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Submission: Travel reward:

When the Opal Card was introduced, the travel reward was pushed heavily to incentivise commuters to change to Opal. This was also advertised as something that would not be taken away. The former minister of transport Gladys Berejiklian even encouraged commuters to take advantage of reaching 8 trips earlier to get free travel for the rest of the week. I think that it is ridiculous that people who live close to the city should be penalised by the proposed change. Ferry costs are ridiculously expensive. I was formerly a Central coast commuter who has moved to Cremorne Point. I was previously paying \$60 a week to get a train from Gosford to Central. Under current fares I pay the same yet I am only using a bus to get to the ferry \$2.10 and a ferry from Cremorne Point to Circular Quay \$5.74. Of course paying this, I reach the day cap, but that is Ludacris given the short distance! Multimodal transport needs to be addressed- it should be \$5.74 to get the ferry and bus- what is the point of a "transfer" if you have to still pay more?

Also, if people want to take trips earlier on in the week to reach the travel reward, they have to physically do this. It does take time and effort to do this so good on the people who do it!

Increase in fares

I thought I'd remind you that fares did increase when we moved across to Opal. And the phasing out of paper tickets meant people couldn't get the lower fares anymore. For example, the yearly ticket was a great option. Even monthly and quarterly were cheaper than Opal. I used to like My Multi 1. Remember that ferry customers got hit with a fare increase on My Multi in that we had to get My Multi 2 which was a greater distance band even though it was a small distance to travel. Ferry customers travelling further had to get My Multi 3 which is the same as what someone who lived on the Central Coast, Blue Mountains or Wollongong would spend. That is just murder! Fares should just go up each year with CPI. That is fair and reasonable. But to increase fares and increase the cap, and remove the travel reward- this will only mean people will pay more.

Service:

Sydney NSW transport isn't even worth the money it is. As I mentioned, previously when I caught the Central coast train, the trains were always delayed, and cancelled and would change courses at the last minute eg North Shore line to Northern Line. This added significant delays and these announcements were only made at Hornsby. Yet no compensation for this!

Maintain the travel reward – this is a reward and it should be given to people who deserve it- ie people who pay \$60 a week or take 8 trips- this is what Opal was designed for and it should be kept this way.

Thank you!