

21 October 2008

Subject: Cityrail proposed fare increase

How can this be justified?????

I'm a daily commuter from Coniston, south of Wollongong, that seems to be forgotten. Going by the draft report my weekly ticket will go up by nine dollars not at all impressed as I only earn well under the median a year with a mortgage and single. I'm not sure where your statistics come from. There should have been a summarised report than 226 pages. No wonder people are not submitting to this as you have put people off from reading the report.

I would only accept the new fare increase if:

i) CityRail gets the basics right - ie: on time arrival, tidy trains including combating smokers & bad behaviour

ii) Maintaining all trains in a satisfactory working order - I have got on trains at 6.30 am / 7.00 am from Coniston and the rubbish is disgusting. (I know that is the commuters fault back gives passengers boarding the train a bad feeling)

iii) Commuters have the right for a refund for bad service - similar if you take an item back to KMART etc if its not working

iv) Ticketing should be overviewed where you could buy a ticket to cover the network similar to the Senior/Pensioner one. (I have a weekly from Coniston to Central but on occasions need to go to other places on the network and have to buy another ticket)

v) Cityrail should offer half yearly discounts / sales as an incentive to travel on the trains public transport.

vi) I have complained about the ticket machine at Coniston station on numerous times. This machine keeps breaking down. Also the display can't be read very well and especially when the sun shines on it too. There should be a second machine there too.

vii) What about disable access to Unanderra Station - I have numerous friends from there that find it hard to get to the station

Regards

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