



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: 051

Submitter: Michael Gregg

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Michael Gregg
Date: Sunday, 23 February 2025 2:02:42 PM

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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?: Occasionally

How would you rate your experience with MyWay+?: Very Dissatisfied

How do you rate the Government's MyWay+ public education campaign?: Good

How do you think the public launch of MyWay+ in November 2024 could have been done better?: Having it actually work.

What issues have you experienced with the new MyWay+ system, if any?: Unable to scan on or off with credit card, resorted to buying a new MyWay+ card, still regularly unable to sign on or off.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Yes. If I'm in two minds whether to catch public transport or drive, I usually choose drive as can't be bothered with the hassle of MyWay+

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

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's still highly unreliable.

Is there anything else relating to the MyWay+ I really enjoyed converting to public transport for my commute during the down period last year. However the mess

system or the bus system more generally that you want to share with us?: of the first three weeks after MyWay+ implementation was so bad, I haven't caught the bus to work since, and my partner has had ongoing issues with her commute

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