



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: 034

Submitter: Edward Seychelles

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Edward Seychelles
Date: Tuesday, 11 February 2025 6:45:36 AM

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Full name: Edward Seychelles

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?: Daily

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?: I believe more advertisement at stops that you don't need to use a physical myway card anymore. The QR code just slows everybody down getting on/off.

What issues have you experienced with the new MyWay+ system, if any?: The app design is extremely clunky. I would prefer to use the app to look at the upcoming departure times for a stop rather than have to plan my journey every time. Real time information is not available on third party apps even though they have better user interfaces and experiences because they myway+ team has prioritised the apps functionality over making real time data accessible to their parties.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: No

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 it was launched in November 2024?:

Yes

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

Better user interface that feels less clunky. More account options and third party real time data.

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

It almost feels like we have purchased a second grade system when compared to other capital cities in Australia.

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