



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: 044

Submitter: Sarah Burns

Date authorised for publication: 4 March 2025

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Sarah Burns
Date: Saturday, 15 February 2025 7:05:46 PM

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Full name: Sarah Burns

Email address: [REDACTED]

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?:

A few times a week

How would you rate your experience with MyWay+?:

Neither

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

Good

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

Had the service work from the start. I couldn't get a ticket up on the app (still can't unless I got to the personal info section then back again).

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

The ability to open the app & have my profile (ticket) available right away. The length of time it takes to scan the QR code & feeling like you're holding everyone up.

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

I take public transportation less due to the inconvenience. \$13 a day for parking in civic vs. \$6.60 for the bus with all the issues means I contemplate driving more often now.

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 couldn't see where the ticket section was, they asked to check if I was logged in (which I was) & went back & the ticket was there. Now I have to do that every time, click on my profile & go back.

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?:

Speed & refinement

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 No

at a public hearing?:

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