

The Chairman

IPART NSW

Tuesday 4<sup>th</sup> November 2008-11-04

To whom it may concern,

I am writing to express my disappointment that another increase in Sydney rail fares is being proposed.

My understanding is that all fare increases are linked to productivity & performance improvements. I can definitely assure you that as a rail commuter for the past 3 years there have been no noticeable improvements that would make Railcorp eligible to be granted approval for increasing the fares.

I am a daily commuter on the Western suburbs line and the quality of the carriages is nothing short of a disgrace – doors not working, seats being broken, air conditioning not working or even worse still NO air conditioning at all!

My station has recently undergone an upgrade which was completed earlier this year and the recently installed lift is great as well as being capable of generating its own electricity by way of the solar panels is great environmental benefit – but surely this means that the cost of running this station has now decreased (?). With the plans to convert a large number of other stations to this self generating model – the actual costs for Railcorp will decrease over the next few years – will this translate into reduced fares in the future?

Again – I cannot accept that the Railcorp business has improved its performance sufficiently to qualify for approval to increase the fares it charges the commuter.

