

To Whom it may concern.

The IPART submission for RailCorp to increase CityRail fares 2009.

This is my protest against RailCorp to increase the price of CityRail fares. I have listed some short true stories below, the reasons why IPART should not allow RailCorp to increase CityRail train fares.

I submitted a letter in 2006 to IPART why CityRail shouldn't increase fares back then & they were granted an increase then , Almost 2 years have passed & the train services haven't improved what so ever.

As a shift worker & a regular user of this CityRail system I am extremely disappointed in the quality & frequency of services for the passengers of the Southern Highlands Line.

To see my 2006 IPART submission, copy & paste this address below into your browser & download the PDF, you must have an active internet connection.

<http://www.ipart.nsw.gov.au/files/Submission%20-%20Cityrail%20fare%20review%202006%20-%20Individual%20-%20Anthony%20Fouracre.PDF>

No improvements have happened to our services since then & very little to the rest of the network, Just broken promises from ministers & more lies.

The services on the Southern Highlands line has deteriorated to the worst its ever been, over the last 12 years.

I would like to bring to your attention matters that I didn't cover back in my 2006 IPART submission letter.

About 16 years ago we had major rolling stock problems with the left over Deb sets 900 Class Diesel rail motors configured as 4 car sets. Now replaced with the newer Endeavour self propelled diesel Rail Cars. CityRail, or the previous state government at the time purchased several sets but never enough, To meet our timetable demands back then or, for the future. They purchased several of these as 2 car sets, which on some timetabled services was economical but other timetabled services unacceptable, with over crowding, longer dwell times with disembarking passengers. In the early days many teething problems with unacceptable breakdowns & delays.

These Endeavour Rail cars are all pushing 14 years old & require major retrofit As they have been left rundown. Problems with worn out carpets, damaged seats very noisy & squeaky carriage couplings, internal doors not working, malfunctioning & putrid toilets along with the smell of engine exhaust fumes in the carriages.

Prior to 13 years ago, we had many train services as far away as Goulburn all the way to Sydney Terminal in peak & non peak periods, with very good patronage.

In the last few years the cost of tickets have increased dramatically but our through to Sydney services have been cut back to **2 trains only** in out of Sydney, & both of these services only run after the morning peak & prior the afternoon peak.

These services are not suitable for the hard working class just the \$2.50 pensioner specials.

The commuters from Bundanoon, just two stations south of Moss Vale have been hit very hard with most of their services turned into a bus trip to Moss Vale. Sometime back City rail decided it wouldn't terminate the train at Bundanoon anymore because the train crew had to manually shunt the train & operate the points. This became a stupid OH&S issue. So for sometime Cityrail employed a signaller to switch the points which stopped the train driver or guard from leaving the train. A while after that cityrail thought that wasn't economical anymore & ended up terminating the trains at Moss Vale & the Bundanoon residents are now forced to use a bus. If you live in Goulburn don't even bother.

The rest of the commuters on the Southern Highlands line have to put up with delays from speed restrictions due to poor maintenance of tracks & bridges, giving way to freight & late running CountryLink services. Awaiting as much 15 minutes 500 meters south of Macarthur Station to try to connect up with a suburban city via East Hills, Airport line train or the super slow maybe cancelled All 30 stations to the City via Liverpool & Granville snail pace train.

Many times we have all missed the connections adding as much as an extra 40 minutes to our trip to Sydney, no fault of ours, but the City Rail reports on the radio says, "**All Cityrail trains are on time or close to time**", No mention what so ever about the 120 or so passengers from the Southern Highlands have just missed their city connection from Macarthur to the city due to no fault of them nor the driver of the Endeavour train. No compensation or apology given, I have become the laughing stock in the company I work for, with no chance of better job prospects or pay.

The Southern Highlands commuters pay the same amount bucks (\$) per km as you do, We have as far as I'm concerned the worst service & the least amount of Rail services in the entire cityrail network. I see more & more people driving from the Southern Highlands to Campbelltown to try & beat connection problems putting a strain on parking in the Macarthur & Campbelltown area. If I'm on a late start shift there is no chance you will get parking in this area forcing you to drive in further to the city & run the risk your car will be vandalized or missing when you return later in the evening, As for the train, there are no trains to the highlands most evenings after 10:40pm from Campbelltown.

On the weekend timetable we have a train that leaves Campbelltown at 06:04am for the Southern Highlands there is no connecting train from the city to this service. Also if you want to go to Goulburn for the day the earliest you will get there is 1:00pm.

Cityrail is so nasty, they won't even publish a timetable for the Southern Highlands Line on the wall of the concourse at Town Hall, like they have done with most of the other interurban & suburban services.

I ask the commuters from the South Coast, Central Coast & Blue Mountains, How would you all feel if City Rail terminated & dumped you all out at Waterfall, Hornsby or Penrith to save congestion on the rest of the Cityrail network & you make your own way to work from there & back.

Well, you know how we feel now!!

We in the Southern Highlands use to have a train that left Moss Vale at 03:45am & arrive at Sydney Terminal at 05:45am we now have a service that leaves Moss Vale at 3:35am change at Macarthur for a suburban train & arrive at Central at 06:02am although, the old timetable from many years back was via Liverpool & Granville a much longer route the old timetable was 27 minutes faster than now via East Hills & Airport. Thats progress?

For sometime now, at Town Hall Station around 6:15am most mornings there are plenty of workers going to work, its a very busy frustrating place when 2 fairly full trains arrive simultaneously on adjacent sides of the platform, finding most of the stairs & escalators not open or working. Forcing passengers to cue up to the most northern end of the platform to get out of the station & some people hogging the stairs & escalator by not keeping left. Also finding the toilets on the concourse at the other end of Town Hall have been permanently closed now for several months until they repaired, making it uncomfortable for some after traveling in excess of 2 hours that need to go.

On numerous occasions I have had a new or dodgy \$20 note & the ticket machine would refuse it no matter how hard you tried it in the ticket machine, up side down, back to front & screwed up it just doesn't work. Forcing other passengers & myself to ride the train without a ticket. I'm talking early mornings.

There was one instance four of us that had the money for our weekly tickets but the ticket machine refused to take the notes. We were all pulled up by Transit officers & threatened with a fine, We all came from the same station & we all had the same story & our money along with our expired weeklies, The officers finally they let us go with a warning, I feel if I was on my own that morning I would have got a fine for shore. The Government & Railcorp have wasted millions of our Tax dollars on a card system they couldn't get working. They would have done better off by adding a EFTPOS facility to all the ticket machines.

The amount of ticket machines not having change at major interchange stations is very frustrating. Causing cueing up at a ticket window with people wasting valuable time with silly questions, trying to obtain student discount tickets without proper id or authorization is very annoying.

Railcorp putting its 7:32pm Macarthur via East Hills from Central passengers in danger of a collision with a freight train at Ingleburn Station, This train most weekday evenings is very scary as I have to use this service time to time to meet up with the 8:48pm Moss Vale service from Campbelltown. For some unknown reason the train is switched to Platform 1 at Ingleburn & returned to the correct line. I for one will not sit in the front cars of this train as moments later a freight train comes tearing past.

As I mentioned I'm a shift worker I do work long hours starting day shift around 07:00am & finishing after 7:00pm & not getting home before 10pm .
I don't see the logic, If Railcorp wants more money from its patrons it has to lift its game as by increasing the dwell times at stations & making trains slower & still can't meet its timetable, Putting an all stations trains just in front of its limited stops service trains is very silly. I see hundreds of cars on the Hume Highway & the M5 in traffic jams & think, look what the railways missing out on.
This is only what I see, So for what happens on other CityRail corridors from the far South Coast, the other side of The Blue Mountains & Hunter region, the mind boggles.

Regards,

Mittagong.