



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: 082

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Tangyao Zhang
Date: Tuesday, 25 February 2025 2:09:38 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?: Daily
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?: The system was not operational for lunch due to both software and hardware issues. The software required further refinement, and the hardware components (card reader, ticket vending machine) were not yet available for use on day one.
What issues have you experienced with the new MyWay+ system, if any?: Two issues: 1. Digital wallets (Apple Pay, Google Pay) cannot access concession programs. They only charge the standard adult rate without any prior notification, which is unfair. 2. The QR code scanner is difficult to use. Users must scan their QR code with extreme precision, which is impractical on buses, especially during peak hours.
Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Indeed, utilising digital wallets and QR codes is a commendable initiative. However, the overall experience falls short of expectations when compared to other major cities such as Sydney, Tokyo, and Beijing. While it is acknowledged that Canberra is relatively new to this technology, it is important to recognise that the underlying technology is not novel. Consequently, the system should have been fully operational and meeting its initial promises from the outset.
Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or

assistance you received?:

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?:

An enhanced and more stable MyWay+ App, incorporating additional functionalities such as account balance checking and simplified QR code scanning processes.

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

Two suggestions for improving public transportation: 1. Enhancing the authority of bus drivers to effectively prevent harmful and fare evasion behaviour. 2. Implementing strategies to encourage increased public transportation usage, such as offering discounted monthly passes.

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

Yes

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

Yes