

The Executive Officer  
 Economy and Infrastructure Committee  
 Parliament House  
 Spring Street  
 EAST MELBOURNE VIC 3002

Dear Sir/Madam,

Thank you for the opportunity to make this submission.

### **Extension of free tram zone.**

In favour. It is important that destinations such as the NGV should be included. The situation at present is somewhat confusing.

### **Abolition of fares for Seniors Card holders.**

Points in favour - The constant admonition to tram travellers to '**hold on at all times**' is alarming and points to the danger of elderly persons negotiating a moving tram in order to touch on. When the elderly fall they are more likely to suffer injury, e.g. broken hip. The tram is delayed awaiting ambulance arrival.

Remember that trams were designed to have conductors and passengers to be assisted with ticket purchase when seated. The conductor would pull the cord when people were seated and facilitate entry and exit to the tram.

**Trams have not changed.** They are more stressful to travel on. Add to this the intimidating groups of ticket enforcers. Try travelling on a tram and observe the anxiety on the faces of some elderly people, who, perhaps have not yet found the opportunity to touch on (e.g. when tram is stationary at a red light. Not to be relied on by the slow moving.)

The impossibility of purchasing a ticket on the tram adds to the difficulty of using them for those with mobility problems. I used to add credit to my Myki when I left the tram at the corner of Park St and Domain Road, S. Yarra. The 7/11 store was right there. Now that the tram route has changed I have some distance to walk to recharge the card . This is just another task, another queue.

Add to this the fact that it is not possible at home to see what balance there is on the Myki ticket.

Remember that many elderly persons do not use the internet. So one has either to keep a running tally of how much credit a Myki has, and/or leave home hoping that it has credit. So 2 cards needed.

Sometimes this is all too difficult for me.

As well such a move would simplify travel for those elderly who are absent minded or even dementing. I knew one such lady who refused to touch on, saying airily that she did not have to.

Lastly the readers are not designed for those with poor eyesight. If there is glare on the reader it is even harder to read. Some travellers do not realise that one needs to hold the Myki on the reader to avoid the reading disappearing. This, of course, means a longer standing time at the Reader. Hopefully the driver will not suddenly break to avoid a car which is, all too often, playing 'chicken' with the tram and forcing the driver to avoid them.

Why were **large print readers** not installed in the first place? The whole system seems to have been designed by a fit someone in their early twenties who usually travels by bike or car.-- Our population is ageing. But seating on public transport is being removed!

Free travel may well help to reduce the number and frequency of elderly drivers. Given my time again I might have chosen not to sell my car and rely on public transport.

I am reminded of the TV Licence fiasco. Enforcers driving around trying to catch non-payers. Ideally tram travel should be a public service. With reductions to pollution and grid lock caused by the internal combustion engine as more Melbourne people (on the tram grid) used it.

With best wishes for your work,

Yours sincerely,

Patricia Young

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