



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: 027

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+- ilona sigrid crabb
Date: Saturday, 8 February 2025 12:26:46 PM

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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?: Weekly

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

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?: As an ACT Senior Card Holder I contacted the Office prior to the introduction to request a replacement physical new MyWay card as that was my understanding was what I needed. I do not have a new physical card. I found the communications very confusing although it was relayed through various organisations, eg. COTA. I was asked to set up an account which was done but I never check it. I am grateful that I have Seniors benefits to travel on public transport. BUT updates could have been better and issues should not have discriminated against some travellers and not others. It is difficult to comprehend that this expensive version of the MyWay system went live to meet a very long deadline, without resolving all the glitches and causing unnecessary dramas. So unfair that your staff have had to endure this difficult phase-in especially with all the roadworks, detours and traffic problems associated within the wider Civic area. The professionalism of the drivers needs lauding.

What issues have you experienced with the new: Getting assurance I am complying.

MyWay+ system, if any?:

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

Yes, uncertainty.

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 did find it confusing.

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?:

There are tourists / special needs members of the community who are not finding it easy to understand.

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

I wish for priority during training: double-checking for travellers needing assistance at congested bus stops, eg. in Civic opposite the Legislative Assembly, and not driving off leaving them stranded. Also at other bus stops where passengers are standing in the shade next to a bus shelter and are ignored. I have witnessed intolerance at the bus stops near Canberra Hospital Woden collecting patients who were discharged who have difficulty with their MyWay. Generally drivers are helpful and assist travellers with their payments / tickets.

Would you be like to speak to the committee about your

No

experience at
a public
hearing?:

I understand I
cannot share
my

submission Yes
until the
committee
publishes it: