



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: 086

Submitter: Sebastian Stallard

Date authorised for publication: 13 March 2025

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Sebastian Stallard
Date: Tuesday, 25 February 2025 8:47:42 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: Sebastian Stallard
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+?: Dissatisfied
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?: Launch all new features at the same time: journey planner, live bus tracking, myway plus app functionality; install all hardware prior to launch

What issues have you experienced with the new MyWay+ system, if any?: The app suggests absurd trips such as walking 10+ kilometres along a freeway rather than public transport as the default. Other passengers using the QR code significantly increases dwell time at stops.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: It does not inspire confidence when 4 months after launch, the major interchanges still don't have top-up facilities for MyWay+ cards, passenger information displays on buses operate haphazardly and are very unintuitive and we still have to rely on printed timetables.

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

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?: Features such as live bus tracking, full app functionality slowly coming online

Is there anything else relating to the MyWay+ Please remove the QR code option. A physical MyWay plus

system or the bus system more generally that you want to share with us?: card is a better option for those without access to a credit/debit card.

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