Election Costing Request Form

Details of request	
Party:	Australian Labor Party (NSW Branch)
Name of Policy:	Fare refund for late trains – 30 minutes late
Date of request:	8 October 2018

Description of policy	
Summary of policy (please attach copies of relevant policy documents and include information on what the policy aims to achieve):	Provide refunds for Opal card holders for train fares where the train has a preventable delay of more than 30 minutes
Has the policy been publicly released yet?	

Your estimated costing of the policy[1]						
	2018/19 $'000	2019/20 $'000	2020/21 $'000	2021/22 $'000	2022/23 and later years[2] $'000	Total $'000
Impact on GGS expenses						
Impact on GGS revenue						
Impact on General Government Sector (GGS) net operating result[3]						
Impact on GGS capital expenditure[4]						
Impact on GGS net lending/borrowing						

Note: Has the policy been costed by a third party?
If yes, can you provide a copy of this costing and its assumptions?

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[1] Amounts should be expressed in nominal dollars. GGS - General Government Sector.
[2] Please provide information on other years if spending occurs outside the forward estimate years and will be required to cost the policy or will assist in public understanding of the policy.
[3] Negative for a saving that reduces expenditure
[4] Negative for a reduction in capital expenditure.

Key assumptions made in the policy	
Does the policy relate to a previous announcement? If yes, which announcement?	No.
What assumptions have been made in deriving the financial impacts in your estimated costing? *(See checklist)*	Compensate commuters for lost time by allowing customers to apply for a refund of Opal fares for significant and avoidable delays of 30 minutes or longer. Sydney Trains will develop the scheme but it expected to be limited to customers using Opal Cards on the Sydney Trains Network. The eligibility criteria should be assumed to be consistent with that applying to the London Underground refund scheme. Under this scheme, refunds are not be provided for delays outside Sydney Trains' control, such as strikes, security alerts, bad weather and customer incidents (such as a person falling ill). Examples of when a refund would likely apply include the recent poor implementation of the train timetable and failure to provide enough drivers to operate the trains. Claims must be made within 28 days of the delayed journey, and customers must login to their Opal card account and claim the refund. Final details on eligibility criteria for obtaining a refund will be determined by IPART. Sydney Trains has exceeded the 92 per cent on-time running target for more than ten years. This has changed in 2017-18 when almost one in 10 trains ran late – the worst result in 10 years.
Is there a range for the costing or any sensitivity analysis that you have undertaken?	No.
Are there associated savings, offsets or, in the case of a revenue proposal, offsetting expenses? If yes, please provide details.	Administrative costs to be absorbed within existing resources of the Transport for NSW portfolio.

Administration of policy	
Intended date of implementation:	1 July 2019
Intended duration of policy:	Ongoing.
Who will administer the policy (e.g. Government entity, non-government organisation, etc.)?	Sydney Trains
Are there any specific administrative arrangements for the policy that need to be taken into account (e.g. agreements between different levels of government)?	No.
Are there transitional arrangements associated with policy implementation?	No.

If the policy is mainly an expenditure[5] commitment	
Demand driven or a capped amount:	Demand driven
Eligibility criteria or thresholds:	See Assumptions.

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[5] Expenditure is operating expenses, e.g. salaries, interest cost and grants. Expenditures are fully included in the impact on operating balance.