A Submission to the Independent Pricing and Regulatory Tribunal On Public Transport Fares

David Caldwell

28 March 2002

A submission to IPART on public transport fares

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The fare structure changes applied to the Government public transport services over the past five years have been highly inequitable, and have largely sought to defeat fare structure initiatives implemented in the late 1970s. The eroding of financial incentive to use multi trip tickets, particularly the Sydney Buses "Travel Ten" series, and the relatively greater increases in "Travel Pass" ticket prices, invariably contributes to inefficiencies, and hampers the effective operation of Sydney's transport system. Some of the negative impacts of poor ticketing structure are direct and obvious, but many are more subtle, the impacts not obviously associated with the cause.

The STA and SRA in their submissions have consistently failed to address these issues, as has IPART in its reports. Never has IPART considered the negative social and environmental impacts of changing relative fare package prices, nor has there been comprehensive consideration of fare structures on usage patterns.

There are a few major, relatively independent concepts that require attention. The inefficiency of cash fares is one, the more important matters being i) the impact of watering down the financial incentive to use region base "Travel Passes", and ii) the destruction of the TravelTen multiple validation system, and the effects of both on equity.

The need for "TravelPass" incentive

In the late 1970s, almost co incident with the opening of the Eastern Suburbs Railway, with a view to encouraging efficient use of transport infrastructure and improving services generally, ticketing based on a route of travel, rather than the number of vehicles one uses, was introduced[1]. It was recognised at this time, that the 1890s steam tram era had passed, and so to had the concept that 90% of commuters followed direct routes from the suburbs to the Sydney CBD. It is of course inescapable that much of the Sydney metropolitan transport trunk routes were galvanised with the opening of the suburban electric railway in the late 20s. It is a reality however, that now only 10% of the workforce from the Sydney metro region commute to the CBD following these established radial trunk routes. Although Sydney Buses has diversified services with inter regional centre services such as the 200, 400 and 370 routes, the latter two being most successful, it is impossible to canvas all the diverse and erratic inter regional commuter movements with exclusive bus routes.

It is essential, therefore, that there be integration between routes and modes of transport, such that a commuter following the now predominant non CBD radial route

[1] "Point to point" periodical tickets became available for the opening of the Eastern Suburbs Railway in June 1979. These were superseded in 1983 by the "Travelpass system of inter-modal tickets"- p18, Annual Report 1983/84, Urban Transit Authority of N.S.W.

be able to utilise the various services available to accomplish their journey satisfactorily. A passenger should not be discouraged from utilising the most effective means of commuting (See APPENDIX ONE). It is also essential that commuters not be penalised for using the most efficient means (within the public transport infrastructure) of travelling to their destination. Fundamental to this integration is ticketing structure. For instance, when an opportunity exists for a passenger to hasten their journey by changing from a bus to a train or ferry (on a duplicated route of which there are many), a financial fare penalty should not obstruct their wish to do so. Facilitating seamless changes between modes and services through ticketing is vital to an efficient transport system.

It seems almost bizarre that for the history of Government rail in NSW, journeys have always been considered in terms of an origin and destination, whereas Government buses, trams and ferries have always been considered in terms of physically boarding a single service and then charging per section or distance. Although considering bus or tram journeys in terms of an explicit origin and destination is not feasible, it is an entirely reasonable proposition that a journey comprised of multiple services (bus, ferry, train) be considered, for ticketing purposes, a single net journey distance. If anything, a discount should apply to users who are inconvenienced by having to change services, far from a fare penalty.

It is obvious therefore, that paying bus fares on the basis of number of routes used, as opposed to distance, is entirely inequitable, and by world standards is backward and almost unique. This is why "TravelPasses" were introduced. The TravelPasses afford the flexibility of utilising whatever service is necessary to efficiently execute a journey within a given zone. It is in effect, a charge for distance covered (defined by a zone) as opposed to the number of vehicles used to cover that distance. The Red TravelPass is the best example of integrated ticketing, accommodating the changes between services that are necessary to accomplish non Sydney C.B.D. radial journeys. Importantly it also accommodates changes to trains or ferries that may provide faster journeys when duplication of routes exists.

