

SUBMISSION – IPART – CITYRAIL FARE INCREASE.

I would like to make a submission in regard to the proposed increase in passenger fares by CityRail.

I do not agree with any increase in fares for the following reasons.

1. We have had a decrease in the number of train services available to the public. There have been over 400 services cancelled which puts added pressure on those services which are running.
2. With regard to those drivers and guards who could not work due to the decrease in services what work have they been allocated?
3. With regard to fare evasion what steps have CityRail taken to address this problem? You should be aware that if a passenger boards the train at Hurstville there are no ticket machines to enter or exit the station or staff to inspect tickets when passengers alight at any of the stations between Hurstville and Cronulla. This train route includes the following stations – Penshurst, Mortdale, Oatley, Como, Jannali, Sutherland, Kirrawee, Gymea, Miranda, Caringbah, Woolooware and Cronulla. You should be aware that Sutherland, Miranda and Cronulla are major stations. Multiply these stations across the network and you might get some idea of the amount of fare evasion that takes place. Hurstville Station is the only station with ticket machines which should be used for access to and from the station.
4. With regard to passenger safety you should be aware that passengers would feel much safer if there were sufficient staff manning the stations. The Government have installed “Safety Machines” so that passengers who have a fear for their safety can go and push the button for help. If a passenger is being attacked does he/she have to say to the assailant “Excuse me, I have to push the “Emergency Button” and do you think the assailant will allow that to happen. There is nothing like the presence of Station Staff to discourage anti-social behaviour.
5. The lack of maintenance on rolling stock. Almost daily the travelling public have to endure services running late or being cancelled due to “Mechanical Difficulties” whatever that may mean. What measures does CityRail have in place for the ongoing maintenance of rolling stock? Does CityRail keep appropriate maintenance records for each carriage on its network showing the following:
 - a) The date the carriage first went into service.
 - b) The dates on which services are carried out.
 - c) The details of the services, e.g. replacement of parts, or regular maintenance.
 - d) If parts were replaced then the details of those parts should be recorded, i.e. were they new parts or parts taken from carriages no longer in service.
 - e) The name of the Company which supplied the parts, if applicable.
 - f) Details of who carried out the maintenance, e.g. Railcorp Staff, or outside contractors.
 - g) If outside contractors were used then who was responsible for overseeing that the Carriage met running conditions before it was put back into service.
6. Transit Officers. What is the exact number of Transit Officers who are employed by CityRail and what exactly are their duties and responsibilities? Are they simply used by CityRail to fine passengers who travel without an appropriate ticket and are these fines valid or invalid. As I understand it, Transit Officers do not have the power to demand an offender’s date of birth, nor indeed for identification so effectively offenders can give false names and addresses and get away with their anti-social behaviour. Do Transit Officers have the power to deal with those indulging in anti-social behaviour, i.e. drinking, foul language, intimidation of passengers, arson and malicious damage?
7. The Millenium Trains were late being delivered because they were not compatible with the existing infrastructure as said infrastructure was left to run down.
8. Why has CityRail not increased services due to the increased patronage over peak periods and made the travelling public travel in what can only be described as “Cattle Class”.

9. There are instances of train services being cancelled due to vandalism. Surely it should be "common sense" to stable trains overnight in either secure locations or with appropriate security personnel to ensure vandalism does not occur.
10. When allocating services for upgrading of infrastructure or maintenance of rolling stock does CityRail have "Checks and Balances" in place to ensure that tenders are allocated only to those Companies/Individuals who will provide the required services at the appropriate cost.
11. There has been mention of taking Guards off trains and Station Staff off Stations as a means of reducing CityRail costs. If this is indeed the case then who will be available to assist disabled passengers get on and off the trains. Currently it is Guards/Station Staff who get the Blue Board Ramps to enable disabled passengers to enter and leave the trains.
12. As with disabled passengers, it is the Guards and Station Staff who also assist mothers with Prams and Strollers get on and off trains. Who will help these mothers if there is no guard or Station staff available to assist them?
13. As with disabled passengers and mothers with prams and strollers, Guards and Station Staff also help the elderly on and off the trains when required. Again, who will be available to assist these people if you take Guards and Station Staff out of the picture?
14. I always understood that CityRail was charged with providing safe and reliable railway passenger services. Is this to be totally abandoned and passengers left to travel at their own risk?
15. I understand that CityRail has some 14,000 people employed. How many of these are involved in the provision of front-line services, i.e. Train Drivers, Guards, Station Staff, Maintenance Personnel, and how many are Bureaucrats? How many communications staff (Media Personnel) are employed to use the English Language to explain away the deficiencies of CityRail? Recently it was reported that CityRail has/will employ 25 new Customer Service Managers and another 4 Customer Service Managers to oversee them. If CityRail is serious in its intention to reduce Train Guards and Station Staff then what will these new Customer Service Personnel be doing?
16. There was an "Open Letter to NSW Rail Commuters" dated Monday, 19 November 2007 from Station Managers, Duty Managers and supported by Station Staff regarding their very valid concerns about the slashing funds for front-line workers and the resultant difficulties that would ensue for the travelling public and I have to agree with with the Staff who wrote this letter.
17. There is a continuing problem with the ticket machines at Stations constantly malfunctioning and thus causing passengers to travel without valid tickets as there are no Station Staff to issue tickets. Again this appears to be a maintenance problem.
18. If CityRail is looking for ways at raising funds then they should consider building suitably sized car-parks at those Suburban Stations which have the appropriate land/space to build said car-parks and charge appropriate fees based on length of stay.
19. Currently there are large advertising boards on CityRail land and perhaps CityRail could consider installing more of these boards which would increase their revenue from advertising.

Thank you for allowing me to make this submission

Mrs Frances Hession,

7 July 2008

