

## P1.2

Bus users heading for CBD who have to change to a train to finish their journey (due to light rail construction) should only have to pay the previous bus-only fare to their CBD destination.

Changing fare calculation to straight line distance does not reflect the true cost of providing transport. If you want to reduce the cost, reduce the cost per distance. The exact distance between any two rail stations can be calculated (use the shortest distance if multiple paths exist). The distance should be calculated from Central and not include the loop through the City Circle.

## P1.3

Following relates to 2.6.1 on P 23.

This relates to the "perverse incentive" mentioned. The Transport minister at the time tried to bluff her way out, having not thought of this technique, or not thinking anyone would bother doing it. Now, lots of people do it because you have raised it as an issue. There was a SMH news story recently about this, and an accompanying video clip. It showed two things: a person walking up to a pole-mounted Opal reader, tapping his card against one reader and straightaway tapping it on the other reader. I don't know what he thought he was doing, but it should have either cancelled the first tap, or been taken as a "transfer" (resumption in under 60 minutes). The other person tapped three cards-he must have been doing it for some friends. So, a chance to stop some real fraud here! Also, people who might tap-on during off-peak but delay their trip (for whatever reason) and travel in peak time. (Can happen at most stations because most stations don't have barriers opened by Opal cards, just Opal readers.)

You can't dictate whether someone needs to make a trip during the day. But, with a change to the Opal programming, it can be significantly reduced. If a tap-on occurs within 60 minutes of a tap-off, the tap-on must be at the same location (same rail/light rail station or approximately the same bus-stop). If tap-on is at a different location (specifically, the same as first tap-on), the person is making an unnecessary trip. In this case, the trip won't count towards the 8 journeys needed for free travel; it can either count towards the daily cap or be excluded from it. If you consider the logistics of these trips, they are done in the lunch break, consecutively. Workers don't have the time to do one trip, then later on, go out again (to beat the 60 minute gap required).

Since the days of the cardboard weeklies (then paper weeklies and multi tickets), a user would recoup the cost by going to work for four days (8 journeys); fifth day was free and the rest of the 7-day period of the ticket (within limits). Instead of charging for the 10 most expensive journeys, free travel should be available only during Monday to Friday. Weekend travel would be subject to a lower daily cap.

P11 List of findings: a private operator might decide that the Stockton ferry is not worth running.

TfNSW runs it to provide a service that they might be duty-bound to provide.

#### Table 2.5

Original Sunday cap of \$2.50 was too low. Equal cap on Saturday and Sunday is better. Future cap of \$7.20 is too high.

#### P2.8

Difference between Gold and Concession cards seems fair. How will you reclaim the Gold cards which have not been obtained by pensioners/war widow(er)s.

#### P2.9

There should be a date set for discontinuing the paper ticket machines. They have high maintenance and the cash boxes have to be managed. You will need a better solution for the "ticket of last resort".

You need better management of the "fare evader" situation. (Consider electronic road tolling. If your tag doesn't work or you have insufficient funds, you have a grace period to pay the toll.) If a commuter has an Opal card but has not tapped on and is caught, there should be a mechanism to charge a fare and a fine at the time the transport officer has the person. If the commuter has no Opal card and no other ticket, the person has hoped to avoid paying a fare. Transport officers should be able to take a sterner measure than just writing an infringement notice that may never be paid.

#### B.1.3 Fare bands

Your statement "more difficult for passengers to estimate their fare in advance" when using distance rather than bands is nonsense. The distance for all rail/light rail trips is known accurately; passengers don't need to calculate the fare. If they are worried, they can consult the tables on your website. Then, they'll know.