



**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: 93

Submitter: Pat Tandy

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**From:** [LCommitteeEnvironment@parliament.act.gov.au](mailto:LCommitteeEnvironment@parliament.act.gov.au)  
**To:** [LA Committee - Environment](#)  
**Subject:** Inquiry submission - procurement and delivery of MyWay+ - Pat Tandy  
**Date:** Thursday, 27 February 2025 3:26:33 PM

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Full name: Pat Tandy

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Physical address: [REDACTED]

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?: Poor

How do you think the public launch of MyWay+ in November 2024 could have been done better?: Trying to buy new MyWay+ cards in the first week of operation was extremely difficult and a couple of times, just not possible at all. It should have been eminently clear that the demand for physical cards would be very high. Not only did most locations around Civic run out of cards, but the few they had could not be issued because they ran out of paper to print the receipts (each card requiring 3 separate printed long receipts). The long time that it took for the (poor unfortunate) serving staff to deal with each transaction was a huge cause of frustration to staff and customers - some even becoming abusive. Their abuse is not the Government's responsibility, but the cause of it was.

What issues have you experienced with the new MyWay+ system, if any?: When I first started using the MyWay+ Journey Planner, it was not at all obvious that I had to select Transport Mode each time and so it was telling this 72 year old to ride a bicycle.

Have these

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

No, I have been a public transport user for 50+ years, so I have just soldiered on.

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

As a 70+ Senior I am exercising my option to wait before getting my MyWay+ card. I am also waiting until the system improves before adding my grandchildren to my account (for whom I purchased the MyWay+ cards) I do not want to set up their own accounts as they do not have email addresses or phone contacts., I just want to be able to monitor what funds they have left on their cards

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?:

1) To enable parents/carers to pay for children on the parents cards. 2)To reinstall live information at Interchanges and major bus stops. 3) To tweak the Planner so that it doesn't show the departures times for next two buses on the same route (e.g No 50) running 30 minutes apart, when there is an alternative route (No 51) running in 11 mins (both bus stops are within 7 mins walk)

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

Please give the poor unfortunate bus drivers who have had to cop so much abuse a big bouquet and my deepest gratitude.

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

No

I understand I

cannot share  
my  
submission    Yes  
until the  
committee  
publishes it: