

Sent: Tuesday, 4 November 2008 10:31 AM

Subject: Review of CityRail fares from 2009 and regulatory framework

I have been using City Rail to commute from home to work daily since 1997. The return trip costs \$28.00/per week between Dulwich Hill and Town Hall. In 1997 the cost of the same weekly was \$15.00. So in 11 years the cost of travelling has increased \$13.00 for me.

Unfortunately, I have not experienced any increases in City Rail services and if anything have experienced a decline. On a daily basis, commuters experience:

- Inadequate and unsafe parking conditions when parking at the station.
- Trains that are running late, therefore we are late to work.
- Train services cancelled.
- Overcrowded carriages.
- Dirty trains.
- Vandalised trains.
- No air-conditioning on hot days and freezing temperatures on cold days.
- Overcrowded train stations.
- Increased travel times.
- Un-organised system all round.

If anything, the fares should decrease to match the sub standard service that commuters experience on a daily basis.

IPART should reject City Rail's proposed fare increase.