



**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: 054

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**From:** [REDACTED]  
**To:** [LA Committee - Environment](#)  
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Hello

A few quick comments.

I have a senior's card which was linked to MyWay. When the new system was introduced, I tried to log on to the system to get a new card. Despite numerous attempts, I was not able to do so. A few weeks later, I received six (yes six!!!) new MyWay cards. Confusion. A waste. Over the top!! Clearly something wrong with the system.

Afterwards, I went to the TC information office in the interchange in Civic to get some help. It was a complete and utter waste of time. The officer there was totally disinterested in helping me and merely suggested that I go to the nearby convenience store to get yet another MyWay card.

Clearly the system was rolled out too early. Communication about the new system was poor as was information on what to do.

Yours sincerely

Ivan Neville PSM  
[REDACTED]