

Hi

Following the report submitted by CityRail to justify for fare increase, I have gone through it. In my opinion, i do not think the fare hikes are justified based on the following reasons.

1. If my memory serves me correctly, the standard for time tolerance is increased at about the same time the latest timetable changes came into effect. By increasing the time tolerance to 5 mins, they are able to significantly increase their on time running statistics by approximately 20 percentage points. They have left this out of the report. However, if they had kept to the previous standard, the percentage of on time arrivals may not have increased. I do hope IPART is able to see this omission as a way of trying to fool the public who do not use trains into believing City Rail has increased in their on time efficiency.
2. When they are doing a comparison for on time arrivals, CityRail has taken times of cities with similar standards. However when comparing prices, CityRail is comparing with more cities. Why didn't they compare both statistics with the same cities. Obviously they cannot be compared to many Asian cities, eg Singapore, Hong Kong and Tokyo. Once again, city rail is trying to hide the facts of their true performance with the rest of the world
3. Lastly since the last time table changes were implemented, the average travelling time for many passengers have increased. This clearly shows that CityRail is unable to manage the timetable structure despite having removing many off peak services. This is probably the first rail network in the world to increase travelling time with a new time table change. Instead of stepping forward, we are moving backwards.

Based on the above reasons, I truly believe the fares should not be raised until their operational standards are improved. By improving statistical figures thru manipulation of existing parameters is not a justification for a fare increase. Comparison needs to be carried out under the same conditions. Any adult will be able to figure that out.

I hope IPART will take the above into consideration when determining if the fare hike is justified.

Thank you

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