

1 The Opal card is far too complex. There should only be one card for all users

2 The blank Opal Card should be dispensed at rail stations and major bus stops with top up via terminals at key locations or electronically. (If you can recharge your phone why not your Opal card?)

3 The mistake rate for OPAL transactions is currently excessive. Mobile phone charging and top up is almost 100% accurate so why is the reported 10% error rate for OPAL acceptable.

4 OPAL should record the total journey for the passenger. The Trip Planner has this function.

5 The production of statistics was touted as a major function of OPAL however is not functioning.

6 All travel fares should be distance based with buses and trains having the same rate per km travelled. Taxis and ferries should have a weighting.

7 It is IPART's function to set the maximum fare for monopoly transport. It is the governments and operators prerogative to set lower fares. IPART should therefore only set one fare level for all users and leave it to the government or operator to give rebates or discounts to various groups of passengers. Every passenger should pay one common base price for a ticket just as they do for a litre of petrol at the service station. IPART should no longer engage in the practice of setting discount fares for groups such as pensioners, frequent travellers or long distant travellers.

8 If the fare is based on the recovery of the operating cost plus a profit margin and the use of an OPAL card then that should be the base travel fare. There is simply no logic in suggesting that a bus load concession travellers has a lower operating cost than a bus load of full fare passengers.

9 The fares should encourage the use of public transport and the fare structure should be aimed at getting people out of car and not setting fares at a level to make those that do not have access to car travel travel cheaply at a huge cost to the government.

10 If the government wishes to offer certain travellers a subsidy to travel cheaper than the IPART set base fare then the OPAL card mechanism will allow an accurate method of determining the level of rebate. That subsidy will then be open and transparent unlike the current system.

I strongly urge IPART to in it's final report to:-

1 Insist that the OPAL system operates with a high level of accuracy, has one card for all and that reliable real time travel statistics are published.

2 That IPART sets a base fare for all users using a rate per kilometre travelled.

3 Recommends to the Government to introduce an open and transparent mechanism to rebate passengers.

Thank You for allowing my input