



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: 031

Submitter: Victor Kalkman

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From: LcommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ Victor Kalkman
Date: Monday, 10 February 2025 5:38:46 PM

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Full name: Victor Kalkman
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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?: Very poor
How do you think the public launch of MyWay+ in November 2024 could have been done better?: Provide information directly to the users at the major bus stops, train stations before the go live. The assumption that people will get the information from newspapers, radio is wrong. Many people avoid these forms of media. I virtually heard nothing before the go live date.
What issues have you experienced with the new MyWay+ system, if any?: Not knowing cards were available before the go live day. Once finding out, not being able get a card because they were always sold out at all of the vendors. Not enough ticket validation machines at the city station of the light rail. Massive to line up to tag off in the morning. Lots of people no longer buy a ticket to use the light rail because isn't any enforcement. The system is slower, particularly for those using the QR tickets on their phone. Ticket recharge stations are still not working
Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Frustrations with not everyone paying their way. Reinforces the public's impression of all local/state/territory/federal government incompetence with implementing any sizeable program or change.
Did you need help to set up or

use MyWay+? If you did, how helpful did you find the advice or assistance you received?:

There wasn't anywhere to go to talk to someone. Even the transport officers couldn't answer any questions.

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?:

Get the recharge stations working. More ticket validation stations in the city station.

Is there anything else relating to the MyWay+ system or the bus system more generally 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