



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: 081

Submitter: Graham Anderson

Date authorised for publication: 13 March 2025

From: LAcommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Graham Anderson
Date: Tuesday, 25 February 2025 1:05:22 PM

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Full name: Graham Anderson

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?: Occasionally

How would you rate your experience with MyWay+?: Neither

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?: Keep it free until it was working

What issues have you experienced with the new MyWay+ system, if any?: .

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

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

assistance you received?:

Do you feel the MyWay+ system has improved since it was launched in November 2024?:

What improvements do you feel the MyWay+ system still needs, if any?:

Make it so that there is no penalty for not tapping off

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

So apparently the ACT Seniors/TC MyWay card can no longer be used for tapping on and off. Why? Why can't you make it work so that ppl need to get an extra card? Why do we need to tap off? I mean, I know "why", but how about making the system as simple as possible? Like when we had paper tickets we didn't need to show the ticket to get off! I bet there are plenty of public transport systems around Australia or the world that don't require tap off.

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