

Dear Sir/Madam,

Re: Submission for objection to City Rails proposed fare increase of 3%

I refer to the proposal by the minister of transport the Hon. John Watkins MP. for a 3% increase on city rail fares.

I strongly object to the Ministers proposal for an increase on fares. I believe that the general public and city rail commuters have been misled by the Minister who advised previously that City Rail fares would not be increased until such time as that the network was fixed. i.e. Trains running on time, commuters getting seats, services not being canceled, increased travel time, stations being skipped, good customer service, increased safety and numerous other issues.

To date, I pay \$47 a week to travel on the Blue Mountains line. I commute 5 days a week with my younger brother who also pays a large amount in fares. He travels from Hazelbrook to Rooty Hill and I travel from Hazelbrook to Parramatta.

Under the previous timetable I used to get the 4.39 train from Parramatta. This train was a 4 car train, however there was a train 20-30mins minutes before and after from Parramatta to Hazelbrook. Under the new timetable, the train about 5.08pm was canceled and commuters were required to get an earlier or later train.

Therefore now I each afternoon get the 4.49 train from Parramatta for the hour and 12 minute journey home.

Given that the later train was canceled, as previously stated, commuters where required to be absorbed into other trains.

My train now is a 4 carriage train, that I can never get a seat on in the afternoon. The earliest I gain a seat is usually at Glenbrook. Some 40-45 minutes later of standing on my feet. Given that this is an outer metro service and such a long journey, it is expected that you should get a seat. This I believe is a safety issue as many people tend to fall over, etc as they have to stand for such a long journey. This issue is also on the 4.21 train from Parramatta where a seat is not available prior to Emu Plains.

To combine these issues, a lot of the time the carriages have broken seats, are dirty, doors do not work and they simply place a sticker over the door to not use it. The PA system you can not hear the driver a lot of the time and city rail staff can sometimes be rude when you may request tickets from different stations. E.g. A weekly consisting from Hazelbrook to Parramatta purchased at Penrith as it is not the "normal".

Further, numerous requests have been sent to the Minister of Transport and the local MP. Bob Debus outlining the issues of service cuts and in adequate carriages i.e. only 4 carriages on the 4.49 train from Parramatta. These issues have fallen on deaf ears to date, with the minister advising that the matter will be reviewed in due course and the local MP just sending copies of Media Releases to the general public in response to their letters.

Therefore, given that I pay \$47 per week for the privilege of travelling on a network that does not provide commuters a seat, that has increased my travel time and customer service needs some work I hope that that tribunal's will see

that until commuters get provided with a good level of service and quality, I do not believe City Rail can justify a fare increase on their commuters that have been more than patient. Further, once again, if this is approved, the Minister has been misleading and deceptive to the general public in his conduct as he advised no fare increases would occur until the network is fixed. Which it is far from.

Kind Regards,

Julie Connell