



**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: 080

Submitter: Tim Javenson

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**From:** [LCommitteeEnvironment@parliament.act.gov.au](mailto:LCommitteeEnvironment@parliament.act.gov.au)  
**To:** [LA Committee - Environment](#)  
**Subject:** Inquiry submission - procurement and delivery of MyWay+ - Tim Javenson  
**Date:** Tuesday, 25 February 2025 12:20:05 PM

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Full name: Tim Javenson  
Email address: [REDACTED]  
Physical address: [REDACTED]  
Phone number: [REDACTED]  
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+?: Neither  
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?: Had more supply of MyWay+ cards at launch, had all buses fitted out by Day 1 of the system going live.  
What issues have you experienced with the new MyWay+ system, if any?: Third party realtime bus tracking is still unavailable after 3 months of the system being out, which means I can't see the exact time my bus will arrive, and means I have to rely on published timetables, which aren't as accurate as real time tracking. The QR code is also slow, hard to work out and takes lots of time, and is pretty useless in my opinion. I was also recently charged a fare on Fare Free Friday. Otherwise I haven't had any other major issues with MyWay+  
Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Not really since I know my way around the bus timetable like clockwork but not having third party realtime bus data is quite an inconvenience, and makes tight connections much harder to calculate.  
Did you need help to set up or use MyWay+? If you did, how: I still haven't been able to link my MyWay+ card to the app, and

helpful did you find the advice or assistance you received?:

information is lacking

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?:

Third party realtime bus tracking data is my only major concern currently.

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

It's not a bad system, I like being able to use a debit card to pay for the bus but there are still some features that aren't present yet, and the whole launch was a bit of a mess.

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