



**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: 094

Submitter: Karen Mobbs

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**From:** [LacommitteeEnvironment@parliament.act.gov.au](mailto:LacommitteeEnvironment@parliament.act.gov.au)  
**To:** [LA Committee - Environment](#)  
**Subject:** Inquiry submission - procurement and delivery of MyWay+ - Karen Mobbs  
**Date:** Thursday, 27 February 2025 3:53:41 PM

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Full name: Karen Mobbs  
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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?: Occasionally  
How would you rate your experience with MyWay+?: Very 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?: Proper testing beforehand and decent supply of bus cards. Some of the issues seemed like they could have easily been detected and fixed during the trial before the launch.  
What issues have you experienced with the new MyWay+ system, if any?: The QR code is almost impossible to scan. Holds up everyone. It's hopeless and I got pressured into getting off the bus without tapping off cause it just wouldn't work.  
Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Yes. The System in Sydney is so easy, can't believe it's so difficult here with a brand new system.  
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, I worked out how to set it up but wish I had not transferred funds from MyWay cause now I'm stuck with trying to use the QR code and it doesn't work.  
Do you feel the MyWay+ system has improved since it was launched in November 2024?: No  
What improvements do you feel the MyWay+ system still needs, if any?: Ditch the QR code. Make difference between app and web portal more obvious or combine. Should be able to use NFC with app for tap on and off. Also should be able to tap on and off with phone without unlocking, can do this in Sydney.  
Is there anything else relating to the MyWay+ system or the bus system more generally We waited so long, can't believe it then was so bad.

that you want to share with us?:

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