

To Whom it may concern,

It is very disappointing to read that CityRail is increasing the fares yet again without actually really justifying for it. It would be even more disappointing if they were granted this fare increase!!!

I've travelled on the trains ever since i can remember and the service now is 200% worse than it was in the days gone by. To top it all off CityRail is experimenting and wasting tax money on things like useless advertisements. The new Millennium Trains and the awaited Oscars are a joke. The seats are so poorly designed and are very uncomfortable. The older country trains running from Sydney to Blue Mountains have much better seatings than this. Maybe they should've looked at those before approving this design.

The new time table takes longer now than it did. CityRail claims the trains are running on time on or close to 100% of the time. Of course they are, at an expense of longer travel time and frequent unexpected termination. My favourite excuse city rail gives for terminating a service few stations before its destination is "due to the late running of this train, this train will terminate at the next station". What a joke!

I know for fact that CityRail is wasting money because a friend of colleague worked for CityRail and he said that the amount of money they waste on useless projects to justify their jobs and high salaries is incredible. A lot of so called " CityRail staff/engineers" will refuse to work if a simple demand as replacing a desk is not approved. Also the Transit officers get such high pay and bonuses. I met a Transit officer who said that this job is easy and pays big bucks. Well, it sure looks easy when just standing around and talking to your buddies. The base salaries, the bonuses and weekend rates they get are probably more than an executive of a small to medium company gets. A lot of the times these transit officers are just loitering around in pack of 6-8 instead of patrolling the trains or stations. Few weeks ago CityRail ran a campaign to catch fare evaders and each city station had 8 of these officers catching such people. Fair enough, but ever since the fare increase was announced, I hardly see any transit officer checking tickets or issuing a fine. Especially in the peak hours. This really shows how pathetic CityRail is. They will only do their job when they feel public will not react to it angrily. What about the fare evaders that are costing hundreds and thousands of dollars to city rail until the next big fare evasion campaign or after the fare increase?

The trains are dirty, slow and during peak time often have 6 carriages and gets over crowded. One thing i can't understand for the life of me is that, in Winter the trains fitted with Air Con are running on a full blast on cool while its 10 degrees outside. Its funny site seeing people (including myself) wrapped with scarves, big coats/jackets and caps/hats inside a closed and supposedly warm train. And in summer the Air con seems to die when its 40 degrees outside.

Recently i read in the newspaper that the transport minister, took a ride on the city circle and was pleased with service. Well if he tried this in the peak hour like 7am instead of after 10am from a Western Suburb to city, he would not have been too thrilled.

Public transport including "CityRail" is a public service. The ticket prices should go towards improving the services rather than profiteering to satisfy the huge salaries of their staff.

I really hope that no further fare increase is granted to CityRail until they can show in real time that they've improved their services and can

maintain it for at least 6 months. The best indicator is when commuters start giving good feed back rather than Cityrail boasting about their own good work which is close to none at the moment. They should be brought to account by the government of their spending and funds should be used wisely rather than wasting it.

Best Regards

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