



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: 100

Submitter: Connor Storen

Date authorised for publication: 13 March 2025

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Connor Storen
Date: Friday, 28 February 2025 9:47:55 AM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Full name: Connor Storen

Email address:

Physical address:

Phone number:

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 satisfied

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

Very good

How do you think the public launch of MyWay+ in November 2024 could have been done better?:

What issues have you experienced with the new MyWay+ system, if any?:

None

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

n/a

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?:

I did not use the app or get a new card, I used my Visa to tap on and off.

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?:

None

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

The move to allow Mastercard and Visa to be used on busses to tap on/off is very good. Worked extremely smooth every time I have used it.

Would you be like to speak to the committee about your experience

No

at a public hearing?:

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