



**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: 005

Submitter: Greta Nielsen

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**From:** [Greta Nielsen](#)  
**To:** [LA Committee - Environment](#)  
**Subject:** My Way Plus Submission to Inquiry - Individual  
**Date:** Wednesday, 29 January 2025 9:47:25 AM

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Dear Inquiry,

I would like to register the following problems that I have encountered personally with the introduction and usability of the My Way + ticketing system:

- inaccurate advice from Transport Canberra: when news of the My Way + replacing My Way was announced, I rang TCS and was told I would not/ not need to replace my card, that all I had to do was check that my account was registered and transfer the amount already going into the card as regular deposit from my bank account once the new system started.
- when My Way + started, I discovered my old card would not work.
- I had to drive from my work office in Barton to Woden to try and get a new card. Woden's one supplier had sold out and said there were few new My Way + cards from TCS anywhere in the ACT.
- I then rang Mawson prior to going to that newsagents to purchase a new card.
- I had to make MANY phone calls to figure out how to transfer my deposit from the old account to the new card.
- the new My Way + account will not register, therefore I cannot set up auto pay. When I rang to speak to TCS about this new issue, they said they could not resolve but would refer to NEC.
- I've lodged these issues three times with TCS and still no response from NEC. I have my own job and have given up ringing.
- in the end, I have a card and have to manually deposit funds direct into it as I cannot set up an account for direct regular top ups.

If I costed out the amount of lost time by hourly rate expended in driving around Woden Valley, numerous telephone calls, and emails to which TCCS has not responded, I would calculate that the ACT Government owes me a couple of hundred dollars at least. This does not count the sheer frustration caused by this pathetic roll-out.

TCS staff taking the calls tried to be helpful, but sounded powerless to do any more than "refer the issue" to NEC and refused to take responsibility for servicing me - the Canberra resident and rate payer - but passed the buck.

Communication of options for bus travellers was very poor. For example, I did not know that you could use your credit card directly on the machines. However, a kindly driver did inform me he thought it better not to use that option.

This does not count, of course, the number of instances I have boarded a bus and been told by the driver that the machine is not working [as with the former system].

Add to this ongoing problems with reduced convenience of bus service from my suburb to my work place and, overall, I have to say that mass public transport in this part of the ACT remains badly implemented.

Many residents of Garran/Hughes/Deakin do not want the light rail, we want a more effective bus system using our roads.

I have been forced to use my car far too often to get to my workplace reliably.

Yet a factor in me choosing to live where I live and to buy this property a decade ago was proximity of bus service from my home to work.

Greta Nielsen