

Tyson Morgan
29/03/2006

To Ipart,

Objection to Proposed fare increase by CityRail

Dear Sir/Madam,

I write to you on behalf of four members of my family who have been regular train travellers at various times over the last several years.

We all believe that for the following reasons the fare increase should not be granted:

- The level of service provided by CityRail is abysmal and has deteriorated alarmingly in the last 5 years.
- The management of CityRail is grossly incompetent, although the workers in contact with the public are quite helpful at most times.
- There has been no direction set for it by the last few Ministers who have shown callous disregard for the paying public.
- The level of service provided to an expanding metropolis has decreased in the last 30 years. In fact there is now less service for a much larger population.
- CityRail management does not tell the truth about its activities - eg no details have been provided of the recent survey showing customer satisfaction.
- CityRail employs too many "advisers", "spin doctors" and "PR" type people whose main function is to lie to the long suffering public.

In fact I could go on and fill this page and probably 2 more with the shortcomings of a system that has been purposely run down and under-funded, under-maintained by a Government hell bent on delivering more customers to the RTA and the motorway operators.

A price increase should only be granted by IPART if and when the service provided by CityRail approaches what it was during the Sydney 2000 Olympics.

Yours faithfully,

Tyson Morgan