

Sent: Wednesday, 5 November 2008 12:16 PM

Subject: Submission - Cityrail fare increase

Dear IPART,

Please accept the below submission.

As a fellow "weekly" fare holder travelling from Thirroul (some 80 km's away from my work) I was rather displeased with the proposed fare increases your department has recommended.

Increasing weekly fares by \$7.00 to \$9.00 for commuters travelling between 35 - 175 km's is ridiculous! Where is the justification for this 25% increase?

Travelling from Thirroul, the commuters often receive 4 car trains which, during peak hours on an intercity service just makes no sense to me at all. Would you enjoy standing on a train for an hour and thirty minutes?

Apart from that, there is the constant graffiti, some trains are so bad you can't even see out of the windows or sit on the seat, where is the security on the trains to prevent this from happening, is there a company employed to clean it off or not?

One of my major concerns is the lack of safety. I often catch a train home late of a night and I very rarely see Patrolled Train Guards on the services. You would be surprised the amount of times I see people drink on the train, not too mention the ones who smoke, even during peak hour services!!

The final point I would like to make is this. Communication amongst Cityrail workers and fellow commuters is dismal! Whenever there is a change in platforms at Central, or a delay, or a broken down train, Cityrail employees struggle to convey these messages which just further adds to the frustration of commuters. I frankly think the customer service in Cityrail stinks and there needs to be something done about it.

I think I speak for every commuter when I say, unless Cityrail has a marked improvement in all areas as discussed, for me, there is no justification **at all** for these proposed fare increases.