



**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: 010

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**From:** [Liana Harrington](#)  
**To:** [LA Committee - Environment](#)  
**Subject:** MyWay plus Enquiry  
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Hello,

My feedback is as a parent of a high school student that uses the bus to get to school.

We had the app set up on his phone ready to go but it didn't work. The bus driver was telling the students they should get their parents to purchase a myWay card. We didn't want to do that as the cards were hard to locate and we had already put money on the app. Younger high school kids do not have credit cards so the app was the best option for us.

It was super stressful for the kids to be told something different to the public advice. Some of the bus drivers who drive the school routes are a law unto themselves and the kids are scared of them. To be told they needed to do something different to what the official advice was made them worried they would be refused access, despite me assuring them that wouldn't happen.

The Government should do a survey of ACT students to find out how satisfied they are with myWay and public transport. They are a key user group.

Regards  
Liana