



**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: 083

Submitter: Phoebe Williams

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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+ - Phoebe W  
**Date:** Tuesday, 25 February 2025 5:46:51 PM

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Full name: Phoebe W  
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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?: 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?: Acceptable

How do you think the public launch of MyWay+ in November 2024 could have been done better?: It didn't seem to be rolled out consistently across busses, I was confused when I needed to tap on or not.

What issues have you experienced with the new MyWay+ system, if any?: I haven't been able to use the new app at all, I have to use Google pay - which works well but I'd have liked the option. Transferring money from my old card to the new one is also difficult.

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

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?: It now works most of the time.

Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?: I would like more busses please, more regularly! Also, the option of tracking and seeing real time of bus location in the app would be great.

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