



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: 075

Submitter: Tina Smith

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Tina Smith
Date: Tuesday, 25 February 2025 10:52:48 AM

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Full name: Tina Smith
Email address: [REDACTED]
Physical address:
Phone number:

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+?: Very 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?: Could have been communicated. There was no communication prior on team stops, no staff available to support Should have been tested - app does not work

What issues have you experienced with the new MyWay+ system, if any?: Using travel card or credit card tap on/off is slower than before Tap off not showing balance on travel card Can't top up travel cards on platforms Still issues with some machines on buses QR codes does not work and even if they do take much longer per customer

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Yes. Many people now don't pay or card not registered due to slow tap off/on.

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

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?: Back to quick tap off/ on. Display balance. Either get QR codes to work or don't have them. Better options for topping up travel cards

Is there anything else

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

It seems the system was created by someone who has never used public transportation

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