



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: 079

Submitter: Sarah Miller

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Sarah Miller
Date: Tuesday, 25 February 2025 7:55:12 AM

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Full name: Sarah Miller

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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+?: 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?: Free travel should have been continued until its was fully usable. Still accessing buses that do not have a myway+ scanner fitted. Accessing travel cards was impossible and the app was and still is not user friendly or even working some days. Having a tap and go like my way card in your phone wallet would be better than the QR which is temperamental and slows up getting on and off the bus. The App is clunky and needs work. I like that I can now auto top up myway+ card for myself and my daughter that is instant. Myway+ cards should have been distributed for FREE in the begging having operators at the interchanges, would have made things more accessible. I think it took about one month to get one for my daughter who catches the bus daily for school. She doesn't have a phone. You can't rely on an app to always work so having other back up options is a must. Having the app display current balances would be better than having to keep logging into digital records. It's overly complicated for something simple that other world countries have had for years and it works, stop trying to be fancy. Simple and useable.

What issues have you

experienced with the new MyWay+ system, if any?:

App not working QR scan takes too long to scan on and off, get rid of this option.

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

It was evident the system was not ready from day one. First bus I caught wasn't working, told just jump on. App didn't work and the app wouldn't allow to link a family member. Wasn't able to get a physical card for a month.

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 signed up and then the app kept saying I needed to speak to access Canberra cos my password which was correct didn't work and allow access, so stupid.

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?:

I got a physical card finally. The card works better and quicker than the QR.

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

Switch to digital tap card. I like to be able to top up and have a set amount for my travel card, this also is useful for budgeting.

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