



**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: 038

Submitter: John Guilfoyle

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+ - John guilfoyle  
**Date:** Wednesday, 12 February 2025 11:39:49 AM

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Full name: John guilfoyle

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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+?: 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?: Being a small jurisdiction, I think a bespoke arrangement neglected the benefits that could accrue by using the system used and already fully tested by the travelling public in Sydney or in Melbourne. So the first aspect is that we should have used the Opal system for the economies of scale and the relative smooth transition as opposed to what we continue to suffer. If we wanted a different system we should have made sure that it really was fit for purpose when it was released. For example the QR code system and the app are really junk and do not work properly to this day. The third matter is that existing MyWay card holders should have been provided with new MyWay+ cards free of charge and balances automatically transferred. Instead, a \$5 fee is charged for a new card notwithstanding that pax had already paid money for the previous card. Passengers were made to manually transfer funds. Fourth, the Nextthere function has been disabled and we have no access to know where the next bus is located. WE have effectively gone backwards in information availability.

What issues: The QR generator on the app has regularly failed on my phone for a number of weeks despite me reloading the app 3 times and calling Transport Canberra for assistance twice. When I call they wont take my

have you experienced with the new MyWay+ system, if any?: details and only say that they will pass it on to NEC. No feedback from anyone and nothing on the website about how to fix the issue. Just yesterday, an aggressive bus driver told me that you must use a credit card 'like everyone else' or not get on the bus when the QR system again failed in the app. I am using the QR system to cash out my credit because Transport Canberra tells me there is no way to get a refund. My overall impression is that every bus traveller is struggling but no process is available for Transport Canberra to effectively hear about and fix issues.

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

Yes, the buses operate but I can't feel comfortable that MYWay+ is the most efficient and practical method of collecting fares

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

no

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?:

Fix or drop QR coding, Introduce a 'real' help line that can assist travellers, regularly update website - I have looked at it a number of times and it is silent on issues or fixes and it is very difficult to find a number to call, also, move quickly to fix the NextTHere information

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

no

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