

**Submission
No 6**

**INQUIRY INTO REMOVING OR REDUCING STATION
ACCESS FEES AT SYDNEY AIRPORT**

Name: Ms Anne Jaumees

Date received: 21/10/2013

I believe that the fares should stay the same and the portion of the fare that is now returned to the government rather than the private operator should be returned in a very clear and transparent fashion to improving public transport and the train service including infrastructure, service and maintenance.

However this must be 100% transparent perhaps through an easily accessible link from City rail website that is very well publicised. It should not just go into general revenue.

With regards to the terms of the submissions I believe strongly in supporting public transport and currently use the airport line and the trains generally. Currently the fare, although higher than going to surrounding stations is comparable with other major cities. So I think that we should keep the fare but use those funds for our very needy public transport- including such things as the northwest train service, extensions of lines, connection of Epping to Parramatta, increasing frequency and lines to improve performance especially in peak hour, having lifts in all stations starting with all the city stations such as Museum etc etc etc. the list of things that could be done to improve public transport in Sydney and NSW is endless.

I believe that decreasing the fare would increase patronage to the airports and to Green Square and Mascot.

However other things that would improve patronage include

i. Cleaner trains

ii. Less graffiti / more frequent cleaning off of graffiti. Some of the trains that go on this line are absolutely disgusting

iii. Better and more frequent services

iv. better connections with other public transport. More widespread public service

v. Better streamlining of fares with a unified system like the Opal card that seems to be taking forever to come

vi. More widespread usage for Opal card like being able to use for some purchases at shops like in Hong Kong.

vii. More ticket machines. There are not enough or they are not well maintained enough at some busy stations like St Leonards, Parramatta, Westmead

viii. Better customer service. At present this can be very variable within the city rail with few personnel who vary from very helpful to extremely unhelpful.