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Submission: To provide some context, I travel 10 journeys a week. 52 weeks a year. I'm currently charged \$38.56/ week. Under your proposal, I would be charged an extra \$501.28 every calendar year that I just don't have.

You state it "removes the perverse incentive for customers to make unnecessary short trips early in the week to qualify for the frequency discount and then travel for free the rest of the week." however Gladys Berejiklian challenged commuters to find the gaps in the system, so that's what we did. I do not participate in this purely because it will cost me more time and energy to do this than it is worth, so I don't bother.

Proposal 6: Discounting 'off peak' fares

In my opinion, this is utterly useless. Anyone who is not a shift worker works 9-5 or similar and cannot simply ask their boss to change their hours just to get a fare discount. Unless you are a tradie or a student, this will never and can never apply to you. I feel this is a safe thing to offer, as it is well known that the vast majority of commuters will not be granted access to this for reasons outside your control.

Proposal 7: Removing free journeys from no.9 onward

Why offer free journeys initially just to take them away? Had it cost this much from the beginning it may be different, however we transitioned to Opal thinking it would be cheaper. If this changes, that won't be the case anymore.

Proposal 8. A weekly travel credit scheme.

This just allows you to hold onto commuter money for longer and earn interest in your pocket, in addition to the 'auto top up' which is already paying your bills. Again, anyone who is not on shift work usually works in 1 location. The distance to and from work will always be the same, thus so will be their opal fare. Crediting "the cost of the 10 most expensive journeys taken during the week" doesn't mean much when all fares are the same.

Unquestionably, discounts should be provided to customers.

It encourages usage of public transport, compliance and loyalty. The question is how this is implemented.

My suggestion is it should be provided as a percentage or ratio of usage unique to every person, so all discounts are equal. Commuters who travel more receive larger discounts, but commuters who travel less are not forgotten. Or possibly "discounted" fares after 8 trips, rather than free altogether?

Please don't misunderstand; I am an advocate for public transport. It is often cheaper and faster than driving and undoubtedly better for the planet.

However these suggested structure changes seem to be a ill-conceived attempt to revenue raise, regardless of the consequences to so-called 'valued customers,' whilst taking full advantage of said commuters who do not have the option to 'vote with their feet' and boycott to express their dissatisfaction.

A thoughtful reply would be appreciated. Kind Regards.