



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: 074

Submitter: Richard Pratt

Date authorised for publication: 13 March 2025

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Richard Pratt
Date: Tuesday, 25 February 2025 9:57:15 AM

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Full name: Richard Pratt
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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+?: Satisfied

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?: Mostly pretty good, maybe the information around the new app and transfer process was left a bit late. This created a bit of uncertainty around what was happening.

What issues have you experienced with the new MyWay+ system, if any?: None really - a few free bus trips, but I'm not going to complain about that :)

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: No

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 just tap on using phone.

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?: Would be better integrated into NSW system

Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?: The map on the new app is great. By putting car in as a mode it offers many more suggestions

Would you be like to speak to the committee about your experience No

at a public hearing?:

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