

Author name: M. Southcott

Date of submission: Saturday, 30 January 2016

Submission: I am a regular five day a week Thirroul traveller who has been a keen user of Opal despite some often poor Cityrail services. (Overcrowding in South Coast services, almost total lack of security outside daytime hours (I have not seen single police or other security officer after 730pm for at least two years)). You now propose cutting my 9th and 10th day free trips with nothing in the way of compensation. Why am I and my fellow regulars being targeted, as we are the ones who fill the carriages EVERY day. If this occurs I may as well go back to travelling by road to Sydney. In so doing you will have FEWER travellers and LESS revenue. It will almost be cheaper to travel by road and I will not risk being harrassed or beaten up late at night. I also wish to point out several people I know buy one way tickets in full knowledge lack of security or ticket inspectors mean they don't need to produce a ticket on the way home after the nightly peak. Cutting the free travel incentive will only strengthen their resolve not to use Opal and in so doing cut your revenue and further increase travel costs for we dwindling band of honest travellers. You are playing with fire and may be unleashing the law of unintended consequences. Please think again. You want more fare paying full time customers, not fewer.