



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: 049

Submitter: Bruce Pittard

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Bruce Pittard
Date: Friday, 21 February 2025 12:41:04 PM

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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?: Acceptable

How do you think the public launch of MyWay+ in November 2024 could have been done better?: Far too many bugs for it to have gone live. Should have been delayed until near full functionality had been achieved.

What issues have you experienced with the new MyWay+ system, if any?: QR Code on the phone app wouldn't work until the size was modified. Now the scan takes too long to register and quite often doesn't work when leaving the bus at the back door.

Have these issues affected your

confidence in any aspect of the public transport system? If so, how?:

Yes. I now stick with using the MyWay+ card. QR code not worth the hassle.

Did you need help to set up or use

MyWay+? If you did, how helpful did you find the advice or assistance you received?:

Yes. I downloaded the app, ordered a MyWay+ card through the app but it didn't arrive in the mail to well after the go live date. Also, had to call the help desk as remaining credit on my old seniors card had not transferred to the new account. (I'm under 70 so still need to pay during peak hours.) This transfer task had to be done manually by a referral to someone in Sydney?

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?:

Bring back the remaining balance on the screen when tapping off. This function should have been stipulated in the requirements with NEC

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

The committee should inquire about efforts made by the directorate to check whether other ticketing systems operated by other state governments, such as OPAL or Brisbane GO cards operators, could have been contracted to provide the ticketing system for Transport Canberra. Their systems would have the scale to handle expanding to Canberra and it would be one more step in having the one public transport card/account to use in other jurisdictions. It puzzles me why councils, state and federal government departments seem to think their requirements are so unique they need to develop taylor made bespoke systems at some inordinate cost instead of contracting 'off the shelf' systems already proven to work.

Would you be like to speak to the committee about your experience at a public hearing?:

No

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submission Yes
until the
committee
publishes it: