



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: 078

Submitter: Shaun Fulham

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+ - Shaun Fulham
Date: Monday, 24 February 2025 6:52:05 PM

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Full name: Shaun Fulham

Email address:

Physical address:

Phone number:

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

How often do you use public transport?: Daily

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

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

How do you think the public launch of MyWay+ in November 2024 could have been done better?: Have a longer testing period, with drivers actually trained in the using the system before the end of the testing period. I had at least one bus driver not know that there was any public user testing and was very confused as to why I was tapping on. We also didn't get to test the app/qr codes. The entire system was also obviously not audited for security, as there have been multiple serious security issues, my findings of which can be found at <https://sfulham.github.io/blog/mywayplus-vulnerabilities>. These were shared with ASD and the ACT Government, and have since been fixed, but were issues that shouldn't have existed in the first place, and shows a complete lack of care from NEC.

What issues have you experienced with the new MyWay+ system, if any?: Security issues as stated above, accessibility issues as stated in other inquiry submissions, horrible UX for both the app and the web portal.

Have these

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

It has affected my confidence in NEC and in TCCS's ability to ability to determine when the system was ready.

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

No, but almost everyone I talked to about the system has had issues with the user experience and had issues setting up some part of their account or using qr codes.

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?:

NFC tap on using MyWay+ cards in digital wallets (NOT QR codes or express mode with credit/debit cards). Complete rewrite of the web portals and app with UX in mind. Balance listing when tapping on/off. Audio next stop announcements

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

Busses on Sunday nights stop extremely early (latest bus from city to belconnen is 9:30pm, which has meant many Sunday nights I work I cannot take public transit to belconnen, and have to rely on expensive private alternatives such as Uber)

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

Yes

I understand I

cannot share
my
submission Yes
until the
committee
publishes it: