



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: 088

Submitter: Nicole Brown

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Nicole Brown
Date: Wednesday, 26 February 2025 7:23:40 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?: Daily

How would you rate your experience with MyWay+?: Neither

How do you rate the Government's MyWay+ public education campaign?: Good

How do you think the public launch of MyWay+ in November 2024 could have been done better?: The QR code system did not work at all, and there was a shortage of physical cards, which meant I and many others were forced to use bank cards to pay.

What issues have you experienced with the new MyWay+ system, if any?: The QR code system is unreliable. Passengers who persist with it often hold everyone else up as they have to wait for them to take multiple attempts to scan their QR code. When I try to log into my account to check the balance, it often says 'Connection refused' and I have to wait until later to try again. This happens approximately 60% of the time. The scanners no longer show your balance when you tag off, so I don't know how much balance I have left and regularly can't log into my account to check it.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Yes. I am unable to accurately keep track of my MyWay balance.

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.

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?:

The QR code needs to be abolished. It does not work, and passengers who persist with it cause delays.

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

Being able to pay with a bank card is an improvement, especially for tourists and occasional users, but the QR code system failures and issues with logging into accounts have persisted.

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