

Dear Sir/Madam,

I wish to put forward a submission in regards to Cityrail Fare increase due out for discussion soon.

However before I put forward my case, could you kindly confirm that this is not a waste of activity whereas you have already decided on the fare increase and this is just a waste of exercise.

Summary: - I would like to argue against the planned fare increase as I feel it is not appropriate to approve these increases without justifying the need to do it. This is particularly in regards to the expensive system that we have to bear due to lack of good management and this fare increase is just another way to put more money into a already overspent system without having any emphasis on controlling costs.

Secondary to this is the neglect towards Bondi/Illawara line as well as the millions wasted from our tax money without any benefits to our line.

The key points to the submission are: -

**Costly system with no attention to reduce costs:-**

Cityrail has been considered 6 times more expensive to run than the Hong Kong system. It is well known from study after study that this is a rotten system with overspending in all areas.

For example, you have 2-4 Cityrail employees wasting their time on Cityrail booths in Town Hall every day. Why is the need of 4 people to sit and bludge around?

Another example is that Cityrail wants drivers to spend 60 minutes checking the train rather than they spending more time actually driving. So what is the maintenance staff paid for? Isn't this a double spend?

I am surprised that in all the submission text, there is no mention of reduction of costs. Cityrail continues to spend a lot more than it should on ridiculous employee salary (imagine a railway guard getting paid 80000\$ per year. What kind of Rule is that and how is this justified), lot more on allowing its station managers to rot the system as well as many more instances of overpayment.

Wouldn't it be worth looking at aspects of reducing operational costs to meet revenue margins rather than dipping customers more to continue overspending and in process pay the employees more ridiculous salaries which they do not deserve.

**Summary of failed projects and need for reimbursement:-**

Cityrail proudly announces the spending on 240 odd millions on Millennium trains. May I state that not one of these trains run on my line. That clearly shows the waste of funds used up on this failed project from revenue contributed from tax money of passengers on this line.

So how can Cityrail increase fares when they have not delivered these trains to our line. Shouldn't we be reimbursed in terms of no fare increase to compensate for the failures of projects which have been resulted directly from bad ethics and no understanding of concepts of Project management. Why should our line be punished for mistakes Cityrail have made when the staff managing these services have been given promotions.

As a result the bondi line gets the least amount of A/C trains. So how are we justified to pay higher fares. I would challenge the tribunal to travel once on our lines and just see this state of garbage we have to face.

Secondly example of this wastage is the delivery of Oscars. This is a joke of a project

where delivery time-lines are least of the priority. Cityrail continues to pay the company making these trains ridiculous amount of money. Why isn't Cityrail spending time learning project management and ensuring that tax payers money is not wasted. Why doesn't the tribunal take in account the millions of wasted by Cityrail instead of putting more money to help them rot the system even further.

#### **Reduction of services resulting in reduced costs:-**

Recently Cityrail reduced 30% service citing operational capacity. This should mean reduction of atleast 15% in cost resulting from saves on electricity staff as well as maintenance.

So how come Cityrail is asking for more money rather than funding some from these saves.

This clearly shows that the saves generated have been put in the pockets of staff and now Cityrail wants more money to fund the greed of its employees.

Where is the principle of sound economic management in regards to controlling operational costs.

Cityrail continues to hire more people even though it is reducing the rate of service delivery.

People are waiting longer than ever for trains. Cityrail blames it on capacity. What kind of capacity issues are there when every train waits for 2 minutes on average. Surely we can put more trains in. Reality of the fact is Cityrail just wants more money to feed its hungry employees more money. For example Vince Graham gets more salary then the Prime Minister.

#### **Infrastructure projects funded by government budget and not daily operational subsidy**

Cityrail puts forward case that infrastructure projects should be funded with this increase. But the projects are funded by the government. So how can Cityrail justify wanting more money.

#### **Pathetic Customer service standards:-**

Cityrail boasts the most pathetic customer service standards acceptable. But the tribunal continues to hand out rewards to Cityrail for mis-managing this instead of ensuring standards are improved.

70% of guards and station staff don't give out announcements in the train or on stations. If 25% of Guards responsibilities include this, then taking an average of 80000\$ salary each guard receives, that is 20000\$ wasted each year per guard. So if tribunal does the remainder of mathematics, isn't it clearly evident that savings can be made to better fund the system by reducing the wages and stopping the rot

The customer service attendants on stations are busy bludging around instead of cleaning the stations. Look at any stations on the network, and you will find the dirtiness which is acceptable to cityrail management.

Cityrail boasts that there has been reduction in complaints. Well I have stopped when I was a active correspondent. Reason been the rude response Cityrail provides. For example in one case, instead of apologizing for their staff wasting 1/2 hour of my and other fellow passengers time because he did not know how to change a efptos printer role, and ensuring the employee is counseled and educated, cityrail blamed it on me.

So the bottom line is customers have reduced complaining because we have now acknowledged this is third grade service with no customer service standards.

**Summary:-**

In summary I am surprised that the tribunal has even accepted the fare increase proposal. This commission should be ensuring the sound principles of economic management are adhered to in all aspects. Not just ensuring the operational costs to be more funded by traveler's rather than tax payers.

I am pessimistic about the tribunal knowing the fact that government bureaucracy does not care for money spent as it is not coming out of their pockets.

The service remains pathetic. We boast to be a rich nation. But not an efficient nation as we continue to fund more money into a system without ensuring efficiency in regards to economic management. I am waiting for trains longer. No network in the world makes customer wait for 7-10 minutes for a train. Just shows how inefficient we are.

In the end, if the tribunal increases the fares, we will continue to be double dipped with more money coming out of my pocket each week as well as same amount of money coming out of my tax money as there is no plan to reduce funding to cityrail anywhere in your proposal.

I would like to end by saying, your judgment will show your economic management awareness as increasing the fares and putting more money in this mismanagement will justify the fact that government officials do not understand the basics of economics.

Regards  
Saheel Hafiz