



**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: 089

Submitter: Kieran Vale

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**From:** [LCommitteeEnvironment@parliament.act.gov.au](mailto:LCommitteeEnvironment@parliament.act.gov.au)  
**To:** [LA Committee - Environment](#)  
**Subject:** Inquiry submission - procurement and delivery of MyWay+ - Kieran Vale  
**Date:** Wednesday, 26 February 2025 11:28:28 AM

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Full name: Kieran Vale  
Email address: [REDACTED]  
Physical address: [REDACTED]  
Phone number: [REDACTED]  
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+?: Satisfied  
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?: Why on earth did you choose to use a QR code system? It is fiddly and unreliable. Should have just used physical card (TC card), physical bank card, phone bank card and phone TC card .  
What issues have you experienced with the new MyWay+ system, if any?: Personally as someone who just uses my credit card on my phone on the LR it has been seamless. I have a MyWay+ account with money brought over from my previous card, but I haven't bothered to use it yet, and beyond using up the existing money I don't plan on doing so.  
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  
No.

assistance you received?:

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?:

QR code readers were a silly idea. Transition to a phone based NFC virtual TC card

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

The LR is great, I very very rarely used PT prior to it being in existance. Now I use it for journeys I would previously have driven. Going to explore restaurants (from the inner north) in Gungahlin is feasible - never would have done that if I had to drive there. Now please hurry up and finish it, and additionally add a line up wentworth avenue to Fyshwick - I would absoloutely use that and it captures and area of reasonable density + destinations.

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