

Sent: Wednesday, 5 November 2008 9:30 PM

Subject: Re - Trainfare increases - REJECT

Attention - The Independent Pricing and Regulatory Tribunal Commissioner.

I Greg Board strongly object to the SRA increasing fares from 1st January 2009 due to -

1/ over crowded trains ,

2/ unclean trains,

3/ unreliable trains - timetables , breakdowns , faulty , graffiti, missing seats , etc

4/ The State governments broken promises , and delays in implementation of - unravelling the train line network, new trains & carriages, new trains that can not use all suburban lines (eg Millennium trains on the Richmond line), the Norwest link, duplication of the Richmond line, etc ,

5/ regular use of non air-conditioned and heated trains - western line (Richmond branch line),

6/ Faulty automatic ticket dispensing machines , and ticket barriers,

7/ lack of SRA staff - platforms , ticket windows, trains,

8/ local stations & some major stations not having accessible toilets - access is only available if the station is manned, the station staff are not about to leave - (state just cleaned toilet),

9/ regular use of 6 carriage trains - when 8 car trains are required due to patronage,

10/ the SRA's manipulation of trains arriving within acceptable times

11/ the SRA senior executives obtaining performance bonuses, large pay increase, large pay packets - for inept management , unacceptable/poor customer service, unsatisfactory performance,

12/ The SRA and the state government's inability to plan for any contingent - breakdowns, rainy days & nights (trains are always late), maintenance work - no forethought for major conflicting events - rugby league , the A league, the cricket , etc

From the above points it is clear that the SRA is in no position to request fare increases as it does not satisfy the basic requirements of a public transport service - reliable , efficient, and value.

I await your response to confirm receipt of this submission, and verification that the SRA will not increase its fares.