

Sent: Monday, 3 November 2008 10:16 PM

Subject: Review of CityRail fares from 2009 and regulatory framework

To Whom It May Concern,

I am writing about the proposed Cityrail fare increase for 2009.

I think this is unacceptable. Cityrail services have shown absolutely no improvement in any areas.

Problems:

Overcrowded trains

Frequent delays

Rude and incompetent staff

Extreme/Lack of air conditioning

Long lines when purchasing tickets

Dirty carriages and stations

I strongly oppose a fare increase. If you are trying to encourage people to use public transport rather than their own vehicles, this is not the way. I also don't think it's fair for people who don't own a car and who rely solely on public transport.

Please do not give us another increase.