

Good morning good people,

i'm not sure where i should direct this e-mail to, CityRail advised me to contact Opal feedback and complaints as this issue regards changes to Opal but i'm really not sure who would be responsible to duty of care to the customers, my guess is that Opal could possibly pass on this issue too so even though any positive feedback will not stop the changes i believe that this is the correct department to address my concerns to. Only a short time ago i can so clearly remember the brochures advertising Opal as a "fairer and cheaper way to travel"! Amazing how things can change so soon now that the option of most paper tickets has now gone. With the pending changes to Opal no longer will it appear to be a cheaper way for most to travel by public transport and nor will it be a fairer way where the people that use public transport the least will benefit the most when the people who use public transport the most will benefit the least, is this the fairer and cheaper way that Opal so proudly advertised!

I believe that one of the changes would be to the current free travel after eight trips due to claims that some people are abusing the system by taking short trips. There would be a few people doing this but surely this percentage would be very small as the majority of commuters would not have the time to take these alleged short trips remembering that you would need one hour between each trip before a new trip can be registered thus if some commuters were making two extra short trips a day then they would need to find two extra hours in their day to action these short trips. Maybe Opal should have more focus on those who are pay nothing everyday as the percentage of those who illegally ride for free everyday would be far greater! These are the people who the system should be looking at and not the people with Opal cards who are doing the right thing. Of course let's not forget the raising of the daily cap from \$15 to \$18 a day and the gold card cap for our pensioners from \$2.50 to \$9 a day, i was only average at maths but i think that's around a 360% rise for the pensioners. All would appear to be in favour of Opal not the commuters!

As in most countries with a similar system the plan or should we say trap has been the same, as soon as people had got introduced to using the new system then came the changes. So was the "cheaper and fairer was to travel" as advertised false advertising or simply just a lie? Bad luck customers, Opal has got you now! It seem like only yesterday that Opal were spending so much money and time on promotion and advertising a cheaper and fairer way to travel but it would appear that very little time and money is now been spent on promoting the new pending changes! It would appear that the first model for Opal was nothing more than an introductory model to deceive commuters, it was even encouraged that people take full advantage of the system of travelling for free after eight trips but the people who advised this are now saying that people are abusing the system, how beautifully they have changed the choice of words from 'advantage' to 'abusing'! I suggest that the new pending model for Opal is the very real model as it was always planned to be! Could you please advise, it would be interesting to know if my concerns were at least looked at.

Have a nice day! Regards Rick