



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: 032

Submitter: Anne Rowlands

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From: LcommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Anne Rowlands
Date: Monday, 10 February 2025 9:29:27 PM

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Full name: Anne Rowlands

Email address:

Physical address:

Phone number:

Please select one of these statements:

How often do you use public transport?:

How would you rate your experience with MyWay+?:

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

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

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

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

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

Do you feel the MyWay+ system has improved since it was launched in November 2024?:

What improvements do you feel the MyWay+ system still needs, if any?:

Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?:

Anne Rowlands

[Redacted]

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.

Daily

Dissatisfied

Poor

It was very clear to an outsider that MyWay+ should have had a "soft" launch for any problems to be ironed out. It was clear a wider and more diverse range of people needed to run it through the tests needed over a longer of time.

The QR code never worked for me at all and I simply resorted to getting a physical card which thankfully arrived before the "trail period" ended.

Mostly irritated me and once made me late.

No

Yes

Still isn't on all busses.

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