



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: 017

Submitter: Andrew Gruber

Date authorised for publication: 19 February 2025

From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+- Andrew Gruber
Date: Friday, 31 January 2025 8:53:20 AM

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Full name: Andrew Gruber

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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?: Daily

How would you rate your experience with MyWay+?: Dissatisfied

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

How do you think the public launch of MyWay+ in November 2024 could have been done better?: Messaging was over complicated. There is little need for the QR code. The campaign should have focussed on credit/debit card tapping and myWay+ cards. All the improvements made since the launch should have been in place before the launch. A lot of drivers didn't know how to operate the system; as they are the face of public transport, they should have been system experts. Clearly, they were not trained properly.

What issues have you experienced with the new MyWay+ system, if any?: In the first few weeks it was hit and miss whether or not I would get a bus with the new terminals, or whether they'd be switched on. Often when I would arrive in Belconnen the driver would have to manually override the terminal so that I could tap of. This is because the terminals think the Belconnen stop is at Platform 5, in the middle of the bus station, as opposed to Platform 4, at the western end of the station. This is still the case today, 31/01/2025.

Have these issues affected your

confidence in any aspect of the public transport system? If so, how?:

I feel less inclined that I need to pay for my travel, because there has been months of legitimate excuses that people can give for not having to pay. I don't mind paying if I actually start to witness people being left behind and all rules being followed.

Did you need help to set up or use

MyWay+? If you did, how helpful did you find the advice or assistance you received?:

I did not seek assistance, as I only heard negative stories about people trying to set it up. I did try to get a myWay+ card prior to launch, and during the early days, but the very few suppliers were either out of stock or there were long queues.

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

Yes

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

Displaying the balance of myWay+ cards on bus readers would be great. The timetable screens need be switched on/replaced; these are particularly helpful for people who don't catch buses often, or who are catching a different bus than normal. Ticket machines should have been in place in all bus stations and light rail stations before the launch. A new ticket machine should also be installed in the Belconnen bus station, as not everyone visits the mall or wants to use their credit card to pay.

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

Get the current timetable running as close as possible to 100% on time. Then focus on adding in services - more frequent local services on Sunday, later buses throughout the 7 day week. Consider making all Rapid buses run every 5 minutes from 07:30 - 09:00 M - F and make them all articulated. Too often during that 90min period buses are rigid, run at 15 minutes intervals and are full. The R4 should stop on the eastern side of Northbourne avenue, as often you get stuck at the lights and miss the tram once the bus crosses Northbourne. Please add non-stop services between town centres, particularly for peak hour. No stops at schools/hospitals/unis etc. "Local" rapid services could still be every 15mins and "express" could be every 5 mins.

Would you be like to speak to the committee about your experience at a public hearing?:

No

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my
submission Yes
until the
committee
publishes it: