



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: 060

Submitter: Jennifer Manson

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MyWay+ Inquiry Submission 28.2.2025 by

Jennifer Manson

Submission to Inquiry into the procurement & delivery of MyWay+

Why would anyone trash a system as effective as MyWay & NextBus? It was a much better system than those in many other capital cities due to the information provided to commuters.

Its value was in ease of use and access, transparency in fare charging and currently available credit, so you always had **real time information** on how much you were charged for each trip and knew when your funds were running low. It was easy to budget & track transport spending. It was also **immediately & easily replaced** at many sites if lost, unlike a credit or debit card.

There were many places to recharge with cash, debit or a credit card so **it was inclusive** for all to use the transport system whether or not, they had a bank account, credit or debit card. Everyone could use our public transport including the poor, homeless & vulnerable.

Additionally we had **fantastic predictive information** from NextBus enabling both advance & on the spot planning of our trips, essential when you have many places to go & many tasks to fulfil in a day. Wherever you were, you could find out which buses were coming to this specific bus stop and when they were due. It was possible to adjust plans to suit. **Knowledge access & flexibility** enabled immediate reorganization when kids, shopping or other activities didn't go to plan, as well as when buses were delayed or cancelled, thus minimizing disruption & stress.

Disadvantages of MyWay+

There is no transparency now. I have no idea what I've been charged each trip as there's no indication on the bus system when I use my card (as there used to be) and I have no idea how much credit is left on my card. I don't know when I need to recharge it. Additionally I have no idea what bus is going to arrive at my current bus stop or when, nor options for alternative buses with no listings at many stops, no information on delays or cancellations. These information gaps were previously filled with the immediately available NextBus system.

All information on bus movements across Canberra were available via NextBus. Now there's nothing. No transparency, no flexibility, no user friendliness, no customer focused public transport services at all. This is particularly problematic when there are hours between buses at night and on weekends, long gaps between bus stops, bad weather, or when you are loaded with shopping, kids and many activities to move between in limited time frames. Cancellations and delays are not informed to customers at all.

- This new system seems to have been procured, designed and tested by people who rarely use public transport and certainly who don't rely upon it for all of their activities.
- Anger results from the waste of taxpayer funds in procuring this underdeveloped system instead of keeping all the features of the old system and just upgrading the essentials.
- This new dysfunctional system has caused much distress, frustration & anger added to the existing stress from disruption and loss of service due to cuts to our bus services that left many of us with worse transport than 20 years ago. Not wanting to transfer my MyWay card funds in credit to the new system, how do I get a refund?
- As MyWay+ lacks so many of the valuable features of the original MyWay system, it should be known as MyWayMinus or MyWay-