

Sent: Monday, 3 November 2008 4:04 PM

Subject: City Rail Increase in Fares

As a result of the NSW State Governments inability to manage the state's budget a proposal to increase Cityrail train fares which far out weigh the cost of inflation are being proposed.

A fare increase up to 25% coupled with an already big increase in patronage, due to the cost of petrol in 2008, are difficult to comprehend in today's economic climate.

The cost of any increase should be linked to providing a service. The current service reliability across the network is not acceptable when you consider the large over-crowding on my line the Illawarra line. This would also be typical of most other lines as well. It should be noted that whilst the Illawarra line is at saturation point, you see some Bankstown services, half full in peak hour. Difficult to comprehend ? The stopping pattern requires an urgent review even after the removal of Rockdale on some services and the expected dual line to Cronulla now delayed by 2 years (we are now advised) to complete in 2010. Get Cityrail to do this before any increase is considered.

The time to travel from Cronulla to the City has increased over the years and whilst we do not want to compromise customer safety, customers sit waiting at Sutherland, Hurstville and Sydenham stations to allow Cityrail to achieve "on-time" running (up to 5mins late) as they gain a number of minutes through a typical journey. Get the trains moving. Time is money.

The absurd statement that an average mean salary per household travelling on the Cityrail network to be \$97k demonstrates how out of touch the government is. We now hear that modifications are required for each station to move the guard indicators to cater for the new air conditioned trains (wouldn't that be nice in summer of 2008/2009/2010 ?) and not to mention how this will impact customer safety. How many inept decisions should one have to put up with to cover the cost of running a reliable train network. We have heard it all and still yet to see a reliable service.

Just travel on a train regularly to see your own results. The whole system needs a complete review from costs, timetables to bring us in-line with other western countries. We are way behind other countries.

The off-peak travel discounts has been a miserable failure so Cityrail need to understand more services are required in peak hours to cater for customer patronage. The number of services needs to increase but we aren't sure the system would cope or could cater for more trains. What happens as the population grows. More overcrowding ? I'm not sure where people would fit on some days. Vandalism and the increase in numbers means a daily over-crowded service. And we are considering we pay more for this and not even in an air-conditioned train ? Come on, get real. If more frequent services existed people would be more inclined to accept a cost increase, albeit not up to 25% but a modest increase. But our current timetable is backwards, linked to many points of failure and when should we expect this situation to change. We just don't know !.

Give people a reliable, cost effective train network and any increase should be linked to the CPI rate, or thereabouts, any significant increase outside the cost of inflation cannot, and should not be even be considered. The majority of commuters are not accepting of what is being considered. Bottom line is improve the service then lets consider. But we do this in reverse. We are being expected to pay more, for what reason. ? To dig the labor government out of a big hole they are in. There has been no real change in the service provided so a fare increase in the submission cannot be justified.