The importance of recognising multiple service journeys is now far greater than it was when the TravelPasses were conceived in the late 1970s. The proportion of people commuting to the City, relative to other urban centres has steadily fallen. The established radial routes no longer represent the majority of commuters. Centres like Bondi Junction and Parramatta are experiencing unprecedented growth, the number of people working in the Sydney C.B.D. has declined since 1966[2].

Despite the changes in travelling patterns, IPART still insists on analysing TravelPass usage "per journey"[3], or ride, (see Executive Summary, *For Sydney Buses*, p ii, IPART Determinations 1 and 2, 26/6/2001) rather than in terms of distance.

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[2] The total workforce of the CBD in 1966 was 231,000 (Table 9, Annexure D, p D11, City of Sydney Strategic Plan, 1971, The Council of the City of Sydney). Although projected at that time to grow to 400,000 by 2000, it fell to 212,788 by 1997 (p 28, City on the Move, Living City Beyond 2000, The Council of the City of Sydney).

[3] Although the pocket Macquarie Dictionary defines "**Journey**, *n*. **1.** the course of travel from one place to another, esp. by land." IPART and the STA consider a journey a single discrete ride on a single service. For a large and increasing number of commuters, the course of travel from one place to another necessitates many rides, and as such IPART's use of "journey" is invalid.

Similarly the STA's means of estimating TravelPass value is based on the "Total Value of Travel" (TVT) studies to "measure the average value of travel consumed by TravelPass customers"[4], value being the key word, referring to the comparative cost of discrete ride cash fares. One may well conclude from reading an IPART or STA TVT report of the last five years that TravelPasses have represented tremendous (even inequitable) value for money, allowing heavy uses to make all these "journeys" at a flat rate. Indeed IPART makes its view clear on p27 of Report 4, 1999:

> *The TVT analysis illustrates that high average discounts prevail on all TravelPasses which provides justification for modest fare rises. The Tribunal considers that a $3.00 to $4.00 increase in all TraelPasses is affordable and will assist in reducing the high discount. The TVT analysis illustrates that all TravelPasses will continue to represent excellent value.*

I put to you that the contrary is the case.

Those who utilise TravelPasses are often forced by necessity to follow most difficult routes, interspersed with long waiting periods and indirect journeys. Whether waiting 25 minutes for a ferry at Rose Bay (because the bus doesn't connect), before sunrise in the middle of winter with a chilling westerly wind blowing through you, or whether waiting 40 minutes in rain (that comes through the roof) for a bus at Edgecliff Interchange, there is little doubt that it would be more comfortable to be in a dry, padded chair on an interurban train going to Penrith.

The TVT is an utterly worthless and unacceptable measure of "value". An acceptable measure of value could be total distance travelled; i.e. utilising a greater number of buses (for a given distance) to accomplish a journey in no way justifies a higher charge. On the contrary, someone who is enduring the difficulty of a fragmented indirect journey should be charged less to compensate for their journey's inefficiency. Optimally, a journey should be considered in terms of its origin and destination points, this would not only benefit commuters, it would also make far more accurate average cost pricing calculations.

It is assured that every year as pupils leave school, university students graduate, and lower income earners get a raise, many will seize the opportunity to get a car and drive, their minds for ever scarred by their public transport experience. For IPART to continue the trend of the last five years to undermine the relative "discount", as it perceives it, of TravelPasses compared to other ticketing schemes, simply contributes to the disincentive for the majority of potential commuters, who do not have a direct service to their desired destination.

State Transit observes that:

> *It is well recognised that a move to integrated ticketing products and technology has the potential to provide the framework for a marked shift in customer satisfaction and service performance for buses and ferries.*

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[4] 5.3.1,p34,"Public transport fares", IPART determinations 1 and 2, 26 June 2001.

> *An integrated system will mean the phasing out of pre-encoded paper tickets, the potential for simpler fare structure, greater inter-modal integration of products and more customer friendly products.*[5]

The suggestion that technology is a limitation to integrated ticketing and inter-modal integration is unfounded. State Transit's own experience, along with many other transport providers world wide, has indicated that complete integration can be achieved with technology no more advanced than a stamped (non electronic) cardboard ticket. Indeed, for the majority of the period that integrated (TravelPass) tickets have existed in the Government transport system, those tickets were entirely passive printed cards. At most, a hole punch may be required for multi ride (as opposed to zone) tickets.

