

Richard Sparks
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Submission on proposed Cityrail fare increase

I find it hard to believe that Cityrail are sincere in asserting that the proposed increases are justified because of increased consumer satisfaction with the Cityrail service. I am not aware of the sample size or type of questions put to consumers in their survey but strongly suggest one or both need to be reviewed.

Since the new timetable was introduced in September 2005 it has been my experience that there have been fewer trains running, that these trains have stopped at fewer outlying stations and that all trains now run slower, presumably in order to allow more opportunity to 'make up' time when behind schedule.

I catch the 7.39 train every morning from homebush to the city. I have not noticed an improvement in the timeliness of this train. It is late by more than 5 minutes approx once a week and, even more frustratingly, on occasion departs earlier than scheduled. On 2 or 3 recent occasions this train has stopped at redfern/central station for up to 20 mins without explanation from cityrail. A simple announcement in such circumstances would go a long way.

My wife catches the train from homebush every morning to auburn. Prior to the new timetable this was a direct service, the convenience of which was a factor in our decision to move to homebush. Since the new timetable she has been forced to catch a train to lidcombe station, wait 10 minutes, then catch a train to Auburn. This has been a massive inconvenience to her daily schedule.

It is incredible to me that Cityrail can cut services such as this, continue the poor service offered prior to the new timetable and still claim that as a result of improved consumer satisfaction a price increase is justified. Needless to say I am opposed to the proposed increase.

Yours faithfully,

Richard Sparks