



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: 070

Submitter: Geoffrey Scammell

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From: LAcommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Geoffrey Scammell
Date: Tuesday, 25 February 2025 9:18:23 AM

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Full name: Geoffrey Scammell
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+?: Neither
How do you rate the Government's MyWay+ public education campaign?: Very good
How do you think the public launch of MyWay+ in November 2024 could have been done better?: Far more testing and user acceptance by the contractor. It seems that they contractor that was engaged to install and implement the system has failed at every milestone that they would of had. It seems that there has been no financial penalties in the original contract for non performance and non delivery. The contractor has failed to implement had nave the system running effectively and have ripped off the taxpayers and transport users.
What issues have you experienced with the new MyWay+ system, if any?: Many of the ticket readers just do not work, some busses have had them removed altogether. Finding shops that are willing to have top up facilities is difficult.
Have these issues affected your confidence in any aspect of the public transport system? If so, how?: The contractor has only reinforced my beliefs and experience in Commonwealth Procurement that contractors just don't care about performance when they are taking taxpayer money.
Did you need help to set up or use MyWay+? If you did, how helpful did you find the
It was easy enough

advice or assistance you received?:

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

No

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

Start to financially penalise the contractor for no performance and non delivery. Fire them and bring in someone responsible and who can perform

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

The arrival time notice boards at the interchanges provide assurance to waiting customers, having them back in operation would be handy

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

Yes

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

Yes