



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: 072

Submitter: Naveen Nathan

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Naveen Nathan
Date: Tuesday, 25 February 2025 9:28:47 AM

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Full name: Naveen Nathan

Email address:

Physical address:

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?:

Occasionally

How would you rate your experience with MyWay+?:

Neither

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?:

I don't know.

What issues have you experienced with the new MyWay+ system, if any?:

I dislike having to prepare my phone to use Apple Pay when embarking and disembarking. I prefer automatic contactless payment using the "Express Transit" option that is available with Opal in NSW. This also is helpful if my phone battery doesn't have any charge.

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

No

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?:

Yes

What improvements do you feel the MyWay+ system still needs, if any?:

Support the "Express Transit" option in Apple Pay so you don't have to prepare the phone to initiate a transaction.

Is there anything else

relating to the MyWay+
system or the bus system No.
more generally that you
want to share with us?:

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

I understand I cannot share
my submission until the Yes
committee publishes it: