

Sent: Tuesday, 4 November 2008 11:42 AM  
Subject: Review of CityRail fares, 2009-2012

Dear Sir / Madam,

I wish to make known my concerns on the proposed increase of fares for CityRail train services commencing January 2009.

Having commuted from Lewisham to the City over the last 2 years, I have had a minimum of 10 - 15 incidents of train cancellations, most of which are not announced until well after the train was due. The most common occurrence being the 8.00am express train that stops Petersham then Redfern and all through the City Circle. Because of the unreliability of this service I have had to move to catching the 7.46am train which on average is late at least once a month.

In the evening return trips there have been a number of times trains have been completely stopped due to issues on the Northern Line and at Wynyard, with one particular incident forcing those on the inner west line to travel to Strathfield and change for a return trip even though the issues were not on the inner west line. We were not provided buses in its place.

Whilst the frequency of buses during track work has improved, the overall condition of the trains, particularly in the summer months is appalling. Unless you are on an air-conditioned Tangara or Millennium train, the older trains are dreadfully stuffy and hot, with a lot of the small pull out windows permanently stuck and closed. I have witnessed 2 people pass out in these conditions and have almost done the same myself. Even an air-conditioned train does not guarantee the air-conditioning will work however and have one morning recently got on the train to find the heaters on and people sweating profusely as it was a warm morning outside.

Further, in the last fortnight I have read an article which stated that CityRail were looking at changing the vestibule areas and removing the poles and putting in more overhead hand rails. I for one am not tall enough to reach these on the trains now, and for older people or people with back problems or others not tall enough I fail to see how we will be expected to travel if we are not successful in gaining a seat.

Whilst I understand that as well as providing an essential service CityRail also need to make a profit to function effectively, we are already paying for an expensive service that is not delivering to its customers. Unless CityRail can guarantee that the funds will be used to improve conditions and running times I for one would not support an increase in this instance.

I am happy for my name and comments to be used in any publication however would ask that my email address not be.

Yours faithfully,