

Sent: Tuesday, 4 November 2008 4:36 PM

Subject: Submission - 2009 CityRail Fare Increase Proposal

Dear IPART

I wish to provide a submission regarding the proposed 2009 CityRail Fare Increase.

I disagree in the absolutely strongest manner with a proposal for any increase in fares.

I am a rail commuter on the Soth Coast line eleven days per fortnight (for work) and I naively purchased a \$1397.00 yearly ticket to save both money & time.

Due to:

- (a) lateness of trains,
- (b) wet weather delays without emergency contingency,
- (c) trains that were rostered to stop being rescheduled to miss suburban stops to make up time (last minute announcements that left me with no options),
- (d) incorrect automated station announcements regarding the destination of "next train",
- (e) co-ordinating staff arbitrarily changing bus schedules (from express to all stops) during the most recent track work shutdowns resulting in me missing connecting rail/bus transport &
- (f) train breakdowns ...

... I am out of pocket (conservatively) \$250 over the past 12 months due to having no choice but to get a taxi to "get to work on time". Despite writing to my local member requesting reimbursement after the first incident all I received was a response from the then Transport Minister, containing multiple inaccuracies of fact and quoting some CityRail by-law that relieves them of any financial responsibility despite the fault being CityRail's.

On a wider note, the trains, especially in afternoon/evening are :

- (a) still regularly dirty,
- (b) safety is pathetic with antisocial louts, drug users & dealers and drunks making the journeys unpleasant & threatening experiences (despite all the lip service to the contrary from the NSW Govt), &
- (c) railway stations & their environs are still stomping grounds for drunks, addicts, graffiti-vandals & hoodlums.

Based upon the service I have received I would argue that CityRail does not provide a safe, efficient & value-for-money service and therefore should not be granted a rail fare increase. Rather, they should save NSW taxpayer's & farepayer's money by imposing stringent efficiency measures, eliminating waste, absolutely maximising commercial possibilities & returns from CityRail properties, severely cutting back on senior & middle management, sacking below-par station, maintenance, cleaning & driving staff who just can't cut-it and getting the basics right !