

John Stenning
28/03/2006

RailCorp Fare Increase

Dear Sir/Madam

The only way I can support the fare increase is that Railcorp provides an uninterrupted service for a Five Day period , Monday to Friday.

The only exception to this would be planned Outages.

I currently travel 2hours by train to get to work and a further 2hours on my way home and have to travel on the Western and Eastern Suburbs/Illawarra lines.

I would have to admit that the service on the Western line is pretty good as over the past 3 months there has only been delays that occurred 1 in 5 days.

The main problem is with the Eastern Suburbs/Illawarra line, four out of Five days in the past 3 months there have been signal failure, trains cancelled, Trains terminating midway through their journey, Trains with defective doors which are a hazard to commuter safety. Trains that have no airconditioning which become sweat boxes on the hot days and will be freezers during Winter.

Trying to get to Cronulla is a nightmare each afternoon as you don't know whether the trains is going to arrive on time and when it doesn't we are packed in like sardines in a can. One day in February I had to wait an Hour before I could catch a train to cronulla from Redfern. The trains were so packed that Railcorp staff advised us not to board the train and when one did eventually arrive that I could board it ran very slowly and double the normal travel time.

On the hot days it is better to stand near the doors and when they arrive at a station you get off just to cool down and then get back on to continue the journey and do the same at every stop. That's because it is cooler outside the train than on it, even when the outside temperature is only 25 degrees.

So I repeat my previous comment "The only way I can support the fare increase is that Railcorp provides an uninterrupted service for a Five Day period , Monday to Friday". At present the service level provided does not warrant a price increase.