

15/03/2006 10:00 PM

Public submission - Objection to Railcorp Fare Increase

Dear Sir/Madam,

I have been a daily passenger on City Rail since 1982.

I travel to & from the CBD during morning & afternoon peak hours 5 days a week, except for my annual leave from work.

Over 24 years, I have used the Inner West line, the Bankstown line, the North Shore line and the Illawarra line. I make 10 rail trips per week. Therefore I speak with extensive experience.

In my opinion, City Rail Services has worsen in the last 5 years on the Illawarra line.

Crowding is so bad that I frequently have to stand for 90% of a 45 minute journey each way.

Most weeks the Train was late for more than 5 minutes on 40% or more of my 10 trips.

I get an air conditioned train may be 2 or 3 time a week.

The only improvements I have seen in my 24 years of travelling is refurbishment of railway stations. I would rather have old stations and trains that have air conditioning and enough seating for passengers and trains that run on time. What good does a freshly painted Station with nice plants/shrubs do?

I am also disgusted by the blatantly underhanded method used to conduct the recent user survey.

City Rail Management needs to conduct survey using reputable methods. Try placing survey forms and a collection box at each train station for 2 weeks and they will really find out what passengers have to say.

I read a report from the NSW Auditor General dated June 2003 that the Millienium Train project is expected to cost the NSW Taxpayers over \$650 million dollars. I have never travelled on a Millenium train since the launch in 2003, so this is certainly not money well spent.

In summary, please do not permit City Rail to raise the fare.

The service is poor and getting poorer. City Rail Management should try to cut wastes and improve efficiency before expecting passengers to give them more money so that they can waste it on lemons like the Millenium Train.

Yours faithfully

Ms T Pham