

Ian Webb
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Is a fare increase appropriate at this time - Not yet, I'm afraid.

To whom it may concern,

This citizen's feedback on whether RailCorp should be permitted an increase in fares at this time is "not yet".

Despite their claims of improvement the reality is that their new timetable does the following:
Positives - better regularity/reliability provided there are NO PROBLEMS with the Network. Yes, this is what their stats correctly show.
Negatives - the worst peak hour crowding I've experienced since the mid to late 1980s, sometimes creating significant health risks for passengers such as asthmatics and those who struggle to deal with tight enclosed spaces. Add to this the fragility of the timetable and its failures whenever there is a Network Problem and the message I would give you is "Let's see them finish their much publicised Clearways Project and then see if they truly do have an ongoing reliable timetable and service to their customers".

Yes, I admit the true cost is heavily subsidised. However, at the same time, the service has - overall - substantially deteriorated over the last 15+ years (even including the recent timetable improvement) at a time the demands for regular reliable public transport has increased (including increased population needing to use it). Transport is a critical part of society infrastructure and RailCorp is not meeting the needs of its passengers. The fares should remain at the current level until RailCorp raises their service level to that required by the community they service.

That's my ten cent's worth.

Best wishes in evaluating all the submissions and reaching a conclusion - the public are definitely watching you on this decision.

Regards
Ian Webb