



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: 076

Submitter: Fred Pilcher

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Fred Pilcher
Date: Tuesday, 25 February 2025 11:18:35 AM

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Full name: Fred Pilcher
Email address: [REDACTED]
Physical address: [REDACTED]
Phone number: [REDACTED]
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?: Can't say since I knew nothing about it.
What issues have you experienced with the new MyWay+ system, if any?: The scanner at the tram stop didn't react to the QR code the first two times I tried it, so I used my credit card. It charged me a couple of dollars, though I'm a senior and it should have been free. I don't care about the money, just the poor programming. The third time I tried it it recognised the QR code then asked me to use my credit card. Why? The data behind my MyWay+ app knows that I'm a senior - why did it ask for a credit card???
Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Yes. I have no confidence whatsoever in MyWay+ and the people who designed it
Did you need help to set up or use MyWay+? If you did, how helpful: No. It was clear that the system was no good.

did you find the advice or assistance you received?:

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?:

Read my responses above.

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

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