



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: 095

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - [REDACTED]
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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+?: 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 really needed to wait until all the issues were resolved before going live.

What issues: 1. The whole having to transfer credit to a whole new account thing was a pain. We had accounts. We had cards. Why couldn't we use those? 2. Being charged \$5 for an empty card is a joke (always has been). My husband's card expired during covid because it wasn't used for two years. And you want us to pay another \$5 for another card? Ridiculous. The only way to use the system without buying a new card is to use the app/qr code which doesn't work nearly as well as the cards/credit card tap. How much money did the government make from charging everyone \$5 for a new card? Or keeping everyone's credit from the old system? 3. Bring. Back. Live. Bus. Tracking. Period!! We won't mention the time there was a car

have you experienced with the new MyWay+ system, if any?:

fire on the Commonwealth Avenue bridge and I had to wait for like 40 minutes for an R3 at Belco because the buses were delayed getting through. All the other buses were coming and going but no R3s. Not having live bus data meant I had no idea what was going on. 4. Drivers have barely any knowledge about the new system, and haven't been able to answer questions about when we should start tapping off again because they feel like they haven't been told anything. 5. The only two times I've tried to use the rear bus reader to "tap off" with the QR code on my phone it refuses to read and I've had to make my way to the front of the bus to "tap off". 6. The GPS system of locating bus stops is too finicky and the drivers don't know how to get around it. Which means that time a driver stopped at the wrong stop at the Belco interchange? Couldn't tap off - "wait for stop" - and he couldn't figure out how to let us all tap off. Or the time they were doing works next to the bus stop on Copland Drive and the bus couldn't stop at the bus stop - everyone getting on there got a free ride.

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

eh, the buses will most likely get me there, even if I get a free ride occasionally, or have no idea where the f#\$* the next bus is.

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, but it was annoying that I couldn't just use my old card and had to fuss around with creating a whole new account and transferring credit.

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?:

Bring back live bus tracking!!!!

Is there anything else relating to the MyWay+

As noted above, having to pay \$5 for an empty card is a joke. I get that you

system or the bus system more generally that you want to share with us?:

probably do it to stop people gaming the system and going into debit to get "free" or partially free rides. But seriously, the numbers of people doing that would have to be pretty low, and most likely they would be the people that could really use a free ride anyway.

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