

## SUBMISSION AGAINST A RISE IN TRANSPORT COSTS

I have over **20** years experience of the poor standard of service delivered by City Rail, I have sent in submissions & various letters when the bad service just piles up. The standard response or the run around have never improved the level of service.

**As** you prepare to inflict 12 months **of** ever higher fare costs, I urge the tribunal to travel the system every single day **for** just one month to get **an** objective picture of **what** daily commuters have to handle for 12 months, Random days would be useless. Use the trains & buses daily, travel all routes at various times (peak & off-peak) and **PAY** the fares we have to. **This** will give you just a glimpse of the Frequent delays, cancellations, overcrowding, bypassing some stops when running late, crawling along the rail line or stopping along **the line** even late at night when the running intervals between trains is **a** min 30 mins. This will prove the fares are already too high for the terrible service received.

Public transport must be **an** essential service not **an** expensive privilege. **It** must be affordable to the **poor/low** income earners. I cannot afford the peak fare on the Cumberland line **to** the City now. **I** cannot afford to travel on ferries, it is too expensive,


Instead of increasing fares, they should be lowered & incentives offered to encourage more patronage. Cheap fares to the City between 2 pm – midnight. Every 20<sup>th</sup> weekly purchased half price, one free **per** year etc. This will have flow-on positive effects for the environment & health, pollution wise, Reduce congestion on roads & provide increased income to the Govt.

Parramatta station is currently defaced with ugly advertising. City Rail could use that avenue to raise millions instead of penalising the people least able to afford the cost. There is huge wastage of public money on "consultants", SES executives with all their perks & other fat cats bleeding the money. **They** are the ones who should be axed & the money used to provide stock, staff who do the real running of the system (drivers, train guards, station staff etc) maintenance & safety.

The Cumberland line was shut down for two weeks in May 2003. I experienced constant delays for trains to Granville & further delays for a train from there. Delays ranged from 15mins to 35mins to get a train from Parramatta to Granville. Then a wait of up to 20mins or more for a Cumberland line train. During the week of 26/5/03, platform 3 at Parramatta had a train sitting on the line with announcements not to board/not taking passengers. **I** proceeded to platform 1 as per the indicator board. Whilst waiting for the late running train, the said platform 3 train departed with some passengers. Followed by **an** empty Tangara passing through. **All** the while passengers are waiting just to get two stations to Granville. Common sense does not **exist** at City Rail. It cost me up to one hour **of** wasted time.

It is a lottery with each train & bus whether one turns up, let alone the **time!** The 8.45 am City train was cancelled on 10/6/03 on the Cumberland line. On 12/6/03, delays at Parramatta for the 9.40pm train to Granville. Then long delays waiting for a Cumberland line train. End result – **two trains** within five-six minutes after waiting 20-30 mins **for one.** Note the media coverage (newspapers and radio news) regarding problems on the rail system on 12/6/03 & 13/6/03. Will the tribunal take into account data of **the** number of late running & cancelled **buses, trains & ferries** in the past 12 months? **Listen to** the daily users not just what the Minister or management tell the tribunal. We are paying too much now for **the** poor service.

Please read the attached four articles. Raising fares yearly does nothing. We, the daily commuters are fed **up.** The rail & bus systems provide a dismal service. It seems impossible but it just **keeps** deteriorating. City Rail needs a shake **up** in its management & wastage of public money. We should not be hit yet again for the mess we are provided with in return. **Transport fares need to be reduced not increased.** Try it out for a reasonable continuous time **for** yourselves.



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13/6/03