

15th October 2008

Dear IPART,

I must be living in bizarro world when we need to pay extra for filthy, late and over crowded trains.

I can think of no better reward to Cityrail for their total dis-service to the community than to reward them with extra revenue in the form of a fare increase. Especially at a time when Cityrail is being investigated for corruption. It's like giving an alcoholic the keys to the brewery!!!!

It was hard enough last year to cop the increase and quotes from IPART executive Jim Cox did not help "*We found that the average household income of CityRail travellers is around \$100,000.00*" (<http://www.news.com.au/dailytelegraph/story/0,22049,22651003-5001021,00.html>) I live on the Western Line and I can assure you I am no where near that level of income and even if I was on that level it should be a matter of principle and not how much I earn when it comes to fare increases. How about giving the average Joe a fair go IPART ?

Time and time again over the last few years we have seen very little in the way of improvements but more in the way of major disruptions, delays, missed stops and violence on the network. There never seems to be a shortfall when they spend millions and millions of our tax payer dollars on consultants to tell Cityrail how to run its network such as a damning 2007 independent report (<http://www.news.com.au/dailytelegraph/story/0,22049,21417429-5001021,00.html>)

It's no wonder why the former Premier Iemma was quoted as saying "*not valid*" about this report. How about giving the average Joe a fair go IPART ?

A recent 2008 independent report that cost a whopping \$10 million dollars also highlighted many short comings. (<http://www.news.com.au/dailytelegraph/story/0,24473117-5001021,00.html>)

I think 10 million would've been better spent on adding more ticket machines, buying more carriages or better maintenance on the trains to avoid delays.

Only in bizarro world can increases to prices be made on services despite two independent reports. How about giving the average Joe a fair go IPART ?

There also never seems to be a shortfall when Cityrail transit officers loiter at the barriers for revenue raising purposes. How about giving the average Joe a fair go IPART ?

The people have spoken/written to IPART on many occasions about this issue, they took the time and the effort and they lodged their submission of disapproval into IPART. Yet year after year despite the services not improving to a great extent, IPART in their wisdom slug the hapless rail commuter with another increase. This year things will be made worse by the fact that average Joe will have zero, nada, nil, nothing, zilch input into fare determination for another 3 years. How about giving the average Joe a fair go IPART ?

There are less services overall then there were 10 years ago yet we pay a whole lot more. Only in bizarro world can this exist.

Just as the great Martin Luther King had a dream for a better America, I also have a dream for a better Cityrail:-

A dream where the trains run on time all the time. A dream where announcements are communicated clearly; preferably in English. A dream where the train drivers don't miss timetabled stops, a dream where grandma or grandpa can safely travel at night from the bottom of Bombo till the tops of Wirragulla, a dream where for every ticket sold there is a seat available and im not so close to my fellow passenger that I can count his nose hairs, a dream where people are polite and helpful to their fellow passenger, a dream where there aircon is on every carriage to keep us warm in winter and cool in summer, a dream where you walk into a carriage free from graffiti and garbage and lastly but not of less importance than the others a dream where the price matches the level of service. I believe in that dream for my kids and my children's kids.

How about giving the average Joe a fair go IPART ?