

To Whom It May Concern,

Have a look at how the MTA in New York City run their subways, and you will see that Railcorp/Cityrail have a long way to go in terms of service and reliability. Trains run every 2 or 3 minutes in peak periods and about every 5 minutes at other times, with the exception of late night services that run between 10pm and 6am. Even then the service is more reliable than Sydney, with trains running about every 15 minutes.

Cityrail/Railcorp seem to think it's acceptable to have services running every half an hour to some areas during daytime hours. It's not. And they can't use lack of patronage as an excuse to reduce services, as you will find that people don't use the service if it is not good enough. IMPROVE the service, and more people will use it. In NYC announcements explaining delays, and apologising for them, are made even if a train is delayed for 30 seconds. In Sydney you can stop between stations without any explanation for half an hour, and apologies are rare. Start informing people as to what is going on as soon as there is a delay, don't leave people scratching their heads for half an hour. Guards also need to improve their English skills, and need to speak at an acceptable level. Most of the announcements that are made you can barely hear, or you get some idiot who shouts. Put garbage bins back on stations. People should not be expected to carry rubbish around, and the fact of the matter is most don't. They leave it on the train, and therefore, trains are extremely dirty. Apparently bins have been removed due to terrorism fears. Do Cityrail/Railcorp really think a terrorist will change their mind about wanting to blow up the railway network just because there are no bins? Give me a break. They inconvenience thousands of people everyday for no valid reason. They have bins on stations in NYC, who were the victims of September 11. You don't see them using terrorism as an excuse to inconvenience people.

All rail networks need to be maintained, so using this as an excuse to bump up fares is not acceptable. In NYC the fare is a flat \$2, regardless of how far you travel. If you buy a multi-ride metrocard, which is similar to a travel 10, or an "unlimited ride" metrocard, which is similar to a travel pass, obviously the fares are even cheaper. If the MTA can maintain AND grow the NYC subway system, which they are, at these prices, what's wrong with Cityrail/Railcorp? They should work on being a bit more efficient rather than increasing fares. And a way of combating fare evasion, which I do know can be an issue, would be to use turnstiles similar to those in NYC... they can't be jumped, the ONLY way through is with a ticket. Make the dishonest people pay, and that will bring in quite a bit more money.

In a nutshell, Cityrail/Railcorp need to work on being one of the best, if not the best, service providers in the world. It seems they are happy to aim for average, and think it's acceptable to charge more for a service that usually does not even meet average standards. I also hope that Cityrail/Railcorp read these comments, not just IPART, as they need to know how the general public, their customers, feel about the service they provide. It's also time IPART held Cityrail/Railcorp accountable for their lack of service.

Regards,
Trent