

**"Michelle thomas"**

Dear Sir/Madam

I wish to state my discontent with the proposed fare increases for CityRail services.

I use the train 5 days a week, 52 weeks a year to get to and from my place of employment. Every weekday I catch the train during peak hours between Summer Hill and Wynyard. Since the introduction of the new timetable I have had less frequent services to catch, and the removal of express services which used to improve my travelling time significantly. Summer Hill is a busy station and there are always considerable numbers of passengers who get on and off the train at this station. Newtown continues to enjoy the previously offered express services, and I have observed the same number of passengers join and alight the train at Newtown as do at Summer Hill.

There are also an unacceptable number of cancelled trains or late trains in my experience, on both my departing and returning journeys. As such I can never have any certainty as to when I can expect to arrive at work, or at home to meet my family obligations. This impacts on my ability to make/keep appointments as I must factor in a fair amount of additional travel time, difficult in this fast-paced world in which we live.

A final complaint I have with the existing timetable and operation of CityRail services is that trains arriving and departing on opposite platforms. Specifically, passengers alighting to catch the connecting train on the other side of the same platform have no opportunity to walk across the 5 metres and join the other train as the doors close and the connecting train departs. For the sake of 20 seconds, the timetable surely can be changed to enable those relying on connecting services to be able to walk 5 metres across a platform to join their connecting train. This would considerably reduce the frustration the public, including myself, have with the current operation.

All in all I believe there is no justification for a fare increase as things stand. While I understand the application of CPI to any business, I believe CityRail currently operates as a community service, a poor one at that. If CityRail moved more towards operating as a business, that included customer focussed operations, and consideration of supply & demand, then an increased cost to consumers including myself would be fair enough.

I would also like to point out that a large percentage of our community use public transport as they have disabilities or conditions that prevent them from driving or do not have the financial means to use other forms of transport. My husband has epilepsy and relies completely on the CityRail service to get to work or anywhere else. While he is fortunate enough to not have a condition that prevents him from holding employment, he cannot drive and we can't afford taxis, so he relies on the CityRail network to get him to his job day or night, rain, hail or shine. Why are those who are disadvantaged and without other options, required to pay an increased amount for such a shabby service.

Please kindly take on board my views, and prevent a fare increase at this

point in time.

Kind regards

Michelle Thomas  
Summer Hill