



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: 025

Submitter: Kaab Qureshi

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+- Kaab Qureshi
Date: Friday, 7 February 2025 9:05:05 PM

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Full name: Kaab Qureshi

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?: Occasionally

How would you rate your experience with MyWay+?: Dissatisfied

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?: Greater consultation with the community, standards as per agreement signed with NEC met before testing finished, more education campaigns targeting all ages of ACT population, an increase in Transport Canberra support team members to reduce waittimes, more extensive planning, and greater risk management and elevation.

What issues have you experienced with the new MyWay+ system, if any?: The app is unfortunately not intuitive. Most features/settings require you to go onto a popup URL, this causes many issues with convenience, accessibility, and efficiency. The live tracking is also not always working, and the QR code option inevitably increased boarding wait times and will no matter what software update- lag and be slow; exactly why not many cities adapt QR code functionality.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Yes, in the ability to manage a successful roll out of something that should of undeniably been seen as an upgrade.

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?: Not very as support staff training was not very extensive.

received?:

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?: Add all myway+ functionality into the app directly, allow the myway+ card to be added into digital wallets like Apple pay and Googlepay, and enable express travel on Apple pay.

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

Would you be like to speak to the committee about your experience at a public hearing? Yes

I understand I cannot share my submission until the committee publishes it: Yes