

To Whom it May Concern,

Though it has been a step in the right direction updating NSW Transport with electronic ticketing I am greatly disappointed with the proposed changes to the Opal fares.

Prior to the Opal card system, I was relatively satisfied with the quarterly and annual tickets that I could purchase at \$410 and \$1640 respectively. This allowed me to travel to the City and back for most of my daily commitments and to stations in-between for the same cost.

However, with the introduction of the Opal card system \$1640 was barely enough to last me the year despite Opal's claims that I would be saving more (addressed later).

An advantage that the paper ticketing system provided me with that the Opal system does not is the foresight into how much travel will cost me. The upfront cost of transport made it easy for me to budget throughout the year and keep track of expenses. It would be great if, at the very least, a fixed payment for transport like the good old days for forward planning was reintroduced.

As mentioned above, the claim that with Opal's system I would be saving more was misleading and did not take into consideration the quarterly and annual tickets available. I have read IPART's reply in [Information Paper 3](#) and I would advise – beg even – IPART to reconsider your position.

With all due respect, there is seriously flawed logic in the refusal to pass on the same discounts available with using a periodical/multi use ticket compared to a single ticket if it is solely what was stated in Information Paper 3 (p4). I wish to challenge this conclusion that “These benefits do not arise under electronic ticketing because everyone must pre-load credit onto their Opal card upfront – both frequent users and non- frequent users” as having no relevance to what was said.

There is still in fact an economic basis for passing on discounts to opal card users despite IPART's conclusions. Given that the Opal card system still makes it more economically favourable for NSW Transport by ‘reducing driver costs as travel times still fall’, ‘reduced costs of ticket machine maintenance and cost of staff selling tickets’, as well as ‘reducing queuing time’ and ‘reducing passenger's time on bus’ it is unreasonable that NSW Transport would then refuse to pass on these savings onto the consumers as it had previously done with the periodical/multi use ticket.

The weekly travel reward was the only saving grace of the Opal fare system. Yet now, with the proposed abolition of this your most loyal regular, paying customers are at a loss.

Sincerely,

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