



**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: 023

Submitter: Roy William Lupton

Date authorised for publication: 19 February 2025

**From:** [LCommitteeEnvironment@parliament.act.gov.au](mailto:LCommitteeEnvironment@parliament.act.gov.au)  
**To:** [LA Committee - Environment](#)  
**Subject:** Inquiry submission - procurement and delivery of MyWay+ - Roy William LUPTON  
**Date:** Thursday, 6 February 2025 3:34:34 PM

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Full name: Roy William LUPTON  
Email address: [REDACTED]  
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+?: 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?: Not sure  
What issues have you experienced with the new MyWay+ system, if any?: I am an old-age pensioner. I thought that I had to purchase a MyWay+ card but at Thistle Woden I was given one with no explanation as to how to use it. I discovered that it had to be registered online. The registration process was difficult - not SIMPLE and not INTUITIVE. I challenge you to hand out MyWay cards to 20 or 30 pensioner volunteers and watch them while they go through the registration process. Ditto for planning a journey on the MyWay+ App.  
Have these issues affected your confidence in any aspect of the public transport system? If so, how?: I tried to tap on using my phone (QR code) on the bus. It did not work. The bus driver shrugged his shoulders and said it often did not work.  
Did you need help to set up or use MyWay+? If you did, how helpful: No

did you find the advice or assistance you received?:

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?: See above

Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?: Make it simple and intuitive. Test it on real people.

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