

4 November 2008

Subject: Cityrail Fare Increases

To whom it may concern,

As a daily commuter on Cityrail services from Sutherland to Town Hall, I am outraged at the possibility of my fare increasing by up to 25%.

Is Cityrail customer service worth this 25% increase – No. There is no customer service.

Are trains on time? No.

Am I able to get a seat? No.

Are the trains clean? No.

Are trains safe? No.

Does the air conditioning work on hot days? No.

Do the heaters work in winter? No.

Clearly, the 25% increase (or any increase at all) is not warranted. Cityrail should stop paying its staff members so much and use this money on improving its services. Once the service is up to standard, then maybe commuters would be happy to pay the extra – but until then. NO WAY!