If the STA believes that its STATS (current AFC) system is incapable of performing the very task it was commissioned to accomplish, perhaps it should revert to cardboard tickets. With the "Smart Card" tendering process currently stalled by legal problems, the STA must not be allowed to resist ticket integration on the grounds of non existent technological limitations. It is not technology that restricts "a marked shift in customer satisfaction and service performance", but rather State Transit's own intransigence.

The transport administration, and IPART, must embrace the realities of contemporary travel patterns if public transport is to present itself as a satisfactory transport means. TravelPasses encourage public transport use, more importantly, they encourage efficient public transport use. With the tremendous changes in commuting dynamics since the last major revision of ticketing in the 1970s and early 1980s, there should be a view to widening the TravelPass scheme, and increasing the attractiveness of the scheme to commuters. This should include the introduction of pre-paid one day TravelPasses, covering the normal zones; this would be far more useful to commuters than the premium metro wide DayTripper. There should be a view to expanding TravelPasses into private sector buses, trams and ferries in the medium term. The trend of "reducing the high discount" of TravelPasses on the basis of TVT studies is unacceptable. This destructive shift in relative fare values (See table in APPENDIX THREE, table APP3.1) must be reversed.

TravelTen ticket structure

The TravelTen facilitates fast complication free loading, benefiting service providers and commuters alike by hastening journeys. Indeed the cash fare, in a pay as you enter system, is a great burden on efficient operations, slowing buses and impeding timetable running. The pay as you enter system has never been efficient and has always impeded travel speed. For this reason the cash fare should be considered a penalty fare, and TravelTen validations should be considered as the basic fare unit (see APPENDIX THREE).

STA and IPART in their Determinations 1 and 2, 2001 report take the position that the TravelTen tickets pose too much of an upfront cost to low income earners,

[5] 5.1, p16, STA submission to IPART 2002/03, March 2002

and that a TravelSix ticket should be introduced. This demonstrates the lack of understanding of both organisations as to how the TravelTen ticket structure was intended to work. From the outset of the TravelTen scheme, the shortest journey ticket, the Blue TravelTen, was the building block of the longer journey tickets. A Blue TravelTen, being the cheapest (currently $11 full fare), was reasonably considered not to be a burdensome upfront cost. Before the ill conceived introduction of the Brown TravelTen, The red travel ten cost exactly double a Blue, and therefore a double validation of a Blue was equivalent to a Red. Similarly the Green TravelTen was exactly triple a Blue, and therefore a triple validation of a Blue was equivalent to a Green etc. (see APPENDIX TWO). Thus, someone on a low income, or an infrequent user of buses, or someone who makes a combination of short and long bus journeys, could purchase Blue TravelTens, and validate it multiply as required to cover the journey. So to sight the part time worker, for whom IPART and the STA allege to have immense concern (see p13, 2001, IPART reports 1 and 2), whereas prior to the introduction of the Brown TravelTen, and the associated abolishment of the multiples-of-Blue system, a commuter could purchase a Blue TravelTen (1-2sections) for half the price of a Red TravelTen, and double validate the Blue ticket to meet the equivalent Red (up to 9 sections); now such a commuter has no option but to purchase the Red ticket upfront.

IPART and the STA completely failed to address the impacts of the introduction of the Brown TravelTen, and the accompanying restructuring. In a grand demonstration of both organisations' incompetence, it was claimed that the introduction of the Brown TravelTen improved flexibility for bus travellers and provided greater equity[6]. Although it may have made journeys of 3-5 sections slightly cheaper[7], the restructure destroyed the multiples system, reducing the double validation of Blue TravelTen from nine sections to four, and the triple from 15 to six. This greater than halving of the multiple validation value of TravelTen tickets, and the implications of this on equity, were not addressed at all. I was most amused to read in the 2001 report[8], that having abolished the multiples system that the STA was working on a TravelSix, apparently oblivious to what they had done to the system two years prior.

