



**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: 024

Submitter: Christine Butterfield

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**From:** [LCommitteeEnvironment@parliament.act.gov.au](mailto:LCommitteeEnvironment@parliament.act.gov.au)  
**To:** [LA Committee - Environment](#)  
**Subject:** Inquiry submission - procurement and delivery of MyWay+- Christine Butterfield  
**Date:** Friday, 7 February 2025 3:39:28 PM

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Full name: Christine Butterfield

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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?: Poor

How do you think the public launch of MyWay+ in November 2024 could have been done better?: - Earlier notice to PT clients, to give more time to acquire cards (primary school kids don't have credit cards, so have to use a physical myway card, and many, including myself, prefer not to expose a credit card to a service with unknown security). - More cards available at stockists.

What issues have you experienced with the new MyWay+ system, if any?: - delay in receiving cards for my granddaughter - the NXTBUS facility (sms to 0432 131 710) has been removed: the single most useful function when arriving at a stop to check whether a bus has already gone, or is yet to arrive. Much simpler than faffing around with the app! I don't understand why the system has all the bells and whistles, yet removed this extremely useful function. - removal of the dual card for seniors - now have to carry two cards

Have these issues affected your confidence in any aspect of the public transport system?: yes. Now I remain uncertain when I arrive at a stop, as to whether I'm too late. It leaves me in a quandary as to whether to wait, or find an alternative.

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?:

Yes. Fine for me, because I used my government digital account. Difficult for my granddaughter, because it was not clear that certain information was required before all options were available in the app. When speaking to the CSO, they did not know what the problem was either, although they very pleasantly gave it a red-hot go ;; We solved it together. I found myself training other, much younger, people in its use, because they couldn't work it all out.

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

Yes

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

bring back the SMS NXTBUS facility, or something equivalently easy and quick to use.

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

Yes! I don't understand why we needed to spend a fortune to reinvent the wheel, just to solve the 3G problem - couldn't we have acquired another jurisdiction's system? I believe the problem with myway card shortage at the launch was the false assumption that clients would just use their credit cards. That only works for full paying clients who don't mind coughing up a credit card in an environment with unknown security. Because clients had already been 'trained' in the use of a transport-specific card, I believe many chose to take that as the first option.

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