



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: 091

Submitter: Ian Reid

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From: LAcommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Ian Reid
Date: Wednesday, 26 February 2025 8:20:12 PM

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Full name: Ian Reid
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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?: A few times a week

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?: Thanks so much for letting me transfer the balances of my old my way card to my way plus. The old my way used to expire my perfectly good cards leaving \$10 or less on 4 cards. I think it was a silly rule that after time no use of your old myway they expired and further you could not top up or have a refund without a \$10 charge.

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?: No

Do you feel the MyWay+ system has improved since it was launched in November Yes

2024?:

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?:

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