The reason, of course, that two Blues no longer make a Red, is that in introducing the Brown 3-5 sections bracket, the scale had to be redefined, rendering the relative worth of a Red greater than double a Blue, such that a blue is now worth less than half a Red, and less than a third a Green, so that the equivalent cost can no longer be met with multiple validations[9]. This was not addressed at all in "Transport Interim Report No.2, Buses and Ferries, An Inquiry into Pricing of Public Transport Services, IPART, March 1996", nor in any subsequent Public Transport fare determination reports.

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[6] "Sydney Buses considers that the current fare structure is inequitable, because it results in fares that do not correspond to the distance travelled" , 3.4.1, p26, IPART An Inquiry into pricing of Public Passenger Transport Services: Busses and ferries, March 1996.

[7] The cost of a single 3 section ride dropped from $1.76 on a Red TravelTen, to $1.60 on a Brown TravelTen, a saving of 16c, or 9% per ride. At the same time the cost of a single 6 section ride increased from $1.76 to $2.00 on a Red TravelTen, an increase of 24c, or 13.6% per ride. See Table 1, Pricing Schedule, IPART Determinations Nos 3 and 4, 1999.

[8] "[The TravelSix ticket] would also benefit those lower income patrons who cannot afford the upfront cost of the TravelTen tickets." – footnote 42, 5.2, p31, IPART Reports 1 and 2, 2001.

[9] A Blue TravelTen costs $11.00, and a Red (previously of double the value) $23.00 as of 1/7/2001

The STA and IPART must be more mindful of the flow on effects of their interference with ticketing systems they do not understand. Had either party understood the implications of their actions, no doubt they would have notified commuters. I am aware that not one of my associate bus users understood that the multiples system, previously advertised (see APP 2), had been abolished. In fact I am aware that more than one has been reprimanded for over riding 4 sections on two Blue validations. Hither to, they had carried only blue tickets, rather than a selection of four different tickets for different journey lengths, as any journey length could previously be made with multiple validations at the same cost.

I recommend that the STA revert to the TravelTen and cash fare structure that existed prior to the introduction of the additional section brackets. Any proposal to further complicate the ticketing structure (such as a TravelSix) should be opposed by IPART.

Pay As You Enter cash fares

As touched on previously cash fares are a burden to the Sydney Buses system. Their use should be discouraged. For the reasons discussed previously and in APPENDIX THREE, the consideration of cash fares should be restricted to that from an operational point of view. The potential argument that penalising cash fares is equivalent to penalising low-income earners is invalid on the basis that cash fares include a premium for the additional driver service, and for impact on other users. Public transport is concerned with mass transit, although it is desirable to be as equitable as possible with access for low income earners, Buses can not be slowed without penalty on the basis that some people neglect to purchase pre paid tickets. It is an entirely valid argument that $11.00 does not represent a prohibitive expense, particularly with the Government Social Services available to meet such expenses.

From a personal point of view, as a student, in my 13th year of public transport (predominantly bus) commuting, my income has never exceeded the minimum bracket described in Figure 3.3 p13, Reports 1 and 2, 2001, and I have not once used a cash fare on a Government bus in those 13 years.

The issues related to a cash fare are primarily those of service efficiency. IPART and the STA have a fixation, as demonstrated by the quotes in APP. 3, that the TravelTens provide a discount. This is the opposite view to that at the time of the introduction of the MetroTen, being that cash fares would be penalised for requiring additional driver service, and for hindering the journey. IPART should re adapt the position that Cash Fares are a premium penalised fare, and TravelTens should form the basis of the benchmark single journey cost. Cash Fares should cost double the equivalent TravelTen fare in the interest of improving service efficiency. This substantial pricing difference would not be inconsistent with past STA policy. The STA frequently promoted “savings of up to 46%” in the early 1990s. State Transit should aim at attaining 95% automatic fare collection.

