

"Nellie Wang"

Dear Sir/Madam

I strongly feel that any fare increase will not be justified. I would like to share some of my experiences with the CityRail with you as follows:

Delays of the trains have become a routine. It seems I, same as the other commuters, have been accustomed to the delays of the train services. Not only myself always expect the delays, last week when one of my colleagues said his train had been delayed for one hour, every one seemed thinking it is not that uncommon.

Crampness of the train carriages has become unendurable. I am the working class person. I catch train every day to work. At each morning & each afternoon, the trains are so crowded you would have to stand the perspirations, the smells & sometimes bumps from the people around you. Everyone who has had experience with the CityRail peak hours travel would think that the Sydney's train service is horrible.

The poor conditions of the train carriage are really out of date. There is seldom an air-conditioned train to be seen. Most of the trains are so old looking, they have no air-con, the benches are filthy, and sometimes broken. In the hot summer, it is a real suffer to stand on the packed train with such poor conditions. In last December, on one of the hottest days, my daughter who was 9 had to catch train to one of her after school lectures, she was shocked by the poor train condition & the service, she even wrote a complaint letter to the CityRail in her childish way. The train carriages look so out-of-date, they are even worse than those in many developing countries. It actually destroys Sydney's profile.

When Mr John Watkins said that CityRail's lowest single fare is "only \$2.20 compared to the lowest single fare of London's of \$7.11", did he take into account the differences between two countries train services, train conditions & the average workers income? As I know, in Shanghai (China), the fare could come to as low as RMB \$1.00 which is worth about AUD\$0.15, but with this fare you could not only get on the air-conditioned train for a round city trip, but also you could enjoy the television shows in each carriage. Why doesn't he compare with this?

The infrequent train services is another issue for the CityRail. The train services to city from Summer Hill station in the morning peak time are about 20 minutes apart.

Because my trip to city only takes about 15 minutes, if I missed one train, the wait of another 20 minutes is dreadful, it could have taken me to the destination by that time should the train service be not that infrequent. Summer Hill is not a small station, you can see so many working people catch trains at the peak time. It is unreasonable to have such infrequent train services.

In conclusion, I don't think any fare increase can be justified with the current service condition.

Regards

Nellie Wang