



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: 045

Submitter: Peter Enzerink

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Peter Enzerink
Date: Saturday, 15 February 2025 10:14:10 PM

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Full name: Peter Enzerink

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?:

Occasionally

How would you rate your experience with MyWay+?:

Very satisfied

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?:

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

QR code success is sporadic. More reliable in 2025 but still erratic.

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

Not at all since I get to ride for free.

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 issues although the app is terrible.

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?:

Scanner is a joke. Very unreliable.

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

App is pathetic. Simple things like not rotating screen orientation for QR code is trivial to implement. How did this pass QA?

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
publishes it: Yes