

---

**Sent:** Wednesday, 5 November 2008 11:04 PM

**Subject:** Proposed rail fare increases in NSW

Good evening,

I am writing with regard to the proposed fare increases scheduled for 2008. I feel that these are unreasonable given that **service and quality** of the trains is below acceptable levels. This is due to a number of factors predominantly:

- lack of consistency of on time running including an inbuilt time window (time wasters for patrons) when services sit on platforms because they are ahead of time; and services leaving ahead of scheduled departure times
- high level of cancellations
- shabby, outdated and damaged carriages
- Unclean facilities and services
- Apathy of a number of staff
- Lack of access
- Overcrowding

Further, **lack of equity** is a big issue amongst commuters. Nice try on the discounts for off peak travel recently, but it was never going to work because the people who were ready and willing to save money were not the people in the workplace making the decisions about flexible hours. Whilst Australians today work under various arrangements from full time, part time, casual, temporary, varying locations, days, etc. the decision makers are not "sleeping" about on the trains, they have fully funded company vehicle and on-site parking! The **BIGGEST issue** for the average commuter in Sydney (and surrounds) in my opinion is that purchasing a periodic ticket, whether it is for a day, week, month, or year is that frequently you don't get what you paid for. Not in the sense of lack of service as previously mentioned above, rather you may get sick, need to change to another location at short notice, start and finish in different locations, etc. As such, my main problem is that I am **paying for a service I am not getting**, I want to purchase a dollar value and use it whenever, to wherever I want OR I want to **purchase a defined number of trips** say 10 or 20 or 12, the number I want.... Get rid of weeklies, monthlies, yearlies, [if you must] and sell what I want **charge me for what I use** (perhaps a case study of Singapore's rail network would be worthwhile in this regard)

Finally, **give me free services when services fall below acceptable levels**, as determined by a poll of commuters perhaps. Its time the government got to **know its customers!!** These proposed price increases are unconscionable given the state of the economy and possible recession, **the average commuter cannot afford it!**

In closing, the **railways should look inwardly**, at cost cutting (especially junkets, excesses and waste for example hiring equipment on fixed term contract for 1 year and cancelling after a few months but having to pay out the contract price, then the very next day hiring it back at an off contract price) and efficiency gains before considering price increases.