

Narelle Telfer

27/03/2006

Train fare submission

To Whom it May Concern

This submission is a **strong objection** to the request by City Rail to increase train fares.

I would like to request that before a price rise is approved - a huge increase in service is provided.

A number of issues need to be addressed :

1. On time running - should mean on time per the timetable - not the City Rail version of up to 6 minutes late.
2. New timetable from Sept 2005 - this timetable lengthened trip times and whilst people were not really pleased with this, the fact that for a short time trains actually ran to time on this new timetable did win some public support. Of course the reduction in trains and number of carriages on trains at the same time meant that whilst it was good the train ran to the extended time frame the now longer trip was uncomfortable. In fact the severe over crowding on some trains is actually causing problems with trains continuing to meet timetable as it takes so long for people to get in and out of trains at stations. The timetable, number of trains and carriages on trains, types of trains (ie air-conditioned) all still need improvement.
3. Trains are no longer meeting the current timetable - times are getting worse and because times were already extended in this timetable trains are now taking longer and running later than they were before this timetable was introduced. Once again we cannot depend on trains to get us to our destination on time and as such many people are having to catch earlier and earlier trains just to get to work at the same time they used to years ago - the trips just take longer!
4. We do not receive a refund for bad service now - we should be entitled to a free ticket where trains do not meet timetable - every time they do not meet timetable. Perhaps if there was a ramification for management of continual poor service they would manage to sort problems and delays out faster.
5. When trains do run late - more communication to explain what is happening is needed.
6. The no longer free Pension Trips - provided to pensioners each year should be just that free. I think it is disgusting that another promise has been broken and a fee of \$10 or 15% of fare just put in place without the need for this price increase to also be considered by IPART. I think this fee increase should be removed immediately and any fares collected refunded.

Thank you for considering this submission.

Sincerely

Narelle Telfer