

As a regular commuter using City Rail Services I wish to place a submission relating to the current City Rail Fare Review presently before this Tribunal.

As a regular commuter using City Rail Services I am able to view any changes to services by this organisation. Whilst there have obviously been attempts by City Rail to improve services to the public in reality there have been little or no improvement whatsoever in services in the last 5 years. In reality they have significantly worsened since the 2000 Olympics.

There are still regular services being cancelled or delayed. CityRail staff are being removed from Suburban stations which leaves commuters completely remote from any assistance from City Rail if there is an emergency, let alone to try to find out when the next train will be.

Trains are; DIRTY; VANDALISED; SEATS BROKEN; PEAK HOUR OVERCROWDING; LATE RUNNING OR CANCELLED; OR FAIL TO STOP AT SCHEDULED STATIONS.

The latest timetable changes have caused commuters to change stations causing congestion at already congested station such as Revesby. It is now impossible to park in CityRail car parks in Revesby due to the fact that more trains now pick up passengers at Revesby thus the regular commuters at this station now have to park in the streets away from the station. Even though CityRail are aware of this they have simply ignored complaints from Revesby Station commuters.

Until CityRail learns that they need to provide services to people then NO fare increases should be possible. If people were encouraged to use City Rail services rather than discourages through simply irresponsible management and actions by failing to provide services to its Customers, City Rail revenue would increase simply because of increased fare collections.

Tell CityRail to come back when they recognise the needs of their customers and start to provide services that meet their needs. The survey conducted for the CityRail Fare Review was not even conducted with its customers but a random phone survey of whom only some used its services. Is no wonder that CityRail has difficulties understanding its customers needs when it conducts a survey that only partially covers its customers.

[Peter Rowsell](#)