Conclusion

Serious issues of equity and efficiency must be addressed in the fare structure. The increase of the Red TravelPass price at a rate greater than three times inflation, and at a rate almost twice that of a cash fare, is unacceptable (see fig APP3.1). The Government transport authorities and IPART must embrace changing travel patterns. Public transport cannot compete with the private motor vehicle (for mainstream commuters), if the fare structure continues to reflect radial travel patterns that ceased to be predominant in the 1960s. Seamless inter-service and inter-modal ticketing must be embraced and encouraged. This necessitates a fundamental re-evaluation of how journeys are made, and the acceptance of a fare structure based on journey distance rather than the number of services used. As fare structure has a marked ability to influence usage, and a broadly untapped ability to improve efficient usage of public transport infrastructure, these issues plaguing its operation must be addressed.

Summary of recommendations

1. Give supreme priority to seamless inter modal and service integration. This involves a shift toward zone or distance based fares.
2. Cease recognising TVT studies as a basis for extrapolating TravelPass "value"; instead embrace total distance travelled.
3. Cease considering a journey as being comprised of a single ride (in the case of buses and ferries)
4. Expand TravelPass system to private bus and tram operators.
5. Introduce pre paid one day TravelPasses (unrestricted by mode).
6. Revert to the 1998 denominations of sections for TravelTens and cash fares.
7. Resist fare structure complication: do not proceed with the TravelSix.
8. Adapt the $1/10^{th}$ cost of TravelTens as the benchmark bus and ferry ride cost.
9. Tie cash fares at double the $1/10^{th}$ cost of the equivalent TravelPass as a disincentive, with an aim to achieving 95% off vehicle ticket purchases.
10. Reverse the unacceptable skyrocketing of TravelPass prices (more than three times inflation since 1996).

APPENDIX ONE

The difficulty of commuting to a regional centre along a non-radial route is one of which I am acutely aware. Being a student at the University of N.S.W. (Sydney Buses single largest trip generator), and living in the Eastern suburbs, I negotiate daily at least two, but often three separate services in each direction. A total journey of approximately 10km (road distance), taking not less than 50 minutes, usually 1 hour inbound and 1hour 10' outbound. Journeys of 1hr30' are not uncommon, and 2 hours have been exceeded on more than one occasion (the average speed of such a journey being 5km/hr). This of course equates to a nominal journey speed of about 10km/hr, just over twice walking speed. In the mornings, from Vaucluse I catch a 324 from South Head Signal Station to the South Head Cemetery, where I change for a 387. As there is no (time) connection a wait of 10 minutes for the 387 is common. I take the 387 to Oxford St., Bondi Junction, where I change for a 400 on Bronte Rd. Although the 400 is alleged to be a five minute service, ten minute waits (as any 400 commuter will attest) are normal. There are a few variants of this arrangement.

Owing to the unreliability of the first service change at South Head Cemetery, (from 324 to 387), in fine weather it is often more desirable to walk the first kilometre of the journey, thus removing one weak link from the chain. In wet weather, outbound, particularly after the evening peak, the unreliability of the 387 makes it faster for me to take a train from Bondi Junction to Edgecliff and a 324 from Edgecliff home. The Red TravelPass provides the flexibility for me to utilise the most effective service, depending on the time of day and weather. This convoluted arrangement requires a host of services, despite the geographical proximity of the origin and destination, and despite the prominence of the University of NSW/ Prince of Wales Hospital precinct in regional importance and bus journey terms.

There is an immense intrinsic penalty for following a route that is not radial to the Sydney C.B.D., and that is the discontinuity between services, and the lost time incurred in waiting, and the lost time in following an indirect route. This is particularly exacerbated by the Sydney Buses fare structure, which charges per bus change and section, as opposed to City Rail which charges solely by distance. Indeed in the same time it takes me to cover the 10km from Vaucluse to UNSW, Kensington (being 1 hour), it is normal to cover the 50km from Macarthur to University of Technology Sydney by train. In terms of single student concession cash fares, to commute the 50km from Macarthur to UTS costs $2.90 (Macarthur to Central). To commute the 10km from Vaucluse to UNSW costs $3.30, being the sum of $0.70 (324 Vaucluse to South Head Cemetery), $1.30 (387 to Bondi Junction) and $1.30 (400 to UNSW). Thus a commuter from Macarthur may execute a journey to university for 40c less, in the same time as a commuter going from Vaucluse to UNSW, despite covering more than 5 times the distance. The Macarthur journey, costs a commuter almost one sixth the Eastern Suburbs bus journey cost per kilometre. Compounding the afore mentioned intrinsic penalties for travel routes requiring more than one service, with the tremendous fare penalty, exemplifies the profound inequity that arises from charging a passenger every time they change modes or services.

