

6/10/2003

Richard J Hayes

**Subject: Pricing & Regulatory Tribunal Inquiry into Public Transport.**

Thank you for allowing me to comment on the proposed public price increase. I have divided my comments into the following groups listed below.

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- \* Safety Travel. See page 2
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## **Opening Comments.**

My submission to the pricing & regulatory tribunal inquiry to increase rail price is unjustifiable. Therefore, a no decision for increase is recommended unless the following comments are addressed.

## **Safer Travel.**

For sometime now I have not seen any security guards patrolling the trains! I have only seen police & rail inspectors peruse for fare evasion, which seems to be the big issue!

## **Train Upgrade.**

I commute everyday on the same train from Minto to Auburn and home again. I have never seen a Millennium train nor have had the pleasure travelling on one. I can say that I travel constantly on one of the old trains! (old light grey rattler, fixed seats with bottom foot rail that blows a 10-degree knot wind through it when all the doors & windows are closed – try being a commuter in winter on the train 5 degrees outside). Price increase for this! Local Macarthur commuters travel the greatest distance except for areas such as Blue Mts, country etc.

## **Comfort.**

The trains we catch are far from pristine. I can tell you why - there is no accountability or enforcement to fine or remove commuters from the train. There is an attitude to put your feet up on the seats now. I have seen train guards ask commuters not to put their feet on the seat. The commuter does what he is told and when the guard is not in sight, the feet return back onto the seat. We see this repeatedly and our thoughts are – what a joke these guards play without the authority to act. If we the public are paying for this, give them the authority to fine and or remove the commuter from the train! You do not have to put up with this the commuters do. Commuters will find another seat and will not approach a person who has his feet across a seat, why, to avoid conflict.

## **Sign Posting.**

We have on train stations signs and recordings stating “Do not smoke”. Signs are also posted in trains - no smoking or fines may be issued. May be – have you ever been on a train when someone smokes and you are a non-smoker – you move to another train carriage.

These signs and recordings are tools that are implemented but nothing is being done to stop the commuter from smoking. You cannot stand on a station without someone passing by or standing next to you smoking. This is compounded when it rains because of the small under shelter areas provided are the only sheltered areas to smoke. Implementation without substance.

## **Conclusion.**

Sometimes we have to see the trees before we see the forest. I believe that unless we address these issues, price increase cannot be justified. If you ensure commuters safety, comfort and security guards that will fine people for abuse of rail property or for commuters well being, then the price increase is justifiable. I will be the first to pay the extra for this. I believe I am not the only one with these concerns.

Richard.J.Hayes  
8<sup>th</sup> June 2003.