

## SUBMISSION

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Train fares should not increase by more than the inflation rate, as there is no improvement in services. Infact, there is a major decline in the quality of service & train conditions. How then can major increases be justified?

Shorter trains are being run, people cramp up like sardines in limited number of carriages, there are no security guards who serve their purpose, the transit officers get paid too much money to harass commuters (i think they should be reassigned to train security instead), consumer complaints are ignored, air conditioning in trains either don't work or over-work.

City rail is slowly changing the culture of Sydney to rude and inconsiderate, as most people push & shove to get a seat. We are all guilty of this because there are not enough seats, trains or services. It is unacceptable....and to think that we call ourselves a developed country.....