

# IPART 2008 REVIEW OF BUS FARES

## SUBMISSION

I am a regular user of the services of Sydney Buses and would like to comment on the proposed new fare structures.

Fare increases should relate to both the increased cost of providing the services and improvements in the services themselves. As a regular user of buses, I have experienced significant declines in services over the last five years. Buses are less frequent, generally unpunctual, and chronically overcrowded. I note that the Ministry of Transport did not include any data on on-time running, late/cancelled and full services in its submission. I suggest that fare increases should be deferred until such data is available and fare increases can be justified.

I note also that the Ministry's submission proposes significant changes to the levels of discounting allowed for in the costs of Travelpasses. It suggests that the current level of discounting is inequitable. I do not agree:

- the assumptions about usage that support the Ministry's conclusion are absurdly optimistic;
- the idea that Travelpasses are a "premium" product seems odd.

Flexible, multi-mode tickets are the norm in other Australian cities, as well as overseas. Those customers who buy Travelpasses should not be punished for making use of the convenience that they provide. If the NSW government is concerned about equity it should be working harder to provide the flexibility of Travelpasses to all customers, not removing incentives for those who already use them.

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