



**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: 039

Submitter: Alex Vickery

Date authorised for publication: 19 February 2025

**From:** [LAcommitteeEnvironment@parliament.act.gov.au](mailto:LAcommitteeEnvironment@parliament.act.gov.au)  
**To:** [LA Committee - Environment](#)  
**Subject:** Inquiry submission - procurement and delivery of MyWay+ - Alex Vickery  
**Date:** Wednesday, 12 February 2025 1:26:22 PM

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Full name: Alex Vickery

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Physical address: [REDACTED]

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?: Daily

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

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

How do you think the public launch of MyWay+ in November 2024 could have been done better?: It was clearly not ready at launch! I was in the pre-launch testing group, and many of our complaints regarding the bus signage and website use were not acted upon prior to the launch. The irregular roll out of systems across the buses further complicated matters - preparing until the launch was ready to actually be done (mid-December?) would have been a better call I think.

What issues have you experienced with the new MyWay+ system, if any?: The QR functionality is incredibly poor The app is very difficult to use for finding routes, it's sorting system of transport methods is very confusing The bus stops within the app are very small and difficult to interact with I (and friends) have had issues registering our debit cards to receive the tertiary student discount prices on myway+

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: It's affected my confidence in the leadership choices of transport Canberra! If they are releasing such an unfinished service to the wider public, then how much oversight is going into their bus route choices / maintenance before these are made public too!

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

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?:

Make the stop the bus is arriving at larger, rather than the final location. Also make the bus stops easier to interact with in the app (larger) and maybe take some clues from third party sources regarding route planning methodology in the app

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

I love the Canberra public transport system and want to see it do well, but myway+ still needs refinement to get there

Would you be like to speak to the committee about your experience at a public hearing?:

Yes

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

Yes