



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: 041

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Date authorised for publication: 19 February 2025

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Omer Mohsin Mubarak
Date: Thursday, 13 February 2025 3:30:40 PM

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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?: Acceptable

How do you think the public launch of MyWay+ in November 2024 could have been done better?: It should have been properly tested. For example, there should be a period where a fare is not charged but passengers required to tap On/Off and give feedback. Once those issues had been resolved, it should have started charging fare.

What issues have you experienced with the new MyWay+ system, if any?: There had been few issues: 1. QR code usually does not work. Even when it works, it takes a lot of tries, which results in holding of other passengers. Mobile app and then QR code also takes bit of time to load, so if you are not read before boarding, it results in a significant delay for a bus. 2. MyWay+ cards are given for \$5 fee. These cards should have been given for free to those who already had older MyWay card. Why people are being charged because of TC changing the ticketing system? 3. There should be an option to add multiple cards (e.g for kids) on the mobile application. 4. Balance and recharge option should be available on the app, instead of logging onto the account in a browser.

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

Yes, I am less confident in tapping on/off, since it may not work. I do not see much have improved, the system is probably worse than before.

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, setting up was fine, but I could only add one card per mobile device. Kids do not and should not use mobiles, so there should have been an option to add kids to parents accounts.

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?:

Fixing the issues listed above

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

In order to ease traffic and getting people to use public transport, it has to be at least as efficient as driving. Currently, for most of my family travel, it takes about 3 times more time than driving. On top of that, fare is also not that cheap.

Would you be like to speak to the committee about your experience at a public hearing?:

No

I understand I
cannot share
my
submission Yes
until the
committee
publishes it: