

	<p>[Redacted] [Redacted]</p> <p>[Redacted] [Redacted] [Redacted]</p> <p>[Redacted] [Redacted] [Redacted]</p> <p>[Redacted] [Redacted] [Redacted]</p> <p>[Redacted] [Redacted]</p> <p>[Redacted] [Redacted] [Redacted] [Redacted]</p> <p>[Redacted] [Redacted]</p> <p>[Redacted] [Redacted] [Redacted]</p> <p>[Redacted] [Redacted] [Redacted]</p> <p>[Redacted] [Redacted] [Redacted]</p>	
--	---	--

	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
<p>Default fare to apply from go live</p>	<p>A default fare needs to apply if a passenger forgets to tag off as it is the only way of charging a fare for the journey taken.</p> <p>It is proposed that the default fare for all lines is set at \$10/\$5 (adult/child) on the basis that, based on half price fares, this default fare level is below the maximum fare charged on the rail network. This default fare level is not unnecessarily punitive during the transitional period when customers are most likely to inadvertently not “tag off” but is also high enough that people will choose not to proactively “tag off” as the default fare is less than the actual fare.</p> <p>We still need to confirm our proposal for the default fare once full price fares return. Based on the rationale above, this would lead us to a default fare of \$20/\$10 which is a relatively high ‘penalty’ for lower zone journeys (including the Johnsonville Line) and may risk customer push-back or customers disposing of their Snapper card if it has a very low or negative balance as a result of incurring a default fare.</p>	<p>None – potentially additional revenue due to the imposition of default fares</p>

	<p>We will monitor the number of default fares being incurred during the transitional period of 12 November through to 15 January. We will then recommend a full price fare default fare position in mid-January.</p>	
<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>

	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
<p>[REDACTED]</p> <p>[REDACTED]</p>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>[REDACTED]</p> <p>[REDACTED]</p>

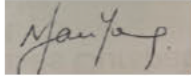
	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
--	---	--

It is recommended that you:

- [REDACTED]
- [REDACTED]
- **Approve** an initial default fare of \$10 for an adult and \$5 for a child with further option analysis to be undertaken prior to the end of the half price fares;
- [REDACTED]

• [Redacted]

Prepared by:

Name	Title/Team	Date	Signature
Nicki Lau Young	Project Director NTS	28/10/22	

Reviewed by:

Name	Title/Team	Date	Signature
Tim Shackleton	Manager Commercial, Strategy and Investment	31 st October 2022	
Melissa Anderson	Manager Operations and Partnerships	28 th October 2022	

Approval and sign off

I approve the approaches recommended in this memo to the Snapper on Rail transitional issues and agree to the financial implications of these approaches.



Samantha Gain

GM Metlink

Date: 3/11/2022