

21 October 2008

RE: Draft Report – Review of CityRail fares 2009-2012

To Whom It May Concern:

I am writing to object the fares hike on Train services. For the last 12 years, I am a regular customer of CityRail everyday. To be honest 25% increase is not fair considering our income, financial crisis, interest rates and lots more. Not all the city worker earn 50 or 60K per year also they still struggling with other more important expenses. According IPART report claims on MX 15 October 2008 in regards banning the use of off-peak tickets between 3pm-6.30pm, I don't think this is a good idea, and 25% increase is more than enough.

CityRail "Train Service" is not worth paying with the fare increase (which now considers very expensive comparing to other countries). I always catch the same train with mostly the same time to work and on the way back. In the morning mostly I never get the seat (especially now even is more crowded) and on the way back a dirty old train with no air conditioning (overcrowded as well). Most of the people rush into the platform trying to get the same train resulting in overcrowding and not bothered to wait the next train because the waiting time is more than 10 minutes on peak hour. I don't know why CityRail never improve the service for the last 10 years compare to other countries. I have traveled overseas such as Japan, Europe, London, Singapore and most of the time the train was clean, always on time and cheap. Also they have the train running every 2 or 3 minutes most of the time except night time not mentioning Japan train was excellent. These never achieved by our CityRail, also by having trackwork almost every month on the weekend, sometimes two weeks in every month. They spend money by employing more officers to fine innocent people with no ticket (exception to dodgy drunk people, they never get a fine!)

I hope CityRail will help the commuters to have a better train and better service.