



**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: 087

Submitter: Andrew McCahon

Date authorised for publication: 13 March 2025

**From:** [LCommitteeEnvironment@parliament.act.gov.au](mailto:LCommitteeEnvironment@parliament.act.gov.au)  
**To:** [LA Committee - Environment](#)  
**Subject:** Inquiry submission - procurement and delivery of MyWay+ - Andrew McCahon  
**Date:** Tuesday, 25 February 2025 9:33:50 PM

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Full name: Andrew McCahon

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?: Weekly

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

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

How do you think the public launch of MyWay+ in November 2024 could have been done better?: It seems quite clear that the launch was fine, except that the system was not ready to be launched. Not all of the issues are teething problems - they are built-in issues.

What issues have you experienced with the new MyWay+ system, if any?: The promised real-time information still isn't available. At least with the previous system the information was available using third party websites such as AnyTrip, so we have moved backwards in this respect. One of the buses I caught on 21st February 2025 still had the old (non-operational) machines in it. We have also lost the ability to add funds using the machines at the interchanges. The system had numerous bugs, not least of all was the infinite money glitch (<https://bob-from-canberra.neocities.org/>) and there were also privacy bugs (<https://sfulham.github.io/blog/mywayplus-vulnerabilities>) The app is poorly written, with account functions just spawning websites rather than

everything being in one place. Trip planning is difficult to use, and I've resorted to Google maps for both stop timetable information and journey planning.

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

Without real time tracking, there is no way to tell whether my regular bus is delayed (due to traffic or breakdowns) which would allow me to take alternative routes. This has lead to much longer transit times.

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

I did not request help.

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?:

Most importantly is real-time information on the in-app map.

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

Would you be like to speak to the committee about your

No

experience at  
a public  
hearing?:

I understand I  
cannot share  
my

submission    Yes  
until the  
committee  
publishes it: