



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: 033

Submitter: Lynsey Dodds

Date authorised for publication: 19 February 2025

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Lynsey Dodds
Date: Tuesday, 11 February 2025 5:54:35 AM

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: Lynsey Dodds
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?:

Daily

How would you rate your experience with MyWay+?:

Very satisfied

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

Very good

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

It couldn't have, they did everything correctly. I was kept up to date with updates on it. I saw all the advertisements and posters on bus stops.

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

The only issue I had was the qr code not working and the bus drivers not knowing how it worked. In the end I've just used my card or physical bus card to pay.

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

Nope.

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

Nope, but I watched all the how to videos on the website which were helpful.

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?:

Only having the names of bus stops read out on the bus. They took away something that people who can't see absolutely need.

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

Like I said above, bring back the speaker to say the bus stop names. People who are blind really need this to be able to feel like they can do things without assistance. I would also like more buses on Sunday please.

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