

7 October 2008

**Subject:** Transport- Rail Review 2008 - Submission

To whom it may concern at IPART,

I write to you opposing the proposed increases to commuter fares. Some reasons are below.

I use the Southern and Illawarra line to commute to Sydney daily from Thirroul. I buy a weekly ticket, which, at some stations can only be bought from a machine while a guard sits idly inside the office. Some stations like Waterfall station sell news papers to commuters but can not sell train tickets. How absurd is that? You can't even use credit cards to buy weekly tickets at stations that sell them. Unused days on rail weeklies are just lost, you can't keep credits for unused journeys (such as on weeks with long weekends) like you could with say a Bus Travel Ten.

Last week I watched a man urinate between carriages on a moving train while his partner drank alcohol. A call to Transit Security did not bring any result in time.

At Waterfall a tramp actually appears to sleep there, he can regularly be seen with his sleeping bag under the walkway. As charitable as it may be, it's hardly 'best practice'.

One night on a train to Wollongong, an entire carriage was harassed by a group of drunks who had got on at Hurstville and were not apprehended until Thirroul!

I have seen guards on trains smoking on the platform under the covered areas, and seen Security Staff ignoring beer drinkers and smokers using no smoking areas during a rain storm. When I asked the Security guard to do something the reply was "Well, they have to smoke somewhere".

The trains are old dirty and non air-conditioned in many cases especially on the Illawarra line. Services to Kiama on South Coast Line sometimes have 6 car trains even though they are overcrowded and could easily use an 8 car train. If short platforms are the issue there, then have them extended!

I have used rail systems in Melbourne, New York, Singapore, Paris, London and even Morocco, and the rail system in Sydney is closest in standard to that of Morocco!

The ultimate insult is being asked to pay more for this appalling service.

Other cities around the world manage to run effectively, so why is CityRail so incapable of implementing the systems that are already in use successfully?

And where is the "duty of care" in ensuring passengers can travel in a smoke free, clean and safe manner?

Regards

C WILSON