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Date of submission: Friday, 29 January 2016

Submission: I live near the city and commute to Parramatta each day for work. My family has made a decision to not have a car and only use public transport and bicycles for our transport. I would like to see more people doing this and this is the perspective I have coming to this report. I think the proposed changes to simplifying the single and multi mode journeys is particularly welcome; makes things a lot easier to understand and seems "fairer".

I am concerned about the change to discounts for frequent customers. I wholeheartedly agree with the intention to remove "the perverse incentive for customers to make unnecessary short trips early in the week to qualify for the frequency discount ..." (p. 6), however I think the proposed solution to this problem will backfire by causing another problem. You assume people will continue travelling via public transport five days a week, however you've removed all incentive to do so. When it rains, or when people sleep in, etc, people are just going to drive as they're not getting any perceived "discount" for using PT (albeit minor). Because you've essentially removed the 20% discount for all-week travel, most people are going to be disgruntled and feel ill-will toward Sydney Trains/NSW Transport/state government, and feel they are being punished or penalised for someone else's misbehaviour. Further, removal of the discount will make people (including myself) feel betrayed by the opal system (which was advertised as cheaper than paper tickets); now that everyone has signed up it's suddenly turning out to be a lot more expensive for the "average" full-time commuter. I can't emphasise the significance of this decision.

My proposed solution: Why minus the cost of the most expensive 10 journeys, why not make it the most expensive 8? This would solve the problem of the "perverse behaviour" as well as retain the "discount" in place for people who choose to travel by PT all week.