APPENDIX TWO

It is clearly exhibited on the back of the attached 1997 time table that:

> ***TravelTen:*** *Use a Blue TravelTen for trips up to 2 sections. Use Red TravelTen (or 2 dips of Blue) for journeys up to 9 sections.*

By comparison the 2001 timetable reads:

> ***TravelTen:*** *Use a Blue TravelTen for trips up to 2 sections. Use a Brown TravelTen for trips 3 to 5 sections. Use a Red TravelTen for trips 6 to 9 sections.*

Apparently this latter back cover remark, which states nothing explicitly to the effect that two blues no longer constitute a red, is a very subtle public information campaign.

The multiples system is clearly illustrated in the June 1991 brochure "MetroTen. How to travel more conveniently with a ten-ride ticket" (attached) which was the basis of the "State Transit Automated Ticketing System" (STATS) which marked the change from MetroTens to TravelTens.

This system was mindlessly hacked apart, with no public information and no negative impact (including equity) consideration. State Transit then proposes, two years later, a TravelSix (IPART endorsed) to add further tiers of complication to ticketing, in the name of simplifying ticketing to reduce overriding.

What is MetroTen?

There are five different adult and concession categories: Blue, Red, Green, Orange and Purple, coloured according to the distance you wish to travel.

Every MetroTen ticket is valid for 10 trips.

When you board your State Transit bus, insert your ticket in the bright orange MetroTen machine located just inside the front door.

The machine will validate your ticket by imprinting details of your journey: date, time, section boarded, direction and route number.

This becomes your receipt and record of your journey and must be produced if asked for by an inspector.

Blue MetroTen
Sections 1 - 2
$6.70

Red MetroTen
Sections 3 - 9
$13.40

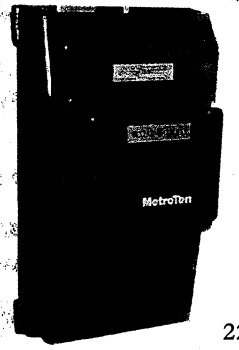
Green MetroTen
Sections 10 - 15
$20.10

Orange MetroTen
Sections 16 - 21
$26.80

Purple MetroTen
Sections 22 - 27
$33.50

Concession fares are half the above prices.

How do I use MetroTen?



The most important thing you need to know is how far you want to travel.

If you're only travelling 1-2 Sections (up to 3 kilometres) a Blue MetroTen is the one to buy, if you're travelling 3-9 Sections you need a Red, 10-15 Sections a Green, 16-21 Sections an Orange and for 22-27 Sections a Purple.

Throughout the network section points are numbered on the bus stops to help you work out your fare.

They also appear on timetable maps.

When you buy your MetroTen, tell the person behind the counter where you normally travel to or from and they can recommend the best ticket or ticket combination for you.

EXAMPLE STARTING POINT	DESTINATION	NO. OF SECTIONS	TYPE OF TICKET
Neutral Bay (Section Point 0)	Manly Vale (Section Point 2)	2	
Kingsford (Section Point 20)	Turramurra (Section Point 4)	4	
Narrabeen (Section Point 22)	Mona Vale (Section Point 26)	18	

Free transfer from bus to bus.

At certain locations you are able to connect with another bus to complete your journey. These connection/transfer points are only at Peter's Corner Randwick and at the Section Points in Narrabeen, Botany, Kingsford and Neutral Bay Junction.

When you board the first bus insert your ticket to cover the full length of your journey, e.g. Crows Nest - Neutral Bay Junction - Dee Why (single red ticket insertion).

Start point details will be recorded on your MetroTen ticket. When you transfer to the second bus, just show it to the driver for validation.

Extending your journey.

