plan. As a result, NEC proposed a revised Transition In plan which mitigated these risks, and provided the following benefits and ability to leverage off work to date:

- Existing procurement progress meant the majority of required hardware had already been acquired, thus enabling a pre-installation period whereby the existing bus fleet could be fitted with hardware not visible to the community (e.g. wiring harnesses and connectors) during maintenance periods (i.e. without impacting operational requirements).
- Removed requirements to integrate MyWay+ with legacy systems due to be decommissioned (i.e. MyWay and NXTBUS).
- Initial focus moved to the development, integration and testing of core system elements (e.g. financial and information management and security) and shift the schedule to a 'system development and integration led', rather than 'hardware install and test led' approach.

- Impact to fare revenue would be limited to an ‘accelerated hardware installation phase’ between MyWay decommissioning and MyWay+ operational launch (estimated 4 – 6 weeks) rather than the potential, greater impacts anticipated with public confusion and negative sentiment due to a protracted period of both fare collection systems running concurrently.

The revised Transition in Plan was provided to the program team in December 2023, noting it minimised risk in line with Government policy, preserved the ability to effectively collect revenue from public transport fares, and allowed for the operational management of foregone revenue (as a Directorate cost pressure) during the accelerated installation phase. *On 12 June 2024, Cabinet agreed the update on the MyWay+, including the current status, single-phase delivery approach and funding profile.*

#### System Development, Integration and Testing

Environment commissioning and testing of the Account Based Ticketing and Transit Management System modules, being two core systems for MyWay+ from the Smart Mobility Platform, commenced testing on 4 September 2023. This included commissioning of the NEC Cloud based lower development environments, loading modules into the environment, and iterations of system testing alongside progressive configurations. The focus of this stage was developing an enterprise grade system, including security, scalability and access. System infrastructure development was assessed against non-functional requirements of MyWay+ and test cases were developed to check connectivity, access security, data loading, regression testing, loading of previous software versions, patches, and change and release management.

A decision was also made early in the project’s life for MyWay+ to integrate with the ACT Digital Account as the preferred public identity provided, in line with the ‘tell us once’ principle of the [ACT Digital Strategy](#). This required significant system integration design and development, which commenced September 2023, through the contributory MyWay+ Digital Account Digital Account Project (Digital Account Sub-project) supported by DDTs.

The key deliverable of the Digital Account Sub-project, being API development reaching proof of concept (Project Milestone 1), was achieved on 5 April 2024, and subsequently accepted by the program team and recorded as accepted at the following PCG meeting on 11 April 2024. This was the first, successfully tested integration which then allowed NEC to connect with the other, ACT Government systems required to provide the capabilities specified in the Statement of Work, including, though not limited to.

- the ACT Government’s Oracle e-business suite, to record and reconcile financial transactions;
- the ACT Government’s Active Directory, for authorised, secure access to ACT Government systems;
- ACT Government Open Data Portal;

- Giro HASTUS, Transport Canberra’s bus network planning system; and
- CMET’s GTFS feed, from their network performance tool.

The NEC Smart Mobility Platform and ACT Digital Account integration then achieved Account Management operable on 15 July 2024 ([Project Milestone 2](#)). This was a critical ‘proof of concept’ milestone within the testing phase, which demonstrated the Platform could successfully integrate with ACT Government systems therefore leading to further integration development. This also triggered further usability development, reconfiguration and testing of aspects within the customer journey, including identification, account creation, and basic account management such as payment methods, MyWay balance transfers and concession registration.

Systems Development achieved completion on 9 September 2024 ([Project Milestone 3](#)), which included all systems and integration testing being completed. This resulted in systems being moved into pre-production (staging) environments to enable community-based testing.

#### Hardware installation (demonstration buses)

As outline in the revised Transition In plan, the intention was for three buses with complete MyWay+ install (demonstration buses) to be used across the bus network to allow NEC Australia’s Transit Management System (TMS) to machine learn the network, including planned routes and geo-locations.

The decision was made to increase this to four demonstration buses, and for these to be new Yutong Y12 Battery Electric Buses procured under the existing contract; two would operate from the Belconnen Bus Depot and the other two from the Tuggeranong Bus Depot.

Installation of the demonstration buses commenced 12 April 2024 and their presence on the network was announced on 9 May 2024 ([Media Release: MyWay+ A simple way to plan and pay](#)). These buses provided early exposure to MyWay+ to the community, and passengers who had a demonstration bus arrive at their stop for their regular service during this period were not charged a fare for the trip. Between installation and operational launch, the demonstration buses ran over 178,000 kilometres testing the on-bus hardware and acquiring data for input to the TMS.

The demonstration buses also provided the bus driver workforce and workshop staff exposure to operating and maintaining the new MyWay+ hardware. Alongside this, pre-installation components of the MyWay+ hardware were also fitted to the operational bus fleet in readiness of the accelerated installation phase scheduled to commence September 2024.

#### Community-based testing

A community-based testing program was developed to run during the final stages of the testing phase prior to the accelerated installation phase. This was independent and in

addition to the comprehensive testing program required to demonstrate operational readiness of the system, which included User Acceptance Testing (UAT) performed by the program team and NEC. The intention of the community-based testing program was to provide the community with early exposure and an opportunity to provide feedback on their individual user experience of MyWay+, particularly the online account and mobile application. This differs from UAT, which involves participants providing factual, system-based assessment in response to specific, scripted 'test cases', which are then used to determine any modifications to critical system functionality which may be required prior to operational launch. UAT conducted within the program confirmed MyWay+ satisfied the defined UAT requirements for operational launch.

Transport Canberra commenced an Expression of Interest (EOI) process on 16 September 2024, seeking volunteers to participate in testing of early MyWay+ functionality, resulting in 209 successful applicants. Participants were selected to provide an appropriate distribution of user gender and location, plus a broad range of user interests, frequency of public transport use, and accessibility requirements.

Community testing commenced on 30 September 2024, a timeline of key events and tested functions is given below:

- At commencement of community testings, participants were provided with a MyWay+ travel card (pre-loaded with \$5.00) and were able to test whether they could tap on and off MyWay+ on-board bus validators using the MyWay+ card.
- Approximately halfway through the community testing phase (last week October 2024), participants were given access to the MyWay+ account portal (account portal) and ability to create a MyWay+ account.
- At this time, participants were emailed instructions on how to create, access and use functions within the MyWay+ account, which were available at operational launch, except the MyWay balance transfer function and link credit/debit card functions.
- Participants were able to access the MyWay+ mobile application (MyWay+ app) in the 1-2 weeks prior to operational launch.
- Feedback was sought from participants over a seven week period up until Go-Live on 25 November 2024.

Minor delays were experienced in the system testing and commissioning of the back-end banking system, LittlePay, which provides the functionality to use credit and debit cards to tap on and off MyWay+ validators, or load funds to a MyWay+ account. Whilst testing and commissioning of this was completed within the program by 21 November 2024, prior to Go-Live, this resulted in these functionalities being unavailable during community testing.

Transport Canberra values the involvement of participants in the community-based program, particularly the feedback they provided on their user experience with the online portal and mobile app. Feedback on certain aspects of the system, including the layout and

formatting of the MyWay+ online account, and the performance of some functions (e.g. Public Information Displays (PIDs) and automatic validator activation) at specific location or on certain routes, did result in further investigation by Transport Canberra (e.g. on-site testing on identified services and modifications to the font colour and top-level menu structure within the MyWay+ online account and mobile app) prior to Go-Live. Whilst not all feedback from the community-based testing program resulted in changes to the MyWay+ system Go-Live, given the need to prioritise items related to the critical functionality of the system, all feedback was collated and is being progressed as improvements to be incorporated in the ongoing update program in consultation with key stakeholders (see part g) for further discussion).

#### Hardware installation (accelerated installation phase)

The accelerated installation period commenced on 20 September 2024 (Project Milestone 4), which involved the installation, testing and commissioning of visible MyWay+ hardware (i.e., validators and passenger information displays) on the operational bus fleet and light rail platforms.

Further information is provided later in this submission.

#### **h) the timing of the MyWay+ launch**

In 2019, mobile network operators commenced preparations to decommission the 3G network. Initially scheduled for 2022, this had been extended on several occasions. In August 2024, the shutdown date was announced as 28 October 2024 with no further extensions. This had already factored into the revised Transition in Plan, with Go-Live to occur within the final quarter of 2024. The exact date of Go-Live was subject to critical project elements including hardware installation and system testing milestones.

Prior to Go-Live, the program sought an independent program review of NEC and Transport Canberra's readiness to launch. The review was conducted by Projects Assured and was tabled at the penultimate Program Steering Committee in October 2024. The review found NEC had successfully developed a product with planned released functionality at Go-Live, which was ready for launch and could be successfully supported in operations from day one by Transport Canberra.

TCCS provided a brief to the Minister for Transport seeking agreement to the public announcement of Go-Live for MyWay+ in two stages and the timing for these to occur. On 8 November 2024, the Minister agreed to launching the MyWay+ customer portal and mobile application on 11 November 2024, with a go live date in the week of 25 November 2024. This decision was based on the advice from TCCS provided in the brief, which noted:

- a slight delay (approximately 1-2 weeks) was being experienced in the schedule;
- fit-out of the operational bus fleet, scheduled for installation was *"...a revised target of more than 80% of the fleet target by 18 November 2024 and targeting 100% by 25 November 2024."*

- Ticket Vending Machines (TVMs) were “...on track to begin being installed from 18 November 2024...” and “NEC expect to install 15 TVMs per week, completing the total of 35 over the three weeks starting on 18 November 2024.”
- “The Customer Portal and mobile app are ready to go live in the public domain from 11 November 2024.”
- MyWay balance transfer data migration into MyWay+ would be “...complete by 11 November to allow funds from the old MyWay system to be transferred”.
- Operational testing had “...resulted in high levels of confidence in the end to end system operation.”

TCCS provided a subsequent brief to the Minister for Transport seeking agreement to the date of MyWay+ Go-Live, and the recommencement of fare collection, being 27 November 2024. The brief advised further delays had been experienced with equipment installation (with the 100% target for bus fleet installation revised to 12 December 2024 and further delays to TPV delivery noted), however, critical items from the independent assurance review by Projects Assured had been addressed, core financial management functions within the MyWay+ account were operable, and adequate contingency plans for Go-Live were in place. A meeting was held between the Minister and TCCS senior executive on 25 November 2024 to discuss further, and on 25 November 2024 the Minister agreed to Go-Live and fare recommencement date of 27 November 2024.

MyWay+ went live on the public transport network from first service on Wednesday, 27 November 2024, 19 months after NEC Australia first mobilised. The first ‘tap-on’ was witnessed by the program at 5:42 am at Cohen Street, Belconnen.

**i) an assessment of MyWay+ data security and any implications for users**

NEC built the MyWay+ system so that all data is stored fully onshore. This requirement is imputed into the contract through:

- clauses requiring NEC to adhere to various ACT Government standards regarding data sovereignty which themselves require certain types of data to be stored locally;
- requirements for NEC to notify the Territory if they are planning to store data offshore; and
- restrictions to the use of Territory data in development systems located offshore.

As part of the program, contingencies and protocols were developed for managing potential cybersecurity threats. For example, in the event of a proven breach, MyWay+ will be shut down and all data connections to ACT Government system severed, including the ACT Digital Account. NEC Australia are responsible for monitoring attempted breaches of the system and notifying the appropriate contact officer within the ACT Government, determined by the level of threat presented by the ‘attack’. To date, there have been no recorded data breaches of the MyWay+ system.

The program also procured the services of Cyber CX, an Australian cyber-security advisory firm, to conduct a Cybersecurity Threat Risk Assessment of the MyWay+ system which assessed all threats where data is an element. The initial review by Cyber CX identified one 'above tolerance level' risk. Treatments were applied to the identified and other risks, resulting in the final review determining all risks being considered below the ACT Government's accepted tolerance level. The final report was reviewed and accepted in conjunction with the ACT Government's Chief Information Security Officer (CISO). The CISO also undertook a review (External Assessment QA) which resulted in additional recommendations.

A Security Risk Treatment Schedule for MyWay+ was developed to address the risks identified and action the recommendations from these reviews. Implementation of the Scheduled and vulnerabilities are being tracked by the Cybersecurity Management Team, which includes NEC and Territory representatives from Transport Canberra and CISO.

An Information Security Plan for MyWay+ was also prepared by the TCCS Chief Information Officer branch, focussing on personal information security, which determined the need for a Privacy Impact Assessment for the system; Maddocks has been engaged to complete this work. Of note, preparation of a Privacy Impact Assessment post Go-Live was considered acceptable given the proven overall data security of the system.

## **Communications and Engagement – Key Findings and Actions**

### **d) impacts and potential impacts on public transport confidence and usage**

The MyWay+ ticketing system has already provided new and greater benefits to the Canberra community. Since Go-Live, approximately half of all public transport journeys have been made by tapping on and off using a credit or debit card, a new feature which was made available through the delivery of MyWay+. Further benefits will be delivered over the medium to longer term with the objective of encouraging more people to choose public transport as their preferred mode of travel.

A number of customer issues were experienced using the new system on and following the launch day. The ACT Government acknowledges the issues experienced following Go-Live have impacted customers and caused frustration, and did not deliver the seamless experience planned. Transport Canberra acknowledged these concerns and apologised to the community for not meeting full expectations upon launch. Transport Canberra and NEC have been working to identify and triage these issues, and address them progressively through updates to the MyWay+ operating system online account and mobile app. Information on the status of these is detailed at [Attachment B](#).

Despite the issues identified, significant improvements compared to the previous MyWay system have already been experienced by most MyWay+ users, and the ACT Government is confident in the ability of the MyWay+ system in providing a long term solution for Canberra's transport needs.

**g) the sufficiency and quality of public communications before, during and after the launch of MyWay+**

The ACT Government implemented a comprehensive public communication campaign to support the Canberra community in the transition to MyWay+. This is detailed at Attachment A.

A significant number of community pop-ups were held at bus and light rail stations in the lead-up to the rollout of MyWay+ and then post-launch. These were supported by engagement activities at a wide range of community events targeting different demographics as well as a communication campaign linked with project milestones. Communication products were placed at bus and light rail locations. In addition to the public communication campaign, Transport Canberra prioritised engagement with specific community groups throughout the project.

Transport Canberra is committed to providing comprehensive updates on the delivery of release updates and future functionality, and engaging with the community and stakeholder groups to support ongoing improvements to the MyWay+ system and user experience. Since the MyWay+ Go-Live, Transport Canberra has employed a number of methods for distributing information, providing customer support, and collecting feedback and suggestions.

Both Transport Canberra and CMET customer service staff have been and will continue to be deployed at the information kiosk in the city, light rail platforms and bus interchanges to assist members of the community to understand and use MyWay+. Transport Canberra also increased the resourcing of its Customer Experience team to manage enquiries and provide over the phone support to members of the community both before and after Go-Live. The team continues to provide a one-on-one service to many customers, and in particular has been critical to supporting the senior community with the transition, whilst relaying community feedback to the project team for appropriate consideration.

Transport Canberra channels such as our customer service staff (including call centre and on-the-ground), website, e-newsletter, social media and stakeholder mailing list will continue to be utilised for disseminating information and updates.

An internal IT service management team, within the ACT Government Service Desk, has been established to manage service or change requests logged by the project team and through customer service staff. Within the first month since Go-Live, over 1,800 items of feedback have been collated into approximately 300 service requests, of which 100 have already been resolved by NEC.

*TCCS Accessibility Reference Group*

The TCCS Accessibility Reference Group, composed of members of groups within Canberra who have specific accessibility needs, were provided MyWay+ briefings at the quarterly

group meetings and additional sessions, held outside of the meetings, were arranged for parties wishing to be engaged separately.

#### *Public Transport Association of Canberra*

Transport Canberra engaged with and received valuable feedback from the Public Transport Association of Canberra (PTCBR) throughout the project, and hosted a PTCBR members meeting in July 2024 which included an early exposure demonstration of the MyWay+ mobile app and attendance by Kylie Gorman, Senior Project Manager NEC. Furthermore, contributions from PTCBR members published on their public forums provide insight on the day-to-day community experience of MyWay+ and these channels continue to be monitored to identify arising issues or opportunities for further improvement. Transport Canberra has committed to working with PTCBR as improvements to the system are developed and implemented, particularly in regard to user experience within the MyWay+ online account and mobile app.

#### *Council of the Ageing ACT*

Transport Canberra also engaged extensively with the Council of the Ageing (COTA) ACT given the decision to separate functionality of the existing, dual MyWay travel 'smart card' and ACT Seniors 'flash card' (Dual Cards). Engagement with COTA ACT and senior members of the community involved attendance at the 2024 Seniors Expo, meetings with the COTA ACT CEO, and dedicated sessions with members of the seniors community at COTA offices.

Transport Canberra had engaged early with the Office for Seniors and Veterans, CSD, regarding separation of the Seniors Card. Whilst the 'flash card' component could continue to be used as a valid proof of eligibility for accessing discounts and concessions, the MyWay 'smart card' component would not be compatible with the MyWay+ system and no longer be able to be used for travel. ACT and interstate seniors are still be entitled to the same, reduced public transport fares (see [Road Transport \(Public Passenger Services\) Public Transport Fares Determination 2024 \(No 1\)](#)), and are able to access these reduced fares with MyWay+ by tapping on and off public transport services with:

- a MyWay+ concession card, which are free for Seniors and can be "purchased" by displaying a valid concession (including the existing 'flash card') at a MyWay+ retail agent; or
- a Visa or Mastercard debit or card, linked to their MyWay+ account with a current concession registered to the account (e.g. ACT Senior 70+ years, Pensioner Concession Card, etc.).

However, to support the senior community with the transition to MyWay+, ACT Seniors cardholders can still use their 'flash card' during the free travel periods (off-peak periods for persons aged 60 – 69 years, and at all times for persons aged 70 years or over) until June 2025. After June 2025, they will need to use one of the aforementioned options for tapping on and off public transport.

The ACT Government values the role of COTA ACT as an advocate and support channel for older Canberra. Transport Canberra is committed to working with COTA to support the senior community through the transition period, and will continue to provide information and one-on-one support through the customer service centre. In addition to this, Transport Canberra customer service staff will be attending the COTA ACT drop-in session across ACT Libraries from the start of March until the end of June to provide in-person assistance.

**j) any other related matter**

Information on planned updates and expansion of MyWay+ is provided at [Attachment B](#).

# Attachment A

This section of the Submission will:

- provide a summary of the communications and engagement actions that were taken and the results achieved;
- provide details of the communication phases which cover the periods before, during and after the launch of MyWay+.

## **Initial brand development and campaign planning**

Preparations to communicate MyWay+ began in February 2023 when the digital brand and communications agency Cre8ive was contracted by Transport Canberra to support the introduction of MyWay+ to the public by developing a new brand and marketing strategy.

Cre8ive developed three brand concepts, along with key messaging for communication material, which were run through a market testing process in June 2023 via the CMETDD Research and Insights team.

This market testing involved focus groups made up of Canberrans representing various age groups and demographics, including both current users and non-users of public transport. Feedback from the focus groups allowed the concepts to be adjusted and ultimately narrowed down to a preferred version which increased the likelihood of success in market.

Feedback also provided initial insight into messaging for communication material.

In November 2023, Cre8ive delivered the brand guardian and style guide which was used to help develop the first marketing materials including the MyWay+ demonstration bus wrap.

In February 2024, a draft marketing strategy was presented to Transport Canberra which was then adjusted following feedback from the directorate and cleared up to the Minister for Transport Chris Steel.

The strategy divided public communications into four key campaign phases which were aimed at building excitement and awareness of the new system. The phases were also aligned with predicted operational milestones for the MyWay+ project.

These phases were:

- phase 1 – MyWay+ demonstration buses and brand launch
- phase 2 – MyWay+ benefits
- phase 3 – MyWay+ is coming
- phase 4 – MyWay+ is here!

In April 2024, a second market testing process was run with further focus groups which tested MyWay+ campaign materials including key messaging for communication phases and a proposed video storyboard (which will be used in the future). The process suggested some refinements to material but the overall feedback indicated campaign materials were likely to be effective in engaging and communicating key messages to most public transport users.

### **Phase 1 (9 May to 14 August 2024)**

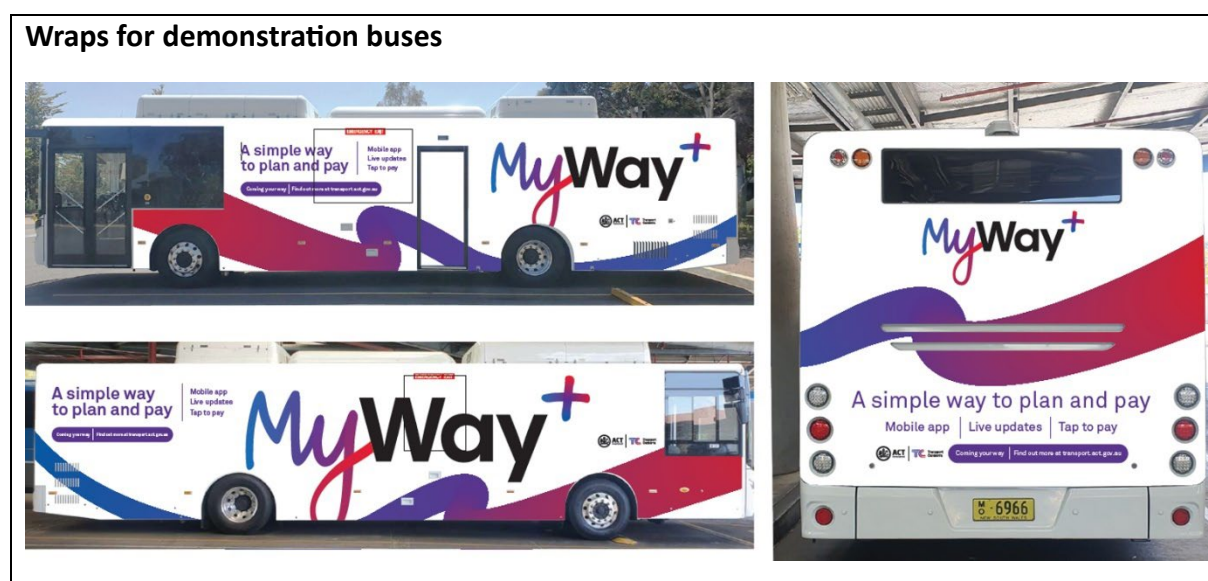
The launch of the first phase coincided with the launch of MyWay+ demonstration buses and the commencement of the operational testing period involving the bus fleet.

The phase commenced with a media event with Minister for Transport Chris Steel where media outlets and important stakeholders such as the Public Transport Association of Canberra (PTCBA) and Council of the Ageing (COTA) ACT were invited to interact with a demonstration bus and the new system.

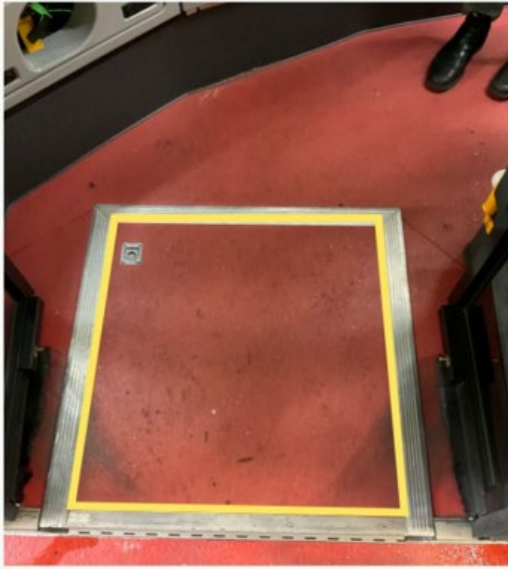
The purpose of phase 1 communications was to launch the MyWay+ brand, introduce some of its benefits and raise awareness of the future change. Key messaging included content themes to generate excitement but also provide awareness of the demonstration buses and their purpose.

The first marketing materials were installed on buses during phase 1 in addition to the demonstration buses which were wrapped in full MyWay+ wraps for promotional awareness. All marketing items, including key messaging for the phase 1 campaign, were referred to and approved by the ACT Government's independent campaign reviewer. Images of Phase 1 marketing material items are provided in the table below. Similar artwork was used through Transport Canberra's other owned channels such as social media.

**Table 1: Phase 1 marketing materials**



Internal decals on demonstration buses



**MyWay+**  

# MyWay+

A simple way to plan and pay

Mobile app | Live updates | Tap to pay

Find out more information [transport.act.gov.au](https://transport.act.gov.au)

Location: Front seat, front door entry



**MyWay+**  


# It's in your pocket. It's MyWay+



Get on board the **new way to move around** our great city.

Find out more information [transport.act.gov.au](https://transport.act.gov.au)

Location: Bulk Head 4






**MyWay+** 

A simple way to plan and pay  


Mobile app | Live updates | Tap to pay



Find out more information [transport.act.gov.au](https://transport.act.gov.au)

**New MyWay+ app** 


Everything you need for trip planning, live updates and simple ticketing.  



Find out more information [transport.act.gov.au](https://transport.act.gov.au)

**Track your trip** 

Real-time service information gives you more control of your time and how you move about our city.  

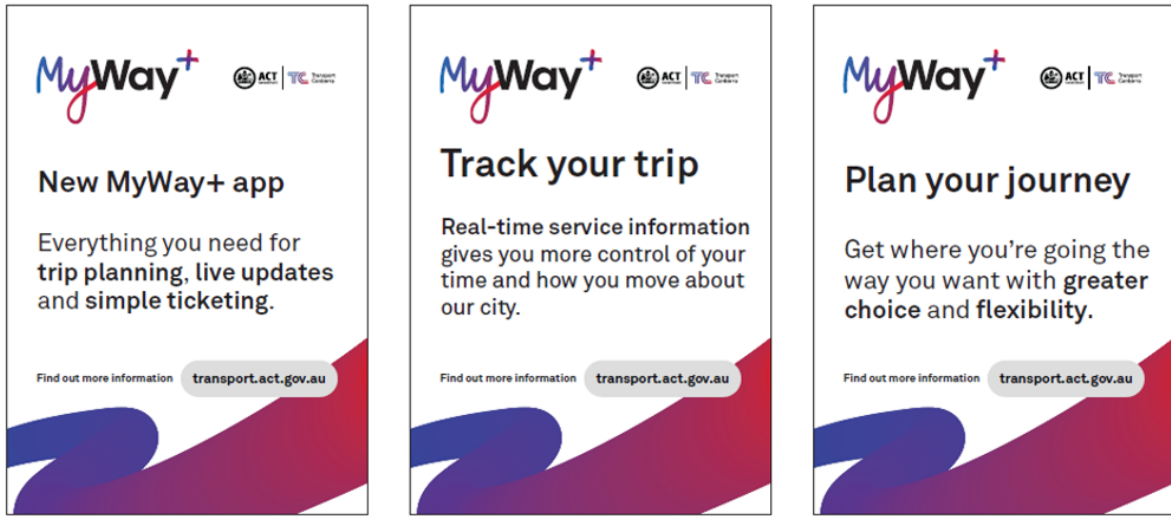
Find out more information [transport.act.gov.au](https://transport.act.gov.au)

**Plan your journey** 

Get where you're going the way you want with greater choice and flexibility.  

Find out more information [transport.act.gov.au](https://transport.act.gov.au)

## Posters on board demonstration buses



## Demonstration bus specific signage

### Bus wobblers



### Bus stop ground decals



Phase 1 also encouraged people to seek out more information and to register their existing MyWay cards. Because this was the launch phase, phase 1 was an opportunity to gain feedback on the key concerns of current users to ensure appropriate communication solutions were put in place to address these concerns. Feedback was obtained from engagement events and on social media.

To support communications, significant stakeholder notification commenced via an announcement email (timed with the demonstration bus announcement) to over 300 external stakeholders which covered a range of groups related to Aboriginal and Torres Strait

Islanders, active travel, community organisations/councils, the disability sector, education and tertiary institutions, multicultural and women's sectors, older/senior Canberrans and youth groups.

Commencing from phase 1 and then continuing through all future phases, face-to-face engagement pop-ups were coordinated at all major bus interchanges and light rail stops. These pop-ups were an opportunity to directly provide information, answer questions and assist public transport users with general information about the transition to the new system. They also provided awareness to new users. At the pop-ups Transport Canberra sought information from the community about what they were most looking forward to with the system which then helped inform communication efforts.

Phase 1 pop-ups were held on 20, 25, 27 June; 2, 5, 9, 18 July; and 5, 7, 8, 13 August 2024. It is estimated the team spoke to about 10,000 people collectively from all engagement activities before, during and after MyWay+ launch. Feedback, issues and suggestions based on conversations with the community were documented from these pop-up events and provided to the MyWay+ project team.

Transport Canberra also presented a MyWay+ overview at the Woden Valley Community Council on 7 August 2024 and to PTCBR's meeting on 18 July 2024. Attendance was also arranged at an extensive range of community events in the lead-up to the launch of MyWay+ (and further events will be attended through 2025). These engagement opportunities were designed to target audiences such as students, seniors, Aboriginal and Torres Strait Islanders, multicultural communities and disability groups.

During phase 1, Transport Canberra attended the Small Business Expo on 9 May 2024, the Reconciliation Day event on 27 May 2024, the COTA-facilitated Veterans and Families event at the Hughes Shops on 20 July 2024, the University of Canberra Market Day on 23 July 2024, the ANU Bush Week Market Day on 24 July 2024, the Transport Canberra Bus Driver Recruitment Come and Try Day on 27 July 2024, the CIT Open Day (Reid Campus) on 30 July 2024, the CIT Open Day (Bruce Campus) on 1 August 2024, the Welcome to Canberra event (run by the Community Services Directorate) on 3 August 2024 and the Canberra CareersXpo on 7 August 2024.

Staff engaged with approximately 1,500 people through these phase 1 engagement activities. This included approximately 440 students, 200 veterans and their families, 50 newly arrived residents to Canberra and many other community members. At these – and all subsequent community events and pop-ups – a plain English postcard with key information and contact details/QR code was distributed. In time for the Welcome to Canberra event information was also printed and available in 13 languages for non-English speaking customers (Arabic, Farsi, Dari, Filipino, Greek, Hindi, Korean, Spanish, Tamil, Thai, Urdu, Vietnamese, Chinese).

Engagement commenced during phase 1 with the TCCS Accessibility Reference Group (ARG). The ARG members represent groups in Canberra with specific accessibility needs and meet on a quarterly basis to be consulted on and informed about various initiatives and activities undertaken by TCCS. MyWay+ was included as an agenda item at a very early stage of the project to enable the group to be kept informed on the progress of the project development and as we stepped through the projects milestones. An early version of the MyWay+ App was demonstrated, and the members were encouraged to volunteer to become 'user testers' which a number did. Out of session meetings were also offered for any groups that would benefit for separate engagement. In June 2024 the meeting included a pre session where one of the demonstration buses was provided for the attendees to explore the positioning of the validator and the passenger information screen. In September 2024 a set of communications documents were provided to the group and a sub meeting with parties that were specifically concerned about concessions was held to give clarity on how each concession group would receive communications about concessions.

Engagement also commenced through the School Liaison Committee in the March 2024 Term meeting, with subsequent meetings in June, September and November, where project updates were provided. Attendees were also provided relevant web content and early release information regarding testing, Demo buses and the November Launch. Additionally, Education Directorate's communications team also ensured that MyWay+ content was included in regular school bulletin newsletters and principal updates.

During phase 1 there were 24 MyWay+ specific social posts on the Transport Canberra Facebook page, generating a total of 137,112 impressions, reaching 172,504 people with 7,237 engagements, 1,586 interactions and 240 comments.

During this phase of the project, the [Ticketing and MyWay](#) section of the website had 142,741 sessions. Sessions can include multiple page views over a period of time until the user is inactive. These sessions had an average duration of 3 minutes and 43 seconds which indicates people were reading the information. The main MyWay+ page during this time ([Transition to MyWay+](#)) was launched on 13 May 2024 and had 18,148 sessions during this phase. 'Register your MyWay' was the main call to action and the webpage had 17,669 sessions during this phase.

Radio promotion began on the Australian Traffic Network (ATN) radio network (on AM and FM) in phase 1. This advertising continued throughout all MyWay+ communication phases with scripts amended to the most recent announcement or call to action such as encouraging the community to register their MyWay cards.

During phase 1, the first of two omnibus surveys were conducted by the CMTEDD Research and Insights team to gauge community awareness of MyWay+. These surveys used an external panel via the agency Octopus to collect a sample from a random selection of Canberrans. The first survey conducted field work between 28 June – 8 July 2024 and had a

collection sample of 527 people. It indicated awareness of MyWay+ was strong at 59% for a campaign that had only been in market a couple of months. This result helped Transport Canberra Communications to understand how people were finding out about the new ticketing system with the main avenues at the time of phase 1 being social media, e-news, advice to residents from stakeholders, advertising on buses as well as radio advertising.

**Phase 2 (14 August to 20 September 2024)**

Phase 2 built on the awareness created during phase 1 by increasing messaging regarding the benefits of the upcoming ticketing system. Phase 1 had already provided valuable feedback and sentiment from the community which assisted in the development of targeted communications with stakeholders, particularly for seniors.

The main call to action for phase 2 was for current MyWay card holders to register their cards to protect their balance and to help prepare them for the new system. A total of 17,096 MyWay cards were registered between April 2024 and the cut-off date of 17 September 2024.

Phase 2 communications materials were approved through the ACT Government’s independent campaign reviewer. Images of Phase 2 expanded, marketing material items are provided in the table below. In addition to the avenues used in phase 1, phase 2 introduced posters at interchanges and bus stops along with bus back advertisements which helped to increase awareness of the MyWay+ brand.

**Table 2: Phase 2 marketing materials**

<p><b>Bus stop poster</b></p>	
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**Bus back advertising**



**Branded uniforms for staff**



Phase 2 was supported by a media announcement by Minister for Transport Chris Steel on 14 August 2024 which urged the Canberra community to register their current MyWay cards. Another Ministerial announcement was made on 5 September 2024 which announced there would be free public transport during the MyWay+ transition period.

Phase 2 engagement activities at major public transport interchanges were held on 20, 22, 27 August and 5, 12, 17 September 2024.

Stakeholder/community events included the COTA Midweek Matters presentation on 14 August 2024, stakeholder bus tour with U3A on 23 August 2024, Community Corner at Belconnen Library on 5 September 2024, Community Corner at Dickson Library on 12 September 2024, University of Canberra Open Day on 14 September 2024 and the Canberra Disability Expo on 18 September 2024.

Approximately 800 people were engaged through these activities during phase 2 including a diverse mix of students, seniors, adults, interstate travellers and people with a disability and their carers.

There were 17 MyWay+ specific socials posts in phase 2, generating 152,256 impressions, reaching 154,153 people with 7,941 engagements, 1,069 interactions, and 251 comments.

During phase 2 a follow up survey (to the one conducted in phase 1) was undertaken with field work taking place between 4-9 September 2024. This used a collection sample of 494 people. The second survey found that awareness of MyWay+ was now at 70%. This was up 11 percentage points from the previous survey, indicating the campaign was proving successful in raising awareness the new ticketing system was coming. The results again gave an understanding of how people were finding out about the new system.

### **MyWay+ transition communications (20 September to 14 November 2024)**

The launch of transition communications coincided with the announcement by Minister for Transport Chris Steel on 20 September 2024 that the project was entering a new period where MyWay+ hardware would begin installation on the bus fleet. This phase ran during the ACT Government's caretaker period.

This phase was needed due to the significant change customers faced with the end-of-life operations of NXTBUS and the temporary pausing of fare collection due to the shutdown of 3G and the installation of the replacement MyWay+ equipment on board buses.

The focus of communication material was operational in nature in keeping with ACT Government advertising requirements during a caretaker period. Advice was sought from the independent reviewer who confirmed that no paid promotional communication for MyWay+ could be run during this period. Marketing materials used in this phase are included in the table below.

### **Table 3: Transition communications marketing materials**

**Digital tiles**

**Fare free travel period begins today**

You don't need to tap your card.  
Please hop onboard and enjoy your ride.

Produced by Transport Canberra and City Services Directorate

Transport Canberra

13 17 10   
transport.act.gov.au

**On bus validator signage**

**MyWay<sup>+</sup>**

**Fare free period**  
We're transitioning from MyWay to MyWay+

Transport Canberra

Produced by Transport Canberra and City Services Directorate

**Bus stop posters**



Due to the caretaker period, there was a reduced focus on community pop-up events at bus interchanges (staff visited major bus interchanges on 10 October 2024). There were, however, significant community event opportunities during the period. Transport Canberra attended events including Floriade on 21 September, NAIDOC Family Day on 26 October and Gungahlin Fest on 26 October 2024. About 500 people were engaged through these events. Presentations were delivered to the Tuggeranong Community Council on 5 November 2024 as well as the Canberra Region Tourism Leaders Forum and the Woden Valley Community Council on 6 November 2024.

One event of note that fell during this period was the COTA ACT led Seniors Expo on 25 September 2024. Extensive liaison had been taking place with COTA regarding the MyWay+ transition with earlier attendance at the COTA ACT Veterans and Families event and Midweek Matters event, along with working on tailored communication to disseminate via their channels. Transport Canberra worked with COTA to ensure there was a significant presence at the Seniors Expo and that our participation was promoted well in advance to potential attendees so they could come and ask questions. Bus charter services were organised to assist seniors to attend.

A MyWay+ demonstration bus and a bus from the flexible bus service were both coordinated to be on site. Transport Canberra staff, along with staff from Canberra Metro, assisted over 1,000 seniors at the event. Handout information was prepared which was specifically tailored to three seniors groups – seniors aged 60-69, seniors 70 and over and those from interstate. The key information given to seniors over 70 was that they could continue to use their existing MyWay/Seniors card as a flash card until June 2025 and that seniors 60-69 could continue to use it as a flash card during off-peak periods until June 2025. Seniors aged

60-69 were given information on options which would be available for travelling during peak, including getting a MyWay+ card for free.

Another highlight was the NAIDOC family day event at Boomanulla Oval on 26 October 2024 where staff engaged with approximately 75-100 people from the Aboriginal and Torres Strait Islander community.

Transport Canberra shared 12 posts during the MyWay+ transition phase, generating 99,551 impressions, reaching 100,418 people with 4,748 engagements, 591 interactions and 64 comments. During the transition phase the [Tickets and MyWay +](#) section of the website had 91,943 sessions. The most popular page was the [MyWay+ transition](#) page with over 46,000 sessions. The [seniors](#) page also performed well with over 2,500 sessions.

### **Phase 3 (14 November until 27 November 2024)**

Phase 3 began shortly after the conclusion of the caretaker period. This was due to the ACT Government's independent campaign reviewer ruling that no promotional campaign messaging for MyWay+ could be run during the caretaker period. Phase 3 was subsequently reduced from what was originally planned and the messaging amended to fit the short time period post caretaker and before the operational launch of MyWay+ on 27 November 2024.

Once the new government had been formed and the amended phase 3 campaign was able to be referred to and approved by the independent reviewer, it then commenced to coincide with the launch of the MyWay+ app and MyWay+ account. Phase 3 built on the awareness raised as part of phases 1 and 2 and aimed to also attract new public transport users.

Paid media, coordinated through the ACT Government's media buying partner Universal McCann (UM), focussed on the features and benefits associated with the new system and utilised the following channels:

- print advertising (Canberra Times and Canberra Weekly)
- social media (Facebook, Instagram and Snapchat)
- audio advertising (radio, music streaming platforms and podcast advertising).



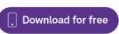









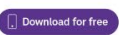







This phase saw the web portal and app functionality go live which were key milestones in the project and an opportunity for the community to engage with MyWay+ first-hand.

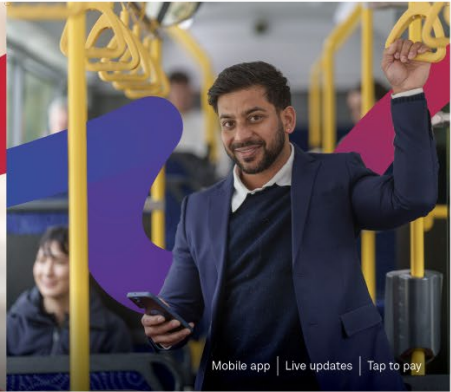
Additionally, phase 3 aligned with the ongoing accelerated installation of equipment across the Transport Canberra network, system testing and the user testing already underway involving over 200 participants (made up of community stakeholders and the Transport Canberra workforce).

Prior to the launch of phase 3, general sentiment gauged at stakeholder events and engagement activities was positive and that much of the community were looking forward to the upcoming changes.

Marketing materials from phase 3 introduced photograph imagery designed to be representative of the Canberra community. Examples are given in the table below.

**Table 4: Phase 4 marketing materials**

<p><b>Bus stop posters</b></p>	
	<p><b>More control. Less complexity.      More freedom. Less barriers.</b></p> <p>       </p>
	<p>   <a href="https://transport.act.gov.au">For help and advice visit transport.act.gov.au</a>   <a href="https://transport.act.gov.au">For help and advice visit transport.act.gov.au</a> </p>
<p><b>More convenience. Less complex.      More freedom. Less barriers.</b></p> <p>       </p>	
<p>   <a href="https://transport.act.gov.au">For help and advice visit transport.act.gov.au</a>   <a href="https://transport.act.gov.au">For help and advice visit transport.act.gov.au</a> </p>	



**More simple. Less steps.**

**More convenience. Less complex.**

**MyWay<sup>+</sup>**







Download for free

**MyWay<sup>+</sup>**



Download for free

  Transport Canberra For help and advice visit [transport.act.gov.au](https://transport.act.gov.au)

  Transport Canberra For help and advice visit [transport.act.gov.au](https://transport.act.gov.au)





**More ease. Less effort.**

**MyWay<sup>+</sup>**



Download for free

  Transport Canberra For help and advice visit [transport.act.gov.au](https://transport.act.gov.au)

Print advertisements



**MyWay+**

Launching 27 November 2024

**More simple.  
Less steps.**

Powerful journey planning, live service updates and convenient ticketing choices will soon make it easier than ever to leave the car at home.

Mobile app | Live updates | Tap to pay

ACT Government | TTC Transport Canberra | transport.act.gov.au

App available now  
Download for free



**MyWay+**

Launching 27 November 2024


**More simple.  
Less steps.**

Powerful journey planning, live service updates and convenient ticketing choices will soon make it easier than ever to leave the car at home.

Mobile app | Live updates | Tap to pay

ACT Government | TTC Transport Canberra | transport.act.gov.au

App available now  
Download for free



Updated ground decals



**MyWay+**

A simple way to plan and pay



Download the free app

ACT Government | TTC Transport Canberra

Phase 3 was supported by the TCCS-led media announcement on 14 November 2024 that MyWay+ would go live from 27 November 2024 and that the app was available to download.

Statistics from UM on the phase 3 paid social advertisements and campaign performance are expected to be provided at the end of January 2025. Website statistics continued to grow in this phase with the launch getting closer. New and updated information was added to the website. The [Ticketing and MyWay+](#) section of the website had 118,612 sessions during this phase and average session duration of 4 minutes and 35 seconds.

The top pages were [Tickets and MyWay+](#) with 42,273 sessions and [MyWay+](#) with 42,763 sessions. The new concession pages performed well, with over 12,000 sessions on that section of the site during the third phase. This included over 7,000 sessions on the [seniors](#) page.

Step by step tutorial videos were developed in this phase to guide users through the online customer portal. Eight videos were published on a single webpage, with links shared via social media and other promotional channels. These videos had over 20,000 views as of the start of 2025 with a spike in views on 25 November 2024. To ensure accessibility for a multicultural audience, the videos include subtitles in multiple languages. Additionally, step by step written instructions were provided to further support customers.

Community engagement events were held at major bus interchanges on 19, 20, 21, 22 and 26 November 2024. Over 500 people were engaged at these pop ups.

Presentations were held with the Belconnen Community Council on 19 November, Inner South Community Council on 25 November and Downer Community Association on 25 November 2024. Information was also sent to the Weston Creek Community Council ahead of their meeting on 27 November 2024.

Drivers, transport officers and CMET customer service officers were given copies of the DL postcard and flyers with key information to help them inform passengers. Material was also disseminated through ACT public libraries.

Transport Canberra shared 17 social media posts in phase 3, generating 141,018 impressions, reaching 94,234 people with 7,812 engagements, 1,520 interactions, and 872 comments.

#### **Phase 4 (27 November – ongoing in 2025)**

The start of phase 4 coincided with the launch of MyWay+ on 27 November 2024. The media buy of the campaign ran for two and a half weeks until 13 December 2024. This media buy is currently paused until further functionality improvements have been implemented.

Transport Canberra recognised these improvements were required before it was appropriate to do broadscale paid promotion that the system was here.

The current focus for communications activities is educational in nature with content being run on Transport Canberra’s channels (social, e-news and website) along with stakeholder updates. This is aimed at addressing issues raised in community and stakeholder feedback.

The paid media campaign for phase 4 was referred and approved by the independent reviewer in the same campaign pack as phase 3.

This paid component has several key objectives:

- amplify the engagement achieved through previous phases to maximise brand recognition of MyWay+
- inform audiences of all available MyWay+ features
- engage and attract new users and retain existing users
- emphasise the benefits of the new system.

Campaign assets for phase 4 will use the channels from phase 3 but with updated messaging and with additional ‘digital display’ online advertisements tailored in various dimensions suited to web browsing on both mobile phones and desktop computers.



Phase 4 communications were supported by a range of media announcements over this period. This included:

- 26 November 2024 – TCCS announces that MyWay+ is live tomorrow
- 27 November 2024 – Minister for Transport Chris Steel announces that MyWay+ is live
- 5 December 2024 – Minister for Transport Chris Steel announces commencement of Fare Free Fridays.

To support on-going engagement events, human billboards were also coordinated through the ACT Government’s media buying agency UM.

The human billboards were primarily used to wear eye-catching billboards and provide awareness of MyWay+ in high foot traffic areas. They also helped to answer questions, engaged with the public including providing information postcards on MyWay+ and wore large QR codes linking to download page for the MyWay+ app on the Transport Canberra website.

Human billboards were rolled out at the following locations across multiple days and times from 27 November – 15 December 2024.

- Gungahlin Town Centre
- Woden Town Centre
- Majura Park
- Civic and Braddon
- Belconnen Town Centre
- Cooleman Court
- Dickson
- Tuggeranong Town Centre
- Kippax Fair
- Kingston
- Lake Burley Griffin.



Since the MyWay+ launch on 27 November 2025, the [Ticketing and MyWay+](#) section of the website had 229,493 sessions up until 1 February 2025 with an average session duration of 4 minutes and 16 seconds. The top pages were [Tickets and MyWay+](#) with over 92,000 sessions and [MyWay+](#) with over 51,000 sessions.

### **Communications post MyWay+ launch (27 November 2024 onwards)**

On the MyWay+ launch day, Transport Canberra had staff at major bus interchanges and light rail stops to support transport officers and CMET's customer service officers with providing information to the community about the transition and how to get further information or assistance.

These customer-facing staff continued in the days and weeks after the launch.

A total of 45 customer service pop-ups were conducted after the launch and before Christmas 2024. These pop-ups covered morning, lunch and afternoon peak travel times. An estimated 5,000 customers were assisted during these pop-ups.

Further pop-ups were held at interchanges on the first two days of the school term, along with attendance at orientation events for university and CIT. Transport Canberra also staffed a marquee at the National Multicultural Festival and further engagement is taking place with key stakeholders such as COTA, the Accessibility Reference Group, PTCBR, Schools Liaison Committee and Visit Canberra.

This is in addition to the work of transport officers and customer service officers who, along with the human billboards, collectively spoke to thousands of people.

Feedback from staff on the ground, along with monitoring of social media commentary, was coordinated and passed to the MyWay+ project team. It also informed communications activities including regular updates issued through Transport Canberra channels.

Eight comprehensive updates were communicated to the public between 27 November and 20 December 2024. Two further updates have been issued so far in 2025 (and more to follow as system improvements are made). These provided updates about feedback being received on the new system along with work to address teething problems such as card supply issues, ticket validators not working and revisions to QR codes.

The updates were disseminated via the Transport Canberra website, social media, electronic news and provided to the customer experience team and to Access Canberra's Contact Centre. Each update was also communicated to the Transport Canberra workforce, particularly bus drivers, so they had access to the latest information.

An end of year update was also sent to the 336 external stakeholder groups which had been updated by emails throughout the communication phases. A similar approach to updating the community is continuing throughout the start of 2025.

Extensive monitoring continues to take place of Transport Canberra (and ACT Government) social media channels with responses sent to as many people as possible.

Liaison took place with COTA ACT following the launch and two help sessions were coordinated for seniors to receive 1-on-1 help at the ACT Government building in Dickson. These sessions were designed to help set up MyWay+ accounts, link concession cards and other admin related activities. A total of 11 seniors took up this opportunity. Further sessions will be organised in 2025.

## Overview of Transport Canberra digital channels

### Website

The Transport Canberra website has been used as a central point for people to get information throughout the MyWay+ transition. It has been promoted through all communication collateral, including via QR codes.

From the beginning of the project and in line with phase 1 communications, a dedicated MyWay+ project page was available on the Transport Canberra website providing the latest updates on the new ticketing system. Details of upcoming community engagement events were also available.

All web content was drafted in line with the Australian Government Style Manual which mandates plain language and a maximum reading level of year 7. All website content was reviewed to ensure it met reading level and accessibility requirements, achieving an average reading level of grade 6.5.

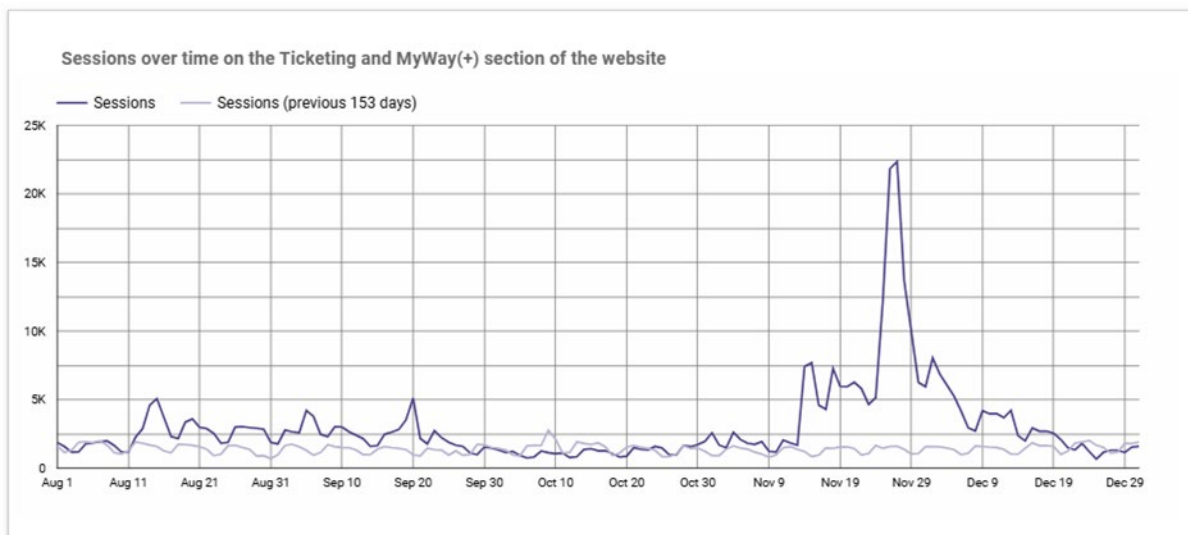
Transport Canberra Communications engaged regularly with areas such as the MyWay+ project team and the Customer Experience team throughout the project to ensure key information, including frequently asked questions, was added at appropriate times.

