



Inquiry into the procurement and delivery of MyWay+

Answer to question on notice

Asked by: Mr Andrew Braddock MLA

Addressed to: Minister for Transport

Reference: Minister for Transport – Transport Canberra and City Services

Hearing: 01 May 2025

In relation to: MyWay+ user testing

Question received: 13 May 2025

Answer Due: 21 May 2025

- (1) What user testing was conducted on the web portal? When was it available for user testing? What features were available for user testing?
- (2) What user testing was conducted on the MyWay+ app? When was it available for user testing? What features were available for user testing?
- (3) What was the avenue(s) the ACT Government used to gather feedback from the user testers?
- (4) The brief on 25-11-24 (TCCS FOI-24-174) said community testing included more than 200 users but what those users said is blanked out. What did those users say?
- (5) We have heard from individuals involved in user testing that they were given vague information on bus routes that MyWay+ validators were available for. Why did the Government not undertake targeted user testing with regular users of fixed routes, for example?
- (6) On 25 November Transport Canberra advised the Minister that it "has been actively updating and finessing the product offerings to ensure a seamless experience for customers." Do you accept this was not achieved?

Chris Steel MLA: The answer to the Member's question is as follows:

1. As communicated in the ACT Government Submission to the Inquiry, usability testing commenced for an integrated portal as early as 5 April 2024 ([Attachment B](#), pp 10-11). Features were progressively added over that time, until its final production release on 27 November 2024.
2. The MyWay+ app was similarly developed and tested, with usability testing commencing 19 August 2024, until its final production release date on 27 November 2024.
3. Refer to the ACT Government Submission, [Attachment B](#) pages 12-13 where this is described under 'Community Based Testing'.

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4. The brief in question released under the FOI Act (TCCS FOI 24-174) does not contain information in relation to what the 200 users who undertook community testing said. Information redacted was redacted on the grounds of:

- Schedule 1.6 – Cabinet information
- Schedule 1.14(1)(h) – endanger the security of a building, structure or vehicle
- Schedule 2.2(a)(ii) - prejudice the protection of an individual’s right to privacy or any other right under the Human Rights Act 2004

5. Refer to the ACT Government Submission, Attachment B pages 12-13.

Transport Canberra valued 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.

One early and consistent piece of feedback was that the buses they were catching did not have MyWay+ equipment on them, therefore they could not conduct testing. They were asking for information on which buses were fitted and on what route they would be travelling. The program developed this information and emailed it out each day to participants on the trail.

The bus network is not operated with a singular bus on specific routes, therefore a request to possible to undertake targeted user testing using regular users on fixed routes was impossible.

6. No.

Approved for circulation to the Standing Committee on Environment, Planning, Transport and City Services

Signature:



By the Minister for Transport, Chris Steel MLA

Date:

20/5/25