



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: 035

Submitter: Oliver Hockey

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+ Oliver Hockey
Date: Tuesday, 11 February 2025 12:57:22 PM

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: Oliver Hockey

Email address: [REDACTED]

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?:

A few times a week

How would you rate your experience with MyWay+?:

Satisfied

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?:

Signs with start date put up, system working on launch, main campaign being about debit cards being the easiest way, not QR

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

No real time information in third party apps. Unable to link debit card to account - "EMV" error

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

No

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

Have not sought help

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?:

Express transit cards in apple wallet, real time information for third party apps

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

No

at a public hearing?:

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