

Sent: Tuesday, 4 November 2008 10:10 AM

Subject: Comments to the changes in ticketing prices on NSW Train system

To Whom It May Concern,

I am writing to provide my comment on the proposed increases in train fares for next year.

Unfortunately for us commuters, the government has a monopoly on train transport which means commuters are unable to change their mode of transport if they are unhappy with the level of service they are receiving. This is the case for Railcorp. Not only have the public been subjected to dirty, late trains, reduced security staff and reduced rail staff at platforms, they are now expected to pay more for their train fares without seeing any improvements in the level of service.

Regarding the discussion of increasing fares 25% for those who live away from the city, I consider this a very sharp and harsh increase and not justified. People live away from the city because they can't afford housing closer to the city. They commute on average 1-4 hours a day to get to work. To increase rail fares would make the cost of living for these people more difficult. I happen to commute on the Illawarra line which has had only one track line. For years I have had to put up with train breakdowns and line problems which have resulted in lengthy delays. It takes me 1 hour to get into the city which is about the same time it would take to drive.

Regardless of public opinion, I have watched rail fares increase every year whether it is justified or not. If Railcorp was a private company, any price increases would have been based on increased productivity and would not be based on expanding the definition of what constitutes a late train in order to meet targets. We have seen countless stories of corruption within Railcorp where executives have personally benefited from illegal activities. There is obviously a large amount of corruption and inefficiencies at RailCorp. If you want to save money, you should look at improving your own organisation by reducing these inefficiencies instead of penalising your customers.

I personally don't think my comments will make any difference to what happens. The people of NSW should be aware we are placed in this situation because the government has bankrupt the state and there are no funds to support essential infrastructure. What we will see is reduced service levels and more delays. If I had a choice, I wouldn't pay to travel on our rail system.

Kind regards,