



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: 014

Submitter: Jon Lawrence

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+- Jon Lawrence
Date: Thursday, 30 January 2025 3:03:13 PM

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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?: The system was launched with core, basic functionality missing, all of which remains missing to this day: - the card readers do not display the fare charged - the card readers do not display the card balance remaining - there are no top-up machines available anywhere in Canberra - although the list of retailers is growing, almost none of them are actually close to active bus stops - there is no real-time next bus arrival information available at interchanges - there is no real-time next bus arrival information readily accessible via a website It seems that the approach was taken that, "people can just use the app, and we don't care about anyone for whom that might be a challenge".

What issues have you experienced with the new MyWay+ system, if any?: No fare information provided at the point of tapping-off. No balance information provided at the point of tapping-off. No top-up machines available at interchanges. Very few retailers located close to active bus stops. No real-time next bus information available at interchanges. No real-time next bus arrival information readily accessible via a website.

Have these

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

The previous system was useable and relatively straightforward. The new system is a big step backwards in functionality and usability.

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 had great difficulty finding a retailer with cards in stock.

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?:

Core, basic functionality that was available with the old system (and with every other equivalent system in the world) needs to be implemented without further delay.

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

It needs to be realised that not everyone wants to or is able to access or use apps. It should be possible to use and navigate Canberra's public transport system without needing a smartphone or debit/credit card. This is a fundamental issue of equity of access. Failure to provide this access, as is currently the case, is likely to be in breach of the Human Rights Act.

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: