

"Jannet Ngo"

How can Cityrail submit an application for a fare increase when they have yet to meet their current service standards at the current fare rate.

All anyone needs to do is take a look at the Feedback/Vent Your Spleen column of the MX everyday to see the number of unsatisfied clients Cityrail has.

If trains are not delayed, then they are cancelled. If they make it on time, it's more then likely to be an unpleasant journey because the trains will either "crawl" from one station to another, or the trains are overheated/underheated.

Let's not even talk about providing a service that exceeds customer expectations. Commuters only want a train that will arrive on time to get them from A to B. Cityrail has clearly demonstrated this is easier in theory then in practice. Cityrail, get the service right before you try to extort more money from commuters.

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