

**Deborah Shen**  
28/03/2006

Submission for Cityrail Fare Increases - Objection

Dear Sir/Madam

As highlighted in the media, I refer to the application by Cityrail to increase fares based on ontime running and better efficiencies. I beg to differ.

I live on the Illawarra/Bondi Junction service line. Whilst we have not had the altered timetables the other lines have experienced and we are a reasonably isolated line utilising the underground system, instead of the using the hubs at Redfern and Central, we continue to suffer an inefficient system. And I don't believe that our line is alone on experiencing these issues [I work in an office with 900 staff].

There have been numerous incidents since the announcement on 27 February, of broken down trains, stations being missed from the schedule, late running schedules or cancellations or lack of updates on the platforms [see list below]. The trains are dirty, have broken seats or jammed seats, and are overcrowded.

I appreciate that Cityrail moves tens of thousands of people daily, however I don't think they are doing a good and efficient job. Until they can run an efficient, clean system, they can't justify a increase in costs!

Yours faithfully

Deborah Shen

### **Service Interruptions (from Cityrail Website)**

Posted 21/03/06 05:25pm

#### **Inner West and South Lines - Delays**

CityRail advises that trains are being delayed on the Inner West and South Lines from the City due to essential signal equipment repairs at Museum.

Delays of up to 10 minutes may be experienced.

Posted 21/03/06 04:52pm

#### **Western and Northern Lines - Delays**

CityRail advises that trains are being delayed on the Western and Northern Lines from the City due to a train requiring mechanical repairs at Warrawee earlier today.

Flow on delays of up to 10 minutes may be experienced

Posted 27/03/06 04:21pm

### **Hunter Line - Delays**

CityRail advises that due to a train requiring mechanical repairs on the Hunter Line earlier, the 4.40pm Maitland to Scone & the 6.42pm Scone to Maitland services have been replaced by a bus service for today only.

Extra journey time may be experienced.

### **Illawarra Line** [example incidents]

07/03/06	6.39pm Ex Town Hall to Waterfall - announced late but no explanation.
22/03/06	8.20am Hurstville to Bondi Junction - not stopping at Wolli Creek that morning.
27/03/06	8.20am Hurstville to Bondi Junction - cancelled but no explanation.