
Sent: Tuesday, 4 November 2008 3:58 PM

Subject: submissions - city rail fare increase

SUBMISSIONS- CITY RAIL FARE INCREASE

I'm an everyday commuter of CityRail and use the service almost 6days a week.
I cannot see any justification for any price increase especially when the standards of the service are not proportional to the proposed price increase.

Apparently there has been talk that the average city-rail commuter can afford the price rise as some survey showed that vast majority of the city rail commuter is on an average wage of \$90K.????

I can say for sure I never took part in that survey and I am definitely NOT one of those commuters, and perhaps the major demographic of city rail commuters are not in that wage bracket as well.

I'm not sure how accurate this information regarding the \$90K average salary is, and where it came from.

Most of us **cannot** afford any further price rises. And the affordability of public transport is really starting to get out of touch for the basic everyday citizen.

After all, the reason why countries/states/cities have public transport is to encourage people to stop using cars and be environmentally conscious and of course it's also to keep the traffic into major cities at a minimum and to ease traffic congestion during peak times.

And the most important beneficial factor of public transport should be, being "efficient and affordable"

As we can see CityRail is not exactly meeting these guidelines.

If public transport is not affordable, there is not really any use for it any further.

People can just catch a taxi to get to work.

Or just drive their car and park it and pay the parking fees.

At least they will have control of the journey instead of relying on some other person/ or persons to deliver the reliability of the journey.

How many times do Sydney bosses listen to the excuse that the employees were late to work because the train was either late, delayed or broke down.

Or if it wasn't the train they were on, another train either had a mechanical fault which in turn delayed the entire service and brought the whole CityRail network to a complete halt.

Ok, you might get away with being late to work once because your lateness was out of your control, but after that, you will be asked to either make alternative transport arrangements or leave earlier from home.

If we cannot get reliable public transport to get to work, I cannot see any point for us to use the service any longer.

If the commuter is late to work because of train disruptions, they are the ones that have to pay the penalty and work the extra time or be docked of their wage due to not turning up to work on time.

However CityRail says that a 10min train is not classified as late.

And when it does exceed the 10mins and you put an official complaint that the train was late all you get is an apology but they will never compensate you for your lost time or lost wages.

Ok they don't compensate for insufficient and unreliable services but the actual consumer is the one that has to compensate their employer.

Regardless of the factors that surround the unreliability and inefficiency of the service, CityRail is still looking at increasing fares. And if the efficiency and improvement of the services don't change then once again, we will still be the ones having to make up for our lost time at work due to late running trains.

So all in all, we will be the ones out of pocket again.

And to add to the unreliability, they might say if the train is late don't worry, their will be another one....

Don't worry there is another one, of course there is another train coming, but when exactly is the question. 20mins later, 1 hour later. 3 hours later....

If I miss my train, the next 3 trains in the morning don't stop at my station.

Therefore if city rail encounters mechanical and track issues the spiral effect will once again delay me from getting to work on time.

So before CityRail thinks about any potential fare increases we the CityRail commuters need to see more than 100% improvement and stability in the improvement levels, and the efficiency and reliability has to be sustained at a permanent stable level.

As in the past the first few weeks of the price fare increase taking place, it seemed the reliability had actually improved, but then after the honeymoon period was over we once again encountered the same, unreliable, delayed, train broken down services.

Anonymous