

Neville Pearce
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Rail price increases

Dear Sir/Madam,

Unfortunately, I too am a daily train commuter and am strongly opposed to CityRail AGAIN increasing their fares given the quality and service that they provide for the following reasons:

a) Announcements being made both within the train and on the platform by people who do not speak English, whose spoken word is indecipherable, whose grammar is non-existent and in short, whose information is frequently misleading.

Public announcements MUST be enunciated only by those whose English is clear and concise (God help us if there was ever a real emergency).

b) Trains are unnecessarily overcrowded in peak hour, largely grubby (interiors never even wiped down) and with discarded garbage everywhere to be seen, plus of course almost no security within any of the carriages (security is found from time to time at the station exit point where they are more concerned about fare evasion than transient security for commuters).

c) Ventilation / air conditioning either not working or clearly incorrectly set and just a cesspit for the transference of germs/disease.

d) Frequently trains run quite independently of the published rail timetable, and as such, are seen as unreliable.

Finally, I believe CityRail should start being made accountable for the service for which they charge and not just use this mediocre service for the generation of revenue. We pay for and expect a superior service from CityRail and they should only be allowed to increase their prices once they have met and continue to meet those superior standards.

Yours Faithfully,

Neville Pearce