You can obtain the benefits of a higher value ticket by inserting your ticket more than once.

The MetroTen concept is quite simple and flexible and you can mix and match tickets of different value. For example you may have a Blue MetroTen for your regular 1-2 Section journeys and buy a Red MetroTen for your regular 3-9 Section journeys. By inserting your Blue MetroTen once and then your Red MetroTen once, you get the equivalent of a Green MetroTen Ticket for travel between 10-15 Sections.

This chart represents only some of the mix and match combinations you can make with MetroTen tickets to extend your journey. Each block represents one insertion of a correspondingly coloured MetroTen ticket.

SECTIONS	1 - 2	3 - 9	10 - 15	16 - 21	22 - 27
NUMBER OF TICKET INSERTSIONS	1	2	3	4	5
		1		2	1
			1		1
				1	1
					1

Paying for a friend.

If you're travelling with a companion just insert your ticket again to pay for that person. Two insertions of a Blue MetroTen will allow two people to travel 1-2 Sections, four insertions of a Blue MetroTen will take you both 3-9 Sections...it's that simple. If you travel with a concession ticket and your friend is not entitled, you will need to insert the ticket twice as often for them as you would for yourself. Make sure that both of you alight at the same time or if one leaves first, ensure the remaining passenger holds the ticket. If not, that person is liable to a penalty for fare evasion.

Information

INFOLINE: For information about connections, destinations and timetables by Sydney buses, trains and ferries in and around Sydney, phone 131 500 (6am - 10pm daily - TTY also available on 1800 637 500).

LOST PROPERTY: is sent to Lost Property Office at Waverley Bus Depot phone 9298 6625 (8.00am - 4.00pm weekdays) or 9298 6623 (after hours).

Christmas/New Year Period 1997/1998
A reduced peak hour timetable will operate on the following weekdays: 29th, 30th, 31st December 1997 and 2nd January 1998.
A reduced evening peak hour timetable will also operate on 24th December 1997.

For further information contact Infoline on 131 500 or your local depot.

Fares

PRE PURCHASE TICKETS

TravelPass: For 7 days unlimited travel on these buses, use any TravelPass which includes Zones 1, 6 & 7. For detailed information refer to the brochure available where tickets are sold.

TravelTen: Use a Blue TravelTen for trips up to 2 sections. Use Red TravelTen (or 2 dips of Blue) for journeys up to 9 sections.

DayPass: One day ticket for unlimited use of Bus & Ferry network.

BusTripper: One day ticket for unlimited use of bus network.

Concession Fare: Proof of entitlement must be shown on request.

ON BOARD CASH TICKET

Single Fares: are calculated by the number of sections you travel through. If you are unsure of the correct fare, please ask the Driver for advice.

Travel on Sydney buses is subject to the Transport Administration Act 1988 its Regulations and Orders and the Passenger Transport Act 1990.

The Scale of Fares is displayed in every bus & is subject to change.

T I M E T A B L E

BONDI DISTRICT

Route 380, L82, 382, X84

Linking the City with - Oxford St Darlinghurst, Paddington, Bondi Junction Interchange, Bondi Beach, North Bondi , Dover Heights & Watsons Bay

MAIN SERVICES	Route
CIRCULAR QUAY - DOVER HEIGHTS via Oxford St, Bondi Junction Interchange, Bondi Rd, Denham St , Bondi Beach & North Bondi	380
CIRCULAR QUAY - DOVER HEIGHTS via Oxford St, Bondi Junction Interchange, Bondi Rd direct, Bondi Beach & North Bondi	382

LIMTED STOP SERVICE	Route
CIRCULAR QUAY - DOVER HEIGHTS - WATSONS BAY via Oxford St, Bondi Junction Interchange, Bondi Rd direct, Bondi Beach & North Bondi	L82

AM PEAK HOUR SERVICE	Route
NORTH BONDI - BONDI JUNCTION INTERCHANGE via Curlewis St Bondi	X84

Shows connecting train times only at Bondi Junction Interchange. For complete details of train services a City Rail Eastern Suburbs timetable should be used.

