



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: 047

Submitter: Jason Barnes

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From: LcommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Jason Barnes
Date: Wednesday, 19 February 2025 10:24:47 PM

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Full name: Jason Barnes
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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?: Daily
How would you rate your experience with MyWay+?: Dissatisfied
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?: More outlets and vending machines to top up and check balance on Myway+ card. More buses actually having Mayway+ working in November 2024, not so confusing.
What issues have you experienced with the new MyWay+ system, if any?: Not being able to check my balance like old Myway system.
Have these issues affected your confidence in any aspect of the public transport system? If so, how?: No but I have rang 131710 twice in February 2025 due to the morning buses not showing up or running 14min late.
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?: No
What improvements do you feel the MyWay+ system still needs, if any?: Show balance of Myway+ cards
Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?: Some more places to top up and a vending machine to top up at Belconnen please.
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