



**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: 018

Submitter: Nick Dowling

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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+ - Nick Dowling  
**Date:** Saturday, 1 February 2025 11:23:11 AM

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Full name: Nick Dowling

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?: Daily

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?: The MyWay+ system was clearly not ready when it was launched. It was much less reliable than the old system and some key features, like real time bus tracking, were missing. It was also difficult to get a MyWay+ card for several weeks after the system was launched. The launch should have been delayed until MyWay+ had at least the same features as the older system and MyWay+ cards were available.

What issues have you experienced with the new MyWay+ system, if any?: The lack of real time tracking until recently has been very annoying. The MyWay+ phone app is poor. The QR code system is still not working well. It is unreliable and people often cannot use it. When it does work it is notably slower to process each person than tapping with a card. This slows down the buses.

Have these issues affected your

confidence in any aspect of the public transport system? If so, how?:

Yes. The poorer service than the previous system is indicative of the low priority which the ACT government places on public transport.

Did you need help to set up or use

MyWay+? If you did, how helpful did you find the

No

advice or assistance you 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?:

The QR code system should be turned off as it is unnecessary and slow. Real time tracking data does not seem to have been shared with third party apps yet. This needs to be done as the apps are superior to the MyWay+ app.

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

It is unclear why the ACT has developed a bespoke public transport payment system. Given the small size of the ACT, surely it would have been better to have bought into one of the systems currently in use in other states or have joined NSW or Victoria's projects to replace their public transport payment systems. On the bus system more broadly, it is frustrating that the ACT Government has allowed trip times on the popular R4 and R5 routes between Civic and Woden to increase due to the raising London Circuit project and the addition of several new sets of traffic lights on Launceston Street in Woden. This is also indicative of a lack of genuine interest in providing an efficient public transport system.

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

No

I understand I cannot share my

submission    Yes  
until the  
committee  
publishes it: