



**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: 069

Submitter: Lily Platt

Date authorised for publication: 13 March 2025

**From:** [LCommitteeEnvironment@parliament.act.gov.au](mailto:LCommitteeEnvironment@parliament.act.gov.au)  
**To:** [LA Committee - Environment](#)  
**Subject:** Inquiry submission - procurement and delivery of MyWay+ - Lily Platt  
**Date:** Tuesday, 25 February 2025 9:13:08 AM

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Full name: Lily Platt

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?: Daily

How would you rate your experience with MyWay+?: Neither

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

How do you think the public launch of MyWay+ in November 2024 could have been done better?: Yes - extremely. There was little to no education on how any of the processes would work. There was no 'soft launch' just straight into it not working off the bat

What issues have you experienced with the new MyWay+ system, if any?: QR code not reading unless in the exact right spot. Readers not being ready as the bus isn't in the right position so you can't tap on or off. 'Live' updates in the app are never accurate

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Yes and no, once I'm on the bus itself it's fine and I have no other way to get to work so I have to accept it.

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?: Didn't need help, but I barley use the app because the QR code reader is so painful, I just use my nft in my phone and use my Apple wallet

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?: Fix the QR code reader is so- or ditch it all together. Just use nft like everywhere else.

Is there anything else relating to the MyWay+ system or the bus system more generally that you want: Put more of the stretchy busses out at peak times. I had to wait for three R4/5s last night as they were all full, had they been stretchy we would have fit on the first bus. I'm amazed that the most popular bus routes aren't better

to share with us?: catered for at 8am/5pm

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