



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: 037

Submitter: Vanessa Lester

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Vanessa Lester
Date: Tuesday, 11 February 2025 3:24:03 PM

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Full name: Vanessa Lester

Email address:

Physical address: [REDACTED] illip

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+?: Very Dissatisfied

How do you rate the Government's MyWay+ public education campaign?: Good

How do you think the public launch of MyWay+ in November 2024 could have been done better?: The launch was fine

What issues have you experienced with the new MyWay+ system, if any?: I haven't had a chance to use the account. There was problem with the setup of my account and I am unable to log into the account as yet. I contact the help line and was advised that it would take 2 weeks to fix the issue. It has now been 4 weeks and I am still waiting for the problem to be corrected. Not really sure how to escalate the problem either.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Yes totally, taking over a month to fix a minor technical problem is very concerning

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?: The information was good and helpful, however still waiting to use the account.

Do you feel the MyWay+ system has

improved since it was launched in November 2024?:

No

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

A quicker time to fix minor technical errors.

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

Just want my account fix, so I can start using the 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 until the committee publishes it:

Yes