



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: 016

Submitter: Myra Judge

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+- Myra Judge
Date: Friday, 31 January 2025 8:02:47 AM

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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+?: Dissatisfied

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?: It was done too soon, the machines didn't work

What issues have you experienced with the new MyWay+ system, if any?: The messaging seemed to say that Seniors didn't need a myway + card, but I have since discovered I need to get a new seniors card. I tried to use the app to add the credit from my old card to that. It consistently did not work. I finally called and was told they could do it manually. This was about 6 weeks ago, it still hasn't been transferred. It is incredibly frustrating

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Not really, I know things will get sorted eventually. I love the buses and think they are efficient and work well overall.

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, but it wasn't always immediately clear. And having to switch from app to portal is a clunkiness that needs to be ironed out. One platform is better, it puts one off having to switch.

Do you feel the MyWay+ system has

improved since it was Yes
launched in
November 2024?:

What improvements do you feel the MyWay+ system still needs, if any?: The machines seem to be working. But, I don't use them as I believe seniors still travel free. I just show my card to the driver and they wave me through.

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 No
experience at a public
hearing?:

I understand I cannot share my submission until the committee publishes it: Yes