

Sent: Tuesday, 4 November 2008 11:14 PM

Subject: CityRail Fare Increase Proposals

I wish to disagree with your proposal to raise CityRail fares by the amounts you have suggested.

Over the last few years the service has deteriorated in the following ways :-

- Slower running trains - designed to improve the "on-time" statistics, we now have the slowest rail times for a number of generations
- Climate control - many trains are frozen in winter and boiling in summer
- Capacity issues - many trains are jammed to the point where not only can commuters not sit down, but their safety is also at risk
- upgrade issues. The kiosk at Sutherland was shut many months ago - there has been no sign of any building work taking place
- upgrade issues. The Cronulla line has seen serious disruption due to the work to make the area dual track. The local paper now reports that this project, due to complete next month will now be delayed a minimum of a further two years
- graffiti - trains are now dirtier than previously. Rubbish bins have been removed from stations, but rubbish hasn't
- Incident management - whenever an incident occurs, no staff from the station or trains have any idea what is wrong or where commuters should go - for buses or another platform. Customers are left milling around without any explanation of what is happening.
- Communication - "Next Train" signs are often a relic of the 19th century, with insufficient information to allow a determination of optimal train selection to be made. Customer announcements are either incomprehensible, or provide no meaningful information, or just do not exist.
- Safety management - overcrowding at Town Hall station continues to pose a serious risk to commuters lives and general safety.
- Lack of Transit Officers - CityRail could recoup a lot of revenue by having Transit Officers on the trains, not just waiting in large numbers behind the barriers at Martin Place. It is over 3 years since I was last asked to show my ticket on a train.

While a small increase in fares could be understood, the amounts you are recommending will only drive commuters from the rail system, and will not lead to an improvement in service. Worse, it will indicate to CityRail management that continued poor performance on a wide range of issues will be rewarded by slugging customers even further.