

4 November 2008

**Subject: Review of CityRail fares, 2009-2012**

An increase in rail fares of up to 25% over the next four years is an outrageous proposition. The services provided by CityRail do not warrant such an increase.

What would we get for our money?

Overcrowded trains with an inability to get a seat,  
Frequent delays,  
Fewer services,  
Longer trip times,  
Rude and incompetent staff,  
Lack of air conditioning or air conditioning set at inappropriate levels,  
Long lines when purchasing tickets,  
Increase in rubbish on trains,  
Dirty seats,  
Windows that can no longer be seen through.

How can a fare increase of 25% be justified without any visible gains in productivity or service? I'm sure that you realise that increasing fares to that extent will actually decrease CityRail revenue as more people will use alternative means of transport. You are pricing the service so that only the wealthy will be able to afford to use it.

This is yet another bad idea from CityRail.