

OPAL SERVICES REVIEW

Dear Sir/madam,

I am writing as a 2 years commuter who previously travelling to work by car from Penshurst area to Ashfield which door to door on average took me around 1/2 hour.

Two years ago by Government employer relocated to Parramatta and because of distances involved, traffic, additional parking costs I was forced to commute to work by Public Transport.

With the current Opal system arrangements I have two options to choose from to come to Parramatta:

1. Bus

- Costs me \$4.50 but which can take travel only time just over 1 1/2 hours each way - door to door taking me around 1 hour 50 minutes – that is 3 hours 40 minutes a day.

- One mode of transport – no need to change bus to train, train to train.

2. Bus and Train

2a- Train Only off-peak time single ticket Penshurst – Parramatta one way \$4.52. Peak one way \$6.46

- Requires 20 minutes walk to station

2b- Bus to Hurstville and train to Parramatta

- Off – peak \$2.10 bus fare plus \$4.52 train fare Total \$6.62

- Peak - \$2.10 bus fare plus \$6.46 train fare Total one way \$8.56

- Takes around 1 hour 15 minutes travel only time.

- Relies on travelling off peak otherwise is too expensive as in most cases can travel one trip only off-peak.

Proposed changes

Multi Mode Journey suits me better as I am not disadvantaged in combining fares for the bus and train

However the alternate bus trip without change is expensive in comparison to the multi mode at off-peak.


Multi Mode Journey relies on travelling off – peak which cannot be achieved for both trips.

Travelling off-peak after 6:30pm is way too late as I would then get home around 7:45 to 8 pm. Difficult if you have family with children as you don't see them having to get up early to meet 7am off-peak and coming home late.

Suggest the afternoon off peak should be moved to more reasonable time around 5:30 pm.

Not happy with the changes for Sunday – unlikely to use as will be more economical for a family to drive and share costs.

Thank you


13 jan 2016