

**Sent:** Thursday, 30 October 2008 9:03 AM

**Subject:** Review of CityRail fares, 2009-2012

To whom it may concern,

As a regular commuter of the south coast line, I write in regard to the draft report and would like to voice my concerns about the decline in service over the preceding years and that I cannot possibly justify being expected to pay more for a lesser service. Neither can I accept the average salary of a CityRail commuter as detailed in the draft report, as \$97,917, as there is no possible way that the average commuter makes this much.

As time has passed services have not only been cut down, but slowed down, causing the time it takes to go door to door to actually increase over time, which is what people/I really care about, it's pretty obvious that this is related to the fact that the money I spend on my fare is not put toward the maintenance of the service, let alone improvement.

Services on this line are inconsistent, do not match the requirements of commuters and are not scheduled at times which encourage using public over personal transport. Who in their right mind is going to catch the 5:25pm train from Town Hall to Austinmer, which takes 1hr 50 min, when I could take the 5:22pm and arrive in 1hr 27min? If I miss the 5:22pm and don't wish to take an 1hr 50min, the next service is the 5:53pm which takes 1hr 41min! This is in stark contrast to the morning services, for example the 6:57am arrives at 8:17am, which is a relatively reasonable 1hr 20min. However if I was to miss this train, then there are simply no more services directly to Town Hall; causing further delays and congestion when I need to change at Central.

Commuters on this line should be provided with some express services, there's nothing worse than settling in for an 1-2hr hour train ride to find that the person beside you is getting off at Rockdale or Kogarah (which bizarrely only stop in the afternoon), these stations are not far enough out of the city to warrant a stop on this type of service, and only slow the services further.

We are doing you a favour by taking a train, we are not using private transport and clogging the roads; we are actually supporting the public transport movement. I've lived, worked and commuted in other cities far larger than Sydney and understand the importance good public transport. Living in Sydney simply does not provide this experience.

On top of this the ticketing options are ridiculous, station staff are misinformed and purchasing tickets is completely outdated. You try feeding notes into a machine to purchase a (\$51) weekly while everyone else is waiting to do the same at the single ticket machine, which is a common scenario at many stations.

I have no intention of paying more for such poor service, don't be so deluded and out of touch.