

Sent: Wednesday, 5 November 2008 5:00 PM

Subject: CityRail fares for 2009

I object to the significant ticket fare increase particularly on the Western line for the following reasons:

As it is, I need to drive to Blacktown station from the North West area and then park a 10 minute walk away (even at 7am) as there isn't sufficient parking. Like most of the commuters on the western line, **I am already incurring additional costs to travel to work.**

Despite it being an already time consuming, stressful and expensive exercise, train commuters face a decision which would make it an even more expensive experience. The only alternative is for me to drive to the city (and therefore increase congestion and pollution) or to catch a bus which is also expensive, unreliable and would require changing buses to reach my office.

While the service has not increased, rail ticket prices will due to a poor management of money. This is not responsible.

Also, most people who use the trains in peak hour (including the Western line) are travelling to and from work. It makes sense for office workers to purchase a weekly, monthly or yearly ticket to save money. However, even these tickets are a swindle as we are paying for weekends when most office workers will not frequent the trains. The off-peak train savings are also unreasonable as they are single tickets and do not suit most office hours. **Already, commuters are paying for more than they are using, making it even more unwarranted to increase ticket prices further.**

Trains are overcrowded, uncomfortable, hot, dirty and infrequent. They are also unsafe as people are crammed in to the point of having nothing to hold on to. I have seen many people in peak hour who have not been able to have a seat who have hurt themselves falling over or being squashed, including a lady who passed out on a train due to the lack of air circulation. I have even experienced bruises and deep cuts on trains as a result of overcrowding. There is no communication on slow or stopped trains and commuters are left not knowing why or how late their train will be.

The regular poor treatment of passengers and lack of deliverables does not welcome an increase in ticket prices, especially with inflation at 5% without any corresponding increases in wages.

Perhaps ticket prices can be increased for those that receive discounted prices and occupy seats.