

24/03/2006

My submission to IPART re Rail

Dear IPART

I do not think I have EVER seen so many submissions (100+) from individuals writing in to complain about the poor Cityrail service. I believe there were only 20 submissions from individuals in the last price hike back in 2003.

Reading through the submissions it is quite clear that nearly everyone agrees:

Trains are late

Trains are cancelled for no reason

Trains are dirty

Trains are overcrowded

Trains are running slower

Trains do not have aircon on some

Passengers never receive any communication as to the delays or cancellations

NOT HAPPY JAN !

Since the last review by IPART in 2003 rail services have gotten worse. Now with the introduction of the new timetable in Sep 2005 there are now fewer off peak services repeat **fewer off peak services** yet they want to charge us well and above the CPI... Who are they kidding ???

IPART have a duty to ensure that we the commuters of NSW get a fair deal.

I can't remember a time (and I have checked your website) where IPART have actually rejected a proposal for an increase in rail fares. We the commuters live with the decision that you at IPART make everyday as we travel to and from work in these substandard trains.

Don't be a rubber stamp. **REJECT** Cityrails "out of touch" submission to hike up fares until they get their act together and provide the commuters with a service that they are happy with.

Thanks

L.Smith