

I am a frequent public transport user. I travel short trips as do most people who live in the inner-west. We choose public transport because we are so well serviced by trains and buses, and the congestion on our thru-roads mean people would rather spend that \$1.70 to get to work.

Unfortunately, this system is not equitable. People should pay for the distance they travel, (with an upper cap of course, so that people who travel long distances use public transport!) The Melbourne tram model is a good one - if you are travelling short distances, you pay that - if you have frequent trips in an hour, you can do that too. Of course I am speaking from my experience, but the same holds true for suburbs such as Epping, where you might only want to travel from Macquarie centre with your shopping, but you still have to pay the minimum cost \$1.70 to go 2 sections, but if you live one bus stop past the section end you have to pay \$2.80 - that's ridiculous and not equitable. Sections is an archaic system, and no longer reflects where people live, or where they go. Bus stops don't show the section number in a clear consistent way, and many people have no idea which section they are in, let alone how much they have to pay. Once, I saw 8 people on a bus get fined by bus inspectors, and more than half of them thought they were doing the right thing!

-Buses, trains and ferry's work on a transit stop system. All these stops have unique numbers, which indicate where they are on the landscape. This is a distance which can be accurately mapped and calculated. An equitable system would measure where a passenger got on, and also where the passenger got off, measure the distance, and charge accordingly. I assume the Tcard uses this kind of technology so it knows how much to charge you. If the payment system is going to revert back to the archaic section-based payment system, this would be very disappointing - technology can be powerful, and useful, and helpful too - (believe it or not!). As with a lot of things in Sydney - consumers end up paying for the advancements to our infrastructure. That's fine if there is an overall improvement in service, but if the technology won't be used effectively, then what's the point of it? Perhaps I live in a dream world, but I thought if you use technology where you pay for it on-line, or automatically, cutting out the middle man, then things would get cheaper, not more expensive. Less handling, less cost.....hmmmm.....interesting concept....

Bus drivers have to deal with a lot of confusion, and since I moved here, have noticed only a handful of drivers who were unhelpful to patrons. In their majority, bus drivers do a stellar job trying to explain their complex ticketing system. And, actually, surprising, this isn't their primary task. Their primary task is - driving buses! I am sure the transport organisations have very intelligent publicity people, and should know by now how to publicise costs/limitations of their transit system. Actually, come to think of it, there seems to be too much information, leading to either a lot of research on the consumer's part, or confusion!

We live in a technology-heavy world, and public transport in Sydney seems very, very slow to take this technology up. I have waited in vain for the t-card, which should have alleviated this whole pricing debacle, but as with the millennium train, this is a long time coming. But, if tcard doesn't solve the inequity of pricing, then technology isn't being used effectively anyway, so why the delay in getting electronic ticketing up and running....

I love public transport, I come from a place without public trains (Tasmania), so the novelty of a train is still there! I am writing this submission because many people are apathetic about these things, and it's about time I stopped having issues with the pricing, and offered an alternative.

Pricing on Sydney's public transport doesn't reflect accurately where people come from and go to, and therefore doesn't satisfactorily support the consumer, which, if it wants to

continue to be a popular option, should be the public transport sector's primary objective. Wouldn't it be good PR to do something fair, and make your customers happy???

A final comment - how many people working in the inner city would use public transport over taxis to get around town to meetings etc., if it was free to travel on public transport within the inner city limits?

Hmmmm - now there's an idea!

Thankyou

Kath Sund