

16 October, 2008

**Subject:** Submission to oppose rail fare increase in 2009

Dear IPART Officers,

I oppose to the potential increase in Cityrail fare in 2009 because an increase of fare / price of a service / product should be linked to the customers' satisfaction which is, in turn, linked to the quality received from the use of such service / product.

Cityrail never provide a quality to its commuters.

- Some (most) carriages are dirty, smelly, & some seats are scrapped;
- On the hot days some trains are just like ovens or sauna rooms;
- Some security guards concentrate much more on fare evasions than the safety of the commuters - some people were robbed / assaulted at the train stations, on the platforms, or during the journey on the trains;
- Trains are so jam-packed at peak hours that most commuters never get a seat on the trains everyday when travel to/from work;
- Toilette facilities in most train stations are so poor: dirty, no soap, no paper, wet floor, slippery. The worst customer service is that at some stations, the station staff refuse commuters to access the toilettes after 5pm or 6pm.
- Some train stations have no lift or ramp for elderly or disabled commuters, or people travel with children, pram, trolley, luggage, etc.
- Some platforms are so wet or dangerous because staff let the banana skins (or the likes) on the floor that once I slipped off the floor & fell next to the trunk (or track) on the platform of Town Hall Station.
- The running on time issue has never resolved. Sometimes train timetables were changed without any notice given on Cityrail's website or announcement at the train stations at all. Many times the announcements on the train cannot be heard because of the speakers are broken, or the conductors were not trained how to speak clearly at the speaker.

Unless Cityrail improve in the areas listed above, I strongly object the increase of train fare in 2009.

On the other hand, NSW public sector employees receive only 4% increase of salary, how can we afford for the up to 17% increase in rail fare in 2009?

AP