

Mr Tom Duncan
Clerk
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Mr Duncan

Thank you for your letter of 4 September 2025 concerning petitions E-PET-035-25 and PET 054-25, lodged by Mr Andrew Braddock MLA regarding MyWay+ meeting basic functional requirements.

The implementation of MyWay+ has been the most significant upgrade to Canberra's public transport ticketing technology in over a decade, and a major digital transformation project undertaken by the ACT Government.

The Government acknowledges the concerns raised by the community in this petition, and the impact some of the issues had on passengers and their experience using MyWay+ following its launch in November last year. Transport Canberra continues to work closely with our contractors to address any outstanding issues, and we are committed to continuing a program of ongoing improvements to the MyWay+ system as addressed in the following paragraphs.

Accessibility of public transport services

All buses in the Transport Canberra operational fleet are compliant with the Disability Standards applicable to Public Transport (DSAPT) compliant, in that all allow for the lowering of the bus entry, access and clear path for wheelchairs.

MyWay+ is designed to further meet these accessibility standards by providing clear, real-time information on route accessibility. For passengers who use wheelchairs, the system will provide up to date details about which services, stops, and vehicles are accessible. This functionality is supported through integration with the Transport Canberra journey planning platform and open data feeds that flag wheelchair accessible stops. Information will be displayed through multiple accessible channels including the MyWay+ app, web portal, and voice enabled journey planner to ensure usability across varying mobility and sensory needs. The system's interface will comply with WCAG 2.1 AA accessibility standards, ensuring that users with assistive devices (such as

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screen readers) can independently confirm whether a route meets their mobility requirements prior to travel.

Since MyWay+ went live, several upgrades to the on-board MyWay+ hardware have also been implemented to improve accessibility. These include:

- an increase to the volume of the audio confirmation noise for a successful tap on/off across validators;
- changes to the font size and layout on onboard passenger information display boards across the bus fleet to enhance legibility and readability; and
- adjustments to the volume and clarity of on-board audio announcements, which notify passengers of the upcoming bus stops.

Improvements to the accessibility of digital interfaces, such as the MyWay+ mobile application and customer portal, have also been iteratively progressed. These improvements have been guided by the expert advice and lived experience of people with a disability through an independent consultant, Get Skilled Access, who have also been engaging with Transport Canberra's Accessibility Reference Group.

The ACT Government welcomes ongoing feedback from the community to help target future work towards improving users' experience with public transport, and Transport Canberra will continue to consider further improvements throughout the life of the contract.

Real-time passenger information

Real-time passenger information (RTPI) data has been available through the MyWay+ app since March 2025 and was made available for third party app developer, to create their own apps or use within their existing platforms, on 13 June 2025.

A small number of buses in the operational fleet which are scheduled to be retired in the coming months do not have MyWay+ installed and will continue to display scheduled timetable information. All new buses entering the Transport Canberra fleet will have MyWay+ installed.

Improve QR code functionality

A number of improvements to the in-app MyWay+ Pass travel token (the QR Code) and in-built readers on validators were made between launch and March 2025 to improve, as best possible,

the scanning performance of the QR code. These updates included re-sizing the QR code to a smaller, easier to focus dimension, as well as resizable functionality and auto illumination.

Increased education and communication activity has also reduced instances of unsuccessful taps on/off using the QR code, noting most customers have experienced the speed difference that other payment methods offer, such as the MyWay+ physical card and every day banking cards, including those saved in mobile device 'wallets' provide. This has resulted in an overall reduction in the use of the MyWay+ pass since launch.

This has resulted in a reduced use of the MyWay+ pass and the growth in use of NFC alternatives.

Transport Canberra and the contractor, NEC Australia, are currently investigating the feasibility of Near Field Communication (NFC) travel tokens as an alternative payment option for further evaluation.

Balance display on validators

Under the previous card-based ticketing system, MyWay, displaying the balance on validators after a tap was technically straightforward. The card itself held the travel balance and transaction information, allowing the validator to instantly read and display this data at the point of tap-on or tap-off.

In contrast, the MyWay+ is an account-based ticketing system, which enables multiple payments methods and linked devices to draw from a single account in addition, to the traditional "travel card". Passengers are now also able to travel "anonymously" (i.e. without being linked to a MyWay+ account) by simply tapping on and off with their debit or credit card. This introduces a greater complexity for real-time balance displays compared to the previous model.

Transport Canberra and NEC Australia are currently assessing the technical feasibility of implementing real-time balance display within this new system framework, with consideration given to latency, network capacity, and system integration requirements.

Student concession

Student (School or Tertiary) concessions are one of many types of concessions offered to the ACT Community. Primary, secondary and full-time tertiary students are eligible for concession cards which can be purchased online through their MyWay+ account, or at a MyWay+ retail

outlet. Proof of concession (i.e. a valid student ID card) must be carried while travelling on public transport.

Students can access these concession fares by tapping on and off with their MyWay+ card, the QR card or an everyday banking card registered to their account. Alternatively, students can also purchase concession tickets from any Ticket Vending Machine, which located at all light rail platforms and major bus interchanges.

Communication on how to navigate the new MyWay+ app and website

Considerable information relating to the MyWay+ Customer Portal and mobile application are available here: <https://www.transport.act.gov.au/tickets-and-myway/account>. This includes step-by-step guides, video tutorials and other resources.

The Transport Customer Services team continues to be responsive and available to assist customers with using MyWay+ and can be contacted by calling 13 17 10 during business hours, or by completing an online feedback form here:

<https://services.accesscanberra.act.gov.au/s/forms/transport-feedback>

Thank you for bringing the petitions to my attention. I trust the information provided is of assistance.

Yours sincerely



Chris Steel MLA
Minister for Transport
2 December 2025