

Dear Sir/Madam

I wish to make a submission regarding the proposed increase in Cityrail Fares.

I am opposed to a fare increase for the following reasons.

1. Since the introduction of the new timetable, the overall service from Merrylands to the City and Return has not improved.
2. There have been a reduction in available services with amazingly a corresponding reduction from EIGHT car trains to SIX cars on a number of services in the peak hour and most outside the peak hour, therefore, commuters are packed into the available space. The Government wants the public to use the trains but continually reduces the services available to the public.
3. Significant number of trains on this line are not air-conditioned and are unbearably hot, especially in the afternoon. This is made worse by the very small window openings in the carriages. Before the introduction of the new timetable the services ran between Central and Strathfield on centre set of tracks which made for a reasonably quick journey which allowed ventilation through the small windows. These services are now placed on the all stations line. It is quite common in the afternoon peak to follow an all stations train and crawl along very slowly between stations and quite often stopping between stations. Without the ventilation the heat is unbearable.
4. The trains I catch at Merrylands around 7 am for the city have generally been on time but some still get cancelled. While the on time running has improved on the services I catch, it is no wonder as we sit at Strathfield, and Lidcome for up to 3 minutes waiting for the train to depart.

Overall, the on-time running has improved but overall service has deteriorated. Mr Watkins stated last year that fare increase would not be linked to on time running, but customer satisfaction. Well, unfortunately I am still not satisfied with the level of service provided.

The services need to be sped up and 8 car sets reinstated to alleviate the overcrowding.

Regards

Peter Newman