



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: 071

Submitter: Mark Huppert

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Mark Huppert
Date: Tuesday, 25 February 2025 9:23:13 AM

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Full name: Mark Huppert

Email address:

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+?: Very 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?:

What issues have you experienced with the new MyWay+ system, if any?: The barcode reader did not work reliably for me until a security guard explained how to position my phone correctly. This should be explained in your comms. I haven't seen anything about it. It's simple, but not obvious. Also, I learned through trial and error that the system charges your credit card according to your MyWay+ account status - age 70+ users don't get charged at any time even if you always tap on and off.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: no, In happy with it

Did you need help to set up or use MyWay+? If you did, how helpful did you find the barcode reader

advice or assistance you received?:

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?: Clearer/more detailed instructions and explanations

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

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