

Lesley Kable

Hazelbrook NSW
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Proposed fare increases City Rail

I wish to voice my strong opposition to any proposed fare increases.

It is my belief that City Rail has already received fare increases from members of the New South Wales traveling public.

In September 2005, travel times for me were increased by 12 minutes per day. I travel into Central 5 days per week. Additionally, the morning service is now constantly arriving in Central later than the published timetable would indicate, despite leaving Hazelbrook on time. This late arrival (although probably not deemed late by City Rail standards) is enough to cause me to miss my connection delaying my arrival at work by 10 minutes, at least 3 times per week.

If I add the extra 12 minutes per day imposed on us in September with the now almost constant late arrival, an extra 42 minutes per week minimum has to be made up by me. At my hourly rate, this equates to \$30 per week. I hardly feel that I should now be asked to pay even more for a service that is proving itself to be quite unreliable.

In addition to the late running, I often join an afternoon train at Parramatta and find that I have to stand until at least Emu Plains some 25 minutes after boarding the train as this 16:58 train (peak hour in my opinion) has only 4 carriages. I have often alighted at Penrith despite this being an uplift stop only, as I cannot bear to stand for any longer in very crowded carriages with no grab rails. I consider this is to be a very unsafe situation

The rolling stock in many cases is in poor repair. Public address systems on trains work only periodically and when messages are being made it is often impossible to hear what is being said due to constant fading in and out of the speakers. Some trains have been fitted with new doors into the carriages from the vestibule, but the majority of these doors don't work creating a noisy hot or cold environment depending on the season. Other doors don't have buttons to press to open them and the doors have to be forcibly pulled apart to allow access and egress. I have also witnessed first hand how these non functioning doors have caused problems for sight impaired people. Graffiti on walls, doors and seats and rubbish left in carriages also contributes to the overall image of a poor quality service provision.

I would fully support a fare increase if I believed that the standard of service provided was of an improving standard, but I hardly think it is reasonable to expect us to pay for a decreasing service level. In most other environments if service isn't being delivered, customers talk with their feet, unfortunately this is not an option in this environment.

L Kable