

4 November 2008
Subject : Rail fare increase

To Whom It May Concern:

I have been using the rail network to get to work for the past 10 years. For the majority of that I used the East Hills line service, and in all honesty was rather content with the level of service. You can't expect the service to run perfectly, but all things considered, I thought Cityrail were doing a pretty good job.

Over the last couple of years though, I have found that occasional annoyances have gone from occasional to rather frequent. Of particular note has been

- Overcrowding
- Inconsistency in on-train announcements (some guards announce each station, some none at all, and some you just can't understand)
- Failure of train speaker systems in carriages (this would be a major issue in the event of an emergency)
- Lack of air conditioning in the aging fleet (combined with overcrowding this makes for a very unpleasant trip)

I have recently moved to the North West of Sydney and discovered that the service on the Western line is even worse and problems like overcrowding are more of an issue. Cityrail should be forced to fix the address the problems to a reasonable extent before trying to get passengers to pay more for slipping standards.

I appreciate no service comes without cost, that the cost of living increases, and so fare increases are inevitable. I cannot however see the justification in increasing fares when the Government is not addressing the issues by making good on promises they've already made.

Have Cityrail start work on previously promised projects (the North west rail link, high speed links etc) that people wanted and voted on to put the Government into power. Start addressing demand for the network by living up to the tough promises. Then feel justified in a fare increase.

Leave the North West without a train service, and other lines with overcrowded ones, and you can leave the train fares where they are too.

S Hockings