



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: 040

Submitter: James Manwaring

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From: LcommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - James Manwaring
Date: Wednesday, 12 February 2025 10:15:39 PM

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Full name: James Manwaring

Email address:

Physical address:

Phone number:

Please select one of these statements:

How often do you use public transport?:

How would you rate your experience with MyWay+?:

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

How do you think the public launch of MyWay+ in November 2024 could have been done better?:

What issues have you experienced with the new MyWay+ system, if any?:

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

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

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

What improvements do you feel the MyWay+ system still needs, if any?:

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

James Manwaring

[REDACTED]

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.

Daily

Dissatisfied

Very poor

More wide range testing before the launch

No real time data location data on third party apps, slower onboarding of buses mainly because of QR codes, myway+ website awful

live location data missing causes unreliable schedule times

Yes, facebook chat with transport canberra was patchy as

No

QR codes abolished, make a card for phones digital wallet so if people didnt want to give their card details can use their phones quicker Release all your live location data to 3rd party apps, go we can use their gps data to track buses

Would you be like to speak to
the committee about your
experience at a public
hearing?: No

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