

28 October 2008

Subject: Cityrail Price increase

Independent Pricing & Regulatory Tribunal
Level 8, 1 Market Street
Sydney NSW 2000

Dear Sir/Madam,

As a rail commuter, I would like to make a formal complaint, I read an article in MX newspaper dated 15th October 2008, it talked about a fare increases up to 25% from 2009. it also claimed that the average commuter household income \$97,917, what a joke! Where do you get these figures from, as I live out at Minto, and not Darling Harbour. It seems to me the rich don't need public Transport, and it is the low payed worker having to pay once more for the blunders of City Rail. **ANY JOBS AT IPART AS YOU ALL MUST BE GETTING GREAT PAY!!! MUST BE \$100.000 plus!! THAT DOUBLES MY PAY!!!**

The only way they can justify a rail increase would be to have a good service.

- Maintaining all trains in a satisfactory working order - I have had paint on my work shirt from paint on the seats, rang their number to complain, and nothing happened!!
- CityRail gets the basics right - ie: on time arrival, tidy trains including combating smokers & bad
- Ten trip Tickets, I have to pay when I have the day off!!
- I have complained about the ticket machine at Minto station These machine keeps breaking down. Also the display can't be read very well and especially when the sun shines on them.
- What about disable access to Museum Station
- consistently runs late, demonstrates poor communication to commuters and frequently delivers dirty, un-airconditioned carriages..
- I am frustrated and annoyed that City Rail are asking for ticket price increase. I am strongly consider refusing this increase for the benefit of all people struggling to survive cost increases

To sum up

Your service is slow, dirty and oftentimes running late. On a daily basis the trains are guaranteed to be running between 5-10 minutes late with no explanation. Unfortunately this means that people with no job flexibility have been forced to get an even earlier train to ensure they reach their work on time due to the unreliability of service arrival times at Central. With ever increasing mortgage stress, fuel costs blown out of proportion and excessive tolls on most of the current transport arteries, can you even hope to justify slugging the public again for travelling on inadequate, unreliable and uncomfortable public vehicles.

If you would like me to pay more for my travel I would like to be able to put my feet up on the seats so I may ease my imminent deep vein thrombosis from extended periods of travel.

I trust my feelings on the fare increase are outlined as plainly as possible above.

Regards
Jim Tracey