



**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: 048

Submitter: David Archbold

Date authorised for publication: 4 March 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+ - David Archbold  
**Date:** Friday, 21 February 2025 6:19:01 AM

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Full name: David Archbold  
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+?: Very 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?: It could not have been done much worse. Those running the integration of the system failed to properly follow a basic commissioning plan that included public advice and communication. It was obviously rushed or did not follow proper process.  
What issues have you experienced with the new MyWay+ system, if any?: Money transferred from the old system has still not appeared in the new system (I am still awaiting the promised audit). My card is getting charged the excess fee for not tapping off - regularly, even though I ensure I witness the green tick every time I tap on and off. Because I can't link my card to the myway app I cannot monitor what tap is failing to register. Nor do I know how to bring this to access canberras attention in order to dispute it or have it reviewed.  
Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Yes. Both my wife and I have no confidence the system can charge us correctly. We are out of pocket. We have started driving more often in lieu as we no longer trust the public transport system.  
Did you need help to set up or use MyWay+? If you did, how helpful: Yes we needed help. We didn't realise you couldn't link a debit card to the myway app. Which I thought would be part of the reasoning due a system upgrade. The staff on platforms helping were courteous but

did you find the advice or assistance you received?: generally just referred us to the access canberra help line - which we don't have time for (work prevents day time phone use)

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 readers at least work now.

Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?: Yes. The QR code readers have a very particular sweet spot. Or they will not work. A sticker showing the public where the sweet spot is will speed up the time taken by QR code passengers to tap off. We need to be able to link our cards to myway (not just use for top up) so that we can monitor use and charges (given the number of wrong charges I have incurred)

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