



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: 026

Submitter: Nathan Rickerby

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+- Nathan Rickerby
Date: Friday, 7 February 2025 10:16:15 PM

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Full name: Nathan Rickerby

Email address:

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?: Weekly

How would you rate your experience with MyWay+?: Very 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?: The launch of MyWay+ would have been better if there were not supply issues with cards in newsagencies, if the app worked, if the systems when getting on the bus worked, if nxtbus live tracking of locations worked, if the terminals showed card balance when getting off the bus, if the terminals weren't so laggy when getting on the bus, if it was clear that you had tapped on and off correctly.

What issues have you experienced with the new MyWay+ system, if any?: I have experienced significant issues with MyWay+, supply issues with cards in newsagencies, not having nxtbus, slow terminals when boarding and leaving a bus, not being sure if I have tapped on or off, held up by difficulties with the qr code system.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Yes. I have lost confidence in the ACTION bus service generally and am now less likely to use the service, often choosing other modes of transport instead.

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?: no

Do you feel the

MyWay+ system
has improved since Yes
it was launched in
November 2024?:

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

Myway+ has marginally improved since it was introduced, however it still has a significant way to go before it reaches parity with the previous myway system. It is likely that most travelers would choose to go back to myway rather than keep myway+ if there was an option.

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

I feel for the drivers in all of this. They have done remarkably well throughout this process and I commend them on their patience and perseverance.

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

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