

Question on Notice

No. 492

Asked on Wednesday 16 April 2008

MR LEE ASKED THE MINISTER FOR TRANSPORT, TRADE, EMPLOYMENT AND INDUSTRIAL RELATIONS (MR MICKEL) —

QUESTION:

How much more expensive is it for a train commuter to travel from Sherwood to Central return every day for seven days using *go* Card compared to the same journeys using a weekly paper ticket?

ANSWER:

I am advised a typical adult commuter who purchases a three zone weekly ticket and travels to and from work making ten trips (five days x two trips) will pay \$25.60.

The same commuter using a *go* card will pay exactly the same fare, that is \$25.60, for the same travel pattern. Any additional trips made by the *go* card user will be at a 50% discounted fare rate.

In addition to this, *go* card users are not locked into set zones, unlike commuters using weekly paper tickets. For example, a *go* card user travelling from Sherwood to Central to and from work from Monday to Friday will pay exactly the same cost as a weekly ticket holder, but if they were to travel to the Gold Coast on the weekend, they would do so at half price. Savings are even greater if the customer is a child or pensioner, because the 50% *go* card loyalty discount is applied 'on top of' the already discounted pensioner and child fares.

go cards give passengers more convenience, flexibility and security than paper tickets. A *go* card is more convenient as passengers no longer need to carry change, queue to pay for each journey, or wait for a ticket to be issued. *go* card is available for use on all TransLink bus, train and ferry services.

go cards are more secure than paper tickets, as registered card holders are able to cancel lost or stolen cards and protect their stored value. I am advised a customer is able to transfer the value on a lost or stolen card to a new card or obtain a refund on the card balance.