



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: 092

Submitter: Milena Dunn

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Milena Dunn
Date: Thursday, 27 February 2025 7:42:26 AM

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Full name: Milena Dunn

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+?: Very Dissatisfied

How do you rate the Government's MyWay+ public education campaign?: Very poor

How do you think the public launch of MyWay+ in November 2024 could have been done better?: Information should have been provided to tourism offices for tourists and interstate residents who use Light rail services when visiting our nation's capital.

What issues have you experienced with the new MyWay+ system, if any?: As an interstate visitor I experienced great difficulty: 1) finding out how to convert my My Way card to MyWay+, 2) knowing when I was in the app and when I was in the website, 3) as the MyWay+ Scanner didn't register the MyWay+ app when presented I was unsure if I could use public transport.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Yes. I felt very vulnerable using public transport without knowing why the app wasn't working. I contacted ACT transport and requested new physical MyWay+ cards for us to use.

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?: Yes I required assistance. I first learnt of the change when I went to check the balance on our MyWay cards and add value and were unable to do so at the Light rail station. We saw NO INFORMATION at the station about the changed situation. We then rang then emergency number and learnt about the change. We received assistance from family members who live in Canberra.

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?:

Information posters at all public transport stations for visitors and tourists!

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

The phone operator, Tracey who assisted us was very efficient.

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