



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: 101

Submitter: Tony Hill

Date authorised for publication: 13 March 2025

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Tony Hill
Date: Friday, 28 February 2025 11:02:48 AM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: Tony Hill

Email address: [REDACTED]

Physical address: [REDACTED]

Phone number: [REDACTED]

Please select one of these statements: I understand that the committee may publish my submission along with my name, but without my contact details, unless I request my name be withheld or my submission be confidential.

How often do you use public transport?: A few times a week

How would you rate your experience with MyWay+?: Dissatisfied

How do you rate the Government's MyWay+ public education campaign?: Poor

How do you think the public launch of MyWay+ in November 2024 could have been done better?: The products ranging from the phone app to the readers on buses had a lot of issues that it seems should have been identified and rectified during the testing phase, or been seen to be important enough for the customer base to move the production release date. It appears from an external view that the testing groups selected either didn't use the system to test the various features that were supposed to be available, nor would it seem that they highlighted that some of the missing features (eg. bus tracking) would be a major issue if it wasn't available, as that is one of the key parts of the old system that people loved. I assume it may also be possible that the testers feedback was not considered in order to meet a release schedule, which in hindsight was obviously a major failure. The systems ranging from the physical readers to the software applications all appeared to be still in a test phase when released to the public. Similarly, were any testers targeted/selected with a background in systems/software testing and usability/accessibility as there were significant problems with the application fonts, colours etc., as well as it being a generally unintuitive piece of software.

Some of the issues noted below have been resolved after months of

What issues have you experienced with the new MyWay+ system, if any?:

upgrades and fixes. * Accessibility of the application - the initial release was difficult to use - colour choices of text and backgrounds made some things impossible to read, * MyWay+ App - QR reader - this was largely unusable on the initial release, and is still unreliable. It also adds to the time for people to get on/off buses, although many people are now using cards which seem much more reliable - MyWay+ App - usability - despite the updates, I find the application unintuitive for actually being able to locate bus routes, where buses are etc. - the NextThere app did a much better job, even Google can be quicker and more useful to find routes, and they are apps not event dedicated to the Transport Canberra system * MyWay+ App - basic features are missing in the app - for a new application written in the past few years, it should be possible to view basic things like the amount of money available in an account, do top-ups etc. rather than being sent to the MyWay+ web portal * Information screens in buses - these have a poor layout, screen space is not utilised well, often fonts used are too small - the screens are probably slightly too small, or a rethink of how information is presented re-examined.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?:

The rollout of a system that seems wasn't ready for a general production release, and the initial information given to the public has certainly made me regard this as a project that was not well managed. My view of the capability of the government to manage complex projects, which obviously this was, is somewhat diminished. It seems that deadlines were being met regardless of the quality of the system being imposed on the customers, inadequate system testing was done, assumptions were made that not having some key features would not be regarded by commuters as being very negative experience compared to the previous systems, information from the minister responsible was at times incorrect, and finally government media tried to keep an upbeat and positive tone despite there being significant issues for commuters.

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?:

I was able to resolve my own issues during setup, however usability of the application is still not as good as I believe it should be.

Do you feel the MyWay+ system has improved since it was launched in November 2024?:

Yes

What improvements do you feel the MyWay+ system still needs, if

1. The phone/tablet application still provides a poor experience in general usability and accessing features, as well as not encompassing some basic data from the web portal 2. The way bus tracking is implemented in the application is poor (am aware that not all buses have location tracking enabled yet, but this is in regard to the design of the application and how it presents information) 3. Bus information screens - consider a usability

any?: review of layout, information on screens etc.

- I do regard the way Transport Canberra is now implementing improvements as quite positive, and their information to the public is better in highlighting that they are aware of shortcomings of the MyWay+ system, and providing some timelines for new and improved features. - It would be good for the public to be informed about some of the decision making processes that were undertaken, for example - how was testing feedback collected, considered and prioritised. Why did media/information releases not highlight potential issues prior to the system being implemented, as many of the issues that arose in the first few days were things that clearly should have been identified in the testing phase - was there a major shortcoming in the whole systems testing process? - I would like to mention to the committee that this survey doesn't seem to have been well promoted, and very few people seem aware of it. I am on the Transport Canberra newsletter/emailing list, a member of the Government YourSay Panel, and a commuter, and I don't recall seeing or hearing about this survey, even though I was aware there was an inquiry being done. It is only by chance that a friend heard about it on the radio and then let me know. - Although I have indicated I would be uncomfortable to speak to the committee at a public hearing, I am happy to be contacted for any followup question or involvement in a review type process.

Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?:

Would you be like to speak to the committee about your experience at a public hearing?:

No

I understand I cannot share my submission until the committee publishes it:

Yes