

26/03/2006

Objection to fare increases

Please see my objection attached. I would like my name to be kept confidential for privacy.

Yours faithfully

26 March 2006

I wish to object to the proposed increase of the train fares by City Rail.

The performance of City Rail has not improved. It has gotten worse. City Rail says that it is "running on or near to time" is a joke

I am a regular commuter on the City Rail Network. I use the South Line.

Since the commencement of the "new timetable" the service has: -

- Not improved but gotten worse.
- As for CityRail's comment that the trains are running to 135% capacity, it is obvious that John Watkins and whoever the idiot that made that announcement does not travel on CityRail. You try to ride on a train that is at 135% capacity and see how you like it.
- The timetable provides for 2 services to arrive within 3 minutes of each other and then there is as 20 to 30 minute wait until the next train arrives. 95% of the time both trains are filled to capacity. When the Blacktown service is cancelled (which is all the time), those trains are carrying those passengers too. Please explain.
- Services have been cut by 35% but trains are still cancelled.
- You can never travel on the weekend because 95% of the time there is "track work" being done (which I have never seen done save one occasion) and there is no trains available. This is especially difficult when you have to get to the airport. Try boarding a bus that is replacing the train with luggage with no space and nobody to assist.
- The Blacktown service which also runs on my line is always cancelled. Those passengers are then offloaded onto the peak hour services to the city which are already running late and are overloaded.
- There are no more express trains available on the south line.

- The trains that do run are always five to ten minutes late (and whilst City Rail's dictionary explanation that trains are running on time) in the normal everyday person's dictionary this means Late!!!
- The trains are filthy and you always have to check the seat before you sit on it. There are no rubbish bins at the station so this just makes it worse
- The trains are always on a go slow trip (this means I could walk faster to the next station than what it takes for the train to get there), which means if it is already running five to ten minutes late it will be 30 minutes late by the time it gets to the city. If it rains then, all hell breaks loose, you may never get to work
- The announcements made on the platforms are so inaudible that you cannot understand them as most of the time the person making the announcement (of which English is clearly not their first language) is undecipherable, or the PA system does not work.
- When there are delays on the network, each announcement made is different from the last one and varies from station to station. The train schedule at the top of Town Hall Station does not coincide with the Schedule shown on the monitors on the Platforms.
- The peak hour service in the afternoon takes twice as long to get home.
- When there is a major event on at Homebush (i.e. State of Origin or the Easter Show) automatically the peak hour services are cancelled which means I have to request politely to my boss to leave work earlier just so I can get home.
- The trains are overcrowded; and
- The transit officers are pigs.

Need I go on. Until such time as City Rail has an efficient and reliable service to provide to commuters the fares should not be increased.

I have travelled all over the world and travelled on many train networks and this network is worse than travelling in a third world country. At least they have a Train System. For the price that I am currently paying, it is definitely not what I have paid for.