



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: 099

Submitter: Ben Jones

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Ben Jones
Date: Friday, 28 February 2025 8:59:47 AM

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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+?: 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?: My partner has had nothing but issues with the card and using the bus since the change. The launch and the free period seemed to be aligned with the ACT Election period, more than providing good information to bus users. The feedback from the Minister and Executives on radio kept being very positive, but that wasn't backed up by the lived experience.

What issues have you experienced with the new MyWay+ system, if any?: My partner has had one issue after another with getting the card, scanning the card, and knowing if our 70 bus will show up or not.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: The poor bus system in Canberra and the lack of regular local buses is the bigger issue.

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?: Web page. But it could be better

Do you feel the MyWay+ system has improved since it was launched in No

November 2024?:

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

That it works 100% of the time, not 80-90% of the time.

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

Bring back the bus stops and services that were taken away a few years ago.

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