

Manish Kandya
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My 10 Cent's worth Re: CityRail fare increase

To Whom It May Concern -

CityRail claims that a fare-rise now is appropriate because of the improved on-time running and better security, cleanliness and maintenance.

Well, I totally disagree. I have been using the trains 5 days a week for last 6.5 years. Currently I use Western line trains to travel between Doonside and City and I am least pleased to say that I AM NOT SATISFIED at all with the services provided. The reasons -

1. Most peak-hour trains are over-crowded. I travel most of the time standing now and as everyone know, there are NOT enough hand-rails making it difficult to keep the balance. It may be acceptable to CityRail to run trains at 135% of capacity but not to commuters.
2. Most fast trains run late by 2-3 minutes while some all-stop trains leave the platform before time - by up to 2 minutes. I have lodged 2 complaints myself (could have lodged more but didn't do it as I received no response to me 2 complaints).
3. CityRail can say that on-running has improved because they have changed the definition of 'on-time'. I have no such luxury, though. If I am late to work (because my train was delayed or cancelled), I nee to stay-back and finish my quota of time.
4. Since the introduction of new timetable, I am not only travelling standing on crowded train, it takes me longer to reach my workplace.
4. In other parts of world, the travel time is being reduced by increasing the train speed and that too without a compromise with safety and security whereas Sydney suburban trains now run at a slower speed. Wow!!!!
5. The trains are filthier then they used to be in the past. There is more rubbish inside the carriages and on stations / track and the graffiti is increasing by each passing day.

In a nutshell, I totally disagree with CityRail claims that it offers a better service now and deserves a fare-hike.

CityRail claims that they are working on a major project of 'untangling our complex network' which will improve all aspects of travel. I suggest we wait till then for a fare increase.

That's it from me. Should you need my contact details, they can be provided in a separate e-mail. Please let me know.

Kind Regards,

Manish Kandya