To coincide with the start of phase 3 (launch of the MyWay+ account and app), a total of 9 new pages were added to the website including concession-related pages targeting specific user groups which was identified as a communication priority.

This also included an instructional videos page which had over 10,000 sessions and over 20,000 views of the videos on Vimeo during 2024. Eight existing Ticketing and MyWay pages were also updated to reflect the new MyWay+ system. Video topics included:

- How to register for a concession through your MyWay+ account.
- How to order a MyWay+ travel card through your MyWay+ account.
- How to create a MyWay+ account.
- How to top up your account balance.
- How to set up auto top up.
- How to link a payment method.
- How to transfer your MyWay card balance to your MyWay+ account.

Traffic to the [Ticketing and MyWay+](#) section of the website understandably spiked during the MyWay+ launch period. Search terms and google analytics were monitored and updates made to ensure users could find what they were looking for. The below outlines the traffic to the Ticketing and MyWay(+) section of the website from August to December 2024.



Sessions spiked to this section of the website when announcements were made. This includes:

- Announcement to register your current MyWay card led to a spike of 4,597 sessions on 14 August and 5,070 sessions on 15 August 2024.
- Social media posts regarding the fare free period during the transition for MyWay+ released on 5 September 2024 led to 4,200 sessions.
- Commencement of fare free period on 20 September 2024 led to 5,094 sessions.
- The launch date for MyWay+ was announced on 14 November 2024 and this led to 7,399 sessions on the day and 7,688 sessions on the following day (15 November 2024). The news article had over 5,000 sessions on 14 and 15 November 2024.
- The Seniors MyWay+ page had 13,594 sessions between 14 November and 31 December 2024, spiking with over 1,800 sessions on 26 November 2024.
- MyWay+ went live on 27 November 2024 and led to 22,303 sessions on the day. The previous day was also high with 21,843 sessions.

As technical issues emerged post-launch and functionality improvements were made, the website was used as a key communication tool to provide updates to customers. Additional news stories and web content was added such as:

- [Scanning QR codes](#) webpage published 3 December 2024 (2,949 sessions in December 2024)
- MyWay+ updates (8 news articles published in November/December 2024)
- [Real time journey planner](#) news article published 20 December 2024 (720 sessions in December 2024)

- FAQs updated on the [Tickets and MyWay+ page](#) based on advice from Customer Experience (over 100,000 sessions from 14 November to 31 December 2024)
- In page web banners notifying users of important updates.

### Social media

The Transport Canberra Facebook page has 20,031 followers (as of the start of 2025). The page has a high level of engagement from its followers who use the page for updates on what is happening in the Canberra public transport space.

There were 76 MyWay+ specific social posts published on the Transport Canberra Facebook page from May 2024 until the end of 2024. These have a collective total of over 646,000 impressions and have reached 606,000 people as of the start of 2025.

These social posts have collected over 2,500 comments as of the start of 2025. Comments were monitored and responded to where possible.

The feedback on MyWay+ specific posts was consolidated into weekly reports for the MyWay+ project team identifying issues and providing suggestions for improvements.

In addition to social media, a total of 37 Transport Canberra electronic newsletters (e-news) with MyWay+ related content were delivered to subscribers throughout the year. There are 3,500 subscribers to Transport Canberra's e-news as of the start of 2025.

### Transport Canberra workforce and internal communications

Although Transport Canberra Communications coordinated public facing avenues, assistance was also given to the MyWay+ project team, particularly the change manager, to help inform the internal Transport Canberra workforce of updates and milestones.

MyWay+ notice boards were established in depot sign-on areas that included content such as customer facing communications and regular updates to ensure that any new information was shared in a timely manner. This was primarily done with 'all staff' notices which are sent by email to every Transport Canberra employee as well as posted in depots.

An employee notice was provided to the Transport Canberra workforce for all major announcements. A total of 25 employee notices were distributed between 22 April 2024 and the beginning of 2025 which provided updates on MyWay+.

These were supported by depot TV screen information in communal areas and broader whole of government internal messaging such as desktop wallpapers, whole of government messages and other screen information in government office buildings, Access Canberra shopfronts and at libraries.

Information was also given to the starter's office so they could pass on key information. The radio network to drivers was also used.

Drivers, transport officers and CMET customer service officers were provided DL postcard and flyers with key information to hand out and help them inform passengers.

MyWay+ specific internal newsletters were printed and made available for Transport Canberra staff at depots and workshops in June, August and November 2024.

These newsletters provided updates from the MyWay+ project team and detailed information specific to the Transport Canberra workforce.

Transport Canberra Communications also assisted in providing awareness of 'Ask me anything' sessions with the MyWay+ project team which was provided to all Transport Canberra staff over 4 sessions in May 2024.

Information and training were provided to bus drivers on the new MyWay+ system before the system went live. Bus drivers were taken through a short 1:1 training program on the key driver console functionality, including how to login to both the console and their shift. Extra communications on specific functionality has regularly been made available in the form of newsletters and how-to guides posted in the depots. Transport Canberra executives made themselves available for Q&A sessions with drivers and provided written responses through union reps. Additionally, the MyWay+ team made available recordings of trainings, 'cheat sheets', screenshots and other material through emails to leaders in bus operations to make available to staff as required.

## Attachment B

Table 1: Summary of key MyWay+ issues and current status

Description	Current Status
<p>Unable to access MyWay+ account</p>	<p><u>RESOLVED</u> (27 November 2024, 09:30 AM)</p> <p>Issues with accessing MyWay+ accounts, through the ACT Digital Account pathway, were being reported from around 08:00 AM on 27 November 2024.</p> <p>This was identified as a capacity issue within the MyWay+ system due to the server load balancing not being set to automatic, thus not adjusting the capacity of the system to accommodate shifts in demand, particularly during peak travel period.</p> <p>Automatic server load balancing was enabled at 09:30 AM on the same day, which permanently resolved the issue.</p>
<p>Light Rail Platform validators not functioning</p>	<p><u>RESOLVED</u> (29 November 2024)</p> <p>In the 24-hours preceding Go-Live, NEC advised Transport Canberra of an issue with the NEC Smart Mobility System initialising and communicating with light rail platform validators, and estimated only half of all platform validators (71) would be operational upon Go-Live; 41 were operational on 27 November 2024.</p> <p>The root cause was identified as the validators incorrectly connection to the old CMET (MyWay) system rather than the MyWay+ interface. A corrective action was deployed over the next 48 hours which gradually increased the number of operational validators.</p> <p>During this time, affected validators had signs covering the tap on/off screen, and CMET customer service officers were stationed at light rail platforms with affected validators during peak periods to guide customers to operational validators.</p> <p>This issue was permanently resolved on Friday, 29 November 2024.</p>
<p>MyWay+ card shortages at retail agents</p>	<p><u>RESOLVED</u></p> <p>A new supply arrangement for MyWay+ Travel Cards (MyWay+ cards) was procured as part of the NEC ticketing solution, through a sub-contract with Epay, the MyWay+ retail outlet manager. The MyWay+ system also enabled online card sales for the first time.</p> <p>The retail outlet manager had been engaged to approach retail outlets from October 2023. Retail agents were provided with opening MyWay+ card stock, new point-of-sale merchandising and training, and stock management by the retail sub-contractor leading up to</p>

Description	Current Status
	<p>operational launch. A total of 29 retail agents were available on the Go-Live date.</p> <p>In 2024, two major supermarket chains indicated support for becoming MyWay+ retailers. Two weeks prior to operational launch, one of the supermarket chains withdrew their support and the other changed their position to only support the supply of full fare MyWay+ cards, and not concession cards, due to commercial reasons.</p> <p>There was also an assumption, due to the availability of credit and debit card payment functionality, demand for MyWay+ cards would be lower compared to the card-based MyWay system.</p> <p>As a result, the stock levels for the retail network were inadequate for the higher-than-expected demand in the lead up to Go-Live, with stock shortages being reported by customers from 26 November 2024.</p> <p>In response, the retail outlet manager proactively contacted retail agents to ensure card stocks were maintained and additional stock was delivered overnight where required.</p> <p>This issue was progressively resolved over the following days as supply arrangements were improved and the number of available retail agents increased to 48.</p>
<p>Unable to tap on/off using MyWay+ Pass (QR code)</p>	<p><u>PARTIALLY RESOLVED</u> (Future improvement under investigation)</p> <p>This is a multi-faceted issue with several root causes, in order of identification:</p> <ul style="list-style-type: none"> <li>• Inability to generate QR code – determined to be a capacity issue within the MyWay+ system (i.e. the number of unique QR codes which could be generated at a given time), which was addressed by increasing the API call rate allowance and resolved by 09:30 AM on 27 November 2024.</li> <li>• QR code expiry – determined to be associated with the expiry period for the dynamic QR code, as they are regularly refreshed for data security reasons. Customers were reminded through notification channels to use the QR code directly through the mobile (i.e. not a screen shot) and the expiry period was increased from 90 minutes to two hours within the week. Further causes associated with this issue were resolved early January 2025.</li> <li>• Validator not reading QR code – on average, the in-built reader on validators takes 1-2 seconds to focus and scan the QR code with an optimal scanning distance of 50 – 80 mm. A mobile app update,</li> </ul>

Description	Current Status
	<p>released 2 December 2024, changed the QR code from ‘maximum’ to a one-size 150 x 150 pixel render to improve readability. Additional updates to the TMS (i.e. scanners) and mobile app were released 11 December to further improve readability and additional advice, including demonstration videos, were published through notification channels. This issue is persisting which Transport Canberra are working to address through customer education and behavioural change.</p> <p>Although the contract with NEC Australia required the system to provide for credit and debit card payment features and physical travel tokens (MyWay+ cards), both being delivered and operational from Go-Live, the QR codes were introduced as an additional payment method and (and had been implemented by NEC in other projects, such as the ‘PASPY’ ticketing solution, Hiroshima, Japan).</p> <p>QR codes represent the least efficient payment method in MyWay+ and account for less than 9% of all transactions. Given this, Transport Canberra are investigating alternative payment options available under the contract, including functions provided through digital wallet services or a MyWay+ Near Field Communication (NFC) travel token.</p>
<p>On-bus validators not activating</p>	<p><u>RESOLVED</u></p> <p>The Go-Live configuration for on-bus validators was to automatically activate when the vehicle was 1) travelling less than 10 km/h; and 2) within the designated ‘geofence’ of a stop.</p> <p>Drivers can manually override and activate the validators with a ‘two button’ process, however, this was having to be relied on the days immediately following Go-Live.</p> <p>A technical solution was released on 28 November 2024 which tripled the ‘geofence’ activation zone by 45 metres (22.5 metres either side) of each stop. This notably improved the automatic activation rate, though the issue was still being experienced at some locations, predominantly large bus interchanges. Several, related operating system updates were progressively rolled-out over the following fortnight which continued to improve automatic activation at these locations. Additional training was also offered to drivers to remind them to check the validators and employ the manual override if required.</p> <p>An associated issue, where validators were deactivating, was found to affect buses concluding their route in interchanges where the next route commenced at the end of shift, and during periods of dead</p>

Description	Current Status
	<p>running within a shift. A route coding solution (applying to the beginning and end of shifts) was employed on 8 December 2024 to address this issue.</p> <p>Following a further update in February 2025 the occurrence of this issue has significantly decreased to an acceptable ongoing level. Transport Canberra will continue to monitor routes and track activations to confirm this issue is fully addressed.</p>
<p>Tap-off penalties being applied</p>	<p><b><u>RESOLVED</u></b> (Corrective actions in progress)</p> <p>Under normal fare rules, MyWay+ fare penalties are based on legislated fare rules. If a passenger does not tap off within the 90-minute journey timeframe they are charged 1) the default fare (full peak fare); and 2) a tap-off penalty. The total trip fare would then be equivalent to a single trip cash fare. For example:</p> <ul style="list-style-type: none"> <li>• An adult passenger taps on during a peak period though does not tap off within 90 minutes. They would be correctly charged the (1) default fare, as it's equivalent to the peak trip fare, though would also attract the (2) tap-off penalty.</li> <li>• An adult passenger taps on during an off-peak period though does not tap off within 90 minutes. They would be charged the higher (1) default fare and would also attract the (2) tap-off penalty.</li> </ul> <p>Transport Canberra made the decision to temporarily adjust the (2) tap-off penalty to \$0.00 during the transition period.</p> <p>In response to reports of passengers being charged an incorrect fare, likely attributed to component (1) default fare, Transport Canberra requested NEC review all transactions to date, which confirmed the occurrence of (1) default fare charges between 27 November and 3 December 2024, the latter date being when both (1) and (2) fare penalty scenarios were identified and deactivated.</p> <p>In a commitment to not apply any penalties when customers may have been unable to tap off during the transition period, Transport Canberra directed NEC to monitor and report each transaction and provide a refund where an overcharge is identified.</p> <p>The decision to return to normal operations and reintroduce penalties for not tapping off will be informed by ongoing testing and analysis of the system, to ensure it is working consistently as intended, and will be communicated early and in a broad manner to the community.</p>

Table 2: Summary of planned MyWay+ improvements

Feature	Schedule	Current Status
Accessibility Improvements	Ongoing	<p><u>IN PROGRESS</u></p> <p>Options to further improve the overall accessibility and individual’s user experience of the public transport network based on their particular needs will continue to be considered under the full, contract period.</p> <p>Improvements implemented to date include:</p> <ul style="list-style-type: none"> <li>• changes to the MyWay+ online account and mobile app (e.g. font colour and menu structure) to improve web accessibility;</li> <li>• volume of the audio confirmation noise for a successful tap on/off on validators has been increased; and</li> <li>• updates to content and readability of information for the on-board Passenger Information Displays (PIDs) in response to community feedback.</li> <li>• Updates to the on-bus Passenger Information</li> </ul> <p>NEC will progressively work with Transport Canberra and their contractors to deliver further accessibility improvements across all aspects of MyWay+, noting resources initially had to focus on resolving the issues summarised in the previous table in a timely manner.</p> <p>Further improvements currently underway include:</p> <ul style="list-style-type: none"> <li>• NEC are exploring options for displaying account balances on the validator screens; and</li> <li>• on-board audio announcements, providing notifications of the upcoming bus stops, are in the final stages of testing, including further refinement based on consultation with ARG members, for roll-out in the near future.</li> </ul>
Ticket Vending Machines (TVMs)	Q1 2025	<p><u>IN PROGRESS (Installation)</u></p> <p>MyWay+ TVMs will directly replace MyWay TVMs at 35 locations, situated at light rail stops, major transport interchanges and the Canberra Airport.</p> <p>Whilst delivery has been delayed to date, all units have now been delivered and fitted out for the new system.</p>

Feature	Schedule	Current Status
		Installation at all locations will occur over a several week period, following independent certification of the units.
Real-time passenger information (RTPI) sharing	Q1 2025	<p><u>IN PROGRESS</u> (Implementation)</p> <p>RTPI started to become available through the mobile app and online journey planner in December 2024.</p> <p>Currently, 95% of the intended bus fleet has MyWay+ installed and is displaying RTPI; buses awaiting MyWay+ installation will continue to display the scheduled timetable.</p> <p>An update to the MyWay+ app released in March 2025 resolved previous issues of early running of buses was not being accurately displayed, and a short lag, particularly affecting vehicles which had been stopped, in the visual displays.</p> <p>Transport Canberra are currently working with DDTs to prepare sufficient guidance and training material on use of the new data, prior to RTPI being released to third-party providers for publication within their own platforms.</p>
Group Accounts	Q1 2025	<p><u>IN PROGRESS</u> (Testing)</p> <p>The new 'Group Account' function will allow users to link secondary accounts to the main account, in order to centralise payment methods and travel history. It is anticipated this function will primarily be used by parents and guardians to manage their children.</p> <p>This function has been developed within the test environment and is currently progressing through a four-stage testing process within a controlled, live environment prior to release.</p> <p>In responding to lessons learnt from the community-based testing program prior to Go-Live, testers will be provided scripted test cases (similar to UAT) to guide them in evaluating the functionality and usability of the Group Accounts feature.</p>
Institutional Accounts	Mid-2025	<p><u>IN PROGRESS</u> (Development)</p> <p>Similar to a Group Account, this functionality will allow institutions (e.g. schools, charities and other</p>

Feature	Schedule	Current Status
		organisations) to generate on-demand tickets for other passengers through their account.
Park & Ride	Mid-2025	<p><u>IN PROGRESS</u> (Development)</p> <p>Park &amp; Ride registration and ticketing will be integrated through the MyWay+ account, noting users are already able to register their vehicle details.</p> <p>Functionality will be enabled for relevant inspectors to confirm the registration status of vehicles using these facilities.</p> <p>In the interim, passengers are permitted to use Park &amp; Ride facilities to ensure access to public transport services, as a viable option for commuting, is not compromised.</p>
Cycle & Ride	Mid-2025	<p><u>FUTURE DEVELOPMENT</u></p> <p>Access to Cycle &amp; Ride facilities will be integrated with the MyWay+ account.</p> <p>In the interim, users can continue to access these facilities using their existing MyWay card.</p>