

1st March 2006

IPART
P.O. Box Q290
QVB Post Office NSW 1230

RE: Review of Fares for CityRail in NSW in 2006

Dear Sir/Madam,

I am a traveller on the CityRail which I use everyday to commute to work during peak hour everyday from Parramatta to St Leonards. Therefore, my comment relate to peak hours travel. I am appalled at the nonsense statistics being reported by the Transport Minister John Watkins who must consider the public to be ignorant and gullible.

I am writing to totally oppose the proposal put forward by CityRail to increase fares in 2006 for the following reasons:

1. The introduction of the new time table in September 2005 **reduced the number of train services during peak hour.**

As a result, the trains are over crowded and many commuters must stand to travel. Constantly, the station staff make announcements advising commuters to:

- i. Disembark the train to let other passenger off before rejoining the train.
- ii. Wait for the next train as the current one is running late and over crowded.

In Summer, over crowded trains were very hot and stifling.

The reduction of services improved CityRail's cancellation statistics as they did not have to cancel as many services.

2. The time table introduced in September 2005 not only reduced the number of services, the train services do not encompass the same regions. For example, prior to the time table change almost every train on the Western Line from Parramatta travelled to Hornsby via the City. After the time table change only 1 out of 3 (approximately) services travel to Hornsby during peak hour. 2 out of 3 services terminate at North Sydney station

and return back into the City. **This is a significant inconvenience for commuters.**

3. The time table introduced in September 2005 **increased the travel time for each service.** The train services are now taking 5 to 15 minutes longer in duration. This increase in travel time misrepresents the improvement in service as the trains have more time to reach the destination. **As a result, CityRail's on time statistics shows an improvement which clearly is not the case.**
4. Despite making all the changes listed above CityRail continues to provide poor service by cancelling train services and late train services. When the trains are late CityRail does not make any announcements as to how long we will be delayed. Therefore, we are just left to wonder how long we have to wait.
5. At times the train service is delayed or stopped for long periods during the journey. During this time CityRail does not make any announcements as to why we have stopped and how long we will be delayed. At times, the train stops between stations with no announcement so we are stranded and cannot disembark the train to make alternate transport arrangements.

For the reasons stated above I believe CityRail does not have the right to increase fares. The statistics provided is based on misleading and distorted sample (refer point 1-3). I, as the consumer demand they provide prompt service that cover a larger geographical regions during peak hour and they keep the consumer informed so we can make other transportation arrangements. If they were providing a timely and efficient they would not have to keep us informed as everything would be running smoothly and we would not have to make alternative transport arrangements.

I don't usually complain and I have taken the time to write to object to the fare increase so I hope that it will be taken into consideration when deciding on the outcome.

Yours Faithfully,

Kim Coates