



**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: 102

Submitter: Judith Elizabeth Dodd

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**From:** [LCommitteeEnvironment@parliament.act.gov.au](mailto:LCommitteeEnvironment@parliament.act.gov.au)  
**To:** [LA Committee - Environment](#)  
**Subject:** Inquiry submission - procurement and delivery of MyWay+ - judith elizabeth dodd  
**Date:** Friday, 28 February 2025 2:14:38 PM

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Full name: judith elizabeth dodd

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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?: 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?: Acceptable

How do you think the public launch of MyWay+ in November 2024 could have been done better?: Much more pre- launch prep. I felt it was rushed in to fit election timing. There were clearly a significant number of problems once launched, much of which could have been sorted if more time had been allowed to trial the system.

What issues have you experienced with the new MyWay+ system, if any?: I had a lot of trouble setting up my digital ACT govt account. My only device is a phone, which didn't help, but surely this should have been easier? Being 70 (ie free) I didn't want to carry yet another card around as well as my senior's card, so elected to use the QR system via the app. Post launch this was not trouble free, and perhaps part of the reason was that no written instruction (other than "tap on and off") was given so my first few attempts failed. It wasn't until a driver noticed what I was doing that I learned where to place my phone (UNDER the scanner) to read the QR code.

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?:

Not aware of anything

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

Written instructions on the website and App as to how to correctly scan the QR.

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

Yes

committee

publishes it: