



**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: 103

Submitter: Jennifer Cohen

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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+ - Jennifer Cohen  
**Date:** Friday, 28 February 2025 3:57:30 PM

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Full name: Jennifer Cohen

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?: A few times a week

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?: More clarity about what was happening with the seniors card that was on the back of the old bus card. Certainly better advice about when and where new bus cards would be available

What issues have you experienced with the new MyWay+ system, if any?: Deepest disappointment that you discontinued the old sms service that was VERY easy for checking when next bus due at a particular stop. I had relevant stop numbers saved on my phone. Checking due time was simple and quick. I could txt the stop number while I was at a location, and see how much time I had til bus due. I've looked to see if I can get the same info from the app - probably, just much slower and more irritating. In case the review committee doesn't know what I'm talking about. each bus stop has a 4 digit number written on sign at stop. the text number for transport also on that sign. Text the stop number and immediately get reply for next due bus or buses at that stop. now I have to find the app, work out what the

system calls the stop, navigate a map and try to interpret whatever the information means. I don't need to be told I can walk or cycle

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

Just made it all much less convenient. Irritating every time I want to know when next bus due. I hope the Minister will consider reinstating something similar to the old SMS system for convenience

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, I had app installed but had terrible time trying to find information. Was told I needed a digital account, then I was told I didn't. Nothing resolved the problem with incorrect document. Team was polite

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?:

I'd like to say I'm very grateful I live in a town with regular public transport. I'm grateful that its provided free. to old folkk and I wish the department could work out a way to integrate a 4g text timetable system that was convenient for passengers

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

I think its unfortunate you have confused a bus timetable with general information that would be more suitable on a tourist map. Maybe staff can separate bus information from other transport options

Would you be like to speak to the committee about your experience at

Yes

a public  
hearing?:

I understand I  
cannot share  
my

submission    Yes  
until the  
committee  
publishes it: