



**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: 097

Submitter: Heather Fitzpatrick

Date authorised for publication: 13 March 2025

**From:** [LCommitteeEnvironment@parliament.act.gov.au](mailto:LCommitteeEnvironment@parliament.act.gov.au)  
**To:** [LA Committee - Environment](#)  
**Subject:** Inquiry submission - procurement and delivery of MyWay+ - Heather Fitzpatrick  
**Date:** Thursday, 27 February 2025 11:37:23 PM

---

**Caution:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: Heather Fitzpatrick

Email address: [REDACTED]

Physical address: [REDACTED]

Phone number: [REDACTED]

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?:

Poor

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

It was launched prematurely - before bugs and issues were ironed out. Next stop notifications both vocal and on screen on board, ease of use of the new app, and the facility to see where your bus is on the route

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

Linking my concession to the app No vocal announcements of the next stop Not being able to see where the bus is on the route I changed to using a card as the app was not reliable.

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

Adds to the frustration of getting from A to B.

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

Over the phone assistance was as helpful as they could be given the bugs in the system

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?:

Next there busses, vocal announcements on board,

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?: Yes

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