



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: 004

Submitter: Australian Multicultural Action Network (AMAN)

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Australian Multicultural Acton Network Inc

Mr Ravi Krishnamurthy JP
PRESIDENT

during operations, leaving drivers unable to assist passengers effectively. This has also added stress to drivers, impacting their ability to maintain service schedules.

4. Passenger Navigation Difficulties

Passengers, particularly those unfamiliar with new technologies, have struggled to navigate the MyWay+ process. This has led to delays during boarding and deboarding, which, in turn, disrupts the overall schedule of bus services. Instances of passengers abandoning transactions or requiring repeated attempts have become commonplace.

5. Unreliability of the System

The MyWay+ system has proven to be unreliable, with frequent outages, system errors, and inconsistent performance. These issues have severely impacted public trust and have caused frustration among users. The lack of a dependable system undermines the goal of improving public transport accessibility and convenience.

6. Challenges for Seniors and Other Vulnerable Groups

Seniors and other vulnerable groups, including those who are not yet migrated to the new system, face significant challenges in understanding and adapting to MyWay+. For example, my father, a senior citizen, struggles to comprehend how the system works and fears the complications of transitioning. This highlights the need for tailored support and more inclusive communication strategies for these groups.

Recommendations

- 1. Improve Feedback Mechanisms on Machines:** • Ensure bus machines provide clear, consistent, and immediate feedback (both audio and visual) for successful and failed taps.
- 2. Simplify the Online Linking Process:** • Redesign the credit card linking facility to make it more intuitive and user-friendly. • Provide step-by-step guidance and support, such as video tutorials or helpline services.
- 3. Enhance Driver Training:** • Conduct comprehensive training programs for bus drivers to familiarize them with the MyWay+ system and empower them to troubleshoot common issues. • Provide quick-reference guides or digital tools to assist drivers during operations.
- 4. Address Passenger Navigation Issues:** • Simplify the user interface and streamline the tapping process. • Install clear signage and provide on-ground support staff at key stops to assist passengers.
- 5. Improve System Reliability:** • Conduct thorough testing to identify and resolve system bugs. • Implement regular maintenance and monitoring to ensure consistent performance.



Australian Multicultural Acton Network Inc

[REDACTED]
Mr Ravi Krishnamurthy JP
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6. **Support for Seniors and Vulnerable Groups:** • Develop tailored programs, including workshops and one-on-one assistance, to help seniors and other vulnerable groups transition to MyWay+. • Offer alternative options or simplified processes for those who face difficulties using the digital system.
7. **Broaden Public Communication Efforts:** • Roll out a comprehensive communication campaign to educate users about the system, including its benefits, how to use it, and where to seek help. • Utilize multiple platforms (e.g., social media, in-person events, printed materials) to reach diverse user groups.
8. **Adopt a Phased Rollout Approach:** • Implement the system in phases, starting with pilot programs in smaller areas, to identify and address issues before full-scale deployment. • Gather and act on feedback from early adopters to refine the system.

Conclusion

The MyWay+ system has the potential to significantly improve public transport in the ACT, but its implementation has been marred by issues that must be addressed promptly and effectively. By focusing on reliability, user experience, inclusivity, and clear communication, the ACT Government can rebuild public confidence and ensure the system meets its intended goals.

Thank you for the opportunity to provide this submission. I am happy to provide further details or clarifications if required.

Ravi Krishnamurthy

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Ravi Krishnamurthy JP

President

Australian Multicultural Action Network (AMAN)

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