



**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: 021

Submitter: Cameron Gosley

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**From:** [LCommitteeEnvironment@parliament.act.gov.au](mailto:LCommitteeEnvironment@parliament.act.gov.au)  
**To:** [LA Committee - Environment](#)  
**Subject:** Inquiry submission - procurement and delivery of MyWay+- Cameron Gosley  
**Date:** Wednesday, 5 February 2025 11:44:39 PM

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Full name: Cameron Gosley

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Physical address: [REDACTED]

Phone number: [REDACTED]

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?: A few times a week

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?: It should have been paused until issues that were warned about from drivers and users in used acceptance testing were ironed out, not just ignoring them and hoping they will go away when the system launched. Greater promotion of the tap and pay card option, rebranding away from myway, or allowing people to refund their myway credit surely would have reduced the rush on physical cards, which are only really needed for certain public transport users. QR codes were a disastrous choice of payment method, and there there has been no way to get real time information on busses since the myway system has been decommissioned which is incredibly painful when the infrequent busses always seem to be running either 5 minutes early or late. It was also a step backward for stop announcements to be removed from the busses. It is impossible to top up tickets on the bus or buy a single use ticket with cash.

What issues have you experienced with the new QR code malfunctioning on the first few weeks, now the app won't load a QR code at all, which means that I am unable to pay the fare and am reliant on the goodwill of bus drivers understanding that the app is at fault rather than the user. Nobody seems to be able to solve the problem, as there is only one official transport canberra storefront, and staff there are not

MyWay+ system, if any?: experts in how the app works. I have missed several busses as there is no real time information on where the busses are and they frequently run early due to poor timetabling.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Yes, I am unable to reliably plan my journey due to bus on time running. I am unable to pay for the fare on the app. As I have a concession, there is no way for me to get the fare I am entitled by paying with a card which is the only other option. I have no confidence in the senior decision makers in the public transport to take into account the best interests of the travelling public, or their driving staff who face abuse as a result of the bungled rollout.

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?: My app has stopped generating QR Codes a month ago. The TC staff in civic were unable to fix the issue, the call centre staff told me to email the myway plus team, but they are still yet to respond. So, overall the assistance has not helped.

Do you feel the MyWay+ system has improved since it was launched in November 2024?: Yes

What improvements do you feel the MyWay+ system still needs, if any?: It needs to function properly for people who are not using tap and pay cards to pay their fare. The app barely works. There should be audible announcements for stops on the busses. There must be real time tracking of busses as the timetables can't be relied on.

Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?: Busses need to run later, when the last rapid busses leave at 10 it's no wonder the city centre is almost completely dead. I'm not sure how people are expected to use busses on Sundays and public holidays when the routes rely on connections. If a connection is missed and there is no bus for another two hours, who is going to catch the bus as a primary mode of transport?

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