

Noel Farr

To IPART

Cityrail fare increase hearing submission

I am strongly opposed to the proposed fare increase, the fares have been established over the years on the basis that the Quality and Quantity of service, the fares that are now being charged are too high fares for the service levels now operating.

I have to wonder at the level of arrogance the government and Railcorp ceo Vince Graham have said that Cityrail commuters were over serviced prior to the timetable introduced on the 4th September 2005.

The facts are the so called peak hour service that many commuters endure are nowhere near world class between 3pm and 7pm Monday to Friday from Sydney there are only two [2] trains per hour
to Richmond
to Bankstown via Regents Park
to Liverpool via Regents Park.

On the weekend the standard service is a 30 minutes on all lines there are cases where trains depart one or two minutes before the passenger arrives on another service the they must wait 28 minutes for the next service to continue their journey.

Lidcombe via Bankstown this means passengers have 13 to 15 minute connections if they want to travel to or from areas east of Bankstown. This could be overcome by operating this service to at least Sydenham where a connection could be made to the city.

Services on the weekends and public holidays that were previously operating a 15 minute service with high patronage are now operating at 30 minutes intervals are carrying half the passengers, our roads are now carrying Cityrails passengers because they are fed up with the incompetence ineptitude and arrogance of Cityrail.

I now travel from Belmore to Ingleburn to work, the amount of traffic on the M5 at 5am is astonishing yet Cityrail is still operating a 15 minute all stations service between Campbelltown and the City until 6 am with a train every 15 minutes instead of every 5 the fact is there are simply not enough services. On the Bankstown line the service goes from 4 trains an hour to six an hour as long as you don't live between Campsie and Sydenham and Redfern because you still only have four trains an hour but they are not 15 minutes apart they are 10 and 20 minutes apart with the population on the Bankstown Line is a 10 or 15 minute service really world class the answer is NO this is only one example of the failure to provide a reasonable service level.

There are far too many fare sections and the fares charged are not in line with what people are able to see as a fair fare, a flat fare of say \$3 for a short journey up to 20 kilometres and say \$5 beyond that also all tickets MUST be totally INTERMODAL by that, if I must catch a train a bus a ferry I only pay one fare, for the area I travel not for each the type of transport I use see what is charged in other states.

The pensioners are able to travel from Dungog to Goulburn to Nowra to Bathurst to Scone on Cityrail trains and buses, State Transit buses, Sydney Ferry Corporation Ferries and Jetcats, on private buses, and, private ferries for \$2.50 yet a child or adult must pay \$7.50 or \$15 to travel Cowan to Cronulla to Richmond to Emu Plains to Otford plus Sydney Ferry Corporation ferries and Jetcats and State Transit Buses a fraction of the system but 6 times the fare for one third the system there is no comparable ticket, 20 years ago there was.

What I am trying to say is that Cityrail is not providing a world class service. Its fare structure needs restructuring. A truly intermodal ticket introduced without being charged extra the fact is Sydney is the last place in Australia not to have an intermodal ticket while I am on this issue have a look at the Travelpass areas and colours there should not be any more than three areas look at the areas the various colours serve or don't serve the deceleration of about 10% the spin doctors saying cityrail a world class service is simply not true.

Yours sincerely,

Noel Farr