



**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: 015

Submitter: Andrew Bleeze

Date authorised for publication: 19 February 2025

**From:** [LCommitteeEnvironment@parliament.act.gov.au](mailto:LCommitteeEnvironment@parliament.act.gov.au)  
**To:** [LA Committee - Environment](#)  
**Subject:** Inquiry submission - procurement and delivery of MyWay+- Andrew Bleeze  
**Date:** Thursday, 30 January 2025 5:21:25 PM

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Full name: Andrew Bleeze

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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?: 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?: It should have been delayed until the system was fully tested. The rolling out of significant public infrastructure before it is ready undermines public confidence in government. Large IT systems have many potential points of failure and need to have robust user testing before being rolled out. Alternately, government could have recognised the risks of in improperly tested system and rolled MyWay+ plus out as a free to users trial and sought real time feedback to improve the system. As it was, the botched implementation meant that many people who relied on public transport were effectively denied access to the system for many weeks (some still don't have access).

What issues have you experienced with the new MyWay+ system, if any?: 1. I have a seniors card attached to a MyWay and MyWay+. My first issue was that the balance on my old card could not be transferred to the new card (and still hasn't been transferred as at 30/1/25). 2. My second issue is that I was unable to add credit to my MyWay+ card using funds transfer or card payment, due to some inexplicable technical glitch - I have been told I have to go to a shopfront to add credit to my card. I have still not been able to get to a shopfront, so am effectively denied access to the public transport system. 3. I raised three complaints about these issues. I did

any?: receive one call in mid January 2025 suggesting that a refund form would be sent to me so I could get the money back from my old card. That form never turned up in my emails.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Yes, I no longer use public transport.

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, but was unable to access it.

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?: It would be good to have a system that allows me access to the public transport system.

Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?: I must say my longer term experience of the bus system is not positive, there are long delays between services and trip lengths are a deterrent where bus routes are long and winding, particularly where you are reliant on multiple transfers. It is a challenging system to rely on for time critical commutes.

Would you be like to speak to the committee about your Yes

experience at  
a public  
hearing?:

I understand I  
cannot share  
my

submission    Yes

until the  
committee  
publishes it: