



**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: 028

Submitter: Andrew Kristoffersen

Date authorised for publication: 19 February 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+ - Andrew Kristoffersen  
**Date:** Saturday, 8 February 2025 1:52:23 PM

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Full name: Andrew Kristoffersen  
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+?: Neither  
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?: I applied to become a MyWay+ tester and was successful in commencing this in October 2024. This gave me insight into the launch being well behind the systems being testing thoroughly mainly due to no validators being online or installed, the launch set up users for failure with the light rail not being part of testing at all. The trips I made with light rail and bus during the testing phase were less than 10% that had working validators.  
What issues have you experienced with the new MyWay+ system, if any?: In the early stages, I was unable to tap on or off the bus in Woden unless the driver manually enabled the validators. I raised this as feedback during testing with no acknowledgement of the email sent on 14 October 2024, it continued to be an issue including during launch.  
Have these issues affected your confidence in any aspect of the public transport system? If so, how?: While public transport was free, there didn't seem to be any issues until launch with select bus drivers only opening the front door and demanding users to tap on with the ongoing issues this led to delays in the commute.  
Did you need help to set up or use MyWay+? If you did, how helpful did you find the  
No, information was shared on how to do this due to registering.

advice or  
assistance you  
received?:

Do you feel the  
MyWay+ system  
has improved since Yes  
it was launched in  
November 2024?:

What  
improvements do  
you feel the  
MyWay+ system  
still needs, if any?:

When tapping on with a MyWay+ card/account I was met with a declined message on the validator. I later found that I had exceeded my balance by \$7. The system needs to display balances.

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

The features of MyWay+ are still not functioning like capacity and route tracking. Use of third party apps enabled me to see when the next bus was coming to the stop giving choice into which route was taken to work.

Would you be like  
to speak to the  
committee about No  
your experience at  
a public hearing?:

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