

Sent: Tuesday, 4 November 2008 6:24 PM

Subject: Submission: CityRail Fare Review 2007/08

Dear Sir,

I want to object strongly to the proposed increase to CityRail fare.
For my past three year experience using CityRail, the total service CityRail provide their customers does not deserve another proposed fare raise.

They have listed many aspects of the fair raise justification in the report, however I just cannot simply accept another increase of CityRail fare considering there is no significant improvement in any aspect which CityRail have provided to us for previous fare raises. Public railway system is to serve their people, which should be always at minimum cost. For my opinion, CityRail service is the one of 'developing country's and their service is on the border of 'barely acceptable' and 'unacceptable'.

Lastly, I do wish you improve the mechanism of submission system for your report to maximise customer involvement as much as possible. Current design and system for submission are not straight forward, nor friendly for those who wish to submit their comments/objection on your reports.

I would suggest to implement design update on your homepage to clearly show the icon to 'submit your objection' which leads to another page that the people can just type in or select the option of comments for submission on the internet browser. The current design and system to submit customer's comments are confusing, discouraging and not friendly to all viewers.