Commencing 6 April 1997

State Transit may cancel or vary any service in this timetable. While any inconvenience caused is regretted, State Transit shall not be responsible for any consequences arising from cancellation or delay.

Sydney Buses
WE'RE MOVING SYDNEY

APPENDIX THREE

It has been an underlying theme of IPART reports on Government public transport that TravelTens, and particularly TravelPasses, represent an excessive discount. This is evidenced in respect of TravelTens by such remarks as :

> *The TravelTen ticket for 6-9 sections has a more significant discount of 28.6 per cent. However the Tribunal has limited the increase on this ticket to $2.40. This ticket price represents an excessive discount which the Tribunal will seek to reduce in future years.* – 6.3 p25 IPART Report No 4, 1999

> *…the new fares for shorter distance journeys continue to provide too high a level of discount* - 5.2.1, p27 IPART Reports 1 and 2, 2000.

In respect of TravelPasses:

> *The tribunal considers that a $3.00 to $4.00 increase in all TravelPasses is affordable and will assist in reducing the high discount.* – 6.4, p27 IPART Report No 4, 1999

A comparison of the basic 2 section cash fare, a Blue TravelTen and a Red TravelPass in 1996 and 2002 best illustrates the impacts of this policy:

	2 section cash (full fare)	Blue TravelTen	Red TravelPass	National CPI
1996	1.20	8.00	20.00	119.8
2002	1.50	11.00	29.00	135.4
Change per ride	0.30	0.30	na	na
Change, %	25%	38%	45%	13%

Table APP 3.1 [10]

This trend has apparently arisen from the position that:

> *The tribunal and the STA have previously agreed that the discount should be between 15 and 20 per cent (or the ticket should be priced between 8.0 and 8.5 times the price of a single fare).* – 5.2.1, p32, Reports 1 & 2, 2001

It is fact that cash fares impede the efficient operation of bus services. Cash fares delay loading, holding buses at stops for excessive periods. Stopped buses not only loose synchronisation with traffic signalling, but in many instances obstruct traffic, and in some cases can entirely block traffic thoroughfare. The increasing length of buses compounds this problem, as newer buses have increasing difficulty fitting into out-of-traffic bays. This has a flow on effect perhaps best illustrated by the Centennial Park exclusive corridor, where a stopped bus can block other buses, sitting idle, and exacerbating erratic running and convoying. Passengers who do not oblige

[10] Fares figures from June 1996, pp13- 14, "Public Transport Fares", Determinations 7 and 8, IPART, 17/6/1996. 2002 figures current of 28/03/2002. CPI from ABS, All Groups, Weighted average of eight capital cities. 30 June 1996 and 31 December 2001.

their fellow commuters by purchasing tickets in advance should be penalised. It may be argued that in penalising cash fares that those who can least afford it are hit hardest (see fig 3.3, p13, Reports 1 and 2, 2001), IPART observes "Users of the single tickets are more heavily represented in the lower income groups" – 3.1, p13, reports 1 and 2, 2001. IPART and the STA speculate that this is a result of the upfront TravelTen cost being a burden. I speculate, as a bus commuter of 13 years, that a major contributing factor is the greater sensitivity of more affluent demographics to financial benefits to be had from cost reducing schemes. The most prominent factor is ignorance; on routes such as the 380 and 381 to Bondi, a tourist Mecca, it is not uncommon for a bus to be held for 7 minutes on Campbell Parade by tourists tendering cash fares. Either way, the STA should advertise the fact that cash fares are a burden to the system and other commuters, and as such should advise commuters that they will be penalised for tendering cash fares. I am not aware of an advertising campaign promoting the virtues of TravelTen tickets since the introduction of STATS; a MetroTen brochure is attached. Occasional users will soon realise they are paying for a premium ticket service, and there would be greater persuasion for them to invest in a TravelTen. This of course invites further, convenient access to the Sydney Buses system.

The issue of equitable access to TravelTens (and the burden of upfront charges to low income earners) is addressed in APPENDIX TWO. I reiterate, that a per-ride fare structure based on multiples of the lowest denomination ticket contributes far more to financial attainability than a potential suite of TravelSixes for the selection of section brackets that one may travel.