



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: 029

Submitter: Mary MacDonald

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+- Mary McDonald
Date: Monday, 10 February 2025 8:47:39 AM

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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?: Occasionally

How would you rate your experience with MyWay+?: 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?: There should have been a lot more information available before the launch. New cards should have been available before the launch and from numerous places, including government shop fronts. The system should have been tested before going live, so that issues like the readers not working were resolved before going live.

What issues have you experienced with the new MyWay+ system, if any?: I still haven't got a new card. After discovering I couldn't get one at the interchange, or at Access Canberra, I tried 2 of the other bizarrely chosen shop options and couldn't get one at either. One had run out of cards, and the other out of paper for the receipt printer. This was right after the launch. It was as if no-one had thought of how many cards would be needed, or that only having a few places available meant that they would be very busy. I have a seniors card, so now I just wave my card at the driver. No-one cares what it is I am waving - it could be my Library card. This also means that my trip isn't being recorded, so TC has unreliable data.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?:

No. And it hasn't affected my confidence in Chris Steel or the ACT Government either. That was already at a very low point.

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?:

I have the app, which is not great. If I want to catch a bus or the tram, I don't need to be told how long it will take me to walk the entire journey.

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?:

The route planner needs work. The public transport options should be the default. Then you can add in other things if you think it would help for your particular journey.

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

If you are intent on having a user pays system, then everybody should be paying. I see so many people just getting on and off the tram and buses who don't pay. Or have a look at the 50c fare trial in Queensland. Patronage is up across all forms of transport.

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: