

Sent: Wednesday, 5 November 2008 9:07 PM

Subject: Feedback to Cityrail Proposed Fare increase

Dear Sir/Madam,

I would like to put forward my strong opposition to the drastic fare increase proposed by iPart.

Before I give the specific reasons for my above statement, I would like to start by summarizing that this increase it seems is a nice way of rewarding Cityrail for all the crap services it provides to us commuters. iPart has demonstrated what a dumb third grade agency it is to reward another third grade agency a hefty revenue rise without even weighing how does the service measure up in the eyes of the customers. Secondly although stating the excessive wage cost that Cityrail has, iPart is putting more money in hands of these third grade management to increase the wages cost even further. Finally the most ironic thing is iPart is a Regulator of fares for Costs that are Deregulated. What a joke. iPart does not care of the cost that SHOULD BE. But takes the Cost as CITYRAIL SAYS IT is. So if its matter of calculating simple mathematics of how much fare to increase on basis of Cityrail cost, even a third grade accountant from a private sector can do it. Why pay 500,000 to dumb people in iPart to do it.

Now to the details: -

1. Why is Cityrail rewarded when the service is so crap: - I dont understand why should a second fare increase be awarded to Cityrail when the service itself has deteriorated. Just by asking stupid question if Cityrail can prove iPart that it is otherwise, I am concerned on the own judgement smartness of iPart.

Let me put a clear picture to the iPart so called smart people of the plight of us travellers on the Bondi Illawara line: - A. The number of trains have decreased. The frequency of trains is every 7 minutes which is a shame.

B. Most of the trains on our line are Non A/c. In peak hour, if we analyse trains between 7.45AM and 8.30AM from Rockdale, here is the summary: - 7.42 - Non-AC; 7.52 - Non-AC; 7.53 - AC; 7.59 - AC; 8.04 Non-AC; 8.10 Non-AC, 8.16 - AC; 8.23 Non-AC; 8.31 Non-AC; 8.38 Non-AC.

So why should I pay more for the third grade service that I get.

C. The trains are so slow. I mean if you take one journey between my stations, its like so slow travelling. Just wondering if we are in 21st Century or 18th Century. I am sure oldies in iPart will be impressed. Not our generation. So why we pay more.

D. The customer service standards are so pathetic. Guards never announce and still they get away with it. I sometime catch one train the Oscar train at 5.10 and even if it reaches Rockdale, it still stays next station is town hall. If you see the people on stations, they are so arrogant. Secondly, every time i complain the call back and emails are so rude. I suggest iPart speak to these dumb heads and you will see what I say. But it seems by asking the wrong question, it seems iPart is convinced it is absolutely great. Hence it is awarding Cityrail such a generous bonus.

E. Overcrowding is so much now that it seems I am catching a train in a third world country. Cityrail cites the issue of capacity and dumb staff of iPart accept it. What about word efficiency. Drivers are paid for 35% utilisation rate (please refer to Goodgle for definition as you dont understand this principle). So no wonder there is no capacity. After all it is about making sure Cityrail preserves its tradition of BLUDGERS. And iPart will happily award it.

F. The train frequency after 6.00 PM is a joke. Many people now finish between 6.00 and 7.00. But the trains are every 10 minutes. The trains are so crowded. But again just because the lazy third grade people of Cityrail and iPart do a 9.00 to 4.00 job, they dont care about people in Private sector who work hard. And now we have to pay more for getting cramped into these trains.

G. There has been no improvement in timetable on Bondi Illawara line for last 2 years. But thats something iPart doesnt care. I mean as long as Western side is serviced, who cares. But then from Benefit value, it slugs us more even though we have not gained a single timetable improvement for so long.

H. We have never received a single millenium train and will never receive the new trains. So why should I pay more so that other lines enjoy the benefit on expense of my tax money. Should dumb people in iPart realise that the Bondi Illawara line is not getting any benefit. So why slug us more. Why not get each line pay for service that they get.

2. The investments are a money laundering exercise: - iPart quotes the increased investment by Cityrail. Well, the projects are now over budget with no regulation on the spending on these projects. The Government is run by Garbage collectors. So I dont expect them to understand the mechanics of Budget management. But if iPart claims a smart force, then why turn a blind eye on the wastage of PUBLIC MONEY on these projects. Surely the wastage should reduce the overall COST claims by Cityrail as that is eating into our tax money. But alas. Only if dumb people in iPart paid tax, they would understand the value and be as angry as me on the wastage of funds. The OSCARS are late. All other projects are late.

So its a good way for iPart to reward these Mismanagement by recommending a fare increase.

3. The stupid principle of iPart to double dip: - iPart so ignorantly looks at the burden on tax money of travellers who dont use trains. Well so people using trains dont pay tax? I mean any cost that Cityrail picks up due to its third grade management has to be funded by my tax money. So why double dip me more. Its like penalising me for using trains. Just because you have a monopoly does not mean you do anything. What about giving us tax relief so that our tax money is not used on these dumb management and staff. But again that is a principle third grade iPart management doesnt want to understand.

4. The reduction in staffing is so lame. I mean the utilisation of drivers is noted at 35%. But still there is no need of job cuts in this area. You have 190 drivers sitting on reserve shifts everyday. Why do you need that. Every study has said we have more staff than needed. But iPart provides a token recommendation. But it continues to take the current cost of running and slugs us more. SO isnt this a reward to the inefficient cost management by Cityrail. It seems you have a nexus with UNIONS. After all they dont like job cuts and you seem to be ignoring the very principle in your recommendations.

I could go on and on. But more I write, it seems useless. After all the fares are going to increase because the dumb people in iPart do not understand the suffering of us commuters. Also it seems the Government and iPart are so hell bend in rewarding the third grade management in Cityrail that our feedback is going to be ignored.

So in summary, you can do whatever you want. But if fares are increased, it will be a confirmation of my blunt assesment of your dumb attitude. It will also be a victory to the GREEDY UNIONS and THIRD GRADE Management of Cityrail to enjoy earning more revenue without even an attempt to rein in cost on projects and staff.

Its a shame we live in a state where we have monopoly on service and fare regulation. If I am not happy with iPart, where can i go? Nowwhere. So its like a clear waste of effort and energy for all who have responded.