



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: 073

Submitter: Nicolas Hickey

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Nicolas Hickey
Date: Tuesday, 25 February 2025 9:49:09 AM

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Full name: Nicolas Hickey

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?: A few times a week

How would you rate your experience with MyWay+?: 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?: More testing of both the app and the device in buses was required prior to the release. The primary purpose of the app is to act as a digital pass/ ticket to commuters. It takes so much time to load the qr code. QR code should be the first thing to pop up when the app is opened and not the map to plan a journey. Why anyone plan a journey using myway app when you have Google maps app? Clearly the map in myway+ is useless as buses are mostly used by regular local commuters who don't need a map to plan their journey. Again, there's google maps for that. Also, Canberra transport network is not as vast as the NY or SYD network that one would require a planning tool. Just keep it simple and make it serve it's purpose which is to pay for your trips and maintain a log of your trips.

What issues have you experienced with the new MyWay+ system, if any?: It takes forever to load the QR code and sometimes for the system to can it. If only the qr code loaded as soon as I opened the app. Again, I use myway+ only to pay the fare. The reason I chose myway+ over using a card is to track my trips and maintain a log of where all I've travelled. It's also so hard to top up the pass via app. That option should have been in the app, not redirect you to another site from the app.

Have these issues

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

Only concern is the lack of effort that was put in order to identify the requirements of a daily user of public transport in developing the app. All the app had to do is 1. Load QR code as soon as app is opened 2. Show account balance in real time and allow topup on the app 3. Track your trips All the other features such as the map is just useless.

Did you need help to set up or use

MyWay+? If you did, how helpful did you find the advice or assistance you received?:

Nah

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?:

The app can be made more efficient and user friendly by including the above suggestions

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 experience at a public hearing?:

No

I understand I
cannot share
my
submission Yes
until the
committee
publishes it: