



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: 052

Submitter: Bernadette Fabbo

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From: LAcommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Bernadette Fabbo
Date: Friday, 14 February 2025 10:26:08 AM

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Full name: Bernadette Fabbo

Email address: [REDACTED]

Physical address: [REDACTED]

Phone number:

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?: Daily

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?: Delayed the introduction until to system was actually working. More education around the implementation of the my MyWay+.

What issues have you experienced with the new MyWay+ system, if any?: While you can pre-purchase tickets with cash through the ticket vending machines at the interchanges and tram platforms, you can no longer pay cash when boarding a bus. This means when my child needed to catch the bus out in the suburbs, at short notice, they were not able to purchase a ticket for cash on the bus. My child does not have a credit/debit card to pay for the fair.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Yes. It has also cause significant stresses for my children as they were concerned they would not be allowed on the bus.

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 did need help. I am still waiting for someone to contact me

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?:

Yes. See above issue

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

Yes, aggressive school bus drivers, who demand details and ID from my child when they have forgotten/misplaced their bus card. This has caused significant stress for my children, they are concerned they will be left on the side of the road with